Business Requirements- Group 2

### **Entity Management**

* The database must manage multiple rental locations.
* The database must manage multiple cars.
* The database must handle customer information (DOB, first name, last name, etc.).
* The database must store driver’s license information (number, state, expiration).
* The database must store contact details (phone, email, address).
* The database must handle insurance information.

### **Vehicle Information**

* The database must track make, model, year, mileage.
* The database must store license plate numbers and VIN.
* The database must handle availability of vehicles (available, rented, in maintenance, reserved).
* The database must track fuel level at check-out and check-in.
* The database must store vehicle maintenance records (repairs, inspections, service dates).
* The database must make sure that the vehicle is dropped off at the same location it was picked up at.

### **Rental Operations**

* The database must handle different rental charges (by vehicle type, duration, etc.).
* The database must handle transactions (including payments, discounts, refunds).
* The database must handle reservations in advance.
* The database must handle pick-up and drop-off dates/times.
* The database must handle late returns and penalties.
* The database must handle extensions (customers keeping the car longer).
* The database must handle cars being checked in at various locations.
* The database must support different payment methods (cash, card, online).
* The database must store scanned copies of rental agreements.

### **Customer History & Loyalty**

* The database must track rental histories per customer.
* The database must track customer preferences (frequent car type, rental pattern).
* The database must support loyalty programs or rewards.

### **Insurance & Liability**

* The database must link insurance policies to customers and/or rentals.
* The database must handle accident/incident reports tied to rentals.

### **Reporting & Analytics**

* The database must generate utilization reports (which cars are used most).
* The database must generate revenue reports (by location, car type, time period).
* The database must track customer rental activity for analysis.