

Vision

Problem no intuitive app solution for motorhome rental in Denmark

Introduction

We envision an app where customers can have easily rent motor homes for either personal or business use. With the flexibility to support different customer needs as well as being fault-free. The app will be location-based to make it easier for customers to find motorhomes near them. As well as make the process as easy as possible.

Positioning

Business Opportunity

There is no easy-to-use rental app for users in Copenhagen and Denmark. Most of the time the solutions are web-based instead of app-based. The problem is that it does not give the customer the ability to personalize their experience and automate the process. Why spend time looking when the app can do it for you! By giving the customer the ability to make a bot that does the looking for them!

Problem Statement

Traditional motorhome websites will make you type in a request and spend time looking for the deal you want and often customer goes to another company for their needs. This leads to fewer sales, time waste, and annoyance.

brief use case:

Use case 1

The customer opens the app and gets greeted with available RV's near them. The customer taps on the RV they want and gets a brief description, date of when the car is available for them to rent as well as prices. They choose the date and time that fits them best. Here they can see the rules of rent and choose extras for their booking. They book the car and arrive at the agreed-upon location or get it delivered to their home.

Use case 2

The customer opens the app and gets greeted with available RV,s near them. The customer decides to make a booking agent in the app, that will notify them when an RV with requirements they want is available for them to book. The customer waits a day or two and gets the perfect deal for them. They book the car and arrive at the agreed-upon location or get it delivered to their home

Casual use case

Success: a customer goes to the app, books an RV, and pays on time.

Alternate scenarios:

Cancellation: The customer cancels the order on the day of (or up to) delivery. The customer might get annoyed at cancel fees and the company will lose a customer.

No available bookings: The customer can't get an RV for their needs and goes to another site

Fully dressed use case 1

- **Scope:** mobile application
- **Level:** User
- **Primary Actor:** Customer
- **Stakeholders and interests:**
 - Customer: Wants a simple booking experience. Wants an easily navigable app. Wants a confirmation of their booking at the end of a purchase.
 - Company: Wants organized transactions, and wants to satisfy customers' interests. Wants to ensure that payment authorization is working properly, and the correct tax is paid.
 - Government tax agencies: Wants to collect tax from every sale.
 - Payment Authorization Service: Wants to receive authorization requests in the correct format.

- **Preconditions:**
 - The customer is identified and authenticated.
 - For a successful transaction then the app needs to be working and the customer needs to be verified and finally the product needs to be in stock, and paid on time.
- **Success Guarantee(or Postconditions):**
 - The sale is saved. Tax is correctly paid. Accounting and inventory updated. Commissions recorded. The receipt is sent over mail. Payment approval is recorded.
- **Main Success Scenario (or Basic Flow):**
 1. The customer opens the app
 2. Gets greeted with available RV,s near them.
 3. The customer decides to make a booking agent in the app, with the requirements they want.
 4. When an RV is available for them to book, The customer gets notified
 5. They book the car and arrive at the agreed-upon location or get it delivered to their home for an extra fee. In both scenarios, the customer pays a deposit
 6. The customer pays when the rental is over and pays any extra fees. The customer gets their deposit back if the is no damage to the car.
- **Extensions (or Alternative Flows):**
 - (Payment verification failed)

Continue from 6:

- a. If the customer payment method fails, Nordic Motorhome Rental will accept payment in cash
 - b. If the customer can't pay the amount owed to Nordic Motorhome Rental, it will be taken up with the customer's bank and a debt settlement will be made.
- (Product damaged)

Continue from 6:

- a. Damage evaluation.
 - 1. If the damage is small the cost is taken from the deposit.
 - 2. If the damage is great the cost for the repair will be added as an additional cost.
- b. RV will be taken out of rotation until repaired.
- (Customer loses interest)

Continue from 3:

- a. The customer loses interest and disbands their booking agent.
- (Invalid product id)
 - a. If the product can't be accessed in the app
 - i. The Customer will report it to Nordic Motorhome Rental
 - ii. The customer will go on to another RV and a sale is lost
- (Renting cancelation)

Continue from 4:

- a. The customer loses interest after booking the RV and will unbook the RV.
 - 1. If the unbooking happens late then the customer will only get a percentage of their deposit back.
- **Special Requirements:**
 - A phone or tablet that can access the internet.
 - Credit authorization responds quickly 90% of the time.
 - Language conversion.
- **Technology and Data Variations List:**
 - Credit account information entered by card reader or keyboard.
 - Credit payment signature captured on a paper receipt. But a digital method is preferred in the future.
- **Frequency of Occurrence:**
 - High demand in peak Season.
 - Medium demand in the middle Season.
 - Moderate demand in low Season.

- **Open Issues:**
 - Local tax law

Fully dressed use case 2

- **Scope:** mobile application
- **Level:** User
- **Primary Actor:** Customer
- **Stakeholders and interests:**
 - Customer: Wants a simple booking experience. Wants an easily navigable app. Wants a confirmation of their booking at the end of a purchase.
 - Company: Wants organized transactions, and wants to satisfy customers' interests. Wants to ensure that payment authorization is working properly, and the correct tax is paid.
 - Government tax agencies: Wants to collect tax from every sale.
 - Payment Authorization Service: Wants to receive authorization requests in the correct format.
- **Preconditions:**
 - The customer is identified and authenticated.
 - For a successful transaction then the app needs to be working and the customer needs to be verified and finally, the product needs to be in stock and paid on time.
- **Success Guarantee(or Postconditions):**
 - The sale is saved. Tax is correctly paid. Accounting and inventory updated. Commissions recorded. The receipt is sent over mail. Payment approval is recorded.
- **Main Success Scenario (or Basic Flow):**
 7. The customer opens app
 8. Gets greeted with available RV,s near them.

9. They book the car and arrive at the agreed-upon location or get it delivered to their home for an extra fee. In both scenarios, the customer pays a deposit
10. The customer pays when the rental is over and pays any extra fees (ex. damage to car, more miles driven than agreed). The customer gets their deposit back if there is no damage to the car.

○ **Extensions (or Alternative Flows):**

- (Payment verification failed)

Continue from 6:

- c. If the customer payment method fails, Nordic Motorhome Rental will accept payment in cash
- d. If the customer can't pay the amount owed to Nordic Motorhome Rental, it will be taken up with the customer's bank and a debt settlement will be made.

- (Product damaged)

Continue from 6:

- c. Damage evaluation.
 3. If the damage is small the cost is taken from the deposit.
 4. If the damage is great the cost for the repair will be added as an additional cost.
- d. RV will be taken out of rotation until repaired.

- (Customer loses interest)

Continue from 3:

- b. The customer loses interest and doesn't end up renting an RV, a sale is lost.

- (Invalid product id)

- b. If the product can't be accessed in the app

- i. The Customer will report it to Nordic Motorhome Rental
 - ii. The customer will go on to another RV and a sale is lost
- (Renting cancelation)

Continue from 4:

- b. The customer loses interest after booking the RV and will unbook the RV.
 - 2. If the unbooking happens late then the customer will only get a percentage of their deposit back.
- **Special Requirements:**
 - A phone or tablet that can access the internet.
 - Credit authorization responds quickly 90% of the time.
 - Language conversion.
- **Technology and Data Variations List:**
 - Credit account information entered by card reader or keyboard.
 - Credit payment signature captured on a paper receipt. But a digital method is preferred in the future.
- **Frequency of Occurrence:**
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 - Moderate demand in low Season.
- **Open Issues:**
 - Local tax law

Glossary

Agent	A computer software(Bot) that checks for something and if that is true then it performs a task.
Payment Authorization Service	A service that guarantees the security of the client's payments.
Deposit	A deposit is the security (a portion of money) for the company that can be

	used in there is damage to the product or a breach of contract.
Commissions	A commission is an order for someone to do something and get paid ¹
RV	An RV is an Autocamper or a Recreational vehicle

¹ <https://www.vocabulary.com/dictionary/commission>