Kevin Walsh

10/12/23

Cs 361

Project B.2: SE Process - Requirements Gathering

Bend, Oregon is a small town situated on in Central Oregon. Because of its proximity to the Deschutes River and civic improvements it has seen growth in tourism. Recreational biking, along the Deschutes River, is a popular activity. The Bend Bike Shop rents bikes on a daily/hourly basis and has seen growth so that an automated system for rentals and other management functions is needed. What is desired is a web-based system where customers can reserve and pre-pay for bike rentals. Kiosk stations will be available in the store for customers that have not made advance reservations. This system must also handle inventory management for the bikes.

Bikes available for rental have a number of characteristics to accommodate a wide variety of customers – including young adults interested in higher performance biking, older adults wanting a more comfortable biking experience, bikes for children, and other special needs bikes. To accommodate the bicyclist needs, the system must be capable of displaying an inventory of available bikes. The customer must be able to search the inventory for available bikes matching search criteria. The customer must be able to select a group of bikes for rental on a given day. To complete the transaction the customer enters credit card information and other personal data. The credit card is not charged until after the bikes are returned.

The in-store kiosk stations function the same as the general web-based interface with the exception that they have a credit card swipe capability so that the customer does not need to key in their credit card information. All rentals require a valid credit card. Store employees are available for customers requiring assistance at the kiosk stations. Reservations may be changed or cancelled until 24 hours before the scheduled rental time.

Upon return of a bike the duration of the rental is noted and compared to the requested rental duration. The final rental charge is determined and the credit card is charged. Store employees record any problems with bikes upon their return. A returned bike is out of service until it has been inspected by a store employee. A late fee is assessed if the bike is returned more than 30 minutes after the requested rental return. The late fee is reduced if the renter phones the store to notify that the rental will be late.

Management must be able to set the charge for reservation changes and cancellations. Management must also be able to set the bike rental rates. Typically rates reflect seasonal variations in bike usage. However, rates must also be able to be changed to reflect holidays and other events. Bike rental rates are set by the type of bike – performance, recreational, or other.

Management also must be able to take bikes out of service for maintenance and be able to add bikes to the inventory. Adding a bike to the inventory requires entering data to the system to describe the bike.

Various reports are needed from the system, such as a summary report describing the inventory and summary reports of rental history for the inventory. The system must also be able to report on the rental history for individual bikes, noting how often the bike has been rented and any problems recorded during inspection and maintenance.

First questions

Hello Mr. Ridealot I would like to ask some follow up questions:

1. The characteristics mentioned were determined by the performance of the bike. Would you like to have other characteristics like color of bike or wheel height?
2. Would you like to have the kiosk have the ability to purchase a bike or would you like to stay with renting.
3. do you have a color scheme in mind or is the color choice up to us the designers.
4. do have a timeline in mind for this project.

First response

Don't need the color, but would like the frame size and wheel size.

Just rentals for now, no purchases.

Some color scheme that looks good would be great. 🙂

We were thinking by next June.

Clarifications questions:

Thank you for responding to my questions. To clarify I have some questions.

1. Do you already have a company logo or company colors that you are currently using so that we can keep consistent?
2. You said just rentals for now, would you like to have the system be able to easily add purchasing as feature in the future?

Other students questions

From Nathen sweet:

Will there be a minimum rental time?

---2 hours is the minimum rental time.

Will prices be changed manually by management as the seasons progress or shall that be done automatically?

---It would be great if we could set up some automatic changes but then also allow for overrides.

From Shane Ludwig

What happens if the person does not return the bikes? Do you charge after 24 hours? What happens if someone just takes the bike, do you have a tracker on them? Do they become blacklisted from renting again?

---- If they don't return the bike within 7 days of their return date and we cannot reach them, we charge the credit card the replacement cost of the bike.

From Wil

What forms of payment will be accepted?

----- All credit cards except American Express. And cash.