**Nordic Motorhome Rental Inception and Elaboration activities**

**Revision history**

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| --- | --- | --- | --- |
| **Version** | **Date** | **Description** | **Author** |
| Inception draft | 11. November 2021 | First draft. Other drafts may occur during elaboration phase | Rasmus Ørum Mortensen |
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**Introduction**

A system for hiring autocampers is to be made available for clients and the company. The client can use the system to choose from a variety of autocampers.

The company can handle bookings through the system.

The prices will vary during the seasons, so the price will be higher in the peak season and lower in the low season. Due cancellation, different charges may apply, depeneding on the circumstances of the booking.

A start distance pr. day will be included in the price and thereafter a price/km will count.

Extras for the autocamper can be bought, fx. bed linen and bike rack.

A more detailed description of the system will be presented with a brief use case, a casual use case, and a fully dressed usecase.

**Business opportunity**

The purpose of the system is to handle and automate bookings easilier for the staff and customers of Nordic Motorhome rental. The system relieves the company for bookings through e-mails and phonecalls.

A lot of manual work is automated through the system. For example, distance driven, information registered by the user, etc.. Therefore, a more automated solution will give time for the company to spend resources on other areas. E.g. expanding the autocamper capacity and maintaining them. Also, a more fluent costumer service and relaxed atmosphere will arise at Nordic Motorhome Rental.

**Problem statement**

Managing bookings with no tools, other than a phone and email, is too time consuming for the company. There are too many administrative tasks with renting an autocamper, so the costumer service is not at the highest level. This problem takes away a lot of resources, which could have been spent on mechanics, more autocampers and a better costumer service.

**Brief use case**

**Nordic Motorhome Rental:** A customer uses the motorhome website for booking an autocamper. The customer creates a profile. The customer can use his credit card or mobilepay. The customer selects the type of vehicle, and the position for the autocamper to be picked up. A contract is signed and a deposit is paid. Any extra purchases that the customer did, or any damages that the autocamper suffered, will be accounted for when the deposit is paid back.

The purchase is recorded in the system for the company to see, and a receipt will be available to the customer in the app, and also sent to his email. The customer may purchase extras for the autocamper. The costumer may cancel the rental, and charges will apply depending on how many days left, prior to the start of the term of rental.

**Casual use case**

*Main success scenario:* The customer wants to rent an autocamper, so the customer enters motorhome’s website. The customer wants to rent a small compact camper with 2 beds for the peak season. He creates a profile by entering personal information, choosing a password and his credit card. He picks the truck, and a bike rack as an extra, and wants to pay. He presses the “shopping cart icon” and the basket screen appears. On the basket screen, the customer is given the opportunity to select a pickup destination with a button, on the same square as the autocamper on the shopping list (the company address is the default pickup destination). He pushes the button and is sent to a screen with a google maps plugin, where he can select the pickup destination for a fee of 0.70 euros/km for the company to deliver. He then presses “Select pickup point” and is redirected to the basket screen. He proceeds to the payment transaction screen and uses his credit card of which is saved in the system.

*Alternate scenarios:*

* Credit card is rejected. Customer is informed
* Customer tries to book a autocamper, which is already booked, but the icon for the autocamper is “greyed out” or “not clickable”.

**Fully dressed use case**

**Use case UC1: Nordic Motorhome Rental**

**Scope:** Nordic Motorhome Rental booking website

**Primary Actor:** Customer

**Stakeholders and interests:**

* Sales assistants: They want a fluent system with no errors and an intuitive UI.
* Customer: Wants an intuitive UI without complications of any sort. An informative and simple UI should be available.
* Company: Wants a successful booking system. This would gain a surplus of resources to spend on other parts to improve in the company.
* Tax: Obvious what they want.
* Payment authorization service: Receives digital authorization requests. They want to correctly account for their payables (taget fra bogen). A small fee will be sent to the company behind the payment authorization service.

**Preconditions:**

Customer must create an account to use the system

**Postconditions:**

* The system processes the booking without errors.
* Payment Authorization Service is working fluently
* The booking is confirmed from the company

**Basic Flow:**

1. Customer enters the website for booking an autocamper.
2. Customer successfully creates an account by entering personal information, choosing a password and adds credit card.
3. Customer enters the booking page and selects a large autocamper. It’s peak season, so the price is 60% higher.
4. A window is prompted with extras, so the customer selects a bicycle rack which is added to the shopping cart.
5. The customer proceeds to the shopping cart page by clicking the shopping cart icon in the top right corner of the website.
6. A list is shown with the autocamper and the bicycle rack.
7. In the autocamper field, a button named “pickup location” is clicked and the customer selects the area for pickup and the pickup price is calculated by the system.
8. The customer checks the insurance and cleaning agreement fields and checks the “terms of agreement” field as well.
9. The customer clicks “proceed to payment” and proceeds to a page with information regarding the deposit, which will only be deducted from the account if the car is damaged and scrolls down to the payment information fields.
10. The customer enters his credit card information or selects his card (if stored if the system).
11. The card if processed by payment authorization service and is authorized.
12. The customer receives a confirmation email with a receipt.
13. The booking confirmation is sent to the system
14. The customer is done with his rental and delivers the car at the Motorhome office.
15. The extra kilometers driven are noted by the bookkeeper and the price is subtracted from the deposit
16. There are no damages to the car whatsoever and the booking has successfully ended.

**Extensions**

1. If the system fails
2. The shopping cart is saved and the customer can continue his shopping when the system is up
3. Customer might want to re-enter his personal information and credit card number if not saved in the account
4. Customer wants to cancel his purchase
5. The customer goes to “bookings” in his profile to cancel his purchase.

1a. the cancellation is up to 50 days prior to start of rental and the customer is charged 20% of the price.

1b. the cancellation is between 49 and 15 days prior to the start of the booking and the customer is charged 50 % of the price.

1c. the cancellation is less than 15 days prior to the start of the booking and the customer is charged 80 % of the price.

1d. the cancellation is on the days of the booking start and the customer is charged 95% of the rental price.