Group Members

Jawad Ahmed (20P-0165)
Section: BCS-6A

Hassan Shah (20P-0025)
Section: BCS-6B

Assignment No 1

1. Introduction:

1.1. Project Background:

The Car Rental System is a comprehensive software solution designed to streamline and automate the operations of a car rental company. This system aims to enhance the efficiency, accuracy, and convenience of managing the entire car rental process, from vehicle reservations and customer information to billing and reporting.

1.2. Objectives:

The objective of developing the Car Rental System is to provide a user-friendly and feature-rich platform that enables car rental companies to optimize their operations, improve customer experience, and streamline administrative tasks. The system aims to automate manual processes, reduce errors, and enhance overall efficiency, ultimately leading to increased profitability and customer satisfaction.

1.3. Scope:

The initial scope of the Car Rental System project will focus on core functionalities, including vehicle management, reservation, and customer management. However, the system will be designed with extensibility in mind, allowing for future enhancements and the integration of additional modules such as online payment gateways, vehicle tracking systems, and mobile applications.\

1.4. Intended audience:

- **Car Rental Company Management**: This includes executives, managers, and decision-makers within the car rental company. They will be interested in understanding how the system can enhance operational efficiency, streamline processes, and improve overall profitability. They will also be concerned with the system's ability to provide
- **Car Rental Company Employees**: This group consists of employees who will directly interact with the Car Rental System on a daily basis. This includes rental agents, administrators, and support staff. They will require user-friendly interfaces, simplified workflows, and automated features to help them manage reservations, customer information, vehicle inventory, and billing effectively.
- **Car Rental Customers**: The system is designed to cater to the needs of customers who wish to rent vehicles from the car rental company. This includes individuals, tourists, business travelers, and organizations. The system should provide an intuitive and convenient online platform for customers to search for available vehicles, make reservations, view pricing details, and access important rental information.

2. General Description:

2.1. Features:

- **Registration and login**: Allowing customers to create new accounts and login to their existing accounts, enabling personalized rental experiences and access to customer-specific information.
- **User Dashboard**: The system will provide users with a main dashboard that offers a centralized view of their current reservations, rental history, and the availability of cars. This feature

enables users to quickly access and manage their rental activities, making the overall experience more convenient and efficient.

- **Vehicle inventory management**: Tracking and managing the fleet of available cars, their specifications, and availability.
- **Customer management**: Maintaining customer profiles, contact information, rental history, and preferences.
- **Pricing and billing**: Calculating rental costs based on factors such as vehicle type, rental duration, and any additional services, generating invoices, and managing payment processes.
- **Reporting and analytics**: Providing comprehensive reports on revenue, utilization rates, customer feedback, and other key performance indicators to facilitate informed decision-making.

2.2. Functions:

- **Vehicle Management:**

  Add new vehicles to the rental fleet.

  Update and maintain vehicle information, such as make, model, year, and specifications.

  Track vehicle availability and status (e.g rented, available, in maintenance).

  Handle vehicle check-in and check-out processes.

- **Reservation Management:**

  Allow customers to make vehicle reservations online or through other channels.

  Check vehicle availability for specific dates, locations, and vehicle types.

  Confirm and manage reservation requests.

  Handle reservation modifications, including changes in dates, vehicle type, or location.

  Send reservation confirmation and reminders to customers.

- **Customer Management:**

  Maintain a customer database with contact details, identification information, and preferences.

  Register new customers and verify their identities.

  Handle customer inquiries, support requests, and feedback.

  Manage customer loyalty programs, discounts, or membership levels.

  Maintain rental history for each customer.

- **Pricing and Billing:**

Calculate rental rates based on factors such as vehicle type, duration, and any additional services.

Apply discounts, promotional codes, or special offers.

Generate accurate invoices and receipts for each rental transaction.

Handle payment processing, including online payments and integrations with payment gateways.

Track and manage outstanding payments or overdue accounts.

- **Check-in and Check-out:**

  Facilitate the check-in process, including verifying customer details, collecting required documentation, and inspecting the vehicle condition.

  Manage the check-out process, ensuring the return of the vehicle in proper condition, inspecting for damages, and closing the rental transaction.

  Calculate and adjust charges based on any damages, late returns, or additional services used during the rental period.

- **Reporting and Analytics:**

  Generate reports on key performance indicators, such as revenue, utilization rates, and customer satisfaction.

  Track and analyze rental trends, peak periods, and customer preferences.

  Monitor fleet performance, maintenance schedules, and costs.

  Provide insights for strategic decision-making and improving business operations.

- **Administrative Functions:**

  User management: Control access levels and permissions for system administrators, employees, and customers.

  System configuration: Set up default settings, rental policies, and business rules.

  Data backup and security: Ensure the protection and integrity of customer and business data.

  System maintenance and updates: Perform regular maintenance tasks, software updates, and bug fixes.

2.3. Performance requirements:

- **System Responsiveness:**

  The system should respond to user interactions (e.g., searching for available cars, making reservations) within an acceptable timeframe, typically within a few seconds.

The user interface should provide smooth and seamless navigation, with minimal delays in loading pages or executing actions.

- **Scalability:**

  The system should be able to handle an increasing number of concurrent users and transactions without significant degradation in performance.

  It should scale seamlessly to accommodate peak periods or sudden surges in user activity without impacting response times or system stability.

- **Availability:**

  The system should aim for high availability, minimizing downtime and ensuring that it remains accessible to users at all times.

  It should have a robust infrastructure, with redundant servers, backup systems, and disaster recovery mechanisms in place to prevent service interruptions.

- **Database Performance:**

  The database used by the system should be optimized for efficient data retrieval, storage, and update operations.

  Queries related to vehicle availability, reservations, and customer information should execute quickly to provide a seamless user experience.

- **Security and Privacy:**

  The system should incorporate appropriate security measures, such as encryption, secure protocols, and access controls, to protect sensitive data (e.g., customer information, payment details).

  It should adhere to privacy regulations and industry best practices to ensure the confidentiality and integrity of user data.

- **Error Handling and Recovery:**

  The system should handle errors gracefully, providing clear error messages and suggestions for resolution.

  It should be capable of recovering from failures, such as network interruptions or database errors, without losing critical data or disrupting the user experience.

2.4. Constrains:

- **Technology Constraints:**

  The system must be compatible with the technology infrastructure and software stack chosen by the car rental company.

It should operate within the technical limitations imposed by the hardware, network, and operating systems being used

- **Budget Constraints:**

  The development, implementation, and maintenance of the system should align with the allocated budget for the project.

  Cost considerations must be taken into account when selecting technologies, hosting solutions, and third-party services.

- **Time Constraints:**

  The system development and deployment must adhere to specified project timelines and milestones.

  Adequate time should be allocated for testing, quality assurance, and user acceptance activities.

2.5. Dependencies:

- **Cloud Service Provider Selection:**

  The car rental company will evaluate different cloud service providers based on factors such as cost, performance, and availability in their target regions.

  Factors like specific features, support, and integration capabilities with existing systems will be considered when selecting the cloud service provider.

- **Infrastructure Setup:**

  The car rental company will provision the necessary virtual machines, storage, and networking resources in the chosen cloud environment.

  This setup will be aligned with the anticipated system requirements, such as expected user traffic and data storage needs.

- **Data Storage and Backup:**

  The car rental company will utilize cloud-based storage solutions, such as object storage or relational databases, to store and manage the system's data.

  Regular backups, replication, and disaster recovery mechanisms will be implemented to safeguard data and ensure business continuity.

- **Scalability and Elasticity:**

  The car rental company will leverage the scalability and elasticity features provided by the cloud environment to dynamically adjust resource allocation based on system demand.

Auto-scaling configurations and load balancing mechanisms will be implemented to handle varying levels of user traffic efficiently.

3. Specific Requirements:

3.1 User Interface Requirements:

The possible user interface requirements for the car rental system will be:

1. The system shall have a login page that allows members to sign in using their username and password.
2. The system shall have a registration page that allows new users to create a profile by entering their name, address, and contact information.
3. The system shall have a main dashboard that displays the user's current reservations, rental history, and available cars.
4. The system shall allow the user to search for available cars by selecting pickup and drop-off locations, date, time, and type of vehicle.
5. The system shall display a list of available cars with their details, including the make, model, year, rental price, and availability status.
6. The system shall allow the user to select a car and reserve it for a certain number of days.
7. The system shall display the reservation details, including the pickup and drop-off locations, the type of vehicle, the rental period, and the total price.
8. The system shall allow the user to modify or cancel a reservation if necessary.
9. The system shall provide a confirmation page after the user makes a reservation, which includes the reservation number, the pickup and drop-off locations, and the rental details.
10. The system shall allow the user to view their rental history and make a payment for the rental charges.
11. The system shall have a help section that provides information on how to use the system and contact customer support if needed.

12. The system shall be mobile-responsive and accessible from different devices, including smartphones and tablets.

3.2. Function and Non-Functional Requirements

Functional Requirements	Associated Non-Functional Requirements
The system shall allow users to search for available cars by entering pickup and drop-off locations, date, time, and type of vehicle.	Performance: The system shall return search results within 5 seconds.
The system shall allow users to select a car and reserve it for a certain number of days by entering their personal and payment information.	Security: The system shall use encryption to protect users' personal and payment information.
The system shall send a confirmation email to the user after a reservation is made, including the reservation number, the pickup and drop-off locations, and the rental details.	Reliability: The system shall ensure that confirmation emails are sent within 1 minute of a successful reservation.
The system shall allow users to modify or cancel a reservation if necessary by entering the reservation number and the user's personal information.	Availability: The system shall be available 24/7 with a maximum downtime of 1 hour per month for maintenance.
The system shall provide a rental agreement that includes the rental period, the rental fee, and the terms and conditions of the rental.	Usability: The rental agreement shall be presented in a clear and easy-to-understand format.
The system shall allow users to return the rented car at a different location than the pickup location, if available.	Scalability: The system shall be able to handle a minimum of 1000 concurrent users.

3.3 Performance Requirements

1. The system shall respond to user requests for available cars within 5 seconds.
2. The system shall allow users to reserve a car within 30 seconds of selecting the desired vehicle.
3. The system shall generate a confirmation email for a successful reservation within 1 minute.
4. The system shall allow users to modify or cancel a reservation within 10 seconds of the request.
5. The system shall process payments for rentals within 5 seconds of the transaction.
6. The system shall maintain a maximum downtime of 1 hour per month for maintenance.
7. The system shall be able to handle a minimum of 1000 concurrent users without significantly affecting the response time.

8. The system shall be able to handle a maximum of 10,000 requests per minute without significant performance degradation.
9. The system shall cache frequently accessed data, such as car availability and rental rates, to reduce response time.
10. The system shall use load balancing and fail over mechanisms to ensure high availability and prevent downtime.

3.4. Security Requirements

The security requirements will be the following:

1. The system shall use encryption to protect users' personal and payment information during transmission.
2. The system shall store users' personal and payment information in an encrypted format.
3. The system shall require strong passwords for user accounts and limit the number of failed login attempts.
4. The system shall restrict access to sensitive data and functions based on user roles and permissions.
5. The system shall log all user activities and events, including login attempts, reservation and rental transactions, and account modifications.
6. The system shall use secure coding practices and technologies to prevent security vulnerabilities and attacks.
7. The system shall conduct regular security assessments and penetration testing to identify and remediate vulnerabilities.
8. The system shall comply with applicable data privacy and security regulations, such as GDPR and PCI-DSS.
9. The system shall have a disaster recovery plan in place to prevent data loss and ensure business continuity in case of a security breach or other event.
10. The system shall have a procedure for reporting security incidents to the appropriate authorities and notifying affected users.

3.5. Data Requirements:

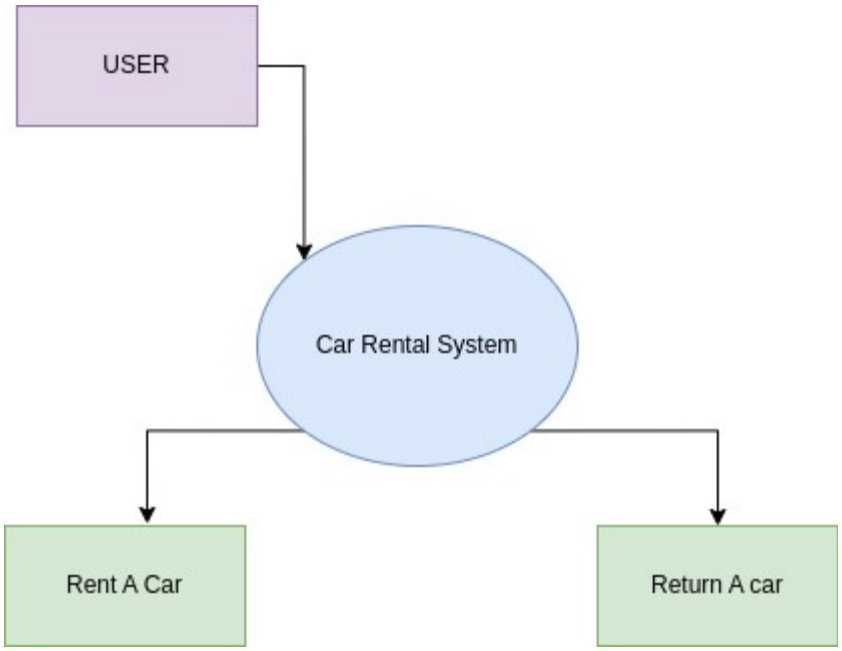
The data requirements will be the following:

1. The system shall maintain a database of all registered users, including their name, address, contact number, and payment information.
2. The system shall store a record of all car rental transactions, including the rental period, rental fee, pickup and drop-off locations, and vehicle type.
3. The system shall store information about the available cars, including the make and model, year, mileage, and current location.
4. The system shall maintain a record of car maintenance and repair history, including service dates, parts used, and costs.
5. The system shall store information about the different rental locations, including their address, contact number, and hours of operation.
6. The system shall keep a record of user preferences, such as preferred vehicle types or pickup locations, to improve the user experience.
7. The system shall store the terms and conditions of the rental agreement, including insurance policies, liability, and rental restrictions.
8. The system shall keep a record of user feedback and complaints, including the nature of the issue and the resolution.
9. The system shall maintain backup copies of all data to prevent data loss in case of system failures or disasters.
10. The system shall comply with applicable data privacy and security regulations, such as GDPR and CCPA.

4 Design

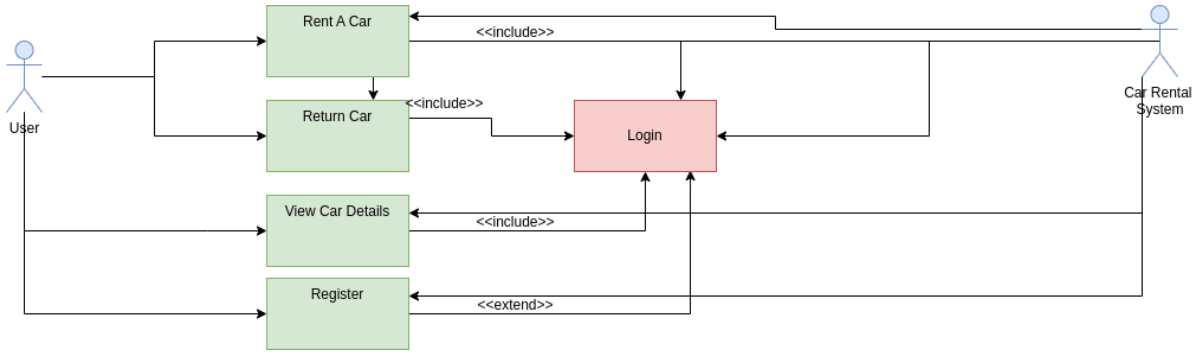
4.1 Context Diagarm

The context diagram for the car Rental System will be:



4.2 Use Case Diagram

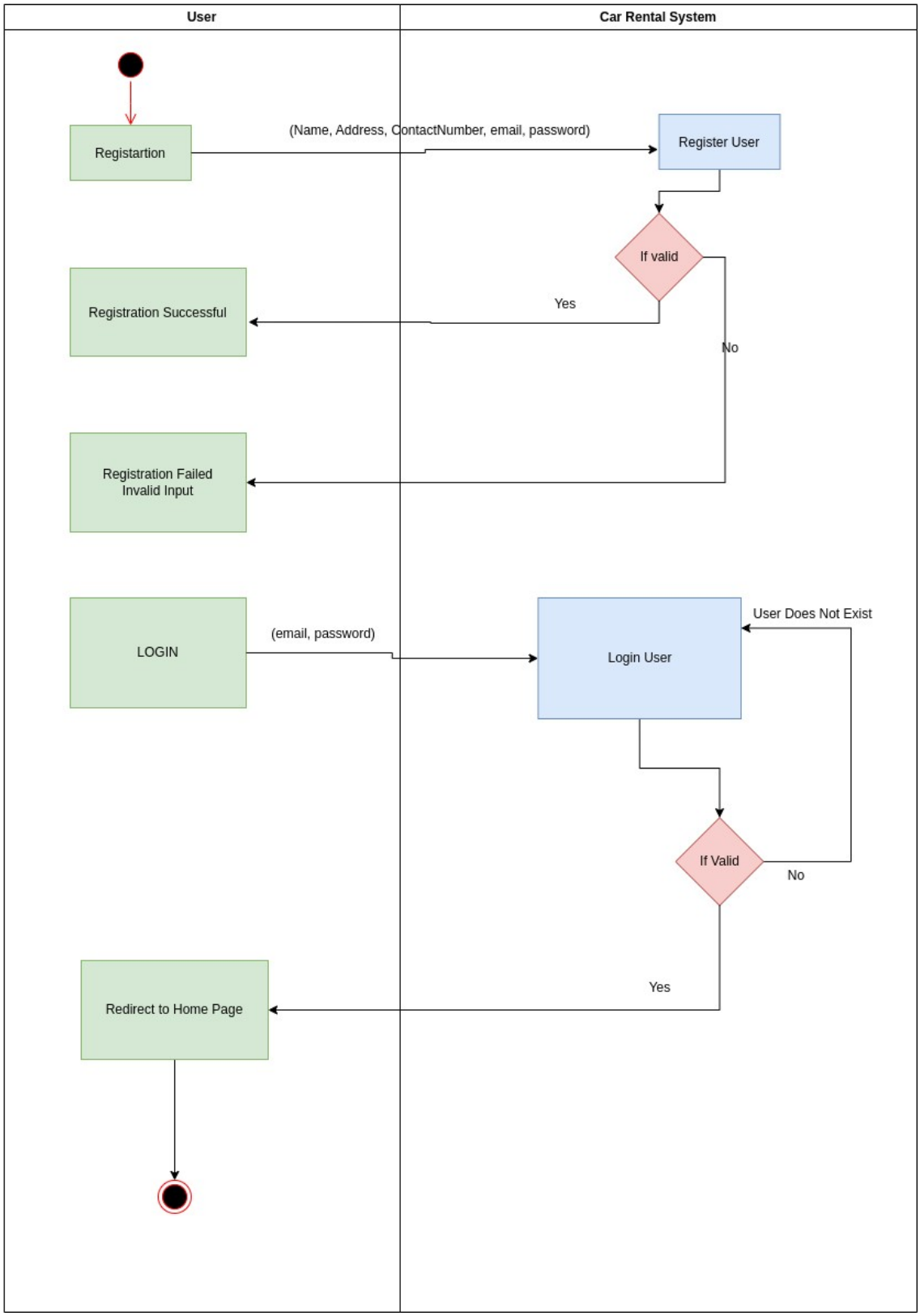
The usecase diagram for the car rental will be following:



4.3. Swim lane diagram:

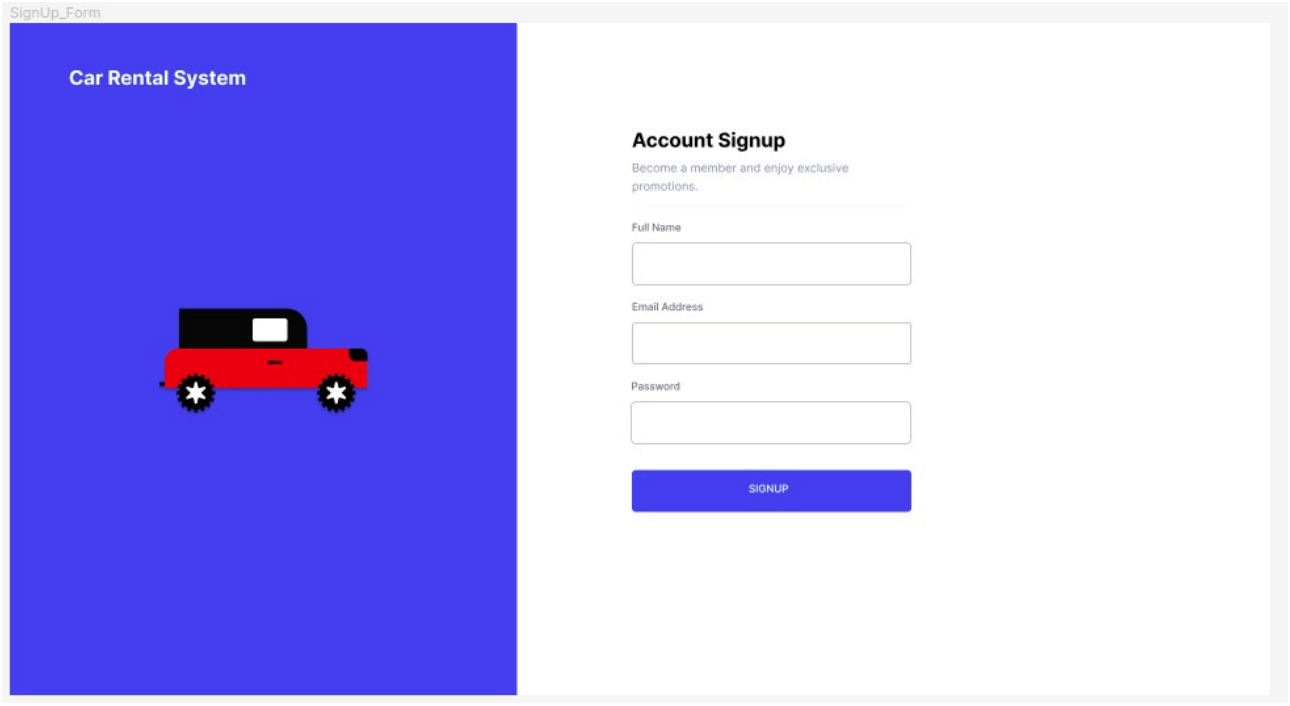
The swim lane for the user login and registration will be following:

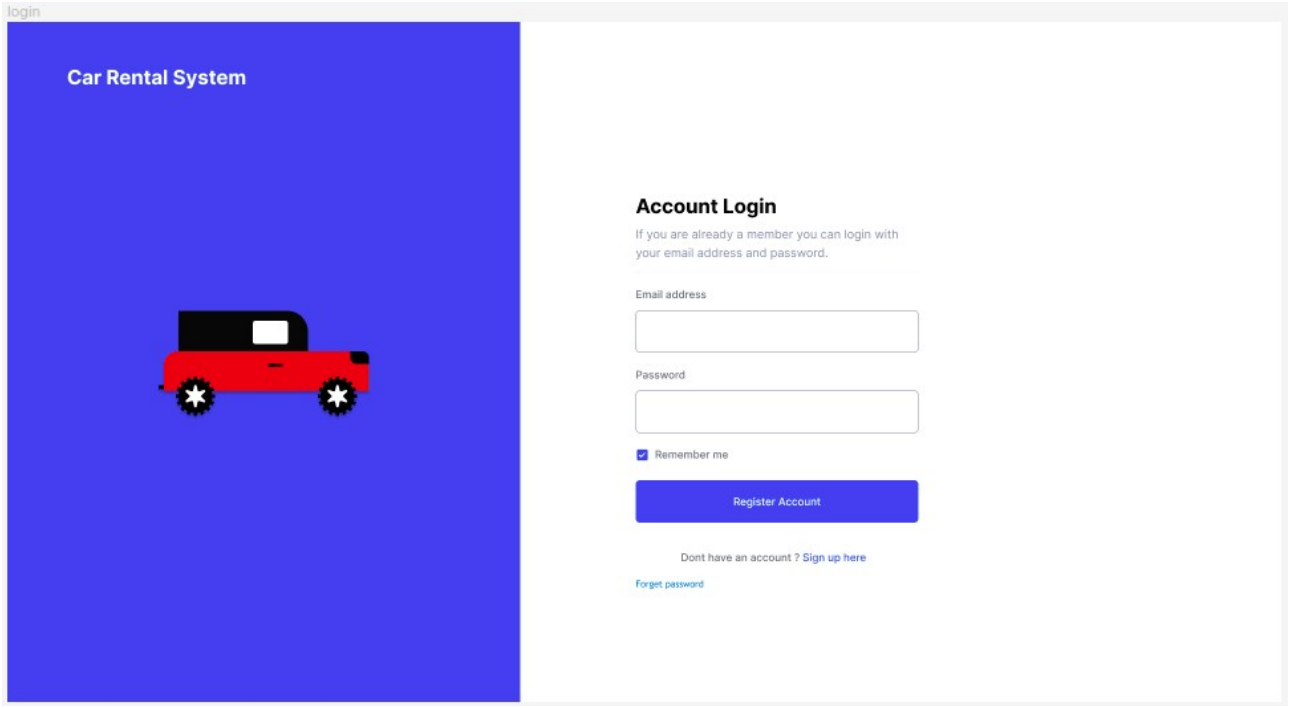
User Login and Registration Car Rental System



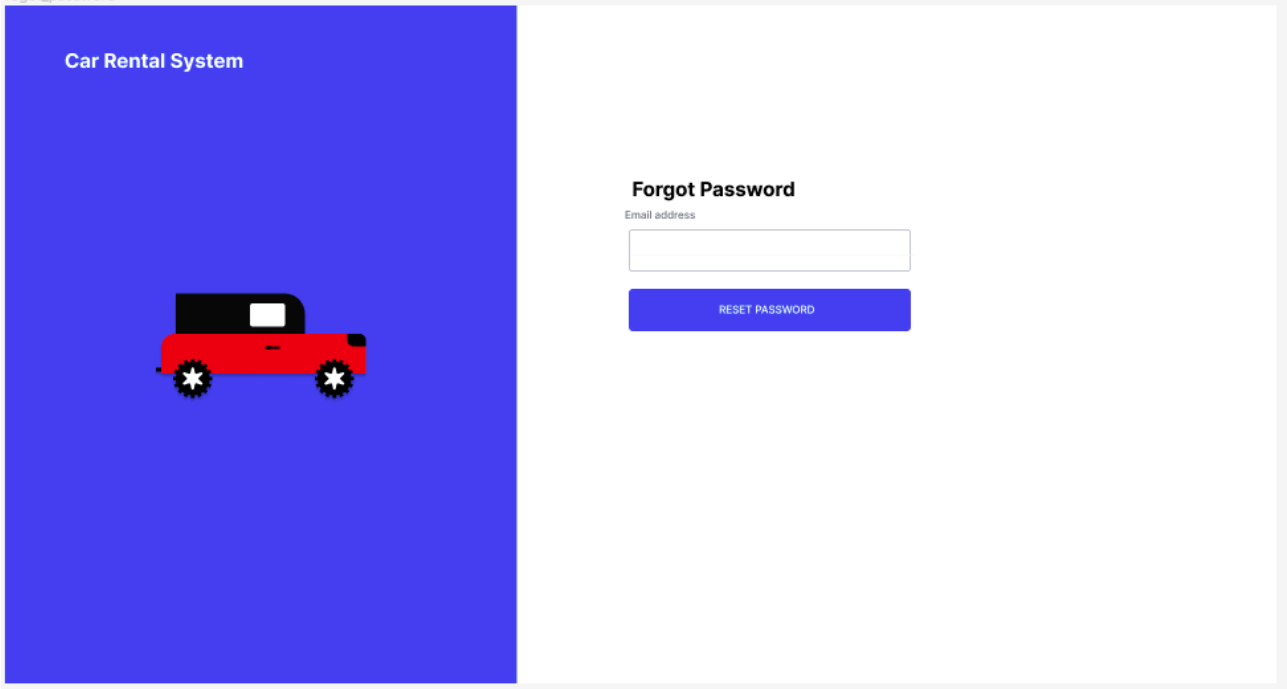
5. User Interface Requirements(GUI):

The UI design of the Car Rental System is shown below:

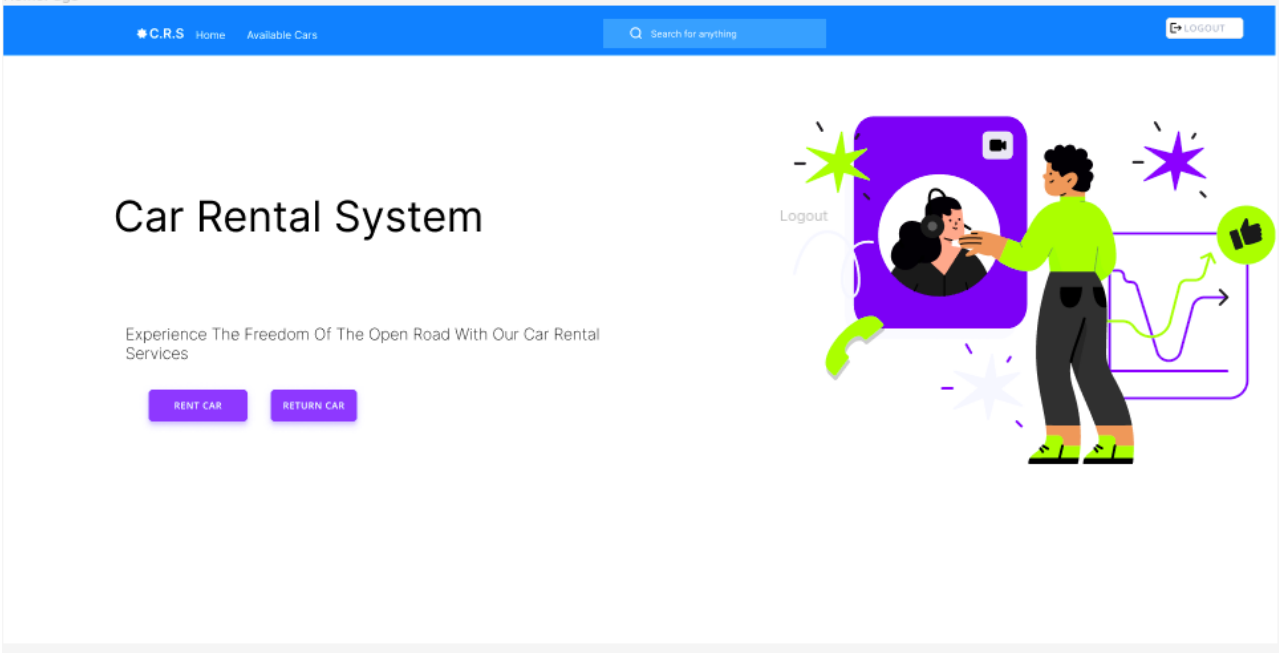




fogot_password



HomePage



6. External Interfaces:

6.1. Customer-Facing Interfaces:

- **Web Interface**: A user-friendly web application accessible via internet browsers, allowing customers to browse available vehicles, make reservations, view rental history, and manage their profiles.
- **Mobile Application**: A mobile app for iOS and Android devices, offering similar functionalities as the web interface, providing on-the-go access to vehicle rentals and reservation management.
- **API (Application Programming Interface):** An API that enables integration with third-party applications, such as travel booking platforms or corporate travel systems, allowing customers to book rentals through external platforms.

6.2. Payment Interfaces:

- **Payment Gateways**: Integration with popular payment gateways (e.g., PayPal, Stripe, Braintree) to facilitate secure online payment processing for rental reservations.
- **Credit Card Processing**: Integration with credit card processing services to handle real-time authorization and payment settlement for rental transactions.

6.3. Vehicle Location and Mapping Interfaces:

- **Mapping Services**: Integration with mapping and geolocation services (e.g., Google Maps, Mapbox) to provide customers with vehicle location information, directions to rental locations, and distance calculations.
- **GPS Tracking**: Integration with GPS tracking systems to monitor the real-time location and status of rental vehicles, enabling efficient fleet management and facilitating vehicle recovery in case of theft or unauthorized use.

6.4. Communication Interfaces:

- **Email Notifications**: Integration with email services to send reservation confirmations, reminders, and other important notifications to customers.
- **SMS Notifications**: Integration with SMS gateways to send text message alerts and notifications related to reservation updates, vehicle availability, and rental reminders.

7. Constraints and assumptions

- **Constraints**

  1. The system must comply with all applicable laws and regulations related to car rental and data privacy.
  2. The system must be designed to handle a large number of concurrent users and transactions without significant performance degradation.
  3. The system must be available 24/7, except during scheduled maintenance windows or unexpected outages.
  4. The system must be scalable to support future growth in the number of users, rental locations, and vehicle types.
  5. The system must be designed to minimize the risk of security breaches or data loss, through measures such as encryption, access controls, and backup procedures.

- **Assumptions**

  1. Users have access to a device with a web browser and an internet connection to access the system.
  2. The system will use a third-party payment processor to handle payment transactions securely.
  3. The system will rely on GPS technology to track vehicle locations and availability.
  4. The system will provide user support via phone and email during business hours.
  5. Users will be responsible for complying with all rental terms and conditions, including age restrictions, insurance requirements, and mileage limits.