**Vision Document for “Car-rental”**

**Team members:**

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1. **Introduction**

Renting a car is a convenient option for anyone who needs a temporary vehicle for a vacation, special event, business outing or during a period when you’re in between cars. Although the process of renting a car might vary from one location or company to the next, a few standard rules apply.

Renting a car is usually as easy as contacting a rental car company and answering a few questions about your needs and your budget. The first factor the company is going to consider is when you need the car, and for how long. It will then research what it has available during that time period. Based on your budget, you’ll then be able to select which car you’d like.

Most rental agencies will let you do all of this online, which means you can just pick up the car on the day you need it. You can usually return your rental vehicle at any franchise of the same company, which means you can [drop it off](http://www.enterprise.com/car_rental/deeplinkmap.do?bid=056&dcpCode=ONE-WAY) at your arrival destination if that is more convenient for you.

When you go to pick up your car, be ready to show proof of address, your driver's license, insurance policy, a valid telephone number and/or email address, and a valid credit or debit card. Most rental agencies will not accept cash as a form of payment because they use your credit or debit card as a means to bill you for any liabilities you face in the event that you damage the vehicle.

Also, be sure to check your rental agreement to see how many miles you are allowed to travel in your rental car without facing an additional fee. If you go over your [mileage restrictions](http://www.autorentalnews.com/channel/rental-operations/article/story/2010/06/unlimited-miles-or-mileage-caps.aspx), you may be forced to pay for a higher mileage limit or you may even be charged for each additional mileage you use. You could also be charged for going out of state, so be sure to check with your rental agency before leaving town.

**2. Positioning**

**2.1 Problem Statement**

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| --- | --- |
| The problem of | Automating car rental management of car rental companies for both the staff and customers |
| Affects | Administrator, employee and customers |
| the impact of which is | Booking, canceling and viewing is complex and manually operated. |
| a successful solution would be | A web-based application that can be accessed by both the staff and customers over the internet that, allows staff maintain an up to date information on each vehicle/resource with a database, lets customers book a vehicle over the internet with a user-friendly interactive interface and moreover avoids booking errors by integrating all requirements, constraints and company rules |

**2.2 Product Position Statement**

|  |  |
| --- | --- |
| For | Customers who were not able to Book and do other services in rental companies. And for staff members who had difficulty managing all the rental company services |
| Who | Don’t have access for online booking and rental of vehicles from a pickup and return location in town. |
| The product name | Car-Rental System |
| That | The system provides an online car booking and renting service with the options to select specific car types for specific dates. Moreover, it provides an option for online payment and availability check. |
| Unlike | The currently available car rental companies which doesn’t provide online services. |
| Our product | Provides an online car selection, booking and payment web application for customers with 24 hr. access over the internet. The system will also upgrade the customer service of the company by automating internal operations. |

**3. Stakeholder Descriptions**

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| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| Staff | System administrators and Office sales employees who serve walk in customers and handle vehicle handover | Include:  - Update changes to the system  - Book and process car rentals for walk in customers  - Check reservations and handover booked cars  - Feed initial data to the system  - Receive returned cars and update booking info  - Track customer rentals they processed |
| Customers | People who rent cars | - Provide their profile information including their addresses and identification  - Book their choice of vehicle online  - Pay advance to confirm reservation  - Confirm receipt of rented vehicle |
| Developers | Application Developers | - Develop system features  - Fix bugs  - Maintain system availability |
| Tester | Testers are JUnit tool to test system or integration test. | - Responsible for integrity testing |

**3.2 User Environment**

The Car- Rental system will engage several of its users. The user environment as of its several different users will include several environments. When a customer books a car online, this system will give the customer the ultimate service to accomplish his/her interest. The system that the company is using nowadays is manually computed and is hard to accomplish what is needed. The User Environment encompasses all processes where actual users of the software t in order to verify functionalities meet the specified requirements. The users test the system in order to ensure that it can handle all the tasks required in a real-life environment.

**4. Product Overview**

**4.1 Product Perspective**

* This Car-Rent system is a self-contained application that is designed to serve the current needs of small-scale Auto Rental Companies at their central hub.
* The design, at this stage, will not consider expansion and application integration. Though, the system will be flexibly modeled such that it can be replicated on another hub if there is a need to open a second or more rental offices.

**4.2 Assumptions and Dependencies**

Under consideration of the fact that, the following requirements will be fulfilled by the Auto Rental Company for successful implementation of the system

* Computers equipped with windows or mac OS will be available for admin and sales staff.
* There will be a designated trained Systems Administration staff who will be responsible for monitoring and reporting.
* There is a designated bank account for online transactions.
* Sales staff should be trainable to work on computer application programs.
* Legacy data on all resources is available for startup.

**4.3 Needs and Features**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Problem** | **Need** | **Features** |
| **Staff** | | | |
| 1 | The company currently own some number of rental vehicles with related active bookings | This current information must be captured | System Admin must be able to upload operational vehicles data and register associated bookings |
| 2 | The companies increase their fleet of rental vehicles at random times based on owners’ interest (Vehicle Purchase) | System database should be updated with incoming resource | System Admin must be able to add new vehicle information and update existing fleet information. |
| 3 | Vehicles are periodically signed off from service for scheduled service, on demand maintenance, or state inspection. Further, some vehicles might reach their allowed mileage limit for rental service and need to be removed. | System database should be updated with temporarily or permanently unavailable resource | System Admin must be able to remove vehicles either permanently or temporarily from the system. |
| 4 | Customers walk-in to book or rent vehicles | Walk in customers should be booked on the online system only | Sales staff should be able to book or rent vehicles on the system for the walk-in customers |
| 5 | Customers with bookings come to collect their rental vehicle | Booking record should be cross checked with customer information presented physically and vehicle should be handed over | Sales staff should have view and update access to all bookings and should be able to book incoming customers from their computer after receiving the required information from the client. |
| 6 | Customers come to return their rental vehicle | Booking record should be cross checked with customer information presented physically and vehicle should be checked and received |
| **Customers** | | | |
| 7 | Customers browse the system for vehicles of their needs/interests | Customers must be able to get a list of vehicles they searched based on their interest along with information on prices, availability and other service feature | Customers should be able to reach the systems website and able to search all the available vehicles. |
| 8 | Customers book a vehicle for their convenient future date | Customers should be able to reserve a vehicle online | Customers should able to reserve a car for rent by submitting the required information in the website |
| 9 | Customers need to fill and sign agreement form upon receiving a rented vehicle | Renting Customers should be able to confirm the receipt of the rented vehicle for the handing over staff | The system should be updated for the rented/checked-out cars. |

**5. Other Product Requirements**

Our Car-Rental system is designed to be functional on multi-platform and will be able to support operating systems of Windows, Linux, and Unix standard browsers. The goal of the Car-Rental system is to fulfill and accomplish client’s requirements as of targeting the Auto Rental companies. One way to do this is by monitoring, evaluating and acting on post deployment user ,can be Staff and/or customers feedback. Addressing these issues raised during feedbacks is crucial in developing a successfully software. Moreover, the system should include a feedback exchange mechanism with users and include a simple user manual specifically targeted for staff users.

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