

RTD

Car Rental System with AI Integration

Demo Kit

Cuady, Malcolm Joaquin L.

About

RTD is an AI-powered car rental platform designed to modernize manual workflows. The system supports real-time vehicle booking, fleet management, payment automation, and customer communication through a unified web and mobile interface. This walkthrough outlines how different users interact with the system—Customers, Admins, and Drivers—from onboarding to transaction completion.

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Scenario #1: Client Chooses Self-Drive for Booking a Vehicle

Step 1: Client logs in using the following credentials

Email	henriettawilson@gmail.com
Password	123456



Log in

Welcome back, please log in continue journey

Email address
henriettawilson@gmail.com

Password
123456

[Forgot password?](#)

Log In

[Don't have an account? Sign up](#)

Step 2: After logging in, the client proceeds to the rental page to book a vehicle named “Toyota Vios 2021”. Details of the vehicle are shown on the Car Details page

Step 3: After the user selects ‘Rent Now’, they proceed to the Input Booking Details page where they input the details of their booking, namely:

Choose Rental Rates	P3800 (3-6 days)
Rental Period (Available Slots)	8/20/2025 6:00 AM - 9/19/2025 2:32 AM
Rental Period (Start Date)	8/21/2025 6:00 AM
Rental Period (End Date)	8/26/2025 6:00 AM
Service Type	Self-Drive
Delivery Option	Self-Pickup
Pick-up Address (Fixed)	Festival Mall
Drop-off Address (Fixed)	Southwoods Mall
Purpose of Use	Going to DLSU

Destinations

Taft Avenue DLSU Manila

The image displays three side-by-side screenshots of a mobile application's 'Input Booking Details' screen. Each screenshot shows a different section of the booking process:

- Left Screenshot:** Shows the 'Selected Vehicle' section, displaying a Toyota Vios 2021 (RTD004) with a Sedan/Automatic transmission. It also includes a 'Choose Rental Rates' section with a note about daily rental costs and a dropdown menu showing 'P3800(3-6 days)'.
- Middle Screenshot:** Shows the 'Delivery Option for Vehicle' section with 'Self-Pickup' selected. It also includes an 'Addresses' section with 'Pickup Address' set to 'Festival Mall' and 'Drop-off Address' set to 'Southwoods Mall'. Below these are 'Purpose of Use' and 'Destinations' fields, both currently set to 'Going to DLSU' and 'Taft Avenue DLSU Manila' respectively.
- Right Screenshot:** Shows the 'Digital Rental Contract' section. It contains several policy links: 'Terms of Service' (with a note about agreeing to comprehensive terms including vehicle usage guidelines, insurance coverage, and liability terms), 'Rental Duration' (noting a minimum of 24 hours), 'Deposit & Refund Terms' (mentioning a \$500 security deposit and full refund within 7-10 business days), and 'Damage & Cancellation Policy' (noting free cancellation up to 24 hours before pickup). At the bottom of this section is a purple button with a checkmark and the text 'I have read and agree to the digital rental contract terms and conditions'. Below this is a large blue 'Proceed to Confirmation' button.

Step 4: Afterwards, the user proceeds to confirm to the “ConfirmBookingPage” where it displays the booking details of the client based on their inputs. Once the user clicks ‘Confirm Booking Request’, a notification will be sent to the Car Owner of the vehicle for a booking request. The client’s booking status is now “Pending” for confirmation. In “My Bookings” page shows the most recent booking of the client with the “Pending” Status.

The first screenshot shows the 'Confirm Booking' page with 'Booking Details' for a Toyota Vios 2021 rental. It includes fields for Customer (Henrietta Wilson), Chosen Vehicle, Start Date (8/21 6:00 AM), End Date (8/26 6:00 AM), Rental Days (5), Rental Hours (120), Selected Rate Option (3-6 Days), Selected Rate Value (₱3,800.00), Service Type (Self-Drive), Delivery Option (Self-Pickup), Pick-up Address (Festival Mall), Drop-off Address (Southwoods Mall), Purpose of Use (Going to DLSU), and Destinations (3800). A large blue button at the bottom says 'Confirm Booking Request'.

The second screenshot shows the 'Confirm Booking' page with a green checkmark icon and the message 'Your booking request is sent'. It also includes the same booking details and a blue button 'Go to Bookings Page'.

The third screenshot shows the 'My Bookings' dashboard. It lists two bookings: 'BK-7841' (Pending) and 'BK-2473' (Completed). Each booking card shows details like vehicle name, pickup/dropoff address, start/end date, driver name, and a 'View Details' or 'Edit Booking Details' button. Below the cards is a navigation bar with icons for Profile, Rent, Bookings, and Home.

Step 5: From Car Owner's POV, receives a request notification for their vehicle accepts the request

The first screenshot shows the 'Dashboard' for Carlos Gonzaga. It displays 'Welcome, Carlos Gonzaga', total earnings (₱69420), ongoing bookings (15), vehicle utilization (Subaru Forester, 8.33%), and buttons for 'Profile' and 'Manage Bookings'.

The second screenshot shows the 'Notifications' screen. It lists several booking requests and payment proofs from clients like Henrietta Wilson and Charles Pogi. One specific request from Henrietta Wilson is highlighted.

The third screenshot shows a 'New Booking Request' modal. It details a booking for Henrietta Wilson's Toyota Vios 2021 (ABC-1234) from Festival Mall to Southwoods Mall on 8/21/2025 to 8/26/2025. The modal includes 'Booking Details' sections for Reference Number (7841), Customer Name (Henrietta Wilson), Vehicle Name (Toyota Vios 2021(ABC-1234)), Pickup Location (Festival Mall), Destination (Southwoods Mall), Start Date (8/21/2025 6:00AM), and End Date (8/26/2025 6:00AM). It also shows 'Reject' and 'Accept' buttons.

Step 6: Client receives a notification that their booking request has been confirmed and needs to pay for the initial reservation deposit. The calculation for the initial deposit is calculated by rental days * P500. This results in P2500 for the client.

Notifications

- Bookings**
- Notices**

Carlos Gonzaga has agreed to use their vehicle for rental booking BK-7841
7/21 2:55 AM

Your rental extension payment in BK-2473 is confirmed
7/20 2:31 AM

Your rental extension payment in BK-2473 is confirmed
7/19 6:02 PM

Your rental extension request for BK-2473 is confirmed
7/19 4:24 PM

Your Booking Number 2473 is officially completed.
7/19 1:54 AM

Your Booking Number 2473 status is now "On Rent".
7/19 1:52 AM

Carlos Dominic Gonzaga is requesting a full payment of ₱1000 in Booking Code BK-2473
7/19 1:18 AM

Subaru Forester(GHB-256) is ready for pickup in BK-2473
7/19 1:18 AM

My Bookings

BK-7841
Toyota Vios 2021
Confirmed

Pickup Address: Festival Mall
Dropoff Address: Southwoods Mall

Start Date: 8/21 6:00 AM End Date: 8/26 6:00 AM

Driver Name & Contact Number: Carlos Dominic Gonzaga | 09176543210

View Details **Pay Initial Reservation**

BK-2473
Subaru Forester
Completed

Pickup Address: Fixed pickup address
Dropoff Address: Fixed drop-off address

Start Date: 7/20 2:57 PM End Date: 7/21 9:00 AM

Driver Name & Contact Number: Carlos Dominic Gonzaga | 09176543210

View Details

Booking Details

Customer: RTD004
Chosen Vehicle: Toyota Vios 2021
Start Date: 08/21/2025 06:00 AM
End Date: 08/26/2025 06:00 AM
Rental Days: 5
Service Type: Self-Drive
Delivery Option: Self-Pickup
Pick-up Address: Festival Mall
Drop-off Address: Southwoods Mall
Purpose of Use: Going to DLSU

Initial Deposit

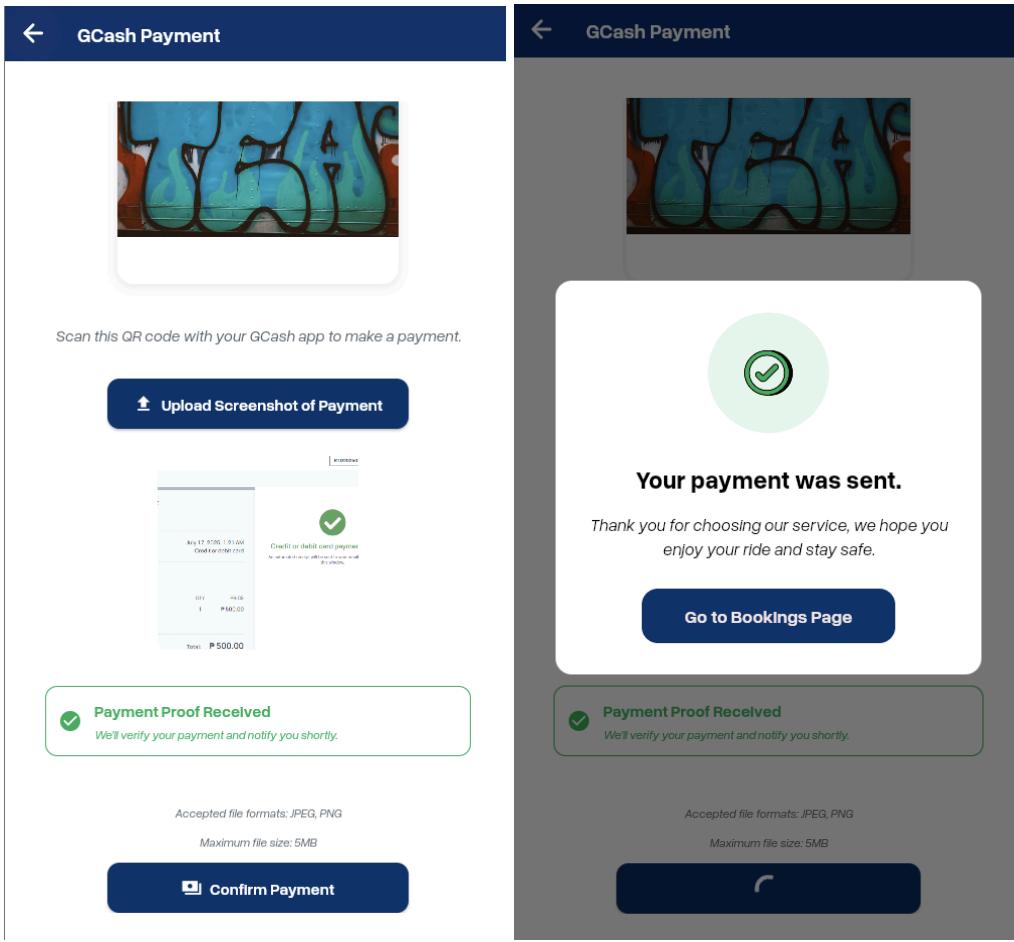
Price Breakdown:
Rental Days: 5
Initial Reservation Deposit: x (₱500)

Total: ₱2,500

Payment Methods

Confirm Payment

Step 7: Client chooses gcash as their payment method proceeds to the next page to upload a screenshot of their payment proof. This will notify the Admin to approve the initial payment.



Step 8: From Admin's POV, the initial payment will be approved on the AdminBookingDetails page.

The image shows two side-by-side screenshots of a mobile application's booking details screen.

Left Screenshot:

- Booking Details:**
 - Customer: Henrietta Wilson
 - Chosen Vehicle: RTD004
 - Start Date: 8/26 6:00 AM
 - End Date: 8/21 6:00 AM
 - Rental Days: 5
 - Service Type: Self-Drive
 - Delivery Option: Self-Pickup
 - Pick-up Address: Festival Mall
 - Drop-off Address: Southwoods Mall
 - Purpose of Use: Going to DLSU
- Initial Payment Details:**
 - Customer: Henrietta Wilson
 - Chosen Vehicle: RTD004
 - Start Date: 8/26 6:00 AM
 - End Date: 8/21 6:00 AM
 - Rental Days: 5

Right Screenshot:

- Booking Details:**
 - Initial Deposit: ₱200.00
 - Delivery Option: Self-Pickup
 - Pickup Location: Festival Mall
 - Drop-off Address: Southwoods Mall
 - Payment Method:
- Initial Payment:**
 - Approve Initial Payment**
 - Reject Initial Payment**

Step 9: Client receives a notification that their booking request has been confirmed. The vehicle is now being prepared by the car owner.

The image shows two screenshots of a mobile application's interface.

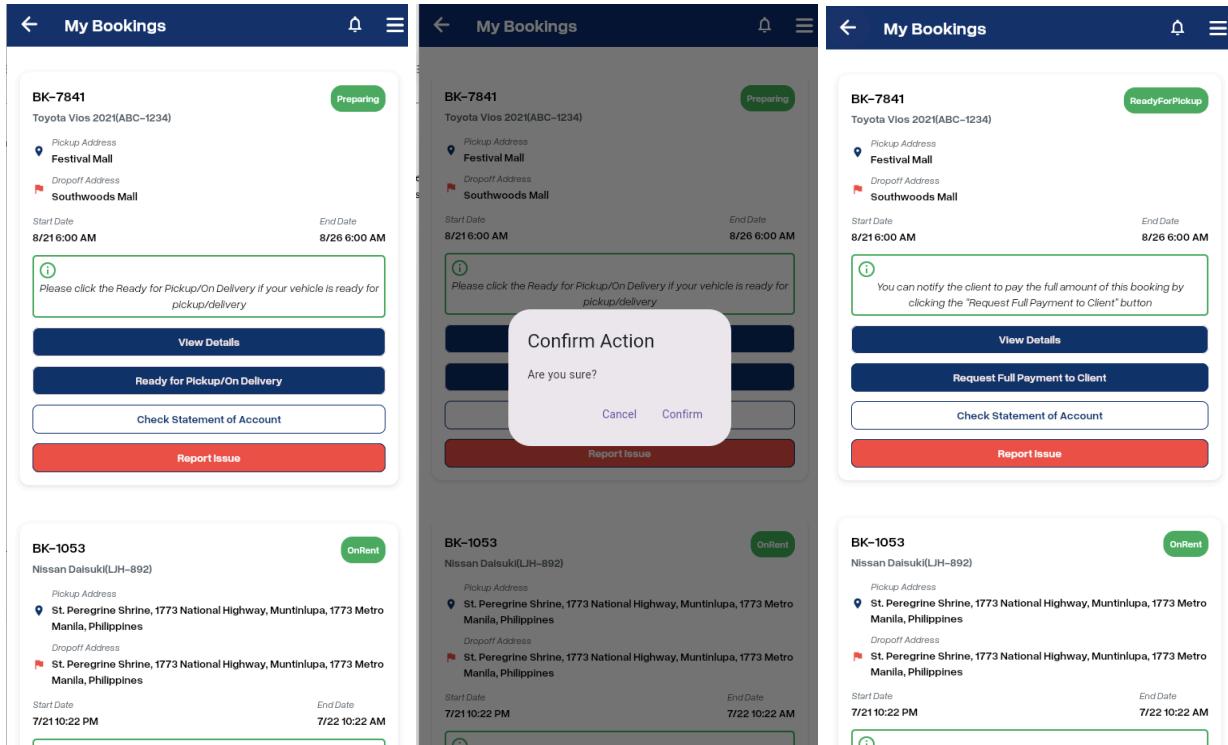
Left Screenshot: Notifications

- Bookings:**
 - Your initial payment for BK-7841 has been approved. (7/21 4:24 AM)
 - Carlos Gonzaga has agreed to use their vehicle for rental booking BK-7841. (7/21 2:55 AM)
 - Your rental extension payment in BK-2473 is confirmed. (7/20 2:31 AM)
 - Your rental extension payment in BK-2473 is confirmed. (7/19 6:02 PM)
 - Your rental extension request for BK-2473 is confirmed. (7/19 4:24 PM)
 - Your Booking Number 2473 is officially completed. (7/19 1:54 AM)
 - Your Booking Number 2473 status is now "On Rent". (7/19 1:52 AM)
 - Carlos Dominic Gonzaga is requesting a full payment of ₱1000 in Booking Code BK-2473. (7/19 1:18 AM)
- Notices:**

Right Screenshot: My Bookings

- BK-7841:** Preparing
 - Toyota Vios 2021
 - Pickup Address: Festival Mall
 - Dropoff Address: Southwoods Mall
 - Start Date: 8/21 6:00 AM
 - End Date: 8/26 6:00 AM
 - Driver Name & Contact Number: Carlos Dominic Gonzaga | 09176543210
- BK-2473:** Completed
 - Subaru Forester
 - Booking appointment has ended. Leave a review.
 - Pickup Address: Fixed pickup address
 - Dropoff Address: Fixed drop-off address
 - Start Date: 7/20 2:57 PM
 - End Date: 7/21 9:00 AM
 - Driver Name & Contact Number: Carlos Dominic Gonzaga | 09176543210

Step 10: From the Car Owner's POV, the vehicle should be in preparation and once prepared, the Car Owner can click on the button 'Ready for Pickup/ On Delivery' depending on the service type of the client (For this case, Self-Drive). A confirmation dialog is also shown when clicking. Once clicked, the booking status is now changed to either ReadyForPickup or OnDelivery.



Step 11: From Client's POV, the status is changed to ReadyForPickup and the client is notified that their vehicle is ready for pickup and must go to the pickup location.

Notifications

Bookings

Notices

- Toyota Vios 2021(ABC-1234) is ready for pickup in BK-7841 >
7/21 4:30 AM
- Your initial payment for BK-7841 has been approved. >
7/21 4:24 AM
- Carlos Gonzaga has agreed to use their vehicle for rental booking BK-7841 >
7/21 2:55 AM
- Your rental extension payment in BK-2473 is confirmed >
7/20 2:31 AM
- Your rental extension payment in BK-2473 is confirmed >
7/19 6:02 PM
- Your rental extension request for BK-2473 is confirmed >
7/19 4:24 PM
- Your Booking Number 2473 is officially completed. >
7/19 1:54 AM
- Your Booking Number 2473 status is now "On Rent". >
7/19 1:52 AM



My Bookings

BK-7841

ReadyForPickup

Toyota Vios 2021

Vehicle is ready. Please go to pickup location.

Pickup Address

Festival Mall

Dropoff Address

Southwoods Mall

Start Date

8/21 6:00 AM

End Date

8/26 6:00 AM

Driver Name & Contact Number

Carlos Dominic Gonzaga | 09176543210

[View Details](#)

BK-2473

Completed

Subaru Forester

Booking appointment has ended. Leave a review.

Pickup Address

Fixed pickup address

Dropoff Address

Fixed drop-off address

Start Date

7/20 2:57 PM

End Date

7/21 9:00 AM

Driver Name & Contact Number

Carlos Dominic Gonzaga | 09176543210

[View Details](#)



Step 12: From the Car Owner's POV, once the Client and Car Owner meet up at the pickup location, the Car Owner can now click on “Request Full Payment to Client” and show a confirmation dialog to send the reminder. Once clicked, the booking status is changed to “AwaitingPayment” to notify the client and start paying for the full payment.

The image consists of three side-by-side screenshots of a mobile application titled "My Bookings".

- Screenshot 1 (Left):** Shows booking details for BK-7841. The vehicle is a Toyota Vios 2021(ABC-1234). The status is "ReadyForPickup". It shows pickup at "Festival Mall" and dropoff at "Southwoods Mall". The start date is 8/21 6:00 AM and end date is 8/26 6:00 AM. A green button labeled "Request Full Payment to Client" is visible. A tooltip indicates you can notify the client to pay the full amount by clicking this button.
- Screenshot 2 (Middle):** Shows the same booking details. A modal dialog box titled "Confirm Reminder" appears, asking "This will remind the customer to complete their full payment. Are you sure you want to proceed?". There are "Cancel" and "Confirm" buttons.
- Screenshot 3 (Right):** Shows booking details for BK-7841. The status is now "AwaitingPayment". The vehicle is a Toyota Vios 2021(ABC-1234). It shows pickup at "Festival Mall" and dropoff at "Southwoods Mall". The start date is 8/21 6:00 AM and end date is 8/26 6:00 AM. A green button labeled "Confirm Full Payment" is visible. A tooltip indicates once the full payment is confirmed, you can click the "Confirm Rental Start" button and upload pre-rental photos of your vehicle to initiate the rental phase.

Screenshot 4 (Bottom Left): Shows booking details for BK-1053. The vehicle is a Nissan Datsukii(LJH-892). The status is "OnRent". It shows pickup at "St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines" and dropoff at "St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines". The start date is 7/21 10:22 PM and end date is 7/22 10:22 AM. A green button labeled "Report Issue" is visible.

Screenshot 5 (Bottom Middle): Shows booking details for BK-1053. The vehicle is a Nissan Datsukii(LJH-892). The status is "OnRent". It shows pickup at "St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines" and dropoff at "St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines". The start date is 7/21 10:22 PM and end date is 7/22 10:22 AM. A green button labeled "Report Issue" is visible.

Screenshot 6 (Bottom Right): Shows booking details for BK-1053. The vehicle is a Nissan Datsukii(LJH-892). The status is "OnRent". It shows pickup at "St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines" and dropoff at "St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines". The start date is 7/21 10:22 PM and end date is 7/22 10:22 AM. A green button labeled "Report Issue" is visible.

Step 13: From Client's POV, once its AwaitingPayment the client should upload the pre rental photos of the car (Front, Side, Back) for safety purposes.

The image displays three screenshots of a mobile application interface for car rentals, illustrating the process from booking to photo submission.

Left Screenshot: My Bookings

- BK-7841** (Vehicle ID)
- Toyota Vios 2021
- AwaitingPayment** status badge
- Note: Upload Pre-Rental Photos before payment.**
- Pickup Address: Festival Mall
- Dropoff Address: Southwoods Mall
- Start Date: 8/21 6:00 AM
- End Date: 8/26 6:00 AM
- Driver Name & Contact Number: Carlos Dominic Gonzaga | 09176543210
- View Details**, **Pay Full Amount**, **Upload Pre-Rental Photos** buttons

Middle Screenshot: Pre-Rental Photos

- Why we need these photos** (Info box):

Please upload clear photos of the vehicle (Front, Back, Side) before your rental begins. This helps protect you from pre-existing damage claims and ensures a smooth rental experience.
- Tap to select images** button with a cloud icon
- Review Photos** section showing a thumbnail of a red SUV.
- Submit Photos** button

Right Screenshot: Pre-Rental Photos (Submitted)

- Why we need these photos** (Info box): Same as the middle screen.
- Photos Submitted** message with a green checkmark icon.
- Thank you for uploading the pre-rental photos.**
- Go to Bookings Page** button

Step 14: Once uploaded, the client clicks on the button “Pay Full Amount” and shows a breakdown of the full payment summary. It showcases the current booking details and the total cost is computed by the rental rate price (selected rate * rental days) - initial deposit + delivery computation (for delivery only). The client may choose again gcash as their payment method. Once done, this will now notify and send the Car Owner the payment proof of the client.

[← Full Payment Summary](#)

Booking Details

Customer	RTD004
Chosen Vehicle	
Start Date	08/21/2025 06:00 AM
End Date	08/26/2025 06:00 AM
Rental Days	5
Service Type	Self-Drive
Delivery Option	Self-Pickup
Pick-up Address	Festival Mall
Drop-off Address	Southwoods Mall
Purpose of Use	Going to DLSU

Order Summary

Price Breakdown	
Rental Rate Price	₱19,000
Initial Reservation Deposit (₱500/day)	-₱2,500
Delivery Computation	₱0
Total	₱16,500

[Payment Methods](#)

Confirm Payment

[← GCash Payment](#)

GCash Payment

Amount: ₱16500

Scan this QR code with your GCash app to make a payment.

Upload Screenshot of Payment

Step 15: From the Car Owner's POV, the owner is notified of the payment and receives the payment proof and can decide whether to reject or accept the payment. Once accepted, the owner can now confirm the rental start and require to upload proof of the vehicle delivery. The Booking status is now on "On Rent" and the client is notified

Notifications

- Hen Wilson has sent you a GCash proof of payment for PendingFull in BK-7841 (Payment Status: PendingFull) 7/21 4:57 AM
- Henrietta Wilson has paid for the initial deposit. 7/21 4:18 AM
- Hen Wilson has sent you a GCash proof of payment for NotSet in BK-7841 (Payment Status: NotSet) 7/21 3:57 AM
- Hen Wilson has sent you a GCash proof of payment for NotSet in BK-7841 (Payment Status: NotSet) 7/21 3:50 AM
- Henrietta Wilson has paid for the initial deposit. 7/21 3:50 AM
- Hen Wilson has sent you a GCash proof of payment for NotSet in BK-7841 (Payment Status: NotSet) 7/21 3:42 AM
- Hen Wilson has sent you a GCash proof of payment for NotSet in BK-7841 (Payment Status: NotSet) 7/21 3:39 AM
- Henrietta Wilson has paid for the initial deposit.

Full Payment Summary

Service Type	Self-Drive
Delivery Option	Self-Pickup
Pick-up Address	Festival Mall
Drop-off Address	Southwoods Mall
Purpose of Use	Going to DLSU

Order Summary

Price Breakdown	
Rental Rate Price	PHP 3800
Initial Reservation Deposit	-P2500
(P500/day)	
Delivery Computation	-P2500
Total	PHP 19000

Full Payment Proof

MONHEH T.
PHP 300.00
Mobile Number: 09154780754
Ref. No. 700NB255
Apr 19, 2021, 07:39 PM

Actions: Reject Payment, Confirm Payment

My Bookings

BK-7841 Toyota Vios 2021(ABC-1234) AwaitingPayment

Pickup Address: Festival Mall
Drop-off Address: Southwoods Mall

Start Date: 8/21 6:00 AM End Date: 8/26 6:00 AM

BK-1053 Nissan Daisuki(LJH-892) OnRent

Pickup Address: St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines
Dropoff Address: St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines

Start Date: 7/21 10:22 PM End Date: 7/22 10:22 AM

My Bookings

BK-7841 Toyota Vios 2021(ABC-1234) OnRent

Pickup Address: Festival Mall
Drop-off Address: Southwoods Mall

Start Date: 8/21 6:00 AM End Date: 8/26 6:00 AM

BK-1053 Nissan Daisuki(LJH-892) OnRent

Pickup Address: St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines
Dropoff Address: St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines

Start Date: 7/21 10:22 PM End Date: 7/22 10:22 AM

Step 16: A notification is shown on the Client's side that the booking status is now On Rent. The Client is now currently in use of the vehicle during the rental period. By the time the client is done with their rental period, they should meet up by the drop-off location for returning the vehicle. Once the car owner is satisfied with the return, clicks on “Finish Booking” to officially end the booking process of the client. The owner is also required to post rental photos of their vehicle. The booking status will become “Completed”.

Notifications

- Your Booking Number 7841 status is now "On Rent".
7/21 5:04 AM
- Your Booking Number 7841 status is now "On Rent".
7/21 5:04 AM
- Carlos Dominic Gonzaga is requesting a full payment of P3800 in Booking Code BK-7841
7/21 4:41 AM
- Toyota Vios 2021(ABC-1234) is ready for pickup in BK-7841
7/21 4:30 AM
- Your initial payment for BK-7841 has been approved.
7/21 4:24 AM
- Carlos Gonzaga has agreed to use their vehicle for rental booking BK-7841
7/21 2:55 AM
- Your rental extension payment in BK-2473 is confirmed
7/20 2:31 AM
- Your rental extension payment in BK-2473 is confirmed
7/19 6:02 PM

My Bookings

BK-7841
Toyota Vios 2021(ABC-1234)
OnRent

Pickup Address: Festival Mall
Dropoff Address: Southwoods Mall

Start Date: 8/21 6:00 AM End Date: 8/26 6:00 AM

In the OnRent booking status, you can report penalties to the client or click 'Finish Booking' button to end the rental booking.

Actions:

- View Details
- Report Customer Penalties
- Finish Booking**
- Check Statement of Account
- Report Issue

BK-1053
Nissan Datsuki(LJH-892)
OnRent

Pickup Address: St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines
Dropoff Address: St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines

Start Date: End Date:

My Bookings

BK-7841
Toyota Vios 2021(ABC-1234)
OnRent

Pickup Address: Festival Mall
Dropoff Address: Southwoods Mall

Start Date: 8/21 6:00 AM End Date: 8/26 6:00 AM

Please upload clear photos of the delivered vehicle.

Upload Post Rental Photos

Tap to select images
JPEG, PNG · Max 5 Images

Selected Images:

BK-1053
Nissan Datsuki(LJH-892)
OnRent

Pickup Address: St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines
Dropoff Address: St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines

Start Date: End Date:

Step 17: Once completed, the client may leave a review for the booking experience to give improvements of the booking process/ system, driver improvements and overall feedback. The client feedback will be analyzed with sentiment analysis embedded in the app which can then be reviewed by the admin.

My Bookings

Rate Your Experience

Rate Our Service

Submit Feedback

BK-7841 Completed

Toyota Vios 2021

Booking appointment has ended. Leave a review.

Pickup Address: Festival Mall

Dropoff Address: Southwoods Mall

Start Date: 8/21 6:00 AM End Date: 8/26 6:00 AM

Driver Name & Contact Number: Carlos Dominic Gonzaga | 09176543210

View Details

Write a Review

Check Statement of Account

BK-2473 Completed

Subaru Forester

Booking appointment has ended. Leave a review.

Pickup Address: Fixed pickup address

Dropoff Address: Fixed drop-off address

Start Date: 7/20 2:57 PM End Date: 7/21 9:00 AM

Driver Name & Contact Number: [redacted]

Profile **Rent** **Bookings** **Home**

Profile **Rent** **Bookings** **Home**

Step 18: The client can view their Statement of Account (SOA) by clicking on the “Check Statement of Account” button

Statement of Account

Statement of Account

CARRUAJE PRESIDENCIAL CORPORATION

Block 6 Lot 3 Santa Rita Street Villa Magdalena 2

Barangay 172, Caloocan City, Third District, NCR, 1422

SEC No.: 2024050151268-04 | NON-VAT TIN:

010-822-770-00000

Contact: +63 9674624845 | Email: rentthendrive@gmail.com

STATEMENT OF ACCOUNT

DATE: 2025-08-21 06:00:00:0000

BOOKING NUMBER: 7846

BREAKDOWN OF CHARGES

RENTAL CHARGES

₱3,800 (Base Price) * 5 (Days/s)

₱19,000

ADDITIONAL SERVICES

Vehicle Extension Fee:	₱0.00
Penalties Fee:	₱0.00
Delivery Fee Computation:	₱0.00
Pick Up Fee:	₱0.00
Cleaning Fee:	₱0.00
Convenience Fee:	₱0.00
Service Charge	₱150.00

Subtotal: ₱19,150.00

Less: Payment Subtotal: ₱2,500.00

TOTAL AMOUNT DUE: ₱16,650.00

CLIENT INFORMATION

NAME: Henrietta Wilson

ADDRESS: 22 Shanghai

CONTACT NO.: 1213413

Primary ID Type:

Subtotal: ₱19,150.00

Less: Payment Subtotal: ₱2,500.00

TOTAL AMOUNT DUE: ₱16,650.00

Completed

Prepared by: RTD Administrator

Jul 29, 2025

Download SOA

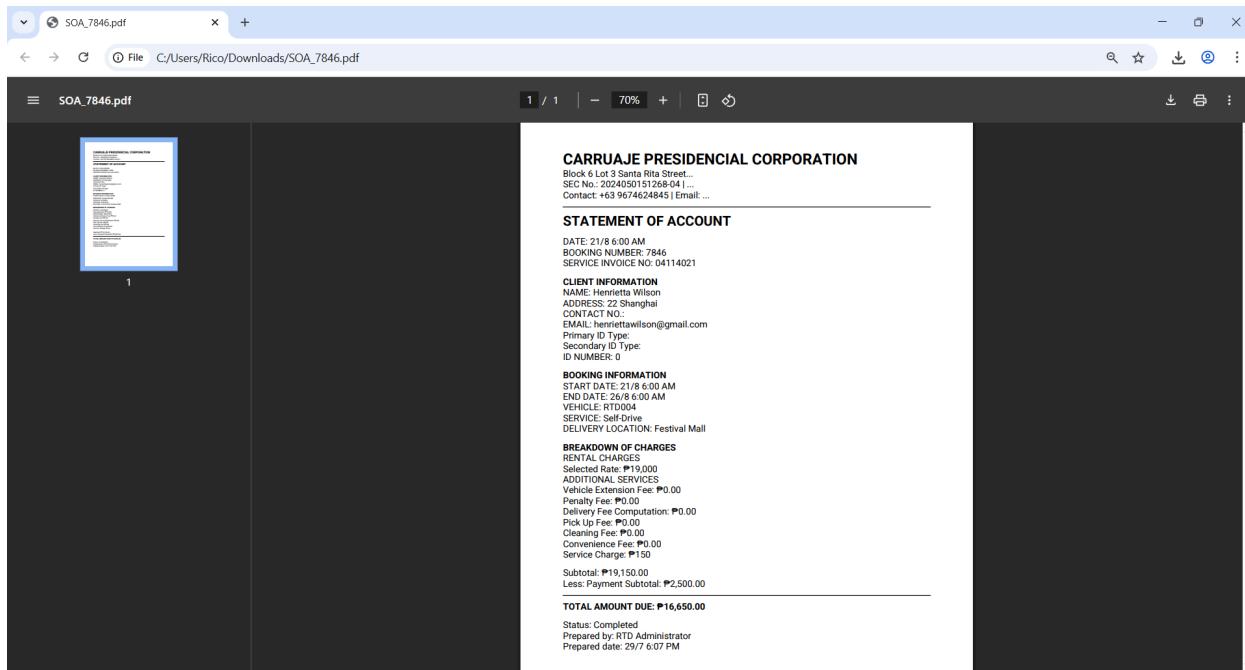
Legal Notice:

By signing up with Rent Then Drive Services and submitting your documents and personal information, you confirm that you have read, understood, and agreed to our Terms of Service, Privacy Policy and Key Policies.

[Terms of Service](#) [Privacy Policy](#) [Key Policies](#)

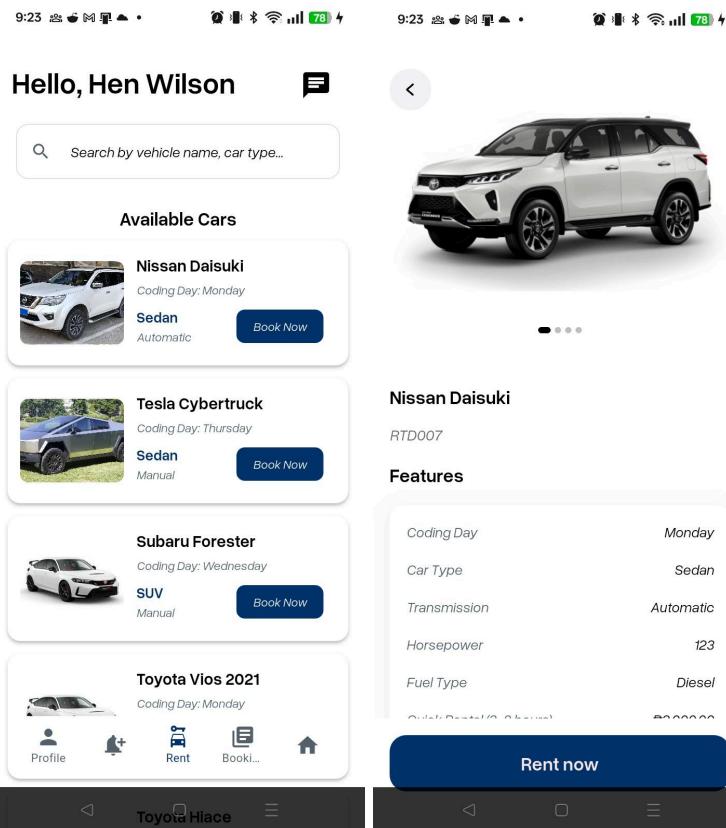
© 2024 Rent Then Drive. All Rights Reserved.

Step 19: The client can download their SOA by clicking on the “Download SOA” to get the pdf file



Scenario #2: Client Chooses With Driver for Booking a Vehicle (With Report Penalty and Rental Extension)

Step 1: The client goes back to the rental page to book a vehicle named “Nissan Daisuki”. Details of the vehicle are shown on the Car Details page



Step 2: After the user selects ‘Rent Now’, they proceed to the Input Booking Details page where they input the details of their booking, namely:

Choose Rental Rates	P2700 (7-13 days)
Rental Period (Available Slots)	7/22/2025 2:22 PM - 1/17/2026 9:24 AM
Rental Period (Start Date)	7/23/2025 2:22 PM
Rental Period (End Date)	July 30, 2025 2:22 PM
Service Type	With Driver
Delivery Option	Home Delivery
Pick-up Address	Muntinlupa Sports Complex
Drop-off Address	Alabang Town Center

Purpose of Use	Travelling
Destinations	Cubao

Choose Rental Rates
Note: Rental costs are per day.
₱2300.0(7-13 days)

Rental Period ✓
Available Slots:
7/22/2025 2:22 PM – 1/17/2026 9:24 AM

Rental Period
Select Start Date: 7/23/2025 2:22 PM Select End Date: 7/30/2025 2:22 PM

Service Type Self-Drive ✓ With Driver

Driver/Chauffeur Service:

- a. Whole day – PHP 2000 for Long Drive (Inter-province)
- b. Whole day – PHP 1500 for Metro Manila
- c. Half-day – PHP 1500 for Inter-province
- d. Half-day – PHP 1000 for Metro Manila
- e. Driver Extension Per Hour Rate:
 - PHP 150.00 (One Hundred Fifty Pesos) per hour
 - A fraction of an hour is considered a full hour

Delivery Option for Vehicle Self-Pickup ✓ Home Delivery

Addresses
Pickup Address

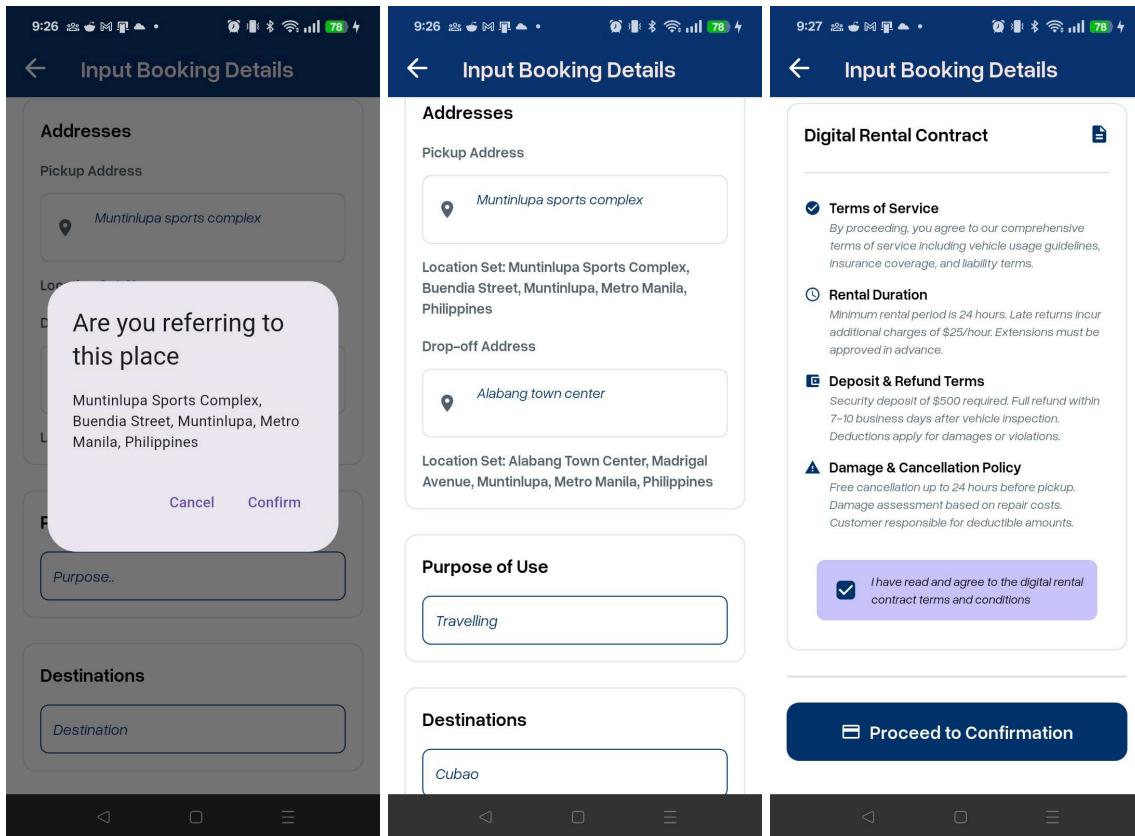
Location Set: None

Drop-off Address

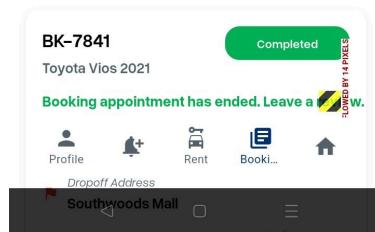
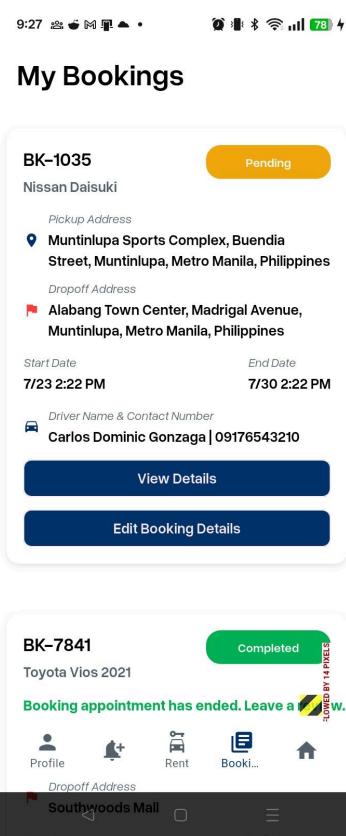
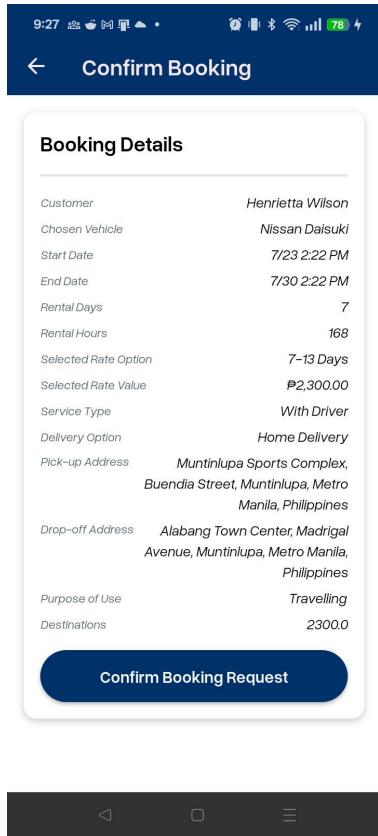
Location Set: None

Purpose of Use

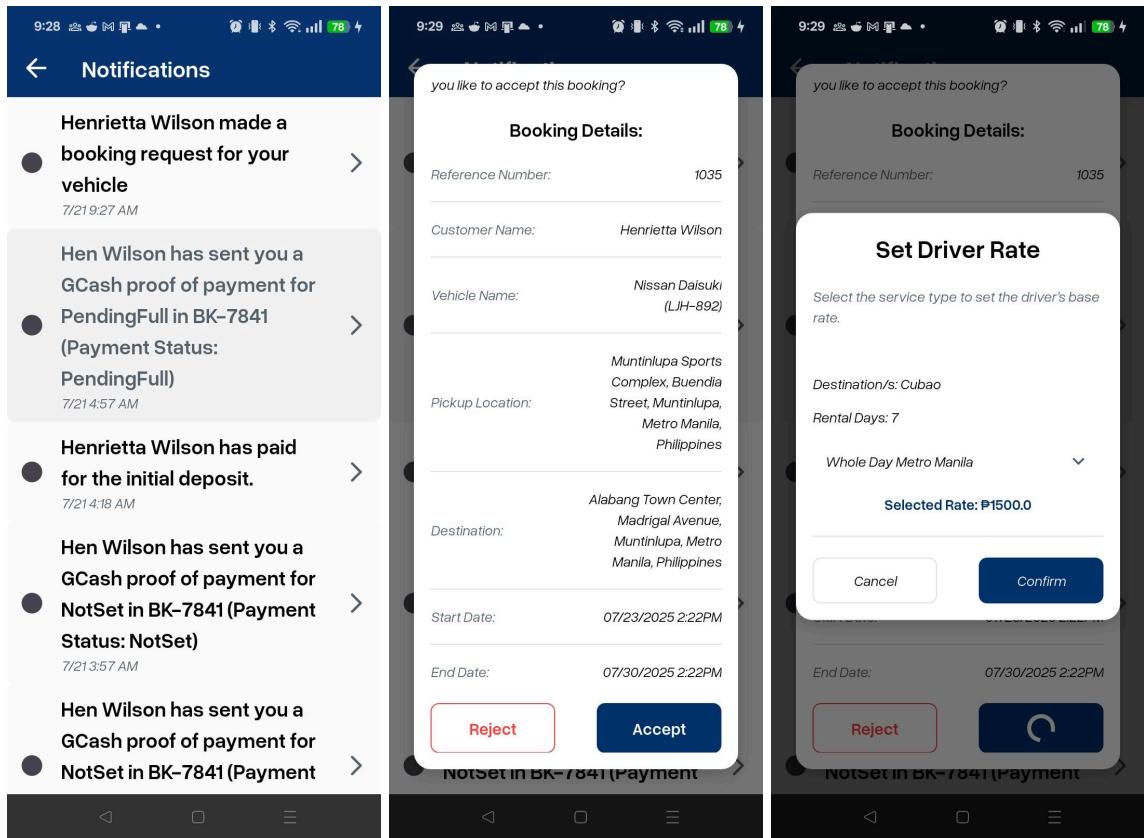
Destinations



Step 4: Afterwards, the user proceeds to confirm to the “ConfirmBookingPage” where it displays the booking details of the client based on their inputs. Once the user clicks ‘Confirm Booking Request’, a notification will be sent to the Car Owner of the vehicle for a booking request. The client’s booking status is now “Pending” for confirmation. In “My Bookings” page shows the most recent booking of the client with the “Pending” Status.

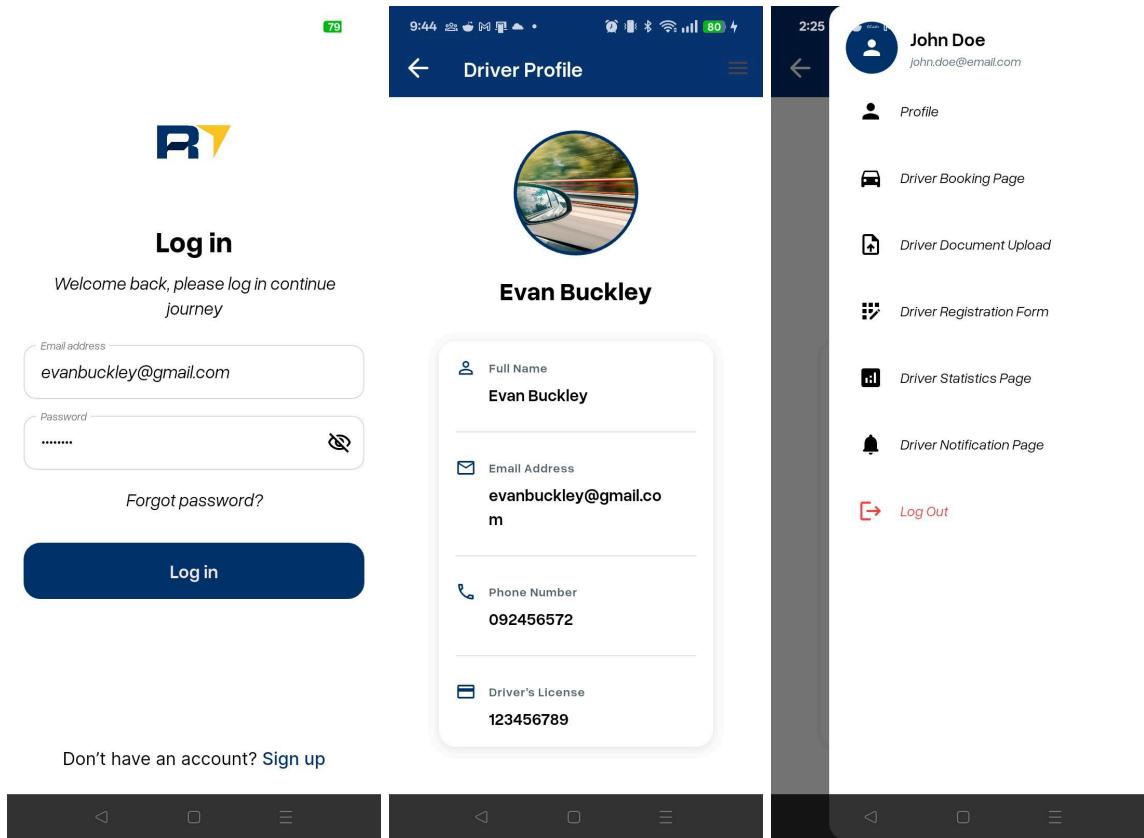


Step 5: Once the car owner receives the notification, they can accept the booking and since the service type is With Driver, they can set the driver rate which will be added to the cost of full payment. They have the option to drive their vehicle for this booking but if they refuse, the app will choose the driver that doesn't conflict with their ongoing bookings and is nearest to the parking location of the vehicle. Once it chooses the driver which is Evan Buckley, a notification will be sent to him to confirm the booking.



Step 5: To receive the notification, the driver has to login using the following credentials, click the one with 3 line bars at the top right corner, and click Driver Notification Page to view the booking he is assigned to

Email	evanbuckley@gmail.com
Password	12345678



Step 6: The Driver accepts the request

The first screenshot shows a 'Notifications' screen with a message: 'You have been chosen to drive a vehicle Nissan Daisuki from St. Peregrine Shrine, 1773 National Highway, Muntinlupa, 1773 Metro Manila, Philippines in BK-1035'. The timestamp is 7/21 9:33 AM.

The second screenshot shows a modal for booking details: Reference Number: BK-1035, Customer Name: (empty), Vehicle Name: Nissan Daisuki (LJH-892), Pickup Location: Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines, Drop-off location: Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines, Destination: Cubao, Start Date: 07/23/2025 2:22PM, End Date: 07/30/2025 2:22PM. Buttons for 'Reject' and 'Accept' are at the bottom.

The third screenshot shows the 'My Bookings' screen with two entries:

- BK-1035**: Confirmed, Nissan Daisuki(LJH-892). Pickup Address: Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines. Dropoff Address: Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines. Start Date: 7/23 2:22 PM, End Date: 7/30 2:22 PM. Buttons: View Details, Report Issue, Cancel Booking.
- BK-3522**: OnRent, Honda Civic RS(XYZ-5678). Pickup Address: Taft Avenue. Dropoff Address: Mandaluyong.

Step 7: The client will pay initial reservation with paymongo which redirects them to a paymongo checkout page

The screenshots illustrate the flow from a booking confirmation screen to a payment interface.

Booking Confirmation Screen:

- Top: Device status bar showing time (10:41), battery level (85%), and signal strength.
- Main Title: "My Bookings"
- Booking ID: BK-1035
- Status: Confirmed
- Vehicle: Nissan Daisuki
- Message: "Booking confirmed. Pay Initial Deposit."
- Pickup Address: Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines
- Dropoff Address: Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines
- Start Date: 7/23 2:22 PM
- End Date: 7/30 2:22 PM
- Driver Name & Contact Number: Carlos Dominic Gonzaga | 09176543210
- Buttons: "View Details" and "Pay Initial Reservation"

Pay Initial Reservation Screen:

- Top: Device status bar showing time (10:41), battery level (85%), and signal strength.
- Title: "Pay Initial Reservation"
- Section: "Booking Details"

Customer	RTD007
Chosen Vehicle	RTD007
Start Date	07/23/2025 02:22 PM
End Date	07/30/2025 02:22 PM
Rental Days	7
Service Type	With Driver
Delivery Option	Home Delivery
Pick-up Address	Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines
Drop-off Address	Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines
Purpose of Use	Travelling
- Section: "Initial Deposit"

Total	₱3,500
Price Breakdown	
Rental Days	7
Initial Reservation Deposit	x ₱500
- Buttons: "Payment Methods" and "Confirm Payment"

Payment Method Selection Screen:

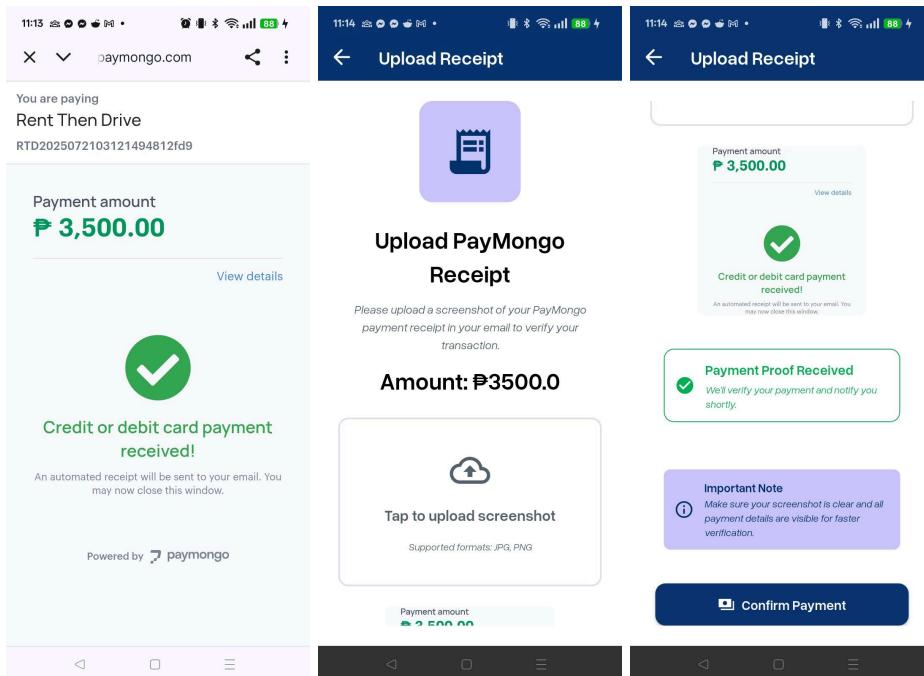
- Top: Device status bar showing time (10:41), battery level (85%), and signal strength.
- Title: "Payment method"
- Section: "Select payment method"
 - PayMongo (selected)
 - Gcash

Step 8: The client fill outs the necessary information in the paymongo checkout page before clicking the “Confirm Payment” button

Email	henriettawilson@gmail.com
Card Number	123456
Expiry	12/29
CVC	666
Name on card	Henrietta Lawson
Address Line 1	Cubao
City	Quezon City
State/Province	Metro Manila
Postal Code	1004
Country	Philippines

The first screenshot shows the payment amount as ₱ 3,500.00. The second screenshot shows the card information input fields filled with sample data. The third screenshot shows the payment confirmation screen with a green checkmark and the message "Credit or debit card payment received!"

Step 9: Once transaction is successful, the client proceeds to screenshot the receipt and then upload it into the Upload Paymongo Receipt Page



Step 10: The admin confirms the initial reservation payment

The screenshots show the following details:

- Booking Management Screen:**
 - Header: Bookings Management
 - Sub-header: Payment Method
 - Section: Bookings (Total Count: 25)
 - Item 1 (Booking ID 1035):
 - Customer: Henrietta Wilson
 - Chosen Vehicle: RTD007
 - Start Date: 7/30 2:22 PM
 - End Date: 7/23 2:22 PM
 - Rental Days: 7
 - Service Type: With Driver
 - Delivery Option: Home Delivery
 - Pick-up Address: Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines
 - Status: Booking Status: Confirmed; Payment Status: PendingInitial
 - Item 2 (Booking ID 7841):
 - Customer: Henrietta Wilson
 - Chosen Vehicle: RTD004
 - Start Date: 7/23 2:22 PM
 - End Date: 7/23 2:22 PM
 - Rental Days: 1
 - Service Type: With Driver
 - Delivery Option: Home Delivery
 - Pick-up Address: Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines
 - Status: Booking Status: Completed; Payment Status: FullPaid
- Booking Details Screen:**
 - Header: Booking Details
 - Section: Booking Details
 - Customer: Henrietta Wilson
 - Chosen Vehicle: RTD007
 - Start Date: 7/30 2:22 PM
 - End Date: 7/23 2:22 PM
 - Rental Days: 7
 - Service Type: With Driver
 - Delivery Option: Home Delivery
 - Pick-up Address: Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines
 - Drop-off Address: Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines
 - Payment Method: (Screenshot of a payment confirmation screen showing a successful transaction of ₱ 3,500.00 via Credit or debit card payment received.)
 - Buttons: Change Booking Status, Check SOA
- Initial Payment Screen:**
 - Header: Initial Payment
 - Buttons: Approve Intial Payment (green), Reject Intial Payment (red)

Booking Details:

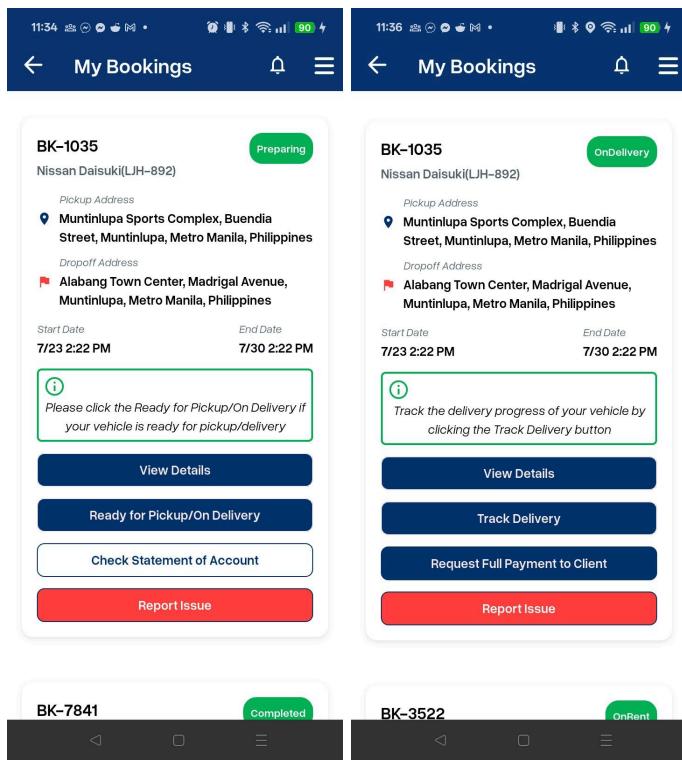
- BK-1035**
- Preparing**
- Nissan Daisuki**
- Pickup Address:** Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines
- Dropoff Address:** Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines
- Start Date:** 7/23 2:22 PM **End Date:** 7/30 2:22 PM
- Driver Name & Contact Number:** Carlos Dominic Gonzaga | 09176543210
- View Details**

Booking Details:

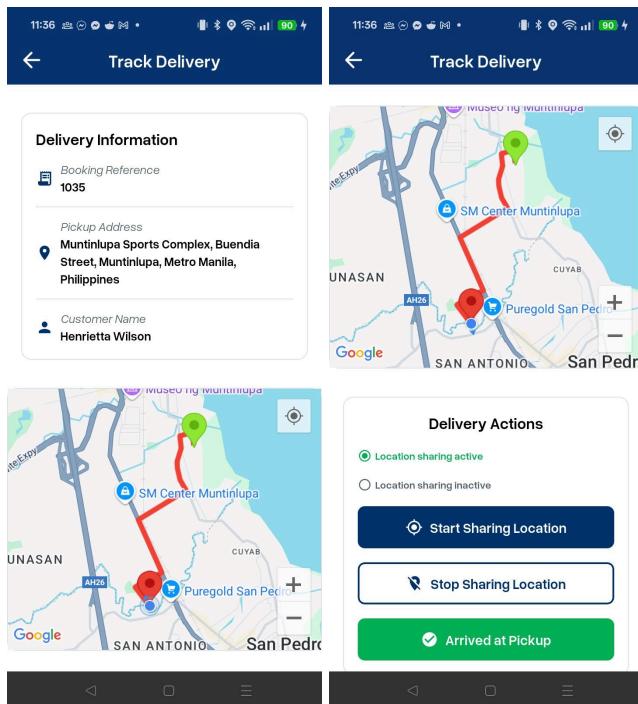
- BK-7841**
- Completed**
- Toyota Vios 2021**
- Booking appointment has ended. Leave a review.**
- Pickup Address:** Festival Mall
- Start Date:** 8/21 6:00 AM **End Date:** 8/25 6:00 AM

Step 11: The driver can click “Ready for Pickup/On Delivery to set the booking status to “On Delivery”. If the booking requires a driver to deliver the vehicle to a specific location, refer to

scenario #8 for instructions on using the Delivery Computation Calculator to calculate the additional fees.



Step 12: The driver clicks the “Track Delivery” button to keep track of their delivery and share their location with the client and car owner.



Step 13: The driver clicks “Arrived at Pickup Button” to set the booking status to “Ready For Pickup”



Step 14: When the driver meets up with the client, they click “Request Full Payment to Client” to set the booking status to “Awaiting Payment”

Step 15: The client pays the full amount with cash on delivery which doesn't require the payment proof

The screenshots show the following information:

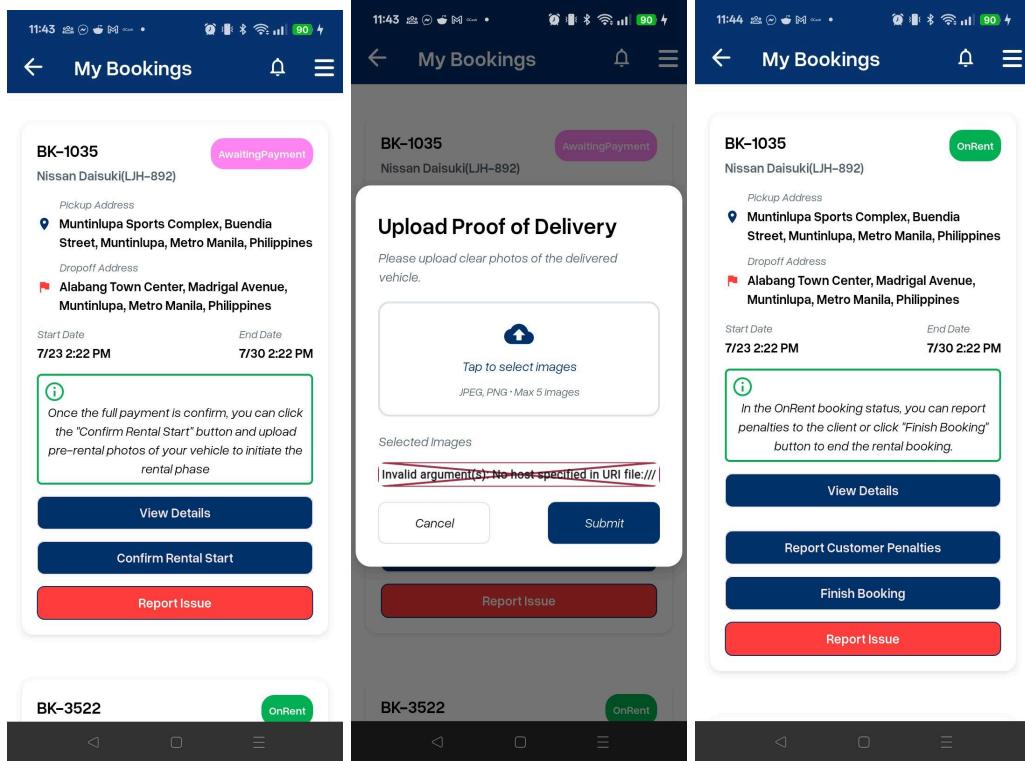
- Booking Details:**
 - Customer:** Chosen Vehicle RTD007
 - Start Date:** 07/23/2025 02:22 PM
 - End Date:** 07/30/2025 02:22 PM
 - Rental Days:** 7
 - Service Type:** With Driver
 - Delivery Option:** Home Delivery
 - Pick-up Address:** Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines
 - Drop-off Address:** Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines
 - Purpose of Use:** Travelling
- Order Summary:**
 - Price Breakdown:**
 - Rental Rate Price: ₱16,100
 - Initial Reservation Deposit (₱500/day): -₱3,500
 - Delivery Computation: ₱0
 - Total:** ₱12,600
- Payment Methods:** Cash-On payment method selected
- Confirm Payment:**

Step 16: The driver confirms the payment once they receive the cash payment from the client.

The screenshot shows the following information:

- Review Payment Proof:**
 - Payment Details:**
 - Name: Henrietta Wilson
 - GCash Number:
 - Amount Paid: ₱16100.0
 - Payment Proof:**
 - A red 'X' mark over a placeholder text: "Invalid argument(s): No host specified in URI file:///".
 - Buttons:** Reject Payment (red) and Accept Payment (green).
- Bottom Navigation:** BK-3522, OnRent

Step 17: The driver initiates the start of rental activity by confirming the rental start and uploading the proof of delivery photos

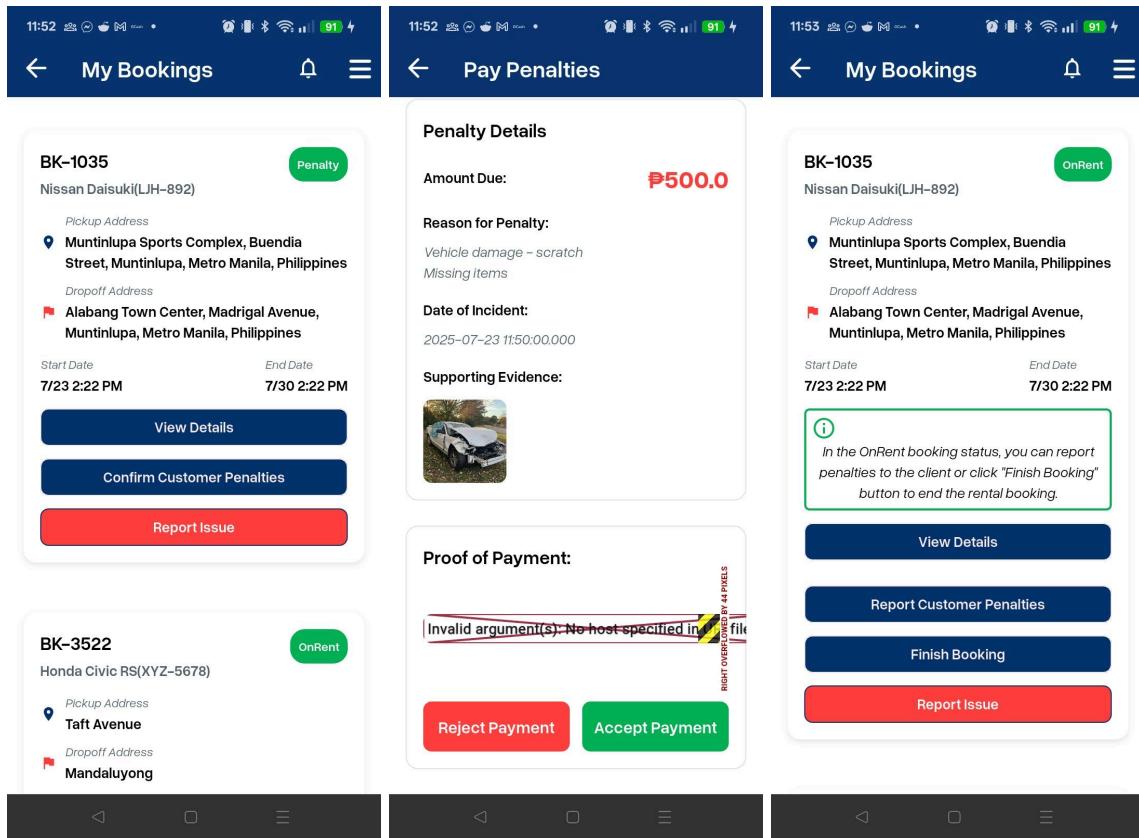


Step 18: During On Rent or Completed booking status, the driver can report penalties to the client and fill up necessary details:

Penalty Amount	500
Reason for Penalty	Vehicle damage-scratch, Missing items
Description	there are scratches and missing items in the car
Photo Evidences	Showed in the screenshot below
Date & Time Observed	2025-07-23 11:50:00.000

Step 19: Once the penalty report is submitted, the booking status becomes “Penalty” and the client has to pay the indicated amount

Step 20: The driver confirms the penalty payment from the client



Step 21: The client requests for extension of the rental period by filling up necessary details and submit it into the client

Available Slot	7/21/2025 12:35 PM - 9/19/2025 12:35 PM
New End Date	7/30/2025 5:22 PM

My Bookings

BK-1035 OnRent

Booking on Rent. Enjoy your ride!

Pickup Address: Muntinlupa Sports Complex, Buendia Street, Muntinlupa, Metro Manila, Philippines

Dropoff Address: Alabang Town Center, Madrigal Avenue, Muntinlupa, Metro Manila, Philippines

Start Date: 7/23 2:22 PM **End Date:** 7/30 2:22 PM

Driver Name & Contact Number: Carlos Dominic Gonzaga | 09176543210

View Details **Extend Rental Period**

BK-7841 Completed 4 PAGES

Pickup Address: Toyota Vios 2021

Dropoff Address: Festival Mall

Profile **Rent** **Bookings** **Home**

Current Rental Details

Start Date: Jul 23, 2025 **End Date:** Jul 30, 2025 **Selected Rate:** 7-13 Days **Time Remaining:** 9 days, 1 hours, 46 minutes

Extend Your Rental

Select Extension Period

Available Slots: 7/21/2025 12:35 PM - 9/19/2025 12:35 PM

Extend Rental Period

Start Date: 7/30/2025 2:22 PM **Select End Date**

End Date: 7/30/2025 5:22 PM

Extension Hours: 3 hours **Extension Cost:** ₱2000.0 x Extension Hours **Total Cost:** ₱6000.0

Submit Request

Current Rental Details

Start Date: Jul 23, 2025

Your Rental Extension was

You will be notified once your request has been approved.

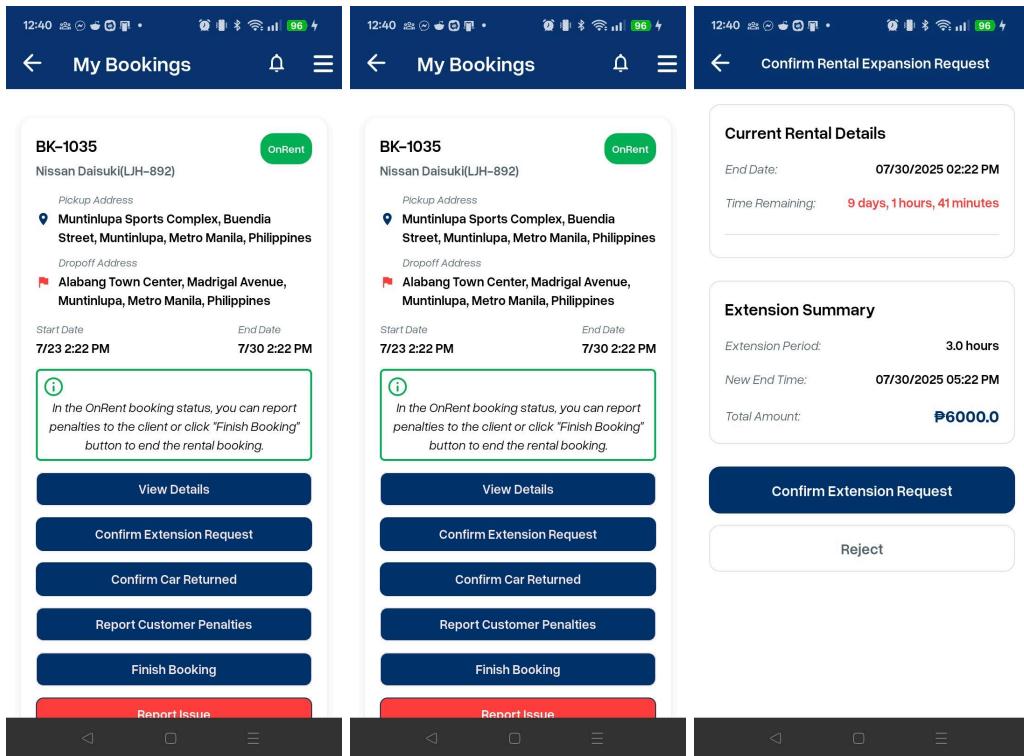
Go to Bookings Page

Select End Date

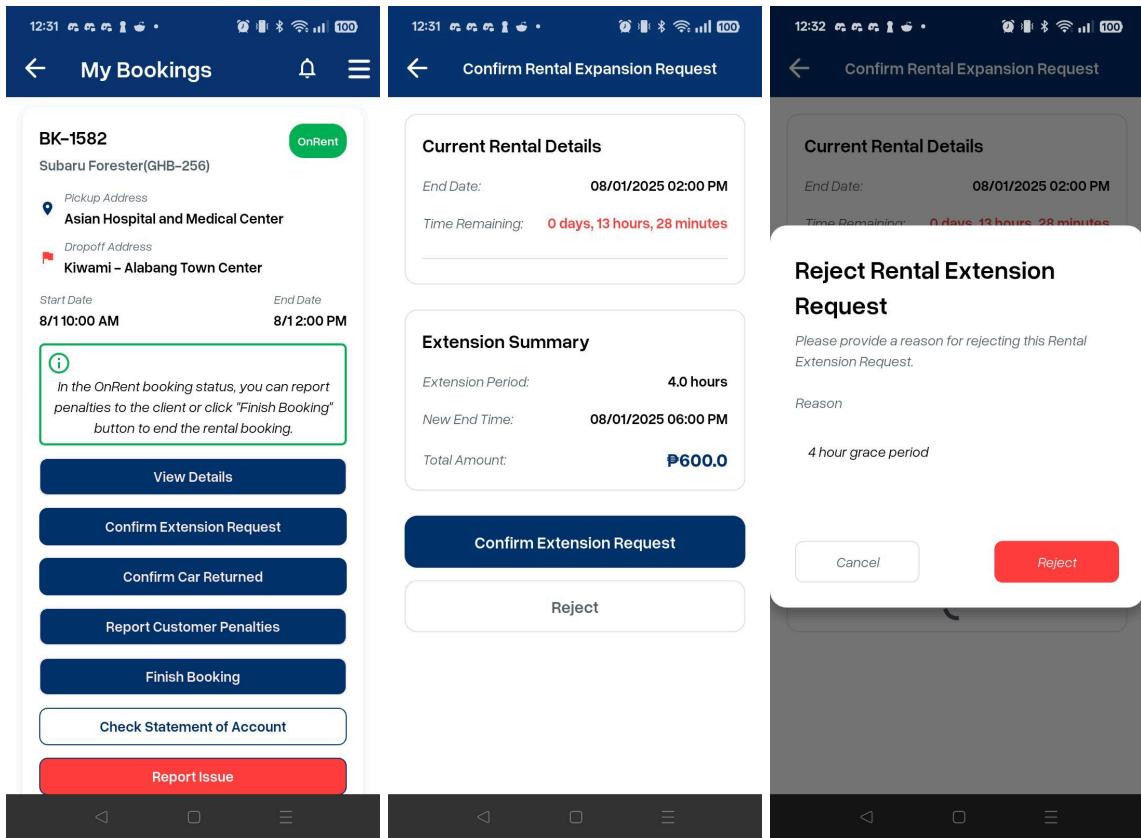
End Date: 7/30/2025 5:22 PM

Extension Hours: 3 hours **Extension Cost:** ₱6000.0

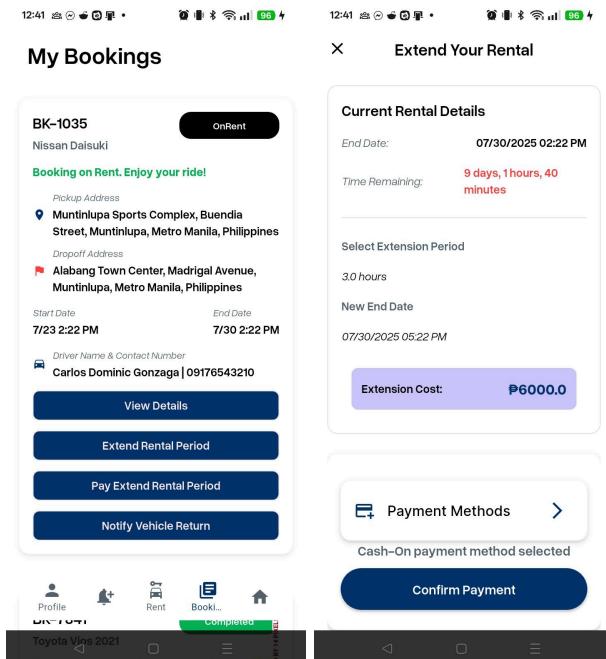
Step 22: The driver confirms the extension rental request from the client



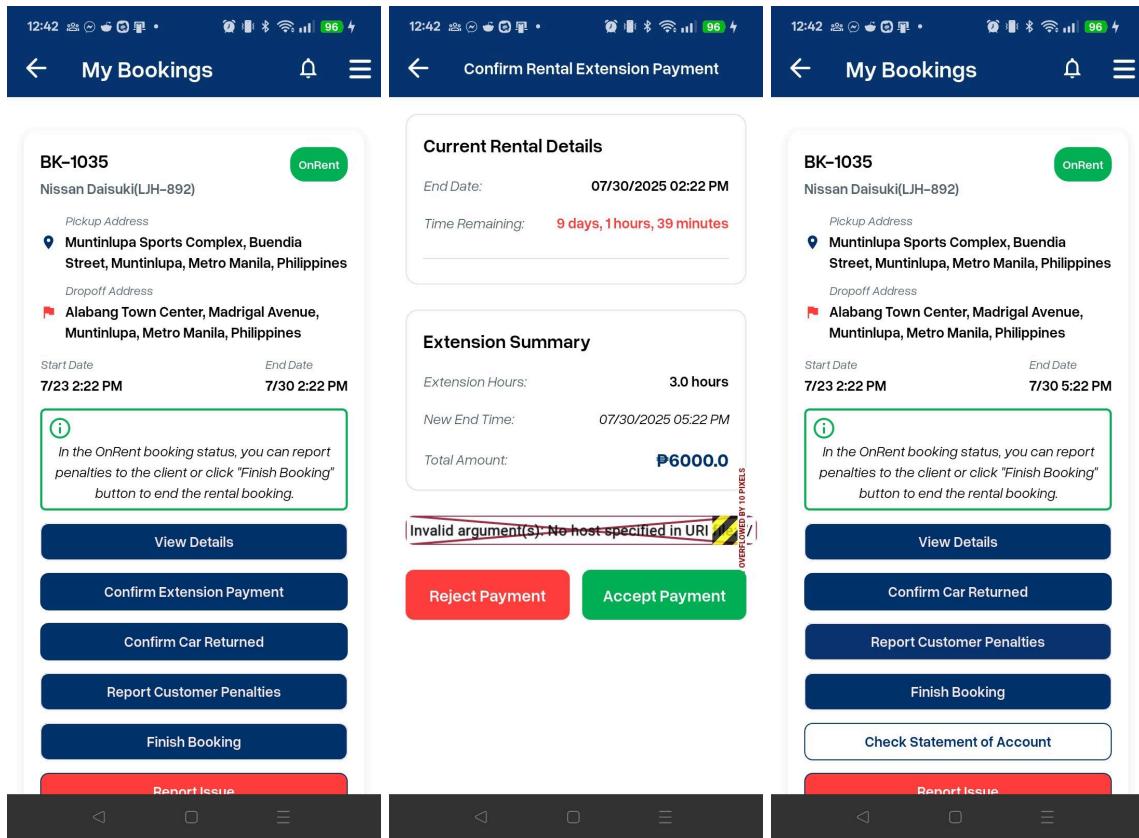
Step 22.5: The car owner can also reject the request by clicking the reject button, enter the text field to state the reason (e.g. “4 hour grace period”) and then click reject button again.



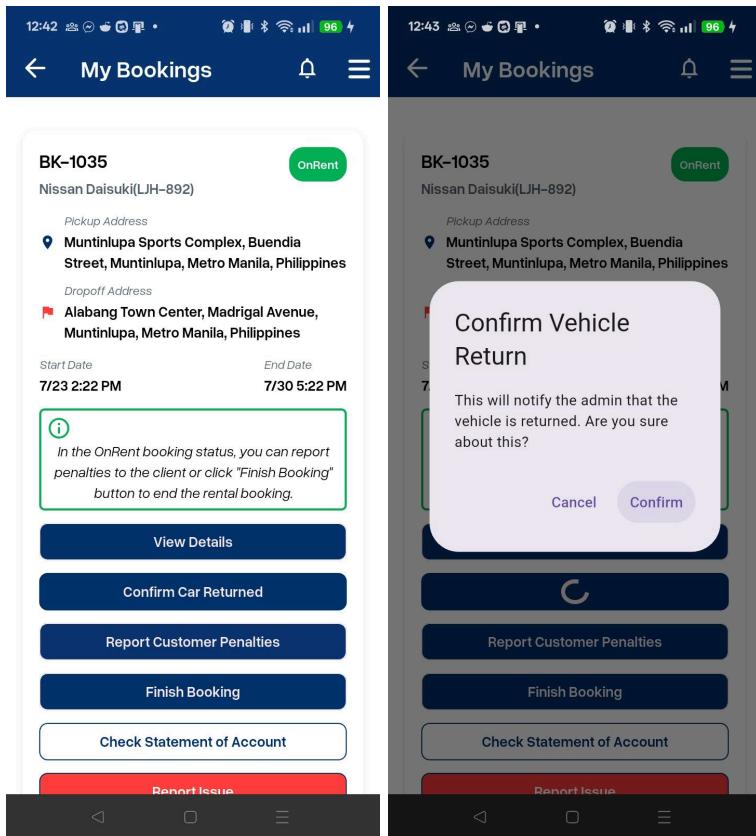
Step 23: The client pays the extension fee



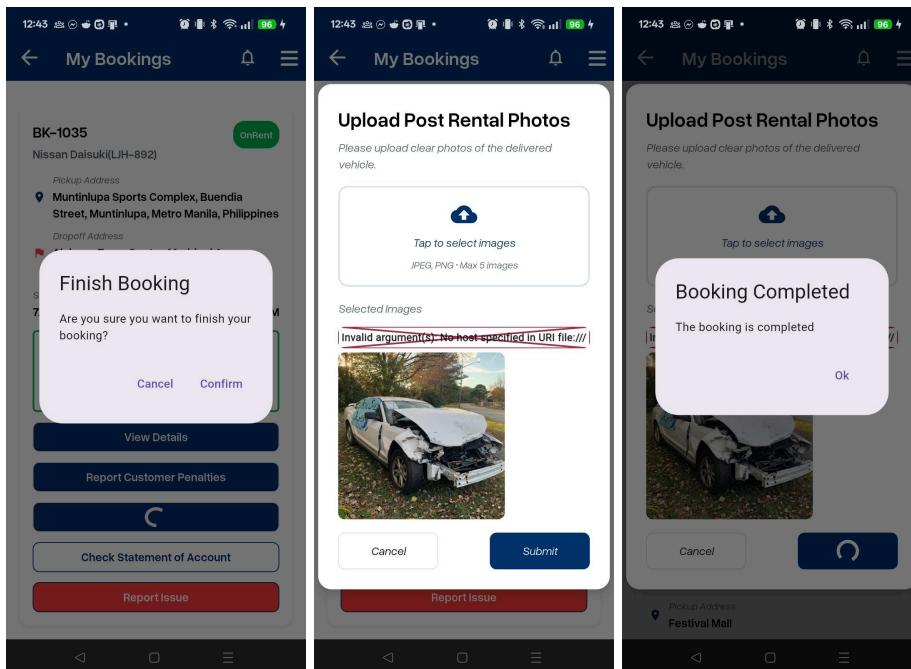
Step 24: The driver confirms the payment from the client and the end date of the booking is extended from 7/30/2025 2:22 PM to 7/30/2025 5:22 PM



Step 25: The car owner can confirm vehicle return



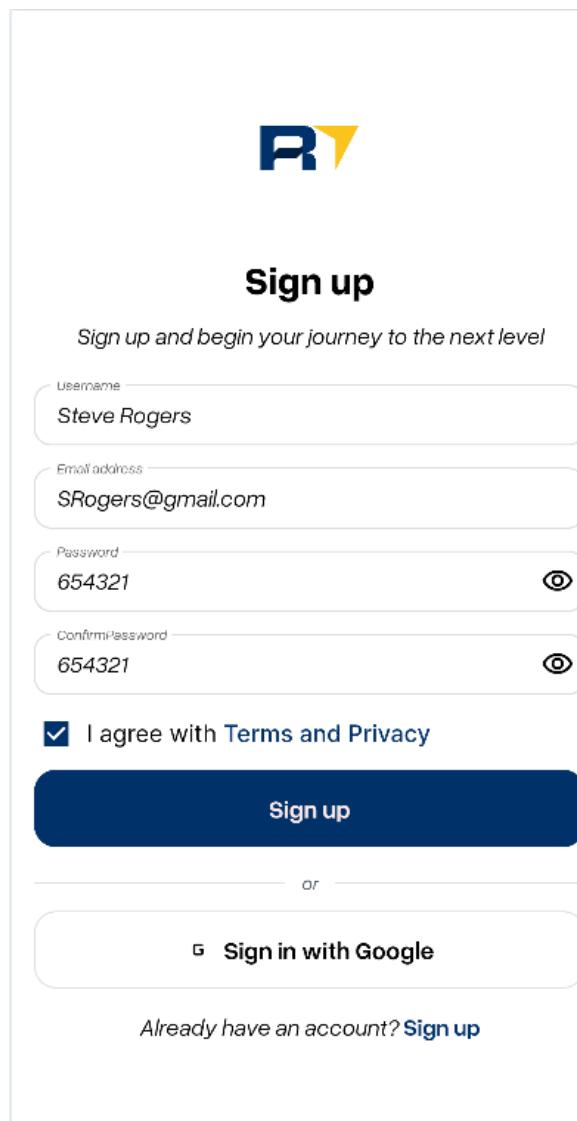
Step 26: The driver can finish booking by uploading post rental photos



Scenario #3: Client Creates a New Account

Username	Steve Rogers
Email	SRogers@gmail.com
Password	654321
Confirm Password	654321

Step 1: Client inputs the following credentials to create an account



The image shows a sign-up form for a company with a logo consisting of a blue 'R' and a yellow 'Y'. The form is titled 'Sign up' and includes fields for Username, Email address, Password, and Confirm Password. There is a checkbox for agreeing to Terms and Privacy, and a large blue 'Sign up' button. Below the button is an 'or' separator and a 'Sign in with Google' button. A link at the bottom says 'Already have an account? Sign up'.

Username	Steve Rogers
Email address	SRogers@gmail.com
Password	654321
Confirm Password	654321

I agree with [Terms and Privacy](#)

[Sign up](#)

or

[Sign in with Google](#)

Already have an account? [Sign up](#)

Step 2: After logging in, the client proceeds to the rental page to book a vehicle. As a new client, they are prompted to complete the KYC Verification in order to proceed with their booking.

The left screenshot shows the main rental page with a welcome message, search bar, and list of available cars. The right screenshot shows a 'Booking Restricted' page with a KYC verification requirement.

Main Rental Page (Left):

- Welcome message: "Welcome! Ready to hit the road again?"
- Search bar: "Search by vehicle name, car type..."
- Available Cars section:
 - Nissan Daisuki: Cooling Day: Monday, Sedan, Automatic. Book Now.
 - Tesla Cybertruck: Cooling Day: Thursday, Sedan, Manual. Book Now.
 - Subaru Forester: Cooling Day: Wednesday, SUV, Manual. Book Now.
 - Toyota Vios 2021: Cooling Day: Monday, Sedan, Automatic. Book Now.
 - Toyota Hiace: Cooling Day: Tuesday, MPV, Manual. Book Now.
- Bottom navigation: Profile, Rent, Bookings, Home.

KYC Verification Required Page (Right):

- Header: "Booking Restricted"
- Warning icon: A yellow exclamation mark inside a circle.
- Title: "KYC Verification Required"
- Text: "To proceed with booking, you need to complete your KYC (Know Your Customer) verification. This helps us ensure the security of your account and comply with regulatory requirements."
- Section: "What you'll need:" (with three checked items)
 - ✓ Government-issued ID (Passport, Driver's License, or National ID)
 - ✓ Driver's License
 - ✓ Clear selfie for identity verification
- Button: "Register for KYC"
- Text: "Verification typically takes 1-2 business days. You'll receive an email notification once approved."

Step 3: Client accomplishes the KYC for inputting the following credentials:

First Name	Steven
Middle Name	Grant
Last Name	Rogers
Where did you hear about us?	Facebook
Date of Birth	Jul 4, 1996
Nationality	Filipino
Gender	Male
Emergency Contact Person	Nicholas Fury
Emergency Contact Number	09143211234

Registered Gcash Account Number	09143211234
Building Number and Street Name	200 Park Avenue
Barangay	Forbes Park
City or Municipality	Makati
Province	Metro Manila
Postal Code	1220

[← Customer Information](#)
[← Customer Information](#)
[← KYC Registration](#)

Age Verification

Are you 18 years old or above?

Yes No

! You must be at least 18 years old to proceed with booking.

Terms and Agreements

Please review and agree to the following terms to continue:

- I agree to the [Terms of Service](#)
Please read our terms of service before proceeding
- I agree to the [Privacy Policy](#)
Learn how we collect and use your information
- I agree to the [Key Policies](#)
Including insurance requirements and cancellation policies
- I agree to the [Marketing & Promotion](#)
Including insurance requirements and cancellation policies

Age Verification

Are you 18 years old or above?

Yes No

! You must be at least 18 years old to proceed with booking.

Terms and Agreements

Please review and agree to the following terms to continue:

- I agree to the [Terms of Service](#)
Please read our terms of service before proceeding
- I agree to the [Privacy Policy](#)
Learn how we collect and use your information
- I agree to the [Key Policies](#)
Including insurance requirements and cancellation policies
- I agree to the [Marketing & Promotion](#)
Including insurance requirements and cancellation policies

Personal Information

FirstName
Steven

Middle Name
Grant

Last Name
Rogers

Suffix (Optional)

Facebook

Jul 4, 1996 CALENDAR

Nationality
Filipino

Male

[Continue](#)

KYC Registration

Contact Details

Emergency Contact Person
Nicholas Fury

Emergency Contact Number
09143211234

Registered GCash Account Number
09143211234

Facebook Account URL (Optional)

KYC Registration

Identity Verification




Driver's License Number
1234554321

Date
Jul 21, 2027

Add Driver



KYC Registration




Last Name: Victor
SSS ID:
Barangay ID:

Submit Registration




Test Case 3.1 Client KYC Registration approved by Admin

Step 4: Admin confirms booking for the client by pressing the “Approve Application Button”

The image consists of two side-by-side screenshots of a mobile application interface.

Left Screenshot: Application List

- Header: Application List
- Filter: Car Owner, Client (selected), Driver
- Table:
 - Steve Rogers**: KYC Application N/A, Status: Pending. Identity verification for new client registration. Submitted: Jul 21, 2025. View Details >
 - Loading...**: KYC Application N/A, Status: Pending. Identity verification for new client registration. Submitted: Jul 17, 2025. View Details >
 - Loading...**: KYC Application N/A, Status: Pending. Identity verification for new client registration. Submitted: Jul 17, 2025. View Details >

Right Screenshot: KYC Application Details

- Header: KYC Application Details
- Personal Information**:

Full Name:	Steve Rogers
Email Address:	SRogers@gmail.com
Phone Number:	914321234
Birthdate:	1996-07-04 00:00:00.000
Nationality:	Filipino
Gender:	Male
- Address Information**:

Building/Street:	200 Park Avenue
Barangay:	Forbes Park
City/Municipality:	Makati
Province:	Loading...
Postal Code:	1220
- Contact & Account**:

Emergency Contact:	914321234
Driver's License:	1234554321
Access Number:	0112212221
- Buttons: Reject Application (red), Approve Application (green)

Step 5: Client logs in to the account and is directed to the home page



Hello, Steve Rogers
Client



Welcome!

Ready to hit the road again?

We appreciate your continued trust in our service.
Your loyalty means the world to us!

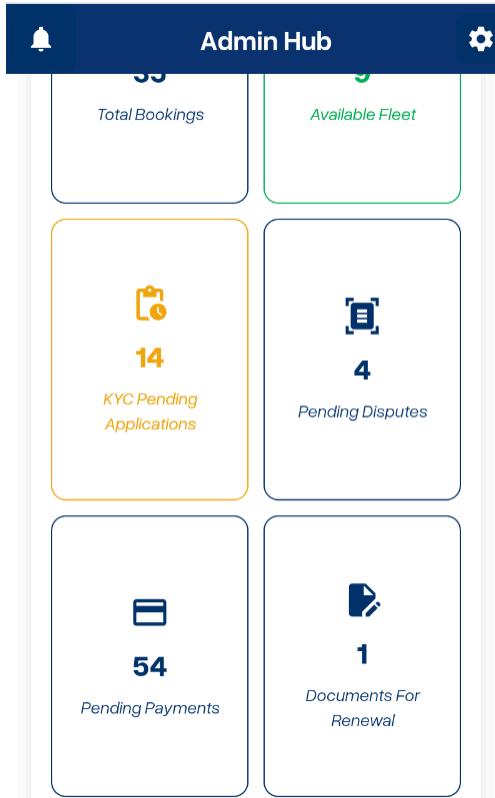
You're KYC registration is currently valid. You
may now rent a vehicle

Go to Main Page

Profile Rent Bookings

Test Case 3.2 Client KYC Registration rejected by Admin

Step 1: The client registers their KYC application(See Scenario 3) and it is sent to the admin for review. In the admin dashboard, click the “KYC Pending Applications” box and find the newly created application sent by the client.



Step 2: Click “View Details” to view the full details of the KYC application of the client and click the “Reject Application” button.

←

Application List

Car Owner	Client	Driver
Captain Strand	Captain Strand KYC Application N/A Identity verification for new client registration Submitted: Jul 27, 2025	Pending View Details >

KYC Application Details

Personal Information

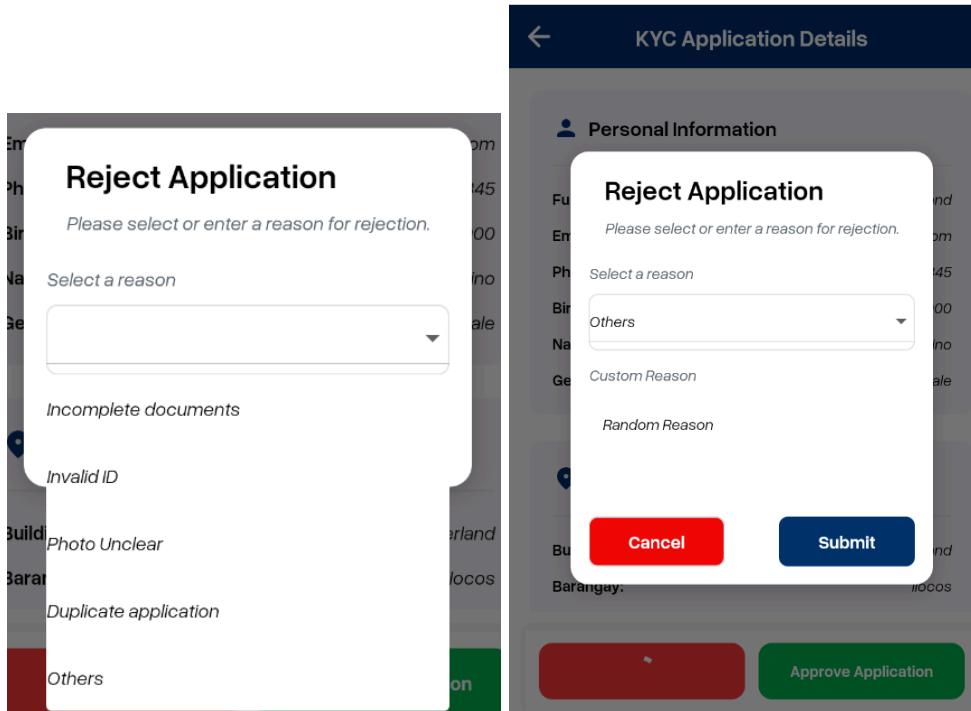
Full Name:	Captain Strand
Email Address:	owenstrand@gmail.com
Phone Number:	12345
Birthdate:	1982-07-27 00:00:00.000
Nationality:	Filipino
Gender:	Male

Address Information

Building/Street:	22 switzerland
Barangay:	ilocos

[Reject Application](#) [Approve Application](#)

Step 3: The admin selects a reason in the dropdown where in this case he selects the “Others” and he has to enter a text field below to state a custom reason not included in the dropdown (e.g. “Random Reason”). Click the submit button to notify the client that their application is rejected.

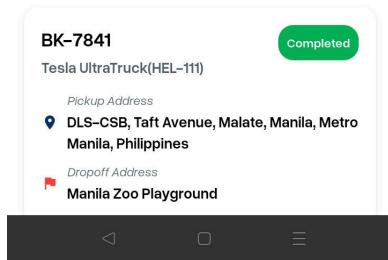


Scenario #4: Car Owner Rejects a Client's Booking Request

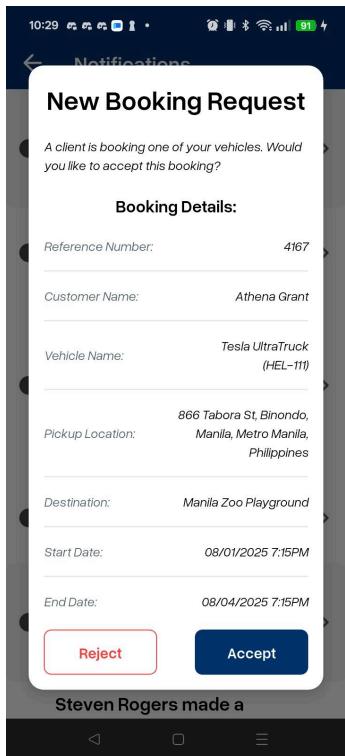
Test Case 4.1: Car Owner Rejects New Booking

Step 1: The car owner logs in and navigates to the "My Bookings" page. Here, they see a list of all booking requests, including pending and completed bookings.

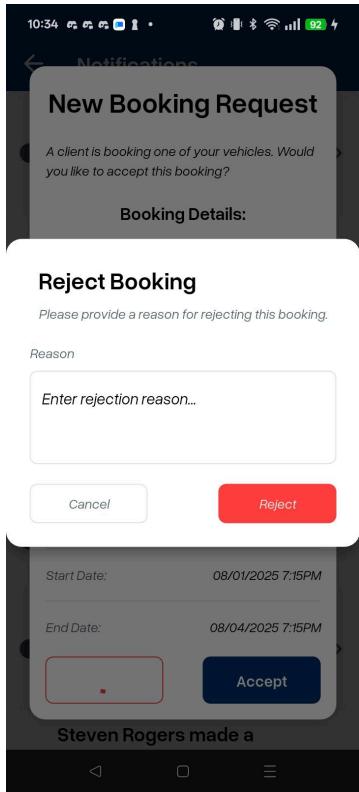
(Refer to Image 1, left panel: "My Bookings" list with pending and completed bookings)



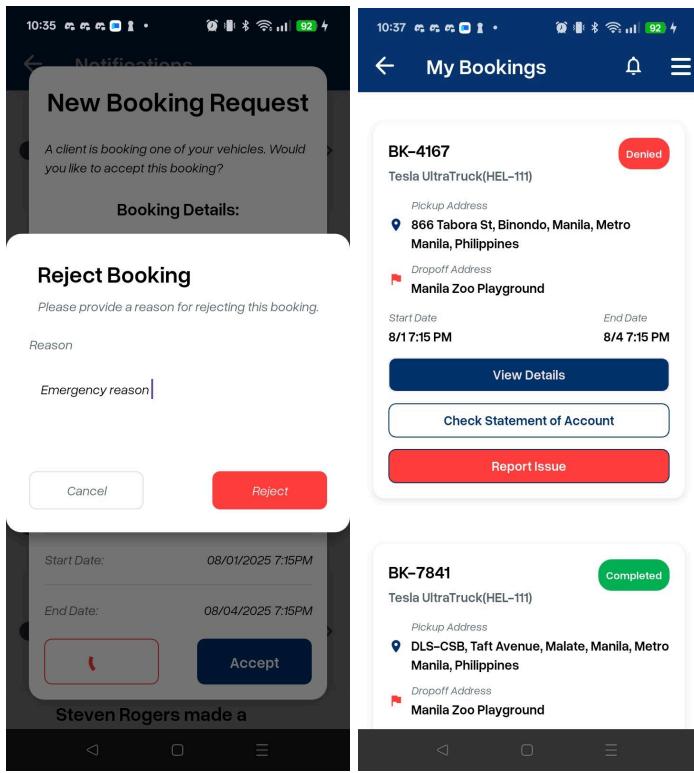
Step 2: The car owner selects a pending booking request to review its details. The booking card displays the booking reference, vehicle, pickup and dropoff addresses, rental period, and the client's name.(Refer to Image 2, left: Booking Details popup with "Reject" and "Accept" buttons)



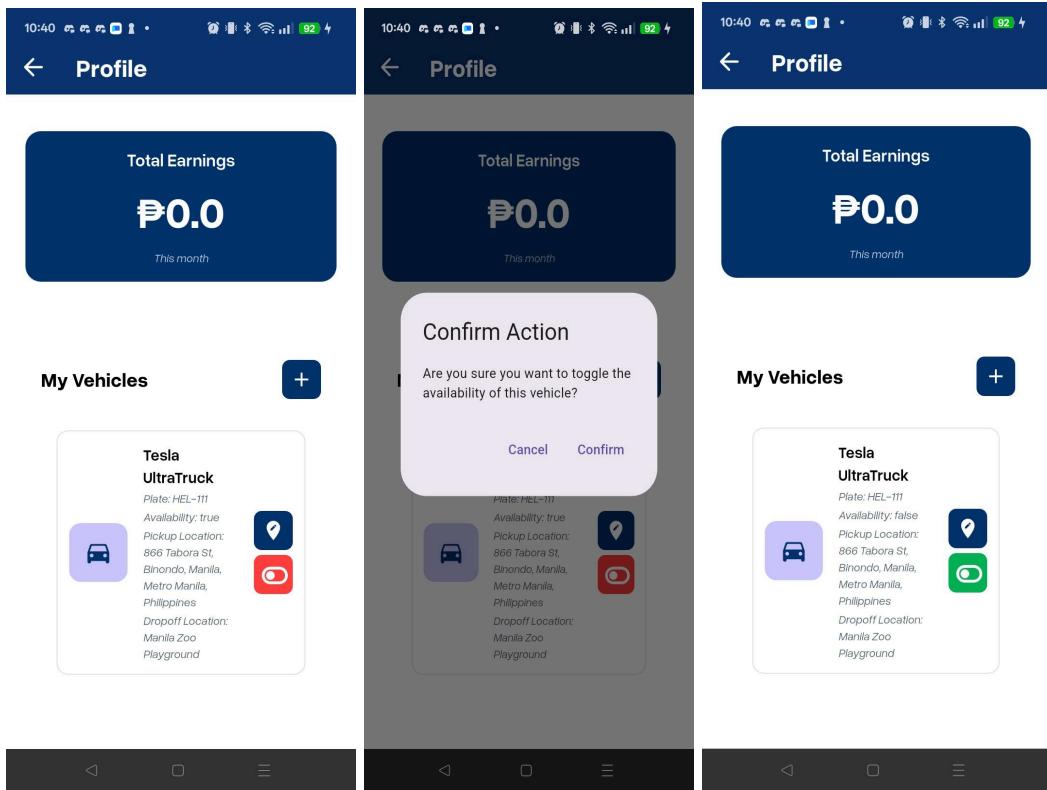
Step 3: After reviewing the booking details, the car owner decides to reject the booking. They tap the "Reject" button at the bottom of the booking details popup.



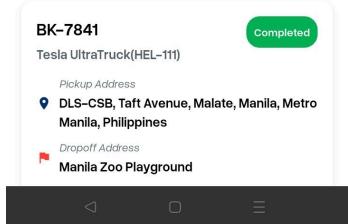
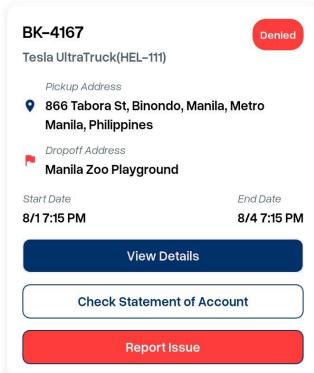
Step 4: A "Reject Booking" dialog appears, prompting the car owner to provide a reason for rejecting the booking. The car owner enters the reason (e.g., "Emergency reason") in the text field.



Step 4.1: Initially, car owners have the option to make their car unavailable. Within the Profile page, they can view a list of their vehicles and toggle a button to mark a car as available or unavailable for booking. However, as per RTD's policy, all vehicles should remain available, encouraging car owners to consider this opportunity.



Step 5: The car owner confirms the rejection by tapping the "Reject" button in the dialog. The booking is now marked as "Denied" in the system.



Step 6: The client receives a notification that their booking has been denied, including the reason provided by the car owner.

Notifications

Bookings Notices

Jared Ranjo has rejected to use their vehicle
for rental booking BK-4167 due to Emergency
reason >
7/31 10:37 PM

Your Booking Number 7841 is officially
completed. >
7/28 5:09 AM

Your Booking Number 7841 status is now "On
Rent". >
7/28 4:54 AM

Your full payment in BK-7841 is confirmed >
7/28 4:53 AM

Is requesting a full payment of ₱2000.0 in
Booking Code BK-7841 >
7/28 4:20 AM

Tesla UltraTruck(HEL-111) is ready for delivery
in BK-7841 >
7/28 4:19 AM

Your initial payment for BK-7841 has been
approved. >
7/28 4:18 AM

Jared Ranjo has agreed to use their vehicle
for rental booking BK-7841 >
7/28 4:16 AM

Profile Rent Bookings Home

Step 7:

The denied booking now appears in the client's "My Bookings" list with a red "Denied" status. The client can view the details or report an issue if needed.

My Bookings

BK-4167 Denied

Tesla UltraTruck

Your booking appointment was denied.

📍 Pickup Address: 866 Tabora St, Binondo, Manila, Metro Manila, Philippines

📍 Dropoff Address: Manila Zoo Playground

Start Date: 8/1 7:15 PM End Date: 8/4 7:15 PM

Carowner/Driver & Contact Number: Jared Ranjo |

[View Details](#)

BK-7841 Completed

Tesla UltraTruck

Booking appointment has ended. Leave a review.

📍 Pickup Address: DLS-CSB, Taft Avenue, Malate, Manila, Metro Manila, Philippines

📍 Dropoff Address: Manila Zoo Playground

Start Date: 7/29 6:35 PM End Date: 8/28 6:35 PM

Carowner/Driver & Contact Number: Jared Ranjo |

[View Details](#)

👤 Profile 🛎 Rent 📝 Bookings 🏠 Home

Step 8: The client can tap "View Details" to see the full booking information and the rejection reason, ensuring transparency in the process.

[← Booking Details](#)

Booking Details

Customer:	Athena Grant
Chosen Vehicle:	RTD010
Start Date:	Aug 1, 2025
End Date:	Aug 4, 2025
Rental Days:	3
Service Type:	Self-Drive
Delivery Option:	Self-Pickup
Pickup Address:	866 Tabora St, Binondo, Manila, Metro Manila, Philippines
Drop-off Address:	Manila Zoo Playground
Purpose:	trip

Booking Status

Denied

Payment Status

NotSet

[Report Issue](#)

[View Booking Denied Reason](#)



Booking Request Rejected

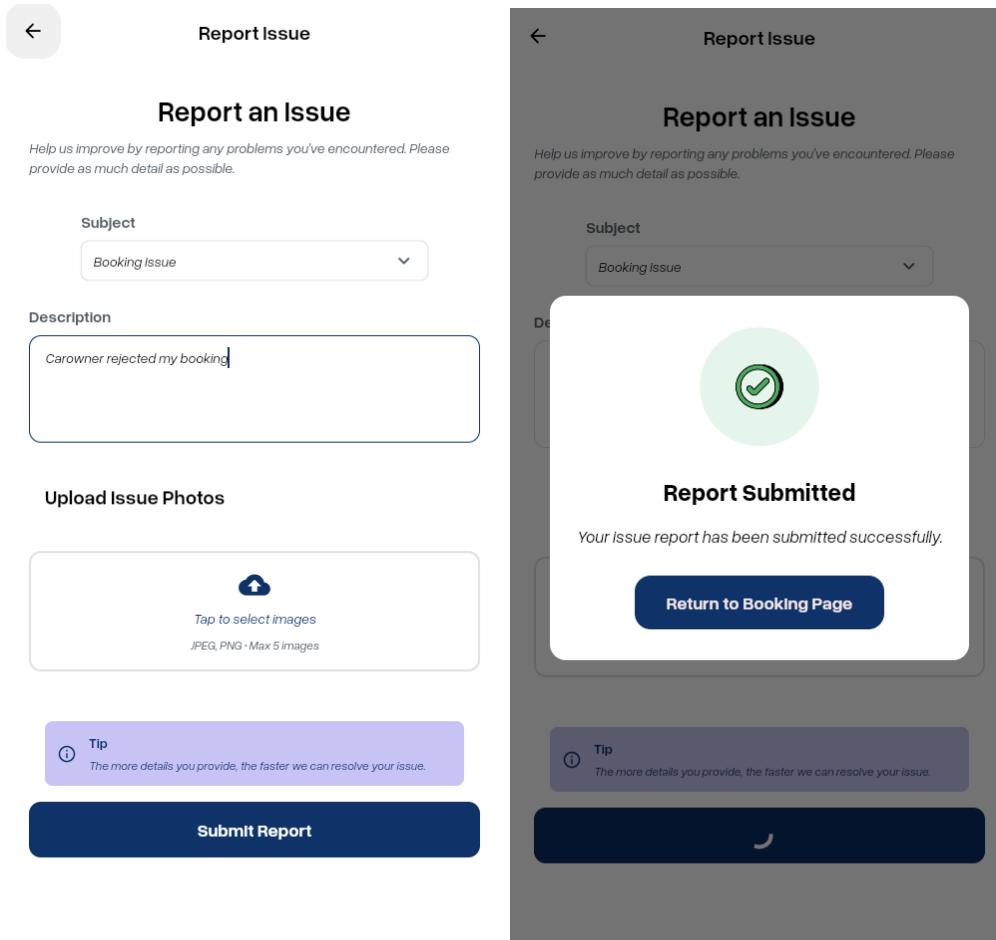
We're sorry, but your booking request has been denied.

ⓘ **Reason for Rejection**

Emergency reason

[Back](#)

Step 9: If the client wishes, they can "Report Issue" for further action or clarification regarding the denied booking.



Step 10: Admin can review the “Issue Type” and the Issue Description of the Reported issue of the client and when viewed admin can change the status of the Reported Issue based on their verdict (which will be further implemented and refined in cap2)

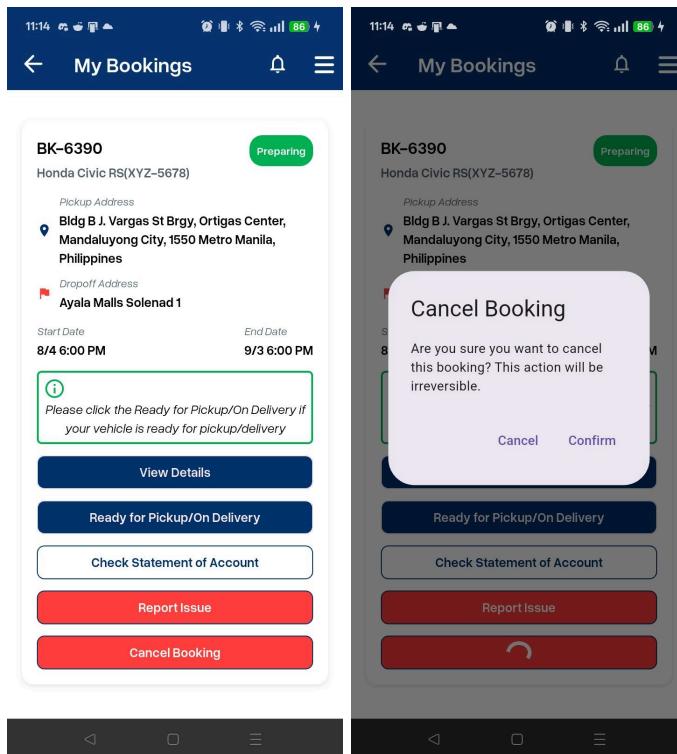
The screenshot shows the Disputes Management section of a mobile application. At the top, there are two dropdown menus: "All Statuses" and "All Types". Below them are three separate card-like entries, each representing a dispute:

- T-2947604**: Submitted 2 minutes ago. Status: Pending. Description: Carowner rejected my booking.
- T-8309706**: Submitted 4 days ago. Status: Pending. Description: Hello.
- T-3559238**: Submitted 7/18 4:46 PM. Status: Pending. Description: Fgfdgdfg.

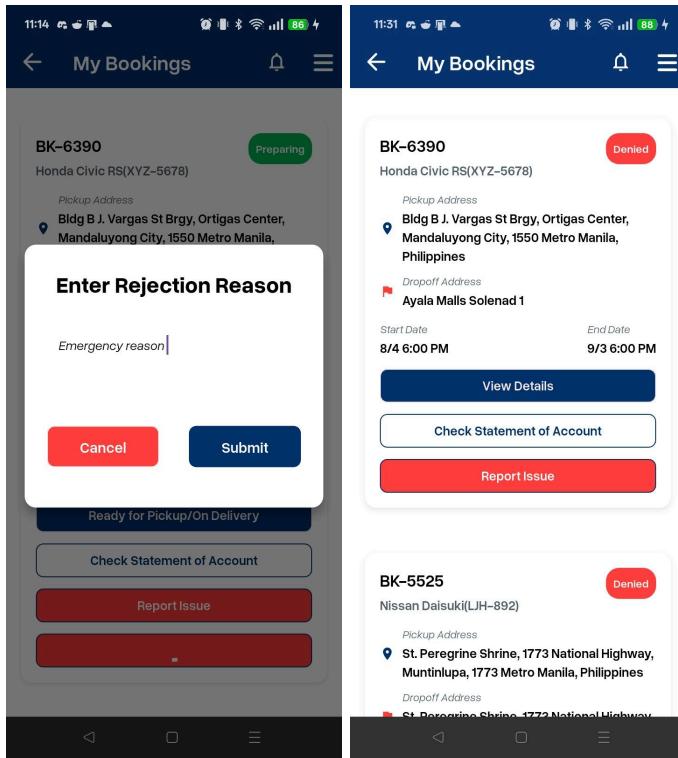
Test Case 4.2: Car Owner Rejects Booking with Refund

Step 1: Book another rental car and pay the initial reservation fee. Once the admin accepts the payment, the booking status is set to “Preparing” where the car owner can cancel the booking.

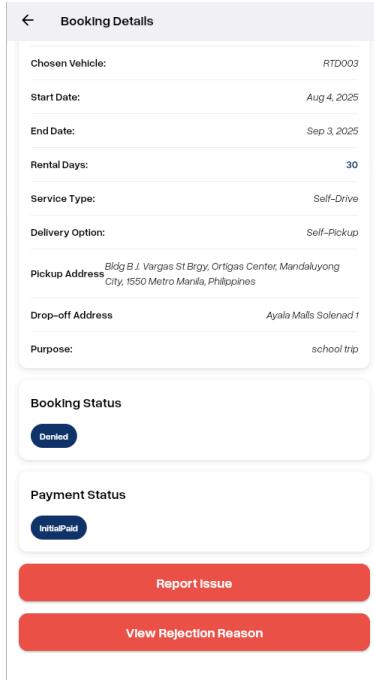
Step 2: The car owner cancels the booking by clicking the “cancel booking” button



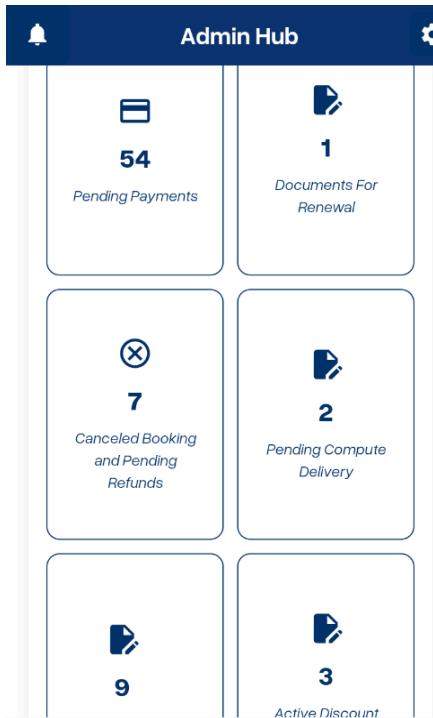
Step 3: The car owner enters the reason (e.g., "Emergency reason") in the text field and then click "submit" button. The booking status is set to "Denied"



Step 4: The client can view details of the booking to confirm that the booking is cancelled



Step 5: The admin logs in their account and click the box labelling “Canceled Booking and Pending Refunds”



Step 6: Find the booking that was cancelled recently and click “Approve” to accept the refund. Since it has been over 30 days before the scheduled booking, the client can receive a full refund amount.

Cancel & Refund Management

Booking Details (Left):

- Booking ID: 6390
- Requested by: Client
- Refund Status: Pending
- Booking Status: Denied
- Client Name: paymongo
- Client Email: Henrietta Wilson
- Client Phone: N/A
- Car Owner: car_owners/ QM6ybsLsOPh7nezb7zJL
- Date: 26/7 11:42 PM

Actions (Left):

- [View Details](#)
- [Approve](#)
- [Reject](#)

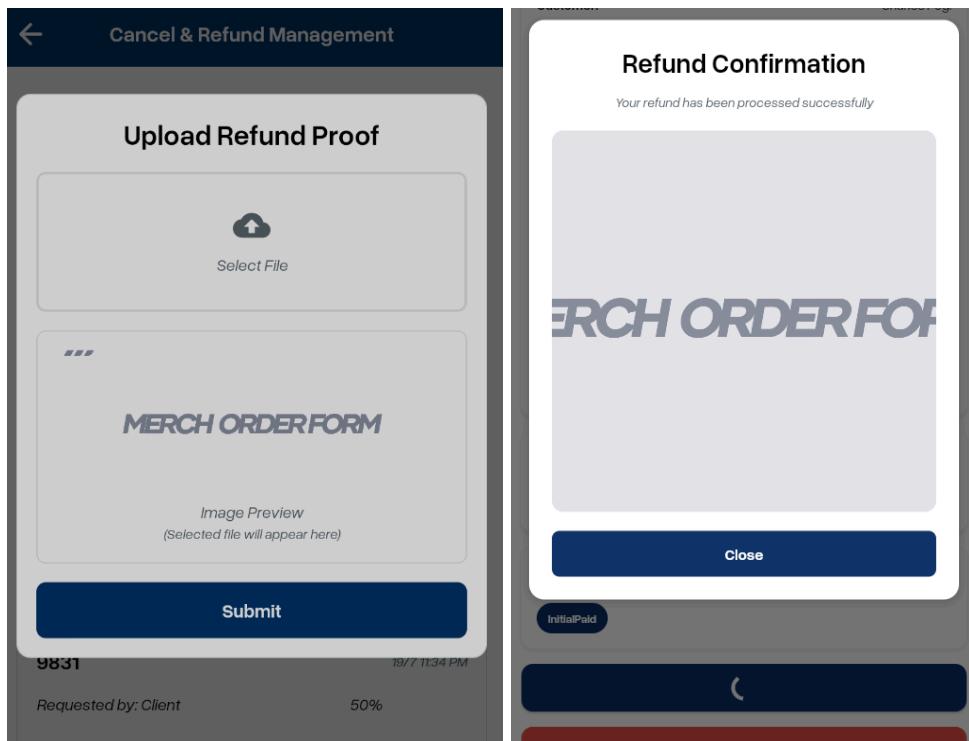
Booking Details (Right):

- Booking ID: 6390
- Requested by: Client
- Refund Status: Approved
- Booking Status: Denied
- Client Name: paymongo
- Client Email: Henrietta Wilson
- Client Phone: N/A
- Car Owner: car_owners/ QM6ybsLsOPh7nezb7zJL
- Date: 26/7 11:42 PM

Actions (Right):

- [View Details](#)
- [Approve](#)
- [Reject](#)

Refunds are processed once the admin approves them for PayMongo transactions. However, for GCash payments, the admin must upload and send proof of the refund to the client. Clients can also view the refund confirmation in the image on the right. For other payment methods, such as GCash and cash, the admin uploads the refund proof and sends it to the client, typically via GCash, as per policy.



Scenario #5: Admin Rejects Client's Payment

Test Case 5.1: Admin Reviews Payment Proof

Objective: Verify admin can review and reject payment proofs

Step 1: The admin navigates the dashboard to click the “Pending Payments” box which lands them on the Initial Payments tab and clicks “View Details” of the booking.

The screenshot shows the Admin Hub interface with a navigation bar at the top. The main content area displays a summary of pending tasks and a detailed view of pending payments.

Admin Hub Summary:

- KYC Pending Applications: 14
- Pending Disputes: 4
- Pending Payments: 54
- Documents For Renewal: 1
- Canceled Booking and Pending Refunds: 7
- Pending Compute Delivery: 2

Pending Payments Details:

Henrietta Wilson:
 Initial Payment
 RTD003
 27/7 12:17 AM
₱15,000.00 PendingInitial [View Details](#) [Send Reminder](#)

Charles Pogi:
 Initial Payment
 RTD003
 19/7 8:14 PM
₱485.15 PendingInitial [View Details](#) [Send Reminder](#)

Step 2: The admin can view the details of the booking including the payment proof the client sent and scroll down to click the “Reject Initial Payment” button

The image displays two side-by-side screenshots of a mobile application's "Booking Details" screen. Both screens have a dark blue header bar with a back arrow icon and the text "Booking Details".

Left Screen (Initial Payment Status):

- Rental Days:** 30
- Initial Deposit:** ₱15000
- Delivery Option:** Self-Pickup
- Pickup Location:** Bldg B J. Vargas St Brgy, Ortigas Center, Mandaluyong City, 1550 Metro Manila, Philippines
- Drop-off Address:** Ayala Malls Solenad 1
- Payment Method:** Credit or debit card payment received!
- Payment Amount:** ₱ 15,000.00
- Message:** An automated receipt will be sent to your email. You may now close this window.
- Powered by:** paymango

Right Screen (Payment Options):

- Change Booking Status**
- Check SOA**
- Compute Delivery Computation**
- Initial Payment**
- Approve Intial Payment**
- Reject Intial Payment**

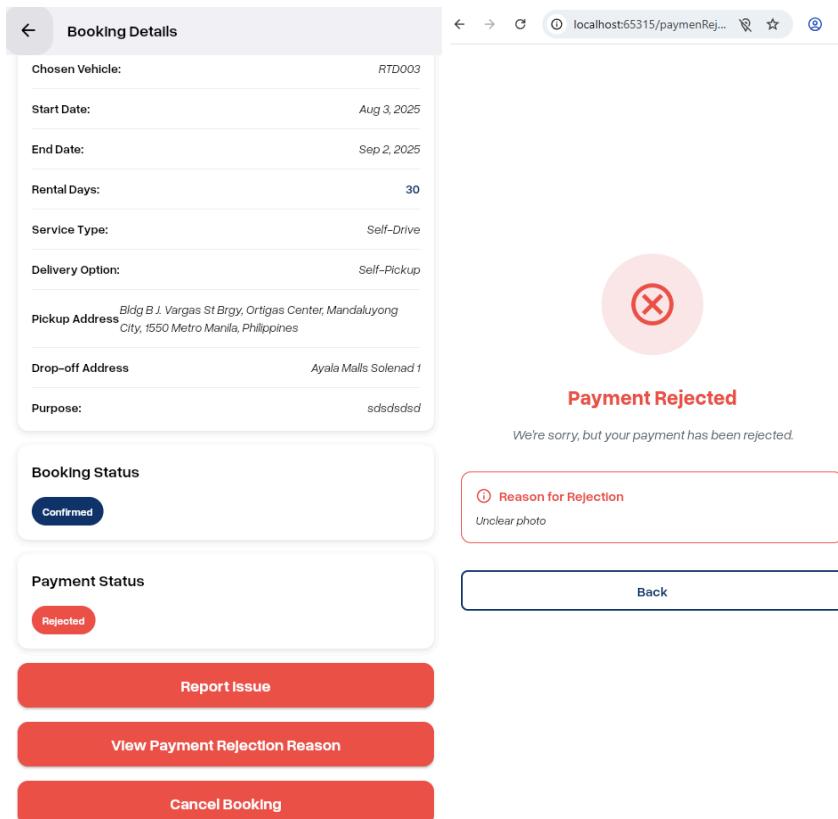
Step 3: The admin enters the reason of rejecting the payment (e.g., "Unclear photo") in the text field and click submit which is a red button and the payment status becomes “Rejected”.

A screenshot of a modal dialog box titled "Reject Payment". The dialog has a light gray background and a white content area. It contains the following elements:

- Reason:** A text input field containing the text "Unclear photo".
- Cancel:** A button labeled "Cancel" in a light gray box.
- Submit:** A large red button with a white circular arrow icon in the center.

Below the dialog, a portion of the main application interface is visible, showing a dark blue button labeled "Compute Delivery Computation".

Step 4: The client can view details of their booking to see the payment status which is “Rejected” and they can view the reason for rejection by clicking the “View Payment Rejection Reason” button.



The screenshot shows a web browser window with the URL localhost:65315/paymentRej.... The main content area displays booking details and a rejection message. A large red circle with a white 'X' is centered above the message. The message reads "Payment Rejected" in bold red text, followed by the subtext "We're sorry, but your payment has been rejected." Below this, a red callout box contains the reason for rejection: "Reason for Rejection: Unclear photo". At the bottom of the page are three red buttons: "Report Issue", "View Payment Rejection Reason", and "Cancel Booking".

Booking Details	
Chosen Vehicle:	RTD003
Start Date:	Aug 3, 2025
End Date:	Sep 2, 2025
Rental Days:	30
Service Type:	Self-Drive
Delivery Option:	Self-Pickup
Pickup Address:	Bldg B.J. Vargas St Brgy. Ortigas Center, Mandaluyong City, 1550 Metro Manila, Philippines
Drop-off Address:	Ayala Malls Solenad 1
Purpose:	sddsdssd

Booking Status

Confirmed

Payment Status

Rejected

Payment Rejection Reason

Reason for Rejection
Unclear photo

Buttons

- Report Issue
- View Payment Rejection Reason
- Cancel Booking

This also applies to all payment rejections, including full payment, extended rental, penalties, and drop-off computations, if overridden by the admin. Admin intervention may be required for other payment processes, but for full payment, extended rental, and penalties, the car owner still receives the payment.

Test Case 5.2: Admin Payment for pending payments Verification Workflow

Pending Payments

Initial Payments

Pending Payments

Pickup

Henrietta Wilson
199
Initial Payment
RTD003
27/7 12:17 AM
₱15,000.00

Charles Pogi
4795
Initial Payment
RTD003
19/7 8:14 PM
₱500.00

Yasuo Yone
9831
Pickup Delivery
RTD004
19/7 10:58 PM

Charles Pogi
3123
Pickup Delivery
RTD002
9/7 7:43 PM

PendingInitial

PendingFull

View Details **Send Reminder** **Compute Delivery**

View Details **Compute Delivery**

For the initial payment, full extension penalties are treated the same. Similarly, pickup and drop-off are handled the same way, as they only compute the delivery cost. There is no need to send a reminder since the calculated delivery price is automatically included in the total if delivery is involved.

Scenario #6: AI Sentiment Analysis Results from Client Feedbacks

Test Case 6.1 Client writes a good review

Step 1: After the booking is completed, the client can write a review. For this instance, the client writes a good review.

Driver Rating	5
Driver Comments	The driver was friendly, professional. I would like to book with this driver again.
Service Rating	4
Service Comments	Loving the service! Would recommend my friends and my family to use this app for booking application

The screenshot shows a mobile application interface. On the left, under 'My Bookings', there is a listing for booking BK-1195, which is a Tesla UltraTruck completed on 7/28 12:00 PM to 8/27 6:00 PM. The pickup address is SM Mall of Asia, Seaside Boulevard, Pasay City, Metro Manila, Philippines, and the dropoff address is SM Megamall, Doña Julia Vargas Avenue, Ortigas Center, Mandaluyong. Below the booking details are buttons for 'View Details', 'Write a Review', and 'Check Statement of Account'. On the right, under 'Rate Your Experience', there are two sections: 'Rate Your Driver' and 'Rate Our Service'. Both sections show a rating of 5 stars. The 'Driver Comments' section contains the text: 'The driver was friendly, professional. I would like to book with this driver again.' The 'Service Comments' section contains the text: 'Loving the service! Would recommend my friends and my family to use this app for booking application'. At the bottom of the 'Rate Your Experience' screen is a large blue 'Submit Feedback' button. The navigation bar at the bottom includes icons for Profile, Rent, Bookings, and Home.

Step 2: From Admin's POV on Client Feedbacks, the AI sentiment analysis tags the review as positive with a score of 0.8687.

← Client Feedback

Athena Grant

Submitted at: 2025-07-28 01:36:42.917

Driver Rating  **Service Rating** 

driver was friendly, professional.
Would like to book with this driver again.

Positive

Loving the service! Would recommend my friends and my family to use this app to booking application

Sentiment Score: 0.8687(Positive)

Hen Wilson

Submitted at: 2025-07-22 14:58:49.826

Driver Rating  **Service Rating** 

hi

Neutral

hello

Sentiment Score: 0(Neutral)

Hen Wilson

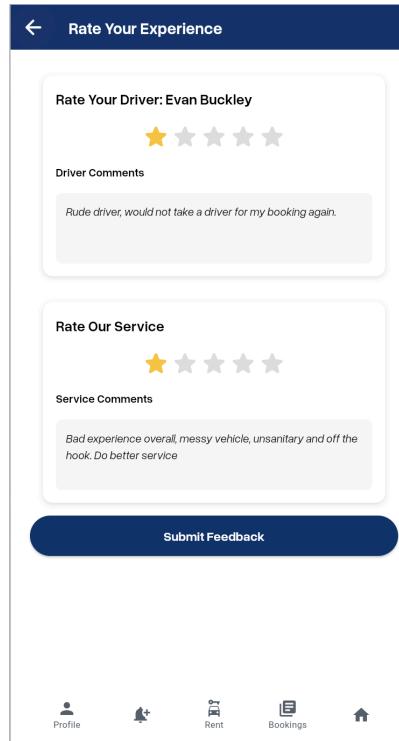
Submitted at: 2025-07-27 22:11:59.692

Positive

Test Case 6.2 Client writes a bad review

Step 1: After the booking is completed, the client can write a review. For this instance, the client writes a bad review.

Driver Rating	1
Driver Comments	Rude driver, would not take a driver for my booking again.
Service Rating	1
Service Comments	Bad experience overall, messy vehicle, unsanitary and off the hook. Do better service



Step 2: From Admin's POV on Client Feedbacks, the AI sentiment analysis tags the review as negative with a score of -0.4767.

Client Feedback

Hen Wilson Submitted at: 2025-07-22 14:54:44.769 Negative

Driver Rating ★★★★☆ **Service Rating** ★★★★☆
Rude driver, would not take a driver for my booking again.
Bad experience overall, messy vehicle, unsanitary and off the hook.
Do better service

Sentiment Analysis
Bad experience overall, messy vehicle, unsanitary and off the hook.
Do better service
Sentiment Score: -0.4767(Negative)

Hen Wilson Submitted at: 2025-07-22 14:57:43.240 Positive

Driver Rating ★★★★☆ **Service Rating** ★★★★☆
Onlchan daisuki~
good car rental service

Sentiment Analysis
good car rental service
Sentiment Score: 0.4404(Positive)

Hen Wilson Submitted at: 2025-07-22 00:20:59.581 Positive

Driver Rating **Service Rating**

Scenario #7: Client uses AI Chatbot for Customer Inquiries

Step 1: From the car rental page, the client can click on the top right chat icon button to use the app's chatbot for handling customer inquiries.

Sample Prompts for the Chatbot

What documents do I need for KYC registration?
What's the difference between self-drive and with driver?
What penalties can I get charged for?
What's the difference between client and car owner accounts?
How long does KYC approval take?
How much does vehicle delivery cost?

The screenshot shows the Rent Then Drive mobile application interface. At the top, there is a header "Hello, Hen Wilson" and a search bar "Search by vehicle name, car type...". Below the search bar is a section titled "Available Cars" displaying five vehicle options: Tesla UltraTruck, Nissan Daisuki, Subaru Forester, Toyota Vios 2021, and Honda Civic RS. Each vehicle listing includes a thumbnail image, the car model, cooling day, body type, transmission type, and a "Book Now" button. To the right of the car list is the AI Assistant interface. It features a purple header "AI Assistant Online" with a back arrow and a three-dot menu. The first message from the AI is "What documents do I need for KYC registration?". The AI's response is: "Hello! For your booking with Rent Then Drive, we require the following for verification purposes:
1. A valid driver's license (please note that student permits are not accepted).
2. Valid identification documents (IDs).
3. Contactable references.
These are needed to complete your registration and ensure a smooth rental experience." The second message from the AI is "What's the difference between self-drive and with driver?". The AI's response is: "Hello!
Rent Then Drive is primarily a self-drive car rental service. Here's the difference:
* Self-drive: This means you will be the one driving the rented vehicle. You pick up the car and operate it yourself for the duration of your rental. This is our standard offering.
* With driver (or chauffeur service): This typically means that the rental company provides a professional driver along with the vehicle. This is usually a separate service from standard car rental.
As a car rental service, our main business is providing vehicles for you to drive. If you have any specific needs or are looking for a service with a driver, please contact our hotline so we can discuss your requirements." At the bottom of the screen, there are navigation icons for Profile, Rent, Bookings, and Home, along with a message input field "Type your message..." and a send button.

AI Assistant
Online

What penalties can I get charged for?

Thank you for your inquiry. At Rent Then Drive, charges beyond the standard rental rate can apply in specific situations.

You may be charged for:

- Excess mileage beyond the allowance included in your rental package.
- Traffic violations incurred during your rental period, as you are responsible for these.
- Damages to the vehicle that are not covered by insurance.
- Returning the vehicle unclean.
- Returning the vehicle with a fuel level lower than when you received it.

We aim to be transparent about all potential charges, so please ensure you understand these terms before your rental.

"What's the difference between client and car owner accounts?"

Thank you for your question.

At Rent Then Drive, we operate as a car rental service. This means we provide vehicles from our own fleet for customers to rent.

Therefore, we primarily have "client" accounts, which are for individuals or businesses who wish to rent a car from us. We do not have a system for individual "car owner accounts" where private car owners can list their vehicles for rent through our service. All vehicles are rented directly from Rent Then Drive.

If you are looking to rent a car, you would be considered a client.

AI Assistant
Online

Individuals or businesses can list their vehicles for rent through our service. All vehicles are rented directly from Rent Then Drive.

If you are looking to rent a car, you would be considered a client.

How long does KYC approval take?

Thank you for asking about our verification process.

In the context of Rent Then Drive, "KYC approval" refers to the verification of your valid IDs and contactable references that we require.

The duration for this verification process can vary. It largely depends on the speed at which we can successfully verify your provided documents and references. We strive to complete this as quickly as possible to ensure a smooth rental experience.

For a more precise estimate regarding your specific application, or if you need to know the status of your verification, please contact our hotline directly.

How much does vehicle delivery cost?

Thank you for your inquiry about vehicle delivery costs.

Yes, vehicles can be delivered to your specified location for a fee. However, the exact cost for vehicle delivery varies depending on your full address and the distance from our pick-up points.

To get an accurate quote for vehicle delivery to your location, please provide your complete address or contact our hotline directly. We will be happy to provide you with the specific delivery fee.

▶

▶

Scenario #8: Admin uses Delivery Computation Page

Step 1: The admin navigates within the Admin Hub page to the Booking List page where they can select a specific booking they would like to compute the delivery costs for.

The image shows two screenshots of a mobile application interface. On the left is the 'Admin Hub' screen, which features a grid of six cards: 'Airtable Dashboard', 'Cancellation & Refund', 'Loyalty Program', 'Dispute Management', 'Feedback Reports', and 'Booking List'. The 'Booking List' card is highlighted with a blue border. On the right is the 'Bookings Management' screen, showing a list of bookings. The first booking is for 'Athena Grant' with a total count of 35. It has a green bar indicating 'Booking Status: Completed' and a purple bar indicating 'Payment Status: FullPaid'. Below this is another booking for 'Steven Rogers' with a total count of 49, also showing 'Booking Status: OnRent' and 'Payment Status: FullPaid'. Both bookings include details like 'RTD010', 'paymongo', 'Booking Date', 'Rental Period', and a 'View Details' button.

Admin Hub

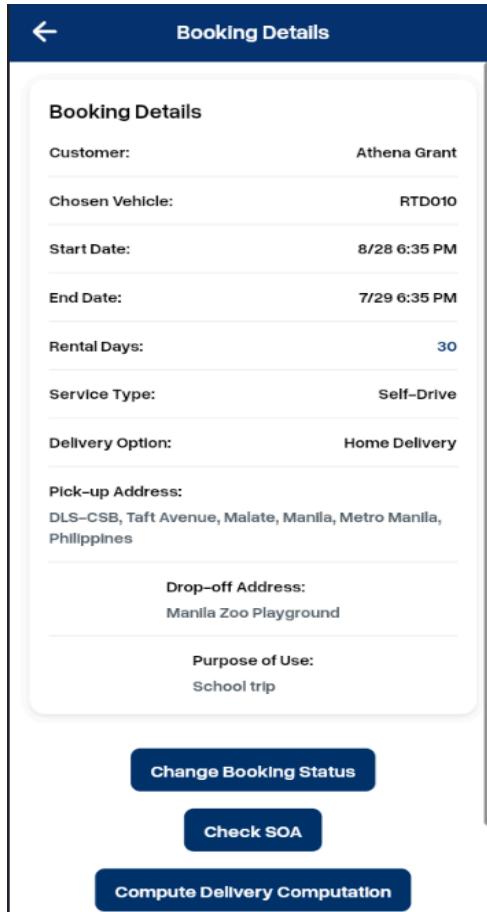
- Airtable Dashboard: Navigation page for airtable dashboards
- Cancellation & Refund: Manage cancellations and refunds
- Loyalty Program: Manage points and rewards
- Dispute Management: Handle customer disputes
- Feedback Reports: View user feedback and complaints
- Booking List: List of all bookings

Bookings Management

Total Count: 35

Booking 1: Athena Grant
RTD010
paymongo
Booking Date: 28/8 6:35 PM
Rental Period: 29/7 6:35 PM
View Details

Booking 2: Steven Rogers
RTD010
paymongo
Booking Date: 29/7 2:35 PM
Rental Period: 29/7 2:35 AM
View Details



Step 2: The admin then inputs the pickup and delivery locations to determine the total distance as well as the estimated delivery time. After determining the total distance and estimated delivery time, the user is then prompted to input information related to the delivery including the Distance, Fuel Price, Rental Time (Hrs)

Pickup Location	DLS-CSB, Taft Avenue, Malate, Manila, Metro Manila, Philippines
Delivery Location	Manila Zoo Playground
Distance	1.2km
Fuel Price	59.12
Rental Time (Hrs)	12
Night Differential	True
Weather Surcharge	True
AutoSweep RFID	128.00

Easytrip RFID

0.00

← Delivery & Pickup Fee Calculator

Delivery Fee Calculator

DLS-CSB, Taft Avenue, Malate, Manila, Metro Manila, ...
📍 DLS-CSB, Taft Avenue, Malate, Manila, Met

Delivery Location
📍 Manila Zoo Playground

Calculate Distance and Time

Distance: 1.2 km

Time Taken: 5 mins

Distance (km) 1.2 Fuel Price (PHP) 59.12

Rental Time (Hours) 12

RFID Toll Fees

Autosweep 128.00 Easytrip 0.00

Weather Surcharge
Toggle for rainy or unpleasant weather

Night Differential
Toggle if times are between 10:00PM–4AM

Calculate Fees

Delivery & Pickup Fee Calculator

Rental Time (Hours): 12

RFID Toll Fees

Autosweep	Easytrip
128.00	0.00

Weather Surcharge
Toggle for rainy or unpleasant weather (switched on)

Night Differential
Toggle if times are between 11:00PM-4AM (switched on)

Calculate Fees

Delivery Fee Breakdown

Base Delivery Fee	PHP 200.00
Distance Charge	PHP 236
Fuel Surcharge	PHP 7.883
Night Differential	PHP 250
Weather Surcharge	PHP 118
Toll Fee	PHP 128
Total Delivery Fee	PHP 889.883

Statement of Account

BREAKDOWN OF CHARGES

RENTAL CHARGES
PHP 2,000 (Base Price) * 30 (Day/s) = PHP 60,000

ADDITIONAL SERVICES

Vehicle Extension Fee:	PHP 0.00
Penalties Fee:	PHP 0.00
Delivery Fee Computation:	PHP 889.88
Pick Up Fee:	PHP 0.00
Cleaning Fee:	PHP 0.00
Convenience Fee:	PHP 0.00
Service Charge	PHP 150.00

Subtotal: PHP 61,039.88
Less: Payment Subtotal: PHP 14,850.00

TOTAL AMOUNT DUE: PHP 46,189.88

Completed
Prepared by: RTD Administrator
Jul 29, 2025

Download SOA

Booking Statuses:

Booking Status	Description
Pending	Awaiting car owner confirmation.
Confirmed	Booking is confirmed. Pay the initial deposit to proceed.
Preparing	The car owner is preparing the vehicle.
Ready for Pickup	The vehicle is ready for you to pick up.
On-Delivery	The vehicle is on its way to your location.
Awaiting Payment	You need to pay the full amount and upload pre-rental photos.
On Rent	You are currently using the vehicle.
Penalty	You have incurred a penalty that needs to be paid.

Completed	Your booking is finished.
Denied	The car owner has cancelled your booking.
Cancelled	You have cancelled your booking.

Payment Statuses:

Payment Status	Description
Pending Initial	Waiting for your initial deposit.
Initial Paid	Initial deposit has been paid.
Pending Full	Waiting for your full rental payment.
Full Paid	Full payment has been completed.
Pending Penalty	Waiting for you to pay a penalty.
Penalty Paid	Penalty has been paid.
Request Pending Extension	Your rental extension request is pending approval.
Pending Extension	Your extension is approved and awaiting payment.
Extension Paid	Extension payment is complete.
Rejected	A payment or payment request was rejected.
Denied	If the car owner denies the booking process.

Scenario #9: Client Creates a New Account with KYC registration with Revised Password Complexity & Input Masks

Step 1: Client inputs the following credentials to create an account. (Note: The password should follow the complexity rules in the system).

Username	Leo Blake
Email	leoblake@gmail.com
Password	Leo123456!
Confirm Password	Leo123456!



Sign up

Sign up and begin your journey to the next level

Username

Email address

Password

(eye)

Password must be at least 8 characters long, contain one uppercase L...

ConfirmPassword

(eye)

I agree with Terms and Privacy
 (link)

[Sign up](#)

or

G Sign in with Google



Sign up

Sign up and begin your journey to the next level

Username

Email address

Password

(eye)

Password must be at least 8 characters long, contain one uppercase L...

ConfirmPassword

(eye)

I agree with Terms and Privacy
 (link)

[Sign up](#)

or

G Sign in with Google

Step 2: After logging in, the client proceeds to the rental page to book a vehicle. As a new client, they are prompted to complete the KYC Verification in order to proceed with their booking.

The screenshot shows a mobile application interface. At the top left is a user profile icon with the name "Hello, Leo Blake" and "Client". At the top right is a back arrow and the text "KYC Registration".

The main screen features a large circular icon with a car silhouette. Below it is a prominent "Welcome!" message and a sub-question "Ready to hit the road again?". A message box contains the text: "We appreciate your continued trust in our service. Your loyalty means the world to us!".

A call-to-action button at the bottom says "You are not currently registered for KYC. Click here to register." with a cursor hovering over it. Below this is a blue "Go to Main Page" button with a magnifying glass icon.

The right side of the screen displays the "Personal Information" section, which includes fields for First Name (Leo), Middle Name (Grant), Last Name (Blake), Suffix (Optional), Nationality (Filipino), and Gender. It also features a date picker set to "Sep 30, 1991".

Below this is the "Contact Details" section, which includes a field for "Emergency Contact Person" with a note: "Emergency Contact Person is required".

Step 3: Client accomplishes the KYC registration with input masks and validation implemented.

First Name	Leo
Middle Name	Grant
Last Name	Blake
Where did you hear about us?	Facebook
Date of Birth	September 30, 1991
Nationality	Filipino
Gender	Male
Emergency Contact Person	Piper Halliwell
Emergency Contact Number	0912-333-3333
Registered Gcash Account Number	0912-232-4657
Facebook URL (optional)	leoblake@gmail.com
Building Number and Street Name	22 Switzerland
Barangay	Moonwalk
City or Municipality	Manila
Province	NCR
Postal Code	1900
Driver's License Number	A10-75-093245
License Expiration Date	September 30, 2035

KYC Registration

Contact Details

Emergency Contact Person
Piper Halliwell

Emergency Contact Number
0912-333-3333

Registered GCash Account Number
0912-232-4657

Facebook Account URL (Optional)
leoblake@gmail.com

KYC Registration

0912-333-3333

Registered GCash Account Number
0912-232-4657

Facebook Account URL (Optional)
leoblake@gmail.com

Client Address

Building Number and Street Name
Enter your street address

Building Number and Street Name is required

Barangay
Moonwalk

Barangay is required

City or Municipality
Manila

City or Municipality is required

Province
NCR

Building Number and Street Name
22 Switzerland

Barangay
Moonwalk

City or Municipality
Manila

Province
NCR

Postal Code
190

Enter a valid 4-digit postal code.

Identity Verification

Step 4: Afterwards, the client successfully submits their registration and is now pending approval by the admin.

KYC Registration

Upload Front of Driver's License

Upload Back of Driver's License

Driver's License Number
A10-75-093245

Sep 30, 2035

Add Driver

Upload Two Government IDs

KYC Status

Pending Approval

Your registration has been submitted and is currently under review.

Requester	Submitted	Status
Leo Blake	Sep 30, 2025	UNDER REVIEW

What happens next?

- Our admin will review your submission within 2-3 business days
- If approved, you can proceed with your car rental bookings

Refresh

Scenario # 10: Client Uses Discount Promo for Initial Deposit

Step 1: After Client inputs booking details, proceeds to the Pay Initial Deposit page. From there, the client can choose to confirm payment or redeem a discount code. The discount only reflects on the price of the initial reservation deposit.

Step 2: After clicking “Redeem Code”, the user is prompted to input the active discount code. For the code to be valid, it should be an active discount code and has not been redeemed by the user.

Discount Code	RTD2028
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The image displays two screenshots of a mobile application interface for "Pay Initial Reservation".

Left Screenshot (Initial Deposit Screen):

- Booking Details:**
 - Customer: Athena Sergeant Grant
 - Chosen Vehicle: RTD002
 - Start Date: 10/01/2025 08:34 PM
 - End Date: 10/02/2025 08:34 AM
 - Rental Days: 1
 - Service Type: Self-Drive
 - Delivery Option: Self-Pickup
 - Pick-up Address: Asian Hospital and Medical Center
 - Drop-off Address: Kiwami - Alabang Town Center
 - Purpose of Use: Travelling
- Initial Deposit:**
 - Price Breakdown:
 - Rental Days: 1
 - Initial Reservation Deposit: x (₱500)
 - Total: ₱500.00
- Payment Methods:** (button)
- Buttons:** Confirm Payment (blue button), Redeem Code (blue button)

Right Screenshot (Redeem Discount Code Modal):

- Booking Details:** (same as left screenshot)
- Initial Deposit:** (same as left screenshot)
- Redeem Discount Code:**
 - Icon: A blue tag icon.
 - Text: Enter your redeem code below to apply discount to your booking.
 - Input Field: RTD2028
 - Buttons: Close (red button), Apply Code (blue button)

Step 3: After the Client successfully redeems the code, the total deposit price will be reflected based on the discount percentage of the redeemed code. As for this case, this discount percentage is 10%.

Booking Details

Customer	Athena Sergeant Grant
Chosen Vehicle	RTD002
Start Date	10/01/2025 08:34 PM
End Date	10/02/2025 08:34 AM
Rental Days	1
Service Type	Self-Drive
Delivery Option	Self-Pickup
Pick-up Address	Asian Hospital and Medical Center
Drop-off Address	Kiwami - Alabang Town Center
Purpose of Use	Travelling

Success
Discount Code Redeemed.

Ok

Redeem Discount Code
Enter your redeem code below to apply discount to your booking.
Discount Code
RTD2028
Close

Booking Details

Customer	Athena Sergeant Grant
Chosen Vehicle	RTD002
Start Date	10/01/2025 08:34 PM
End Date	10/02/2025 08:34 AM
Rental Days	1
Service Type	Self-Drive
Delivery Option	Self-Pickup
Pick-up Address	Asian Hospital and Medical Center
Drop-off Address	Kiwami - Alabang Town Center
Purpose of Use	Travelling

Initial Deposit

Price Breakdown

Rental Days	1
Initial Reservation Deposit	x (₱500)
Discount	10%

Total ₱450.00

Payment Methods

Confirm Payment Redeem Code