No.	Term	Definition	Description
1	Vehicle Owner	A person who owns and lists a vehicle for rent on the platform	Must register with full name, ID card, phone number, and bank account. Can manage multiple vehicles.
2	Renter	A user who rents a vehicle on the platform	Requires a verified account with ID and valid driver's license. Can browse, book, pay, and leave reviews.
3	Vehicle	The car/motorbike available for rental	Must include license plate, description, photos, and legal documents.
4	License Plate	Official vehicle identification code	Format: XXX-XXX.XX (e.g., 51A-123.45). Unique in the system.
5	Rental Price	The amount paid by renter to use a vehicle	Can be hourly or daily. Displayed on booking interface. Currency: VND.
6	Rental Transaction	The contract between vehicle owner and renter	Includes rental time, price, vehicle, owner and renter info. Has a unique transaction ID.
7	Vehicle Status	Current availability or condition of the vehicle	Includes: "Available", "In Use", "Under Maintenance", "Unavailable". Auto-updated via system.
8	OTP	One-Time Password	Sent via SMS/email to verify identity during registration or booking.
9	Citizen ID	Vietnamese national ID	Required to verify renter/owner

		card	identity. Uploaded as photo.
10	Driving License	Legal document that permits a person to drive	Must be verified before booking.
11	Booking	Process of selecting and reserving a vehicle	Includes selecting vehicle, rental time, verifying documents, payment, and deposit if needed.
12	Account Verification	Identity validation process	Via OTP, Citizen ID, driver's license, or email.
13	E-wallet	Electronic payment method	Examples: Momo, ZaloPay, VNPay.
14	Cancel Transaction	Process to cancel a vehicle booking before rental start	May involve cancellation fee depending on policy.
15	Penalty Fee	Extra charge due to rental policy violation	E.g.: late return, damage, fuel not refilled.
16	Feedback / Review	Comments and rating from renter or owner	Includes star rating and optional text/photo feedback.
17	Vehicle Insurance	Insurance plan covering the rental vehicle	May be included in rental price or purchased separately.
18	Promotion	Discount offers for renters	E.g.: 10% off for first rental, coupon codes from campaigns.
19	Referral Code	Code shared to invite	Both referrer and invitee can receive

		new users	rewards.
20	Rental History	List of past rental transactions	Shows time, type of vehicle, review, penalties, etc.
21	Rental Duration	Period for which a vehicle is rented	Includes start and end date/time.
22	Technician	Internal staff in charge of vehicle maintenance	Updates vehicle status and performs periodic checks.
23	QR Check-in/out	QR code scanning to confirm vehicle pickup/return	Digital alternative to manual signatures.
24	API	Application Programming Interface	Used to connect with external services such as OTP, payment, maps.
25	System	The backend logic and data processing platform	Includes server, database, admin dashboard, synchronization modules, and APIs.