**Vision Document for “Online Car Rental System”**

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**Introduction**

Traditional car rental Companies workflow include a lot of manual paperwork to keep track of Customer information, company’s inventories, car information and their rental status etc. Which makes it hard to maintain and analyze data to generate insights into the business operations. The Manual car rental system provides services only during office hours, so customers have limited time to make any transactions or reservation of cars. In addition, customers must go to the companies site to view the car catalog, which can be a deterrent for a lot of people and limits the business scope to local residents. So, moving to an online based system makes sense in terms of customer satisfaction, better business management and wider audience and hence increased profit. Our Online Car Rental System`s will help small to medium size organizations who are facing the stated problems. The system`s aim is to provide better business management and customer satisfaction by providing the following services such as

-Enhance Business Processes: to be able to use internet technology to project the rental company to the global world instead of limiting their services to their local domain alone and providing services 24/7, thus increase their return on investment (ROI).

-Online Vehicle Reservation: A tool through which customers can browse the catalog of the business online and reserve available cars online prior to their expected pick-up date or time. The customer Can also choose home delivery of his choice of vehicle at an additional fee.

- Customers Registration: A registration portal to hold customer`s details, monitor their transaction and used same to offer better and improved services to them. The customer will have to provide payment details such as credit card to complete the reservation.

-Management Module through which an admin of the System can add, edit, update and delete different categories of cars and their corresponding information

- A rating system through which customers can leave their feedback of the business as well the performance of the vehicles which they rented

-Data Security by keeping company data in a secured database and controlling access levels to the data based on user rights.

**Problem Statement**

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| --- | --- |
| **The problem of** | *-Manual Car rental companies offering services only during office hours*  *- A lot of paper work involved in Manual Car rental companies which may result in data loss and less efficient company data management*  *- The need for customers to physically go to the companies premise to reserve a car* |
| **Affects** | *administrators, customers, and the business* |
| **The impact of which is** | *Manual paper work is complex, must be manually maintained, and limited business presence both in terms of location and time which translates to customer dissatisfaction and loss in profit* |
| **A successful solution would be** | *-A tool through which customers can browse the catalog of the business online and reserve available cars online prior to their expected pick-up date or time. – An easy to use interface Which provides better business management by providing tools to easily manage and secure company data.* |

**Stakeholder Descriptions**

|  |  |  |
| --- | --- | --- |
| Name | Description | Responsibilities |
| ***Admin*** | *Admins add, edit, update, delete Car categories and their related information as well as customer related info and view reports* | *Admin are responsible for managing the system, setting up necessary data and generate reports for business management* |
| ***Customer*** | *Can visit the website to view car catalogs and reserve cars* | *Customers are responsible to choose their car of choice, reserve it and pick it up at the scheduled time.* |
| ***Developers*** | *Developers develop the system on the basis of the given document* | *Developers are responsible for developing System features, fixing bugs and maintaining the systems availability* |
| ***Testers*** | *Testers use Junit tool to test System or integration test* | *Testers are responsible for integration testing* |
|  |  |  |

**Needs and Features**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *No* | *Problem* | *Need* | *Priority* | *Features* | *Planned Release* |
| *1* |  | *cars must be organized by their model, and number of seats* |  | *the admin must be able to add and delete car entries* |  |
| *2* |  | *the system must validate the driving license of the driver* |  | *the system must validate the driving license of the driver* |  |
| *3* |  | *displayed cars must only the available once* |  | *the system must filter out the available cars only* |  |
| *4* |  | *the admin should see rental report* |  | *the system must provide report* |  |
| *5* |  | *After the vehicle returned they system should generate bill* |  | *the system must display the bill* |  |
| *6* |  |  |  |  |  |
| *7* |  | *The admin should able to see list of customers and edit them* |  | *the Admin must able to see the list of customers and edit them* |  |
| *8* |  | *the admin should able to add new vehicle and able to remove* |  | *The admin must able to add vehicle* |  |
| *9* |  | *Customer wants to create an account* |  | *the customer must able to create an account if he/she want* |  |
| *10* |  | *Customer wants to login to the system* |  | *existing customer must able to log in using his username and password* |  |
| *11* |  | *Customer wants to view vehicle with details* |  | *customer must able to see available cars* |  |
| *12* |  | *Customer wants to reserve vehicle for renting* |  | *customers must able to reserve as many vehicles as he wants* |  |
| *13* |  | *Customer wants to update/ cancel reservation* |  | *Customer must able have an Options to cancel or update reservation* |  |
| *14* |  | *Customer wants to give feedback on vehicle* |  | *Customer must able to submit his feedback* |  |
| *15* |  | *Admin wants to add/ remove new vehicle/ vehicle category* |  | *admin must able to add remove vehicles from the list* |  |
| *16* |  | *Admin wants to view report* |  | *admin must able to see rental report* |  |