

Training Program Prompts

# Last Updated: 04 January 2023

**HQ RENTAL SOFTWARE ACCOUNT SETUP PROMPT**

# Week 1

HQ Cool Cars is a car rental company that was established in Florida. They have three main locations across the state. One office is in Ft. Lauderdale; the other is within the Miami International Airport, and another is in Orlando.

* In Ft. Lauderdale, they have 20 economic cars and 20 premium cars.
* At the Miami Airport office, there are 10 economic cars, 10 premium cars, 10 luxury, and 10 family cars.
* In Orlando, there are 30 economic cars and 20 family cars.

HQ Cool Cars can offer different prices, so anybody can rent with them. The premium, economic, luxury, and family cars are priced at $25, $17, $30, and $35 for the year's low season before sales tax. For all vehicles during the high season, prices are 20% higher than during the low season. Their low seasons are from January 15th until March 15th and from April 15th until May 31st. The rest of the year is high season for them, and they are booming with business. Their hourly rates are defined by the following equation:

Where *h* has a range between 1 and 8. After 8h the daily price will be applied.

*\*Please, set these rates through Season Multipliers.*

When renting with HQ Cool Cars, customers can purchase insurance to ensure they are covered. HQ Cool Cars offers CDW for $15.99 per day, LRO for $18.99 per day, and SLRO for $25.99 per day. The security deposit will be $1000, $500 and $100 respectively depending on the insurance they choose. A ‘Full Insurance’ is offered only when a Premium vehicle is rented, in this case, the security deposit will be 0.

*\* Users shouldn’t be able to select more than one insurance option.*

Extras like GPS, sim cards, and child seats are also available for car rentals. These are priced at

$3.99, $0.99, and $3.50 per day. They also offer WiFi for a one-time fee of $5.00 and they have an option to add up to 2 additional drivers at no extra cost.

*\*Make sure the additional drivers’ information can be filled on step 3*

Once the deposit transaction is approved, the customer is notified via email by HQ Cool Cars that the security deposit for the rental was approved. Later on, when the deposit is refunded, clients also receive an email from HQ Cool Cars informing them of the reimbursement.

This company also has a strict fuel policy. Customers must return the vehicle with the same fuel level, or they will charge $2.50 per 1/8.

Finally, HQ Cools Cars asked us to include a sale tax of 10%

The client states that a reservation is only considered as ‘Confirmed’ (Open) when it has been paid, therefore unpaid reservation should have the ‘Pending’ status instead. The confirmation email should only be sent to confirmed reservations. This email must contain the booking details and a copy of their rental agreement attached once the reservation changes. This email also contains helpful links on how to arrive at each of the HQ Cool Cars offices.

Customers receive an email notification with the details when a reservation payment is processed. Also, a carbon copy is sent to the sales department.

HQ Cool Cars believes it sends an email after a booking is completed to thank its customer for renting with them. They ask them about the service and offer a 20% discount code.