**Chapter-2, Team Project.**

**Applying planning techniques to Friendly Cars Dealership project**

**Step 2.1** Designing the Data Dictionary for Friendly Dealership Project

**Additionalwarranty:** Customer opting an extended warranty at an additional cost

**Customertype:** The type of customer segregated on the basis of the financing, new car purchasing mode, trade-in, potential customers

**Customersatisfactionsurvey:** The feedback given by the customer after the car is delivered

Carsales: The records of the car sales per month

**Currentmileage:** The mileage of a new car when it is delivered to the customer

**Customerfirstname :** It defines first name of the customer

**Customersurname :** It defines last name of the customer

**Customercontactnumber :** The telephone number of a customer not including area code

**Choiceofcustomer:** The choice of the customer while choosing a salesperson from the dealership

**Cartype:** Standard car or a trade-in car or a new customized car

**Customerdealershipsatisfaction :** It the calculation of customer satisfaction to trace the dealership feedback

**Customersalespersonsatisfaction:** It the calculation of customer satisfaction to trace the salesperson feedback

**Customeraddress :** the mailing address of a customer who buys a car from the dealership

**CarID:** It is the identification code for a specific automobile

**Carstatus :** The status of the car purchase

**Customercity:** The city of the mailing address of a customer

**Customerstate:** The state of the mailing address of a customer

**Customerzip:** The postal zip of the mailing address of a customer

**Customerareacode :** The telephone areacode of the mailing address of a customer

**Dealprice:** The price which is negotiated by the customer with the dealer(manager) to buy a car

**Dateofdelivery :** The date on which the car is delivered to the customer

**Dateofsale:** The date on which car is purchased by the customer

**Extracustomization:** The custom cars designed on the basis of the wish-list of the customer, models of the dealership offered or the features of the car which are offered by the dealership and chosen by the customer among the features offered.

**Licensefees:** A fee that includes the car registration, licensing and other taxes charged by the local governments

**Licencenumber:** A series of letters and digits shown on the back and in many places on the front of a car

**Modeofadvertisement:** Customers learn about the dealership by words of mouth, from newspapers, radio and television.

**Modeoffinancing:** Financing the customer through the dealership or through his own her/his bank

**Monthlycarsurvey:** Customer satisfaction survey about car within one month after each sale

**MonthlySalespersoncommission:** The dollar amount of commission for a salesperson for the sale of car per month

**Neworold:** The new car is the car which is straight from the manufacturer, trade-in or old car is the car given by the customer in return to compensate a partial amount of dealprice of the new car

**Pricestricker:** The price of the car which displayed in the side window

**Proofofinsurance:** Documentation a person can provide to another person that he has valid insurance with the insurance company

**Preferredsalesperson:** The customer who prefers to choose a particular salesperson

**Promotionalmaterialcheck:** Checking whether the promotional material sent to those potential customers

**Salespersonscount:** The total number of salespersons working in the dealership

**Salesperson:** The representative appointed in the dealership to sell the cars to the customers

**Salespersonfirstname:** It defines first name of the Salesperson

**Salespersonsurname:** It defines last name of the Salesperson

**Salespersoncontactnumber:** The telephone number of a Salesperson not including area code

**Salespersonaddress:** The mailing address of a Salesperson who works at the dealership

**SalespersonSSN:** The social security number of a salesperson who works at the dealership

**Salespersoncommission:** The total dollar amount of commission for a salesperson tenure

**Salespersoncommission:** The dollar amount of commission for a salesperson for the sale of car model

**Salespermonth:** Number of car sales info previous month

**Salespersalesperson:** Number of cars sold out referring to a single salesperson

**SalespersonCustomersurvey:** Custumer survey on his/her behaviour from a single salesperson

**Saleinvoicenumber:** An accounting document that records a business transaction

**StateTax:** A percentage of amount that you pay to the state government based on the income one makes at job

**Salespersonsignature:** The signature of the salesperson

**Salespersonstate:** The state of the mailing address of a salesperson

**Salespersonzip:** The postal zip of the mailing address of a salesperson

**Salespersonareacode:** The telephone areacode of the mailing address of a salesperson

**Vehicleprice:** The final dollar amount when a car is purchased

**Vehiclepricecopy:** Copy of the bill generated while a car is sold out (copy of a sale)

**VehicleID:** The unique identification number assigned to the car

**Warrantyinformation:** It is legally binding commitment forming part of the sales contract which assures the buyers that the car is free from defects

**Warrantyextension:** An agreement to expand the warranty period of a car.

**Step2.2: Review and update the list of assumptions.**

The Friendly Cars Dealership Initial List of Assumptions:

1. A customer can be an individual, a business, an organization, a group, or other such entity.
2. Names of customers are not unique, but names of salespeople are unique.
3. The same customer may purchase several cars, possibly from different salespeople.
4. Some customers, such as religious organizations, are tax exempt, so no tax is charged on their car purchases.
5. All addresses consist of street, city, state, and zipcode.
6. All telephone numbers consist of area code and number.
7. The used cars for sale in the dealership are those that are traded in by customers buying new cars.
8. When a car is sold, it may or may not be financed.
9. Options are features that a new car has when it is delivered from the manufacturer, such as sun roof, air conditioning, and so on. A car may have several optional features.
10. The cost of options is included in the manufacturer’s list price.
11. Customization refers to items that are added at the dealership at the time of sale, such as an alarm system, undercoating, and so on. A car may be given several custom items.
12. Each custom item has an associated price.
13. The book value of a used car is determined by a standard publication such as the Kelley Blue Book, available to the dealership. The actual cost may differ from the book value.
14. When a trade-in vehicle is accepted, its VIN is immediately entered into the inventory of used cars. Other information about the car is entered later.
15. We are assuming that the dealer can obtain and issue registration numbers and license plates as needed. (We note that this process may be more complex in real life).
16. The exact mileage at the time of sale must be recorded on the bill of sale, for both new and used cars.