# CAR RENTAL

# Description Before

The customer goes to the car rental website and clicks on the page "Apply for a car rental." Fills out the request form with all information and provides an email address. The request is sent. The car rental firm receives the application and thoroughly examines it (is it correct and does the customer leave an email address). If the application is complete, the car rental firm will send an e-mail with available cars. After receiving the mail, the consumer must evaluate whether or not the any car is suitable for him. He then sends his decision to the car rental firm through email. Payment is made in cash on the spot.

# Description after

The customer goes to the website of the car rental firm. It logs in if it is registered. If not, the customer must first register and have their account added to the car rental firm's database before they may log in. Selects the rental type (renting car from office or delivery of the car to the customer).

For renting car from office, there are two options for payment: cash or bank transfer (only a bank transfer fee is available when delivering the car to the customer). The client then completes the additional rental details and submits the request.

The application is taken to the system, where it is double-checked for accuracy. If the application is correct, it notifies the customer of acceptance and provides a list of available cars; if the application is incorrect, it rejects it and notifies the customer.

The client receives a response from the system. If there is no car that suits the customer, he rejects the application and informs about it. Otherwise, the customer accepts one of the offered cars. For the delivery of the car to the customer there is only online payment method.

After arriving at the office, if the customer has not paid for them, it pays at the spot. The rental report is added to the customer's database. The customer sends an opinion about the meeting on the car rental firm's website.