**VEHICLE RENTAL SYSTEM**

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**Vision:** Our vision is to be the preferred rental company on vehicle rental market which includes Cars, SUV’s, Minivans, Pickup Trucks and Vans and also to offer service beyond customer satisfaction. The motive of the project is to develop a web application where customers can find different vehicles to rent according to their desires.

**Target Users:**

* Business Use Customers (We ensure customers travelling for business purposes with access to the specialty vehicles like minivans, pickup trucks, SUVs etc.).
* Personal Use Customers (Vacationing, temporary replace car in shop, Pick/Drop)
* Corporate Use Customers (Company hire for their executive’s short event or visit, travel consultants, Corporate users and their employees will enjoy benefits of special pricing. Also, our vision is ideal for corporate relocations, temporary work assignments and interns. Customers get an advantage of rental flexibility with best rates).

**Project Objectives:**

1. **Search:** The User should be able to search the vehicle which he/she wants to book.

Search can be performed on basis of:

* + Pick Up Date – Drop Off Date and Location()
  + Capacity of passengers
  + Price Range
  + Vehicle Type (Cars, SUV’s, Minivans, Pickup Trucks, Vans)
  + Transmission Mode (Manual, Automatic, Semi-Automatic)
  + Search by Voice Recognition

1. **Filter**: List of all the vehicles available using search criteria can be filtered based on:
   * Average Customer Rating
   * Price Range – Low to High
   * Price Range – High to Low
2. **Car Details:** System will display all the vehicles available using above search criteria will have the details of vehicle:

* Make and Model
* Image
* Price
* Mileage

1. **Registration:** Customers can register online and become members or can continue renting the vehicle without registration. Depending on the type of customer the benefits offered are as follows.

* For members
* Offer Promotions
* Membership Reward points (For every rental dollar spent, Member earns points. Points earned will never expire for an active member. Members can redeem points for free rental days).
* Membership benefits to family (Membership holding customers can now share the benefits with their family instead of taking a separate membership for them).
* Ad’s Free
* For non-members
* No Offers/Points
* No Ad’s
* No Membership benefits

1. **Insurance Option:** The customer renting a car should provide existing insurance details if any or they have to add company insurance at additional charges.
2. **Additional Driver:** User can opt to add an extra driver at some minimal charges. System will accept the additional driver details and save it, apply insurance option to the driver.
3. **User Login:** User Can Login in to the website and perform below operations:

* View Booking: System will display all the bookings made by customers and also filter them using different criteria, like date, status, name, vehicle, locations rates, etc.
* Modify Booking: Modify any future booking made by the customer.
* Cancel Booking: Cancel a future booking made by the customer.
* Print Receipt: Customers can get the receipts of all rides.
* Reward Points: Members can view the points collected for past rides.
* Review system: Customers can rate and review their experience.
* Email Receipt: Customers can get the email of all rides.

1. **Single/Bulk Upload:** Administrator/ User can single/bulk upload all the vehicles ready to rent into the database.
2. **Billing:** Once the user confirm booking they can pay the rent amount for which security check is performed using:

* Credit Cards.
* Check.
* Cash.
* Direct Deposit
* Android/Apple pay
* Rewards points redemption

1. **Check on Driver:** Admin will perform checks on the driver’s license to verify if it is valid. Admin will also perform check on his earlier driving records and validate if there is any risk to rent the vehicle.
2. **Encryption:** Administrator will provide proper encryption to User credentials.
3. **PayPal Integration in your website:** User should be able to take credit card payments through PayPal without even having a PayPal account.
4. **Customize charges for your operation:** User can choose to customize payments depending on type of operation, by a one-time amount or by installments.
5. **Multi-language support (English, Spanish and Portuguese available):** User can choose from languages like English, Spanish (Español) and Portuguese (Português). Our unique system offers services to more potential customers from all around, by making website available to a broader audience.
6. **Optional Accessories:** User can setup any number of optional accessories for their vehicles, like a baby seat, a GPS, a toll pass, Aux Cable and Cell Phone Holder. User will then be able to add these extras to their vehicle reservation on the website, and the quote will be recalculated accordingly.
7. **One-way fees:** User should be able to pick-up car from one location and drop it at some other location. When a vehicle is returned to a location other than the one it was picked-up from, admin should charge for a one-way fee.
8. **Reports:** Administrator should Print Pending, Confirmed, Canceled, Voided, Units available, and Units on rent reports, also Contracts open and closed, Sales reports, Rate reports, Unit Sales Report, Reservations reports, Payments received, Rental agents commission reports, Usability report etc.
9. **Special Deals:** User can view special rates of the vehicles on the Home page.

**Product Measure for Competition:**

* **Upgrade** the already booked car to a new model with higher capacity or higher class.
* Customers can **rate** a particular model of vehicle so that it will be easier for different customers to decide between similar models.
* **Car Pickup / Drop-off:** Customer can either be in-person to pick/drop the rented car or he/she can request for car picking/ dropping off to particular (home) location.
* **Award Points:** User can Login and the membership points avail can be redeemed by:
* Merchandize
* Renting Vehicle with Renting Vehicle with points and additional charges.
* Long term (More than a Year) vehicle rental at reasonable prices.
* Maps to locate pick-up/Drop location.
* **Calendar Day or 24-hour day**: Now you have the choice to create a calendar day or a 24-hour day rate code. User can make multiple rate codes to make a quote or contract based on calendar day or 24-hour day.

**Future Enhancements:**

1. **Track conversions using Google analytics**

Customers can use code in the control panel using Goals in Google Analytics to Track Conversions.

1. **Web Analytic**

Admin finds who his customers are, where they are coming from, what they are looking for, how they found us, and many more useful pieces of information so that all this information is used to aim better to desired customers, and ultimately increase profits.

1. **Content management**

As an Admin I can change page contents, create internal or external links without any experience in HMTL.

1. **Blackout management**

Admin can place blackouts to prevent further booking for certain vehicles at certain locations for those times where demand grows out of control. The vehicle will still be displayed to the customers, with a sign letting customers know exactly on which dates the blackout end so that the customers can change the vehicle, the dates, or both.

1. **Notification:**

Admin sends notifications to customers on their email/phone like car pickup, drop, offers, promotions, etc.

1. **Quotes**

Give a quick quote over the phone, e-mail or print the quote in just seconds. User may also edit and make a contract for the same quote or a booking, to get an accurate calculation, in seconds.

1. **Unit Swap**  
   User can swap his booked vehicles under the same contract if it doesn’t complete his requirements.
2. **Vehicles by location**

Admin offers different vehicles at different locations. Example, the vehicle fleet in Florida might be different from the fleet in Connecticut.

1. **Vehicle grouping**

Our vehicle-grouping feature allows organizing vehicles in different groups, to make it easier for customers to choose what they want. For example, you could have a Standard Cars group and an Exotic Cars group. In addition to this, our system lets to add the same car into several groups.

1. **Branches**

As an Admin I can create as many branches as you need with specific Time Zone. Send Booking email by branches.