Phase 1 Redesign for [www.bcbudgetruck.com](http://www.bcbudgetruck.com)

The front end (look and feel) of the website is credited to Definium Design (Chris Chan, [www.definium.ca](http://www.definium.ca)) and will be integrated with the Rate Maintenance tool and GIS.

Brand new pages available:

1. Home page
2. Reservations
3. Vehicles (Cars)
4. Trucks
5. Locations
6. Accessories
7. Moving Supplies
8. About Us
9. Rental Terms
10. Conventions
11. FAQ
12. Terms of Use
13. Privacy Policy
14. Reservation Modification

All pages are exactly the same except for 1, 2, 9, 11 and 14 where some images and content (pricing for add-ons and age requirements) are different for car and truck.

By the completion of Phase 1, customers will be able to make reservations for trucks via bcbudgettruck.com. Customers interested in car rentals will be redirected to budgetbc.com.

1. Flow of Booking Procedure for Trucks

**Step 1: Choose from three options: Around Town, Round Trip, One Way**

Definitions

* **Around Town –** Around Town are short-haul rentals starting and ending at the same location. This category can be further drilled down into Personal and Commercial business. The only difference between Personal and Commercial is the additional BCD number field. A valid BCD number is required to make a booking in the Commercial section.
* **Round Trip –** Round Trip are long-distance rentals starting and ending at the same location where customers are usually offered different mileage packages to choose from.
* **One Way –** In this implementation, there will be no reservation engine for One Way reservations. A phone number will be provided for customers to call One Way Western Canada.

If Around Town or Round Trip is selected, proceed to Step 2.

If One Way is selected, the website displays a phone number for customers to call One Way Western Canada. A reservation engine is not available for One Way reservations at this point.

**Step 2: Select the desired location, pick up date/time and drop off date/time.**

If Around Town – Commercial is selected, enter a valid BCD Number.

**Step 3: Select a vehicle.**

If Around Town – Personal is selected in Step 1, proceed to Step 4a.

If Around Town – Commercial is selected in Step 1, proceed to Step 4b.

If Round Trip is selected in Step 1, proceed to Step 4c.

**Step 4a: Displays a calendar showing the availability of the selected truck, km charge and the estimated rate for the selected period.**

User selects a date.

**Step 4b: Displays commercial/corporate rate along with the selected vehicle class.**

User can proceed to the next step since only one rate is displayed and is selected by default.

**Step 4c: Displays a list of all available kilometer packages of the selected truck, additional km charge and the estimated rate for the selected period.**

User selects a package.

**Step 5: Enter contact information and payment information.**

**Step 6: Displays confirmation page with reservation number.**

The user is free to modify the reservation details in Step 2 to Step 5 any time before the reservation is made.

1. Specifications for Truck Reservations

**Controls**

|  |  |  |
| --- | --- | --- |
| Fields | Mandatory | Remarks |
| Personal/Commercial options | Yes | These two options are only available for Around Town rentals. Defaults to Personal. |
| Pickup Location | Yes | Drop down list of all locations belonging to fleet owner 7425 with the Truck\_Location and Rental\_Location flags turned on. |
| Search | n/a | Returns any location with a longitude and latitude and with the Truck\_Location flag turned on within 50km of the search query. |
| Store Info | n/a | Displays location name, address, phone number and location hours of the store as well as links to all locations in the same district as the specified location. |
| Pickup Date | Yes | Calendar tool or manual input. Defaults to the next day. |
| Pickup Time | Yes | Drop down list of time with half-hour intervals. The time selections will be based on the location hours for the selected Pickup Location.  Controlled by the Hours of Service section in Location Maintenance. Pickup Time for the day starts at Opens At+30 mins\* and ends at Closes At-60 mins.  Defaults to Opens At+30 mins of the selected Pickup Location and Pickup Date. |
| Return Location | Yes | Read only field. Defaults to Pickup Location. |
| Return Date | Yes | Calendar tool or manual input. Defaults to the next day. |
| Return Time | Yes | Drop down list of time with half-hour intervals. Defaults to the pickup time. |
| BCD Number | Yes | User must enter a valid BCD number. This field is only available for Around Town – Commercial rentals. |

Any change to the Pickup Date will not automatically update the Return Date unless the Return Date becomes earlier than the new Pickup Date.

\* Location hours were initially designed to be retrieved from the Hours\_Of\_Service table. However, location CSRs typically stay back 30-60 minutes after the operation hours so the Hours\_Of\_Service table is set up to accommodate the CSRs’ working hours in GIS. The Hours\_Of\_Service\_Description column in the Location table is used to communicate the actual operation hours to the customers.

To address the different setup of location hours, two new rows were added to the Lookup\_Table.

The ‘Open At Adj’ category specifies the variance from the Opens\_At field for all locations (set to 30) and is added to the Opens\_At field to display the correct starting Pickup Time in the online Reservation page.

The ‘Close At Adj’ specifies the variance from the Closes\_At field for all locations (set to -60) and is subtracted from the Closes\_At field to display the correct last Pickup Time in the online Reservation page.

**Vehicle Selection**

This is strictly a vehicle selection screen, no rates nor will mileage charge be displayed.

For trucks, there will typically be 5 vehicle classes to choose from (listed in the order as below):

* Pickup Truck
* Cargo Van (aka Panel)
* 1 Ton
* 2 Ton
* 5 Ton

The display of these truck classes are controlled through the “Vehicle Classes Available for Selection” section in Location Maintenance.

It is very important to give the customers what they need without having the rates influence their decision. This screen showcases all the aforementioned classes, their basic dimensions and some notes to help customers choose the right vehicle for their needs.

**Rate Selection**

For Around Town Personal reservations, a calendar consisting of four weeks will be shown. This dynamic calendar will determine the number of weeks to add in front and/or after the week of the selected pick up date.

The earliest week to be shown on the calendar will be the week of the current day. All days before the current day will not be available for selection.

There are three scenarios which will affect the calendar’s display of different days:

1. The selected pick up date is in the current week

The calendar will display the current week along with the next three weeks.

1. The selected pick up date is within 1-4 weeks after the current week

The calendar will start from the current week, include the week of the selected day and display the week(s) before/after the latter to make 4 full weeks.

1. The selected pick up date is more than four weeks from the current week

The calendar will show the week of the selected date along with one week before and the two weeks after it.

The rate for a reservation is calculated based on the specified length of rental. All other days in the calendar will also have their rates calculated based on the pickup time, return time and length of rental with regards to the specified rental period.

Calendar will show “Sold Out” on the day the selected truck is not available for. The truck is not available when one of the following conditions is true:

1. The rate does not exist
2. The rate level does not exist
3. The rate is not valid/assigned for the Valid From and Valid To period (in the Rate Maintenance tool)
4. The rate does not meet the Min LOR and Max LOR requirements (in the Rate Maintenance tool)
5. The rate is not valid/assigned for the specified pick up location
6. The rate is not valid for the specified drop off location
7. The rate is not valid/assigned for the specified vehicle class
8. There is no inventory or availability for the selected truck on the specified rental period

For example, a customer is looking to book a cargo van for one morning at Burnaby.

Pickup: March 30, 2012 @ 07:30 AM

Return: March 30, 2012 @ 11:00 AM

Daily Rate: $35.95/day

The availability for cargo vans at Burnaby are as follows:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | 29-Mar | 30-Mar | 31-Mar | 1-Apr | 2-Apr | 3-Apr | 4-Apr |
| 07:30 - 12:00 | 2 | 1 | 0 | 0 | 0 | 2 | 3 |
| 12:30 - 16:00 | 2 | 0 | 0 | 0 | 0 | 3 | 3 |
| 16:30 - 07:00 | 2 | 0 | 1 | 0 | 0 | 3 | 3 |

Since the customer is looking to book a cargo van in the morning, the system will only consider the availability of the 07:30 – 12:00 block. Therefore, the rates displayed on the calendar for March 29 to April 4 are:

March 29 – $35.95 for March 29 @ 07.30 AM – 11.30 AM

March 30 – $35.95 for March 30 @ 07.30 AM – 11.30 AM

March 31 – $35.95 for March 31 @ 07.30 AM – 11.30 AM

April 1 – Sold Out for April 1 @ 07.30 AM – 11.30 AM

April 2 – Sold Out for April 2 @ 07.30 AM – 11.30 AM

April 3 – $35.95 for April 3 @ 07.30 AM – 11.30 AM

April 4 – $35.95 for April 3 @ 07.30 AM – 11.30 AM

If the customer wanted a cargo van for the whole day,

Pickup: March 30, 2012 @ 07:30 AM

Return: March 31, 2012 @ 07:30 AM

Daily Rate: $35.95/day

The rates on the calendar will be slightly different:

March 29 – $35.95 for March 30 @ 07.30 AM – March 31 @ 07.30 AM

March 30 – Sold Out for March 31 @ 07.30 AM – April 1 @ 07.30 AM

March 31 – Sold Out for April 1 @ 07.30 AM – April 2 @ 07.30 AM

April 1 – Sold Out for April 1 @ 07.30 AM – April 2 @ 07.30 AM

April 2 – Sold Out for April 2 @ 07.30 AM – April 3 @ 07.30 AM

April 3 – $35.95 for April 3 @ 07.30 AM – April 4 @ 07.30 AM

April 4 – $35.95 for April 4 @ 07.30 AM – April 5 @ 07.30 AM

The selected Pickup day will be highlighted.

The calendar shall display:

|  |  |
| --- | --- |
| Fields | Remarks |
| Day of Week | Fixed fields. These will be the column header of the calendar. |
| Day of Month | Labeled with month and day. |
| Rate Amount | Displays the total time charge for the selected length of rental. Rates are based on the Rate Selection table. Length of rental is always rounded up prior to calculating the rate total. |
| Mileage Cost | KM cost for the selected vehicle class based on the rate used to calculate the Rate Amount above. |

For Around Town Commercial reservations, only one rate will be returned. Since commercial/corporate rates are fixed rates throughout the year, there is no need to display the rates for each day in a calendar.

The website will display a page informing users that no rate is available when one of the following conditions is true:

1. The BCD number is invalid
2. There is no inventory or availability for the selected truck on that day
3. No rate is available for the selected truck of the BCD
4. No rate is available for the selected pick up location
5. No rate is available for the selected pick up date

For Round Trip reservations, a list of options showing all available packages for the selected vehicle type will be displayed.

The website will display a page informing users that no rate is available when one of the following conditions is true:

1. There is no inventory or availability for the selected truck for the pickup time
2. No rate is available for the duration of the rental
3. No rate is available for the selected pick up location
4. No rate is available for the selected pick up date

**Rental Charge**

Rate

Drop Off Charge

Surcharge

Taxes & Fees

**Confirmation Number**

Confirmation numbers will be unique.

All reservations made on the truck website will have a confirmation number starting with “I” (stands for “Internet”). It will then be followed by a 3-digit number (The first three digits of the sum of the minute, second and millisecond of a randomly generated date) and lastly followed by a GIS local confirmation number.

|  |  |
| --- | --- |
| Fields | Remarks |
| Confirmation\_Number | Fixed fields. These will be the column header of the calendar. |
| Foreign\_Confirm\_Number | Labeled with month and day. |
| Rate Amount | Displays the total time charge for the selected length of rental. Rates are based on the Rate Selection table. Length of rental is always rounded up prior to calculating the rate total. |
| Mileage Cost | KM cost for the selected vehicle class based on the rate used to calculate the Rate Amount above. |

A confirmation number from the truck website will be loaded into GIS as a Foreign\_Confirm\_Number with Source\_Code=’Internet’. The reservation will also be identified by a new column called Res\_Truck\_Type which uses one of two values: ‘AROUNDTOWN’ and ‘ROUNDTRIP’. Based on the Res\_Truck\_Type, the appropriate ‘Around Town’ or ‘Round Trip’ header image can be used when an existing reservation is retrieved through Reservation Search. The truck reservation will be saved as a transaction made by user\_ID=’BudgetBC.com’.

All maestro and local reservations will also have their Res\_Truck\_Type field set to ‘AROUNDTOWN’.

GIS users have the ability to modify or cancel reservations made on the truck website.

**Performance**

All information displayed on the truck website will retrieve information from a Read-Only Database (VM021-Gisdata). The content in this database is replicated real-time from the Production Database and is drawn from the following tables:

Charge\_GL

Charge\_Parameter

Commission\_Rate

Credit\_Card

Credit\_Card\_Range

Credit\_Card\_Type

Glchart\_base

Hours\_of\_Service

HubMaps

Included\_Optional\_Extra

Included\_Sales\_Accessory

LDW\_Deductible

Location

Location\_Exchange\_Rate

Location\_Sales\_Accessory

Location\_Specific\_Fees

Location\_Vehicle\_Class

LocationVC\_Specific\_Fee

Lookup\_Table

Maestro\_Fields

Maestro\_Rate\_Combination

Optional\_Extra

Optional\_Extra\_GL

Optional\_Extra\_Inventory

Optional\_Extra\_Price

Optional\_Extra\_Restriction

Organization

Organization\_Min\_Age\_Override

Organization\_Rate

Organization\_Vehicle\_Class\_Rate

Owning\_Company

Pick\_Up\_Drop\_Off\_Location

Rate\_Availability

Rate\_Availability\_Input

Rate\_Charge\_Amount

Rate\_Drop\_Off\_Location

Rate\_Level

Rate\_Location\_Set

Rate\_Location\_Set\_Member

Rate\_Purpose

Rate\_Restriction

Rate\_Selection

Rate\_Time\_Period

Rate\_Vehicle\_Class

Reservation\_Coupon

Reservation\_Standard\_Comment

Restriction

Sales\_Accessory

Sales\_Accessory\_Price

Switchboard Items

System\_Values

SystemSettingVaues

Tax\_Rate

Terminal

Time\_Period

TimeBlock

Tour\_Drop\_Off\_Charge

Truck\_block\_Rate\_Selection

Truck\_Inventory

Truck\_Package\_Rate\_Selection

Truck\_Time\_Block

Vehicle\_Class

Vehicle\_Class\_Model\_Option

Vehicle\_Class\_Vehicle\_Model\_Yr

Vehicle\_Model\_Year

Vehicle\_PST\_Rate

Vehicle\_Rate

Vehicle\_Type

VehicleClassBlackOut

Reservations are updated directly in the Production Database.

1. Specifications for Locations

All locations whose Province is set to British Columbia with the Rental\_Location flag turned on will be shown.

Several new columns were added to the Location table for the new website.

**Controls**

|  |  |  |
| --- | --- | --- |
| Fields | Mandatory | Remarks |
| TK\_CounterCode | No | Truck counter code for the location. |
| TK\_MnemonicCode | No | Truck mnemonic code/location ID for the location. |
| TK\_StationNumber | No | Truck station number for the location. |
| TK\_DBRCode | No | Truck DBR code for the location. |
| Truck\_Location | No | These two options are only available for Around Town rentals. Defaults to Personal. |
| Car\_Location | No | Drop down list of all locations whose Province is set to British Columbia, Northwest Territories or Yukon and has the TruckLocation and Rental\_Location flags turned on. |
| District | Yes | Used to group locations together in the Locations page. Each district is identified by a pin in the map of British Columbia in the Locations page. |
| Longitude | Yes | This field is mandatory for pin pointing the exact coordinates of a location on Google Maps.  Used in the DistanceBetween scalar-valued function. |
| Latitude | Yes | This field is mandatory for pin pointing the exact coordinates of a location on Google Maps.  Used in the DistanceBetween scalar-valued function. |

**Location Finder**

The Location Finder is able to return all Budget rental locations (regardless of the Car\_Location and Truck\_Location flag) within 50km of the search query. The idea here is to showcase all Budget locations providing rental services regardless of the type of fleet they carry. The search query can be any of the following:

1. A combination of city and province
2. An address
3. A postal code

If not enough information is provided by the user to accurately search for a location, the Location Finder will display a list of locations matching the user’s search query to gently prompt the user to select a more detailed address.

All current values for longitude and latitude were obtained from <http://itouchmap.com/latlong.html> based on the full address of the rental location.

1. Rate Maintenance (Back End)

GIS Users can assign Around Town and Round Trip rates via the Rate Maintenance tool. All rates must first be created in GIS before users can set them up for the truck website.

**Around Town – Personal**

Rates are set up in the Truck Rate Selection (Around Town) screen in the Rate Maintenance tool. Users have the ability to manage rates depending on the pick up location, vehicle class, pick up date and time, the availability of the rate (day of the week) as well as the length of rental allowed. There are also two columns (PU Block and DO Block) that allow users to control the rates for each time block. Since the focus of Phase 1 is to sell daily rates, these columns will temporarily be hidden.

One period must only contain one rate. The website will not implement a best buy feature - If more than one rate exists for the specified period, only the first available rate will be returned (i.e. The rate with the smallest Rate\_ID will be selected).

For easier maintenance, the rate department will assign a rate for each day instead of attaching a rate to a range of dates. Any change in the rate can be modified directly for the intended date.

**Around Town – Commercial**

Rates in this category are tied in to the organization rates in GIS. These rates can be set up in the Organization BCD Rate screen in the Rate Maintenance tool.

No rates will be returned if no rate is associated with the BCD.

**Round Trip**

Rates are set up in the Truck Rate Selection (Round Trip) screen in the Rate Maintenance tool. Users have the ability to manage rates depending on the pick up location, vehicle class, pick up date and time, the availability of the rate (day of the week) as well as the length of rental allowed.

The idea of Round Trip is to promote the range of kilometer packages to suite the customer’s needs of travelling long distances. For that reason, one period is allowed to contain multiple rates (unlike Around Town).

1. References

US truck website - <http://www.budgettruck.com/>

Canada truck website - <http://www.budget.ca/truck/en/>

Calendar concept - <http://www.allegiantair.com/>