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1. About the manual

This manual describes the steps of booking a car for rental and administrating the system. All the screenshots of booking are based on the demo page without design. The real page could have any design the car rental firm desires. The demo manual does not include all the options, as the appearance of the booking pages depend largely on options set by administrator on **Location Info** page.

2. Making reservations

On the first page of booking process, the client has to set the **Pick-up & drop-off details** (Screenshot 1). Pick-up details are on the left side of the page, drop-off details are on the right. Pick-up location is set already, the client has to select the date and time from **Date** and **Time** drop-down menus. As the drop-off location may differ (if the administrator has enabled this option for the location), the client can select another **City** and **Location**. Of course, the drop-off **Date** and **Time** has to be set. The **Date** and **Time** selection possibilities depend on the business hours of the location (as set by administrator on **Location info** page). As said on the screenshot, if the client needs to get or return the car after hours that do not appear available in the box above, he/she can specify this in **Comments** box on the bottom of next page (to be confirmed by rental company).

Next the user has to insert the **Driver's age**, as it can be used in rental cost calculations.

State: Test

PICK-UP & DROP-OFF DETAILS: HELP ?

PICK-UP

City: **Testa**
Location: **Testi Testa**

Date: Apr 2 2003
Time: 7 00 am

DROP-OFF

City: Testa
Location: Testi Testa

Date: Apr 8 2003
Time: 7 00 am

*** If you need to get or return the car after hours that do not appear available in the box above please specify this in "comments" box on the bottom of next page (to be confirmed by rental company).**

Driver's age:

Insurance can always be added at the time of rental.
Additional insurance costs may apply at time of rental if not indicated here, yet desired.

Screenshot 1. First page of booking.

The demo page displays text: "Insurance can always be added at the time of rental. Additional insurance costs may apply at time of rental if not indicated here, yet desired." If other options are set in **Location Info** page, there might be radio buttons in addition, which would allow the client to decide, if he needs insurance or not, and a drop-down menu to select the preferred insurance type.

The user can now continue the booking by clicking on **Next** button.

The second page of booking process displays the already set **Pick-up and drop-off details** at the top (Screenshot 2). If the client is no satisfied with them, he/she can always go back to edit them by clicking on **Change Information** button.

State: Test

PICK-UP & DROP-OFF DETAILS:

[HELP ?](#)

PICK-UP

City: **Testa**
Location: **Testi Testa**
Date: **Wed, April 2, 2003**
Time: **07:00 am**

DROP-OFF

City: **Testa**
Location: **Testi Testa**
Date: **Tue, April 8, 2003**
Time: **07:00 am**

Driver's age: **34**

Insurance can always be added at the time of rental.

Additional insurance costs may apply at time of rental if not indicated here, yet desired.

[Change information](#)

VEHICLE INFORMATION:

[HELP ?](#)

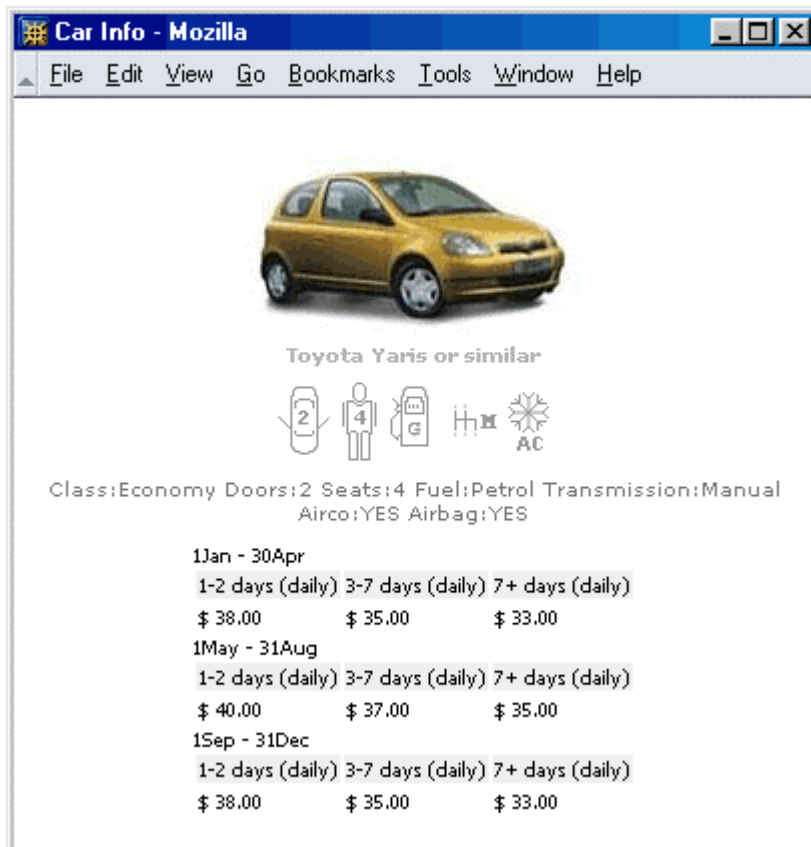
Class	Type	Info	COST	Select
Economy	Toyota Yaris or similar	Car info	\$ 210.00 (USD)	<input type="radio"/>
Standart	Toyota Avensis or similar	Car info	\$ 252.00 (USD)	<input checked="" type="radio"/>
Compact	Toyota Corolla or similar	Car info	\$ 246.00 (USD)	<input type="radio"/>
Intermediate	Toyota Yaris Verso or similar	Car info	\$ 276.00 (USD)	<input type="radio"/>
Full Size	Mercedes Benz E300 or similar	Car info	\$ 330.00 (USD)	<input type="radio"/>
Convertible	Mercedes Benz SLK or similar	Car info	\$ 408.00 (USD)	<input type="radio"/>
Luxury	Mercedes Benz S500 or similar	Car info	\$ 480.00 (USD)	<input type="radio"/>
Sport Utility				
*Compact	Toyota RAV4	Car info	\$ 264.00 (USD)	<input type="radio"/>
*Standart	BMW X5 or similar	Car info	\$ 306.00 (USD)	<input type="radio"/>
**Full Size	Toyota LandCruiser 100	Car info	\$ 300.00 (USD)	<input type="radio"/>
*Luxury	Mercedes Benz G500 SUV	Car info	\$ 420.00 (USD)	<input type="radio"/>
Van				
Minivan	Toyota Previa	Car info	\$ 426.00 (USD)	<input type="radio"/>

TOTAL

Screenshot 2. Second page of booking – 1.

The next is the **Vehicle Information** section (Screenshot 2). It contains a five-column table with rows for every possible car type available at that time period in that location. The car **Class**, **Type**, and the **Cost** for that time period are displayed. The client has to select a car for rental by clicking on the radio buttons in the last column. The cost of rental is displayed in a **TOTAL** field below the table.

The user can view details about the car by clicking on **Car info** links in the table column Info. A pop-up window will open (Screenshot 3). The client can see the number of doors, the number of passengers, fuel and transmission type, availability of air conditioner, etc. Car picture and price table are also visible. The existence of the **Car info** page and the contents of it depend on settings checked on the **Location info** page.



Screenshot 3. Car info pop-up window.

After the client has selected the car, he/she has to enter his/her personal details (Screenshot 4). The section contains the following fields:

Title – Mr., Mrs. or Ms. has to be selected from the drop-down menu.

First name – the first name of the client.

Last name – the last name of the client.

Address – the address of the client.

City – the city of the client.

Country – the country of the client.

State/Province – the state or province of the client.

Zip – the postcode of the area, where the client lives.

Phone No – the phone number of the client.

Fax No – the fax number of the client.

E-mail – the e-mail address of the client.

All but **State/Province** and **Fax No** are mandatory.

The next section is **Payment method** (Screenshot 4). The client has to select the credit card type from **Credit Card** drop-down menu, insert the **Cardholder's name**, **Credit Card number** and the **Cvv2/cvc2** number (The 3 digits in back of credit card, next to the signature) into the appropriate fields. The card's expire date has to be selected by **Expire Date** drop-down menu.

The last field on the page – **Comments**, is meant for any kind of client comments. As mentioned earlier, the customer should specify there, if there is need for getting or returning the car outside the business hours of the rental company.

PERSONAL DETAILS:

HELP ?

* Title:	Mr
* First Name:	John
* Last Name:	Smith
* Address:	Uus 13c
* City:	Tartu
* Country:	Estonia
State/Province:	Tartumaa
* Zip:	EE12345
* Phone No:	+372123456678
Fax No:	
* E-mail:	info@vigri.net

PAYMENT METHOD:

HELP ?

* Cardholder's name:	John Smith
* Credit Card:	Visa
* Credit Card number:	4222222222
* Expire Date:	10 2003
Cvv2/cvc2	123

OTHER INFO:

HELP ?

Comments:	No comments!
-----------	--------------

 I have read and agreed to [Terms of Agreement](#)

BACK

RESERVE

Screenshot 4. Second page of booking – 2.

The client has to agree to **Terms of Agreement** by checking the box below the **Comments** field, before he can proceed with the booking. He/she can read the terms in a separate window by clicking on the **Terms of Agreement** link (Screenshot 5). This page contains whatever information the administrator inserts there.

Contact Info

LOCATION:

492 Amsterdam Ave, New York, NY 10024

TEL: +3727400644

FAX: +3727400645

e-MAIL: info@titaniumsystems.com

Rental Terms

MINIMUM AGE:

Minimum driver age is 19 for group EBMN / CWMR, 20 for group FWMR / PDMR / LDAR. All other allowed with the exception of luxury vehicles, the min age is 30 years for the Mercedes etc.

DRIVERS LICENCE:

Must be held for at least one year for group FWMR and 2 years for all other groups.

AFTERHOUR CHARGE:

There is a charge of EURO 25.86 per rental for after hour pick-up at all locations.

FUEL POLICY

Cars are supplied full and should be returned full. A fuel deposit* is taken, any refuelling charge necessary at drop off is deducted from the deposit.

*Deposit varies per location

Inclusive

LOSS DAMAGE WAIVER (LDW):

Screenshot 5. Part of Terms of Agreement page.

The client has to click on **Reserve** button at the bottom of the page to proceed with booking. He/she can go back in booking process by clicking on **Back** button. If some inserted data is incorrect when clicking on **Reserve** button, the client will be notified about it in red ink at the top of the page (Screenshot 6).

State: Test

NOTE: Invalid Phone Number

NOTE: Invalid Credit Card No

PICK-UP & DROP-OFF DETAILS:

HELP ?

PICK-UP

City: **Testa**

Location: **Testi Testa**

Date: **Wed. April 2, 2003**

DROP-OFF

City: **Testa**

Location: **Testi Testa**

Date: **Tue. April 8, 2003**

Screenshot 6. Error messages.

If everything is Ok, when clicking on **Reserve** button, a page with all the inserted data will be displayed (Screenshot 7). If the client agrees to everything, he/she can confirm the reservation by clicking on **Click here to reserve** button. The other button – **Change information** – will take him/her back to previous page.

State: Test

PICK-UP & DROP-OFF DETAILS:

PICK-UP

City: **Testa**
Location: **Testi Testa**
Date: **Wed, April 2, 2003**
Time: **07:00 am**

DROP-OFF

City: **Testa**
Location: **Testi Testa**
Date: **Tue, April 8, 2003**
Time: **07:00 am**

Driver's age: **34**

VEHICLE INFORMATION:

Class	Type	Info	COST
Standart	Toyota Avensis or similar	Car info	\$ 252.00 (USD)

TOTAL 252.00(USD)

PERSONAL DETAILS:

Title:	Mr
First Name:	John
Last Name:	Smith
Address:	Uus 13c
City:	Tartu
Country:	Estonia
State/Province:	Tartumaa
Zip:	EE12345
Phone No:	+3720123456
Fax No:	
E-mail:	info@vigri.net

PAYMENT METHOD:

Cardholder's name: **John Smith**
Credit Card: **Visa**
Credit Card number: **42222222222222**
Expiration Date: **10 2003**
Cvv2/cvc2: **123**

OTHER INFO:

Special requests:
Comments: **No comments!**

[Change information](#)

[Click here to reserve](#)

Screenshot 7. 3rd step of reservation.

If the client confirmed his/her reservation, the car rental confirmation page will be opened (Screenshot 8). The client has to print it out. There is a special **PRINT** link for this at the top of the page. (Only the top of the page is displayed in the manual.)

ATTENTION! PLEASE [PRINT](#) THIS RENTAL CONFIRMATION PAGE AS YOU WILL BE REQUIRED TO PRODUCE IT WHEN YOU COLLECT THE RENTAL CAR - FAILURE TO DO SO MAY RESULT IN THE RENTAL BEING REFUSED!

CAR RENTAL CONFIRMATION	
Customer Name:	John Smith
Country:	Estonia Tartumaa, Tartu
Vehicle:	Toyota Avensis or similar
Extras:	
COST:	252.00 (USD)
CONFIRMATION No:	22987065
Driver's Age:	34
Insurance:	
Additional services:	
Customer comments:	No comments!

Screenshot 8

The system informs the client about the success of booking by an automatic e-mail. The administrator can view the new reservation in his/her part of the system now.

3. Later modifications and cancellations by the client

If the client has a wish to modify or cancel the reservation later, he can do this also online. He needs to enter the e-mail address he/she provided and the reservation Confirmation No. taken from the confirmation page that he printed out (Screenshot 9). This login page can be accessed from the car rental firm's homepage or from BCRS' homepage. The screenshot is taken from BCRS's homepage.

HOME | RENTAL CENTRE | SPECIALS | VEHICLES | LOCATIONS | POLICIES

20% special price @ june & july !!!

Reserve a Car Now!

VIEW RESERVATION

EDIT RESERVATION

CANCEL RESERVATION

Rental Centre

Please enter your e-mail address and reservation number to continue:

E-mail:

Reservation No:

CONTINUE

CONTACT US www.rentalbooking.com

HOME | RENTAL CENTRE | SPECIALS | VEHICLES | LOCATIONS | POLICIES

Powered by **TITANIUMSYSTEMS**

Screenshot 9. Log in page for the client.

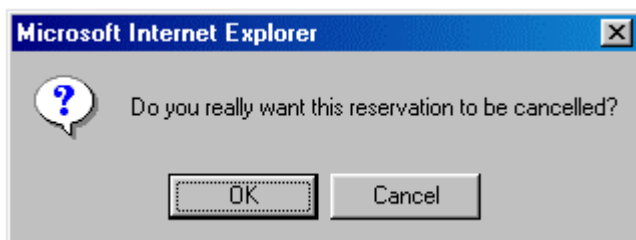
After the client has successfully logged in, his/her reservation details are displayed (Screenshot 10).

If the client decides, that he/she has no wish to modify anything, he/she can always log off the system by clicking on Logout link in the upper right corner of the page. Below the reservation details there are to buttons – Cancel and Modify.

STATUS: NEW	Logout
Confirmation No: 85111116	
Title: Mr	
First name: John	
Last name: Smith	
Address: Flat 9 / Cleveland Street	
City: Glasgow	
Country: United Kingdom	
State/Province:	
E-mail: cyrixant@hotmail.com	
Phone: 9879879	
Fax:	
Zip: 882299	
Payment method: Cash	
Drivers age: 45	
Additional driver: Yes, age 28	
Insurance: C.D.W. -Collision Damage	
Pic-up location: FiveStar/7100 E. McDowell	
Pic-up time: 28-04-2003 10:00	
Drop-off location: FiveStar/7100 E. McDowell	
Drop-off time: 30-04-2003 16:00	
Car: Ford Taurus or similar	
Extras: Bike rack (1)	
Need pick-up service: -	
Info:	
Need drop-off service: -	
Info:	
Comments: -	
TOTAL PRICE: 206.00 (USD)	
CANCEL RESERVATION	EDIT RESERVATION

Screenshot 10. Reservation cancellation and modification page.

If the client has a wish to cancel the reservation, he/she must click on Cancel button. The system asks him/her to confirm the decision (Screenshot 11).



Screenshot 11.

If the client has a wish to modify the reservation, he/she must click on Modify button. A new page will open, where he/she can modify all the details (Screenshot 12). After modifying, the client can either confirm the changes by clicking on Save changes button at the bottom of the page or cancel the modifications by clicking on Logout link. Save changes will bring him/her back to the initial page after login (Screenshot 10), but with modified data already. The system will confirm, that the changes have been made, by an automatic e-mail to the client.

Confirmation No: 85111116

Title: Mr

*First name: John

*Last name: Smith

*Address: Flat 9 / Cleveland Street

*City: Glasgow

*Country: United Kingdom

State/Province:

*E-mail: cyrixant@hotmail.com

*Phone: 9879879

Fax:

*Zip: 882299

Cash rental:

* Cardholder's Name:

* Credit Card: Visa

* Credit Card Number :

* Expire Date: 01 2003

Cvv2/cvc2:

*Driver age: 45

Additional driver age: 28

Insurance: C.D.W. -Collision Damage

Pick-up location: FiveStar/7100 E. McDowell

Pick-up date: 28 Apr 2003

Pick-up time: 10 00

Drop-off location: FiveStar/7100 E. McDowell

Drop-off date: 30 Apr 2003

Drop-off time: 16 00

Car: Full Size Ford Taurus or similar

0 Cell Phone

0 Tow Kit

1 Bike rack

Extras: 0 Child Seat

0 Ski Rack

0 SLI - Supp.Liab. Ins.

0 CDW

Pick up service:

Drop off service:

Comments:

Save changes

Screenshot 12. Details modification page.

In the administrator's part of the system, the status of cancelled messages moves to Cancelled and those of modified to Modified. The further actions on these reservations depend on car rental firm's preferences. There are means in the system for confirming or refusing the modifications (special e-mail templates also exist), charging for additional money, returning the deposit, etc. The client can be informed about any possible fees for modifications or cancellations through Terms of Agreement page (Screenshot 5).

4. Login

The login page (Screenshot 1) allows the user to enter the system. The page has two fields, which must be filled:

Username – the username of the user.

Password – the password of the user.

Tab key or mouse can be used to move between the fields. After the fields are filled, the user clicks the **Login** button.

Note: Two persons can't be logged in with the same username at the same time.

The screenshot shows a login form with two input fields. The first field is labeled 'Username:' and contains a series of asterisks. The second field is labeled 'Password:' and also contains a series of asterisks. Below the password field is a button labeled 'Login'.

Screenshot 1. The log in page.

5. Display reservation

Display Reservation page (Screenshot 2) is loaded by default, after the user has logged in into the system. The **Main Menu** of all pages in the system includes 4 links:

Add Admin Info – this section allows to add/modify/delete all information about car rentals and services they provide.

Display Reservation – this section is meant for working with existing reservations. The user can view/modify/delete and make needed actions to the reservations.

Mail Admin – this part of the system allows the user to modify the **Type Mails**.

Logout – the user can log out of the system. Please note: always log out, when not using the system for a longer time period.

Add Admin Info		Display Reservation		Mail Admin		Logout				
Display		All	Find	Choose:		Go				
ID	State Loc.	Reserved ↓	Car Type	Group	Arrival	Departure	Name	Car	Status	Modify
37638081	-Spain- SP/Ca/Tene	19-03-2003 14:43	Seat Cordoba or similar D		20-03-2003 00:00	21-03-2003 00:00	Sannu Tester	?	mod.	Yes
46124940	-Spain- SP/Ca/Tene	19-03-2003 13:08	Renault Clio or similar C 2		26-03-2003 05:00	31-03-2003 09:00	Indrek Uiibo	?	wait.	No
49314753	-Spain- SP/Ca/Tene	19-03-2003 12:51	Renault Scenic D 2		22-03-2003 00:00	31-03-2003 00:00	Tester Ester	?	wait.	No

5.1 Display reservation – main page

The main page of **Display reservation** contains a ten-column table (Screenshot 2). Between the **Main Menu** and the table is the **Display** drop-down menu, which allows to filter the needed reservations by their status. The default selection is **All** – all reservations are displayed.

The other statuses are:

MFC(money) – the customer is charged for the deposit.

Wait.(waiting) – the reservations, which are waiting for the acceptance from the non-free-sell partner

Accp.(Accepted) – the reservations, which are accepted by the non-free-sell partner (car rental).

Ref.(Refused) – the reservations, which are refused by the non-free-sell partner.

Conf.(Confirmed) – the confirmation e-mail has been sent to the customer.

Completed – the completed reservations, which are now just waiting the pick-up date. After it has arrived, they will move automatically to the **Archive** status.

Mod.(modified) – reservations, which have been modified

Adv.s.(advice sent) –

Adv.r.(advice replied) –

Last Cancelled – the reservations, which have been cancelled.

Last Modified – the reservations, which have been modified.

Archive – after the reservation is completed and it's pick-up date is passed, the reservation moves to the **Archive** status, where it is held for 12 months. After that period, the reservation is saved as .txt file and erased from the online system.

The other drop-down menu above the table is **Find**. This menu and fields allow the user to search for the specific reservation. The drop-down menu includes 20 different topics to narrow the search process:

ID Number – the number of reservation.

Alt. Number – the additional number of reservation.

Country – the country, where the car is rented.

Location (short) – the car rental's location's short name.

Location – the car rental's location

Reservation Date – the date, when the reservation was made.

Car Type – the type of the car.

Car Class – the class of the car.

Date of Arrival – the pick-up date of the car.

Date of Departure – the drop-off date of the car.

Date of Birth – customer's date of birth.

First Name – customer's first name.

Last Name – customer's last name.

E-mail Address – customer's e-mail address.

Residence – residence country of the customer.

Phone Number – customer's phone number.

Fax Number – customer's fax number.

Card Number – customer's credit card number.

Flight Number – customer's flight number.

Airline – airline of the customer.

The ten columns in the table are:

ID – the reservation number.

State Loc. – the location and country (in short) of the car rental.

Reserved – the date and time of reservation.

Car Type, Group – car type and class.

Arrival – the pick-up date and time.

Departure – the drop-off date and time.

Name – the full name of the customer.

Car – the status of the car ("–" – Undetermined, "A" – Available, "N/A" – Not Available)

Status – the status of the reservation ("New" – New, "Proc" –Processing,

"Canc" – Cancelled, "Comp" – Completed)

Modify – this column shows, if the reservation has been modified or not. (Yes/No). If the reservation modifying needs a comment from the customer or partner, then there is "!" sign – by moving the cursor over it, you will see the comment.

The page is loaded by default in chronological order of the **Reserved** column – the newest reservations are on the top. The order of displaying can be set by clicking on the header of these 7 columns **ID, State Loc., Reserved, Car Type Group, Arrival, Departure, Name**. The second click on the header will reverse the order.

The user can view and make needed actions to the reservations, by clicking on their **ID** numbers.

5.2 Reservation details

The **Reservation page** allows the user to view all details about the reservation, make actions to it and view previous actions (Screenshot 3).

Add Admin Info	Display Reservation	Mail Admin	Logout
STATUS: NEW			
Confirmation No: 46124940			
Title: Mr			
First name: Indrek			
Last name: Uibo			
Address: Riia 49			
City: Tartu			
Country: United States			
State/Province: -			
E-mail: info@viqri.net			
Phone: 43434343434			
Fax: -			
Zip: 43443			
Discount code:			
Broker code:			
Cardholder's name: In U			
Method of payment: Visa			
Card expiration date: 10-2003			
Card number: 4111111111111111			
cvv2/cvc2: -			
Pick-up location: Island of Tene			
Pick-up time: 26-03-2003 05:00			
Drop-off location: Island of Tene			
Drop-off time: 31-03-2003 09:00			
Car: C 2 Renault Clio or similar (free-sell)			
Extras: -			
Need pick-up service: -			
Info:			
Need drop-off service: -			
Info:			
Customer comments: -			
TOTAL PRICE: 186.00 (USD)			
Change Delete Cancel Complete History			
[Send Confirmation] <input type="button" value="Ok"/>			

Screenshot 3. Reservation's details page

At the top of the page, under the **Main Menu**, the user can view the status of the reservation. The page displays the details of the reservation as follows:

Confirmation No – the confirmation number (reservation number)

Title – title of the customer

First Name – customer's first name

Last Name – customer's last name

Address – customer's address

City – residence city of the customer

Country – customer's residence country

State/Province – customer's residence state or province.

E-mail – the e-mail address of the customer

Phone – customer's phone number

Fax – customer's fax number

Zip – the ZIP code at the place of customer's residence

Discount code –

Broker code –

Cardholder's name – credit card owner's name

Method of payment – credit card type

Card expire date – credit card expire date

Card number – credit card number

Cvv2/cvc2 – the three digits on the back of the credit card

Pick-up location – the location of car's pick-up

Pick-up time – pick-up date and time

Drop-off location – the location of car's drop-off

Drop-off time – drop-off date and time

Car – the type and class of the vehicle

Extras – the extra services or equipment chosen by the customer

Need pick-up service – a query about the need for pick-up service

Info – the location of the pick-up.

Need drop-off service – a query about the need for drop-off service

Info – the location of the drop-off.

Customer comments – This fields contains the customer comments about whatever he/she likes.

Total Price – the total sum of the rental.

By clicking on the **Change** link, the user can modify any of the reservation details

If the modification is made to **New** reservation (deposit not charged yet), then the status will become **Modified**.

If the deposit is charged and then any modifications are made that affect the sum of deposit, the **Reservation** page will display the difference between the old and the new reservations (Screenshot 4). In this case, deposit must be charged again for the difference.

Add Admin Info	Display Reservation	Mail Admin	User Admin	Click Counter	Logout
STATUS: PROCESSING					
Confirmation No: 62381510 Title: Mrs First name: Indrek Last name: uiibo Address: riia 49 City: tartu Country: Estonia State/Province: E-mail: test@vigri.net Phone: 973655789 Fax: - Zip: 00190			Confirmation No: 62381510 Title: Mrs First name: Indrek Last name: uiibo Address: riia 49 City: tartu Country: Estonia State/Province: - E-mail: test@vigri.net Phone: 973655789 Fax: - Zip: 00190		
Cardholder's name: uldoo s Method of payment: Visa Card expire date: 12-2003 Card number: 4222222222222 cvv2/cvc2: -			Cardholder's name: uldoo s Method of payment: Visa Card expire date: 12-2003 Card number: 4222222222222 cvv2/cvc2: -		
Pick-up location: Your Rent (Your Rent) Pick-up time: 23-02-2003 11:45 Drop-off location: Your Rent (Your Rent) Drop-off time: 27-02-2003 11:45 Car: Luxury Mercedes Benz S500 (free-sell) Extras: - Travel Area/Destination: yoofg Need pick up: - Need drop off: - Additional info: - TOTAL PRICE: 947.80 (USD)			Pick-up location: Your Rent (Your Rent) Pick-up time: 23-02-2003 11:45 Drop-off location: Your Rent (Your Rent) Drop-off time: 28-02-2003 11:45 Car: Luxury Mercedes Benz S500 (free-sell) Extras: - Travel Area/Destination: yoofg Need pick up: Yes Need drop off: Yes Additional info: - TOTAL PRICE: 999.75 (USD)		
Difference: 51.95					
Change Delete Cancel Complete History					
<input type="button" value="[Send Confirmation]"/> <input type="button" value="Ok"/>					

Screenshot 4. Reservation details after modifications.

Delete Entry link deletes the reservation from the system – it can not be recovered in any way. This action should be executed only if the user is sure, that the reservation won't be needed in any way (was made by mistake, testing, etc.).

Cancel link cancels the reservation. The cancelled reservation still remains in the system with **Cancelled** status.

Complete link tells the system that everything is ok with that reservation (money is taken etc.).

History link displays the history of all actions made to the reservation below the reservation (Screenshot 5.).

Change <i>MFC</i> Delete entry Cancel History More...	
13/11/2002 14:05	Email notifying customer that credit card info is invalid was sent to <testbroker@hotmail.ee>
13/11/2002 14:05	Query was sent to partner <testbroker@hotmail.ee>
13/11/2002 14:05	Alternative reservation No 4541vcX was added by administrator
13/11/2002 14:04	Confirmation in HTML was sent to customer <testbroker@hotmail.ee>

Screenshot 5. The History of the reservation

The drop-down menu below the previous links allows to select from among several actions to be executed on the reservations (Screenshot 6). After the selection, **OK** button should be clicked on.

The selection possibilities are:

Send Confirmation:

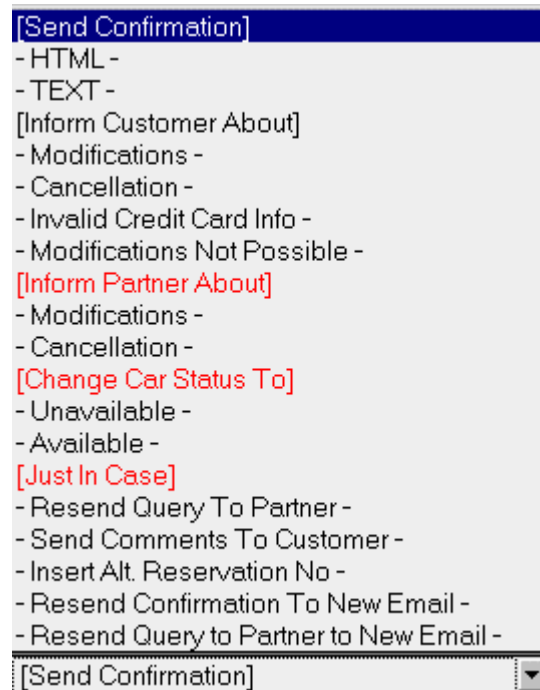
HTML – allows to send the confirmation voucher to the customer by e-mail in HTML format

TEXT – allows to send the confirmation voucher to the customer by the e-mail in TEXT format

Inform Customer About:

Modifications – if any modifications are made to the reservation and the user wants to verify, he/she uses this link

Cancellation – allows to inform the customer that his/her reservation is cancelled



Screenshot 6. Set of actions drop-down menu.

Invalid Credit Card Info – allows to inform the customer about invalid credit card info.

Modifications Not Possible – allows to inform the customer that the desired modifications were not possible.

Inform Partner About:

Modifications – allows to inform the partner about modifications made to the reservation

Cancellation – allows to inform the partner that reservation was cancelled

Change Car Status To:

Unavailable – allows to change the status of the car to unavailable

Available – allows to change the status of the car to available

Just in Case:

Resend Query To Partner – allows to re-send the query to the partner

Send Comments To Customer – allows to send comments to the customer

Insert Alt. Reservation No – allows to insert the alternative reservation number

Resend Confirmation To New Email – allows to re-send the confirmation voucher in HTML format to any new e-mail address

Resend Query To Partner To New Email – allows to re-send the query to the partner to any new e-mail address.

6. Add admin info

Add Admin Info section includes many different pages, which allow to administrate all aspects of car and location information.

The submenu of this section includes the following links:

View Location –

Vehicles –

Insurances –

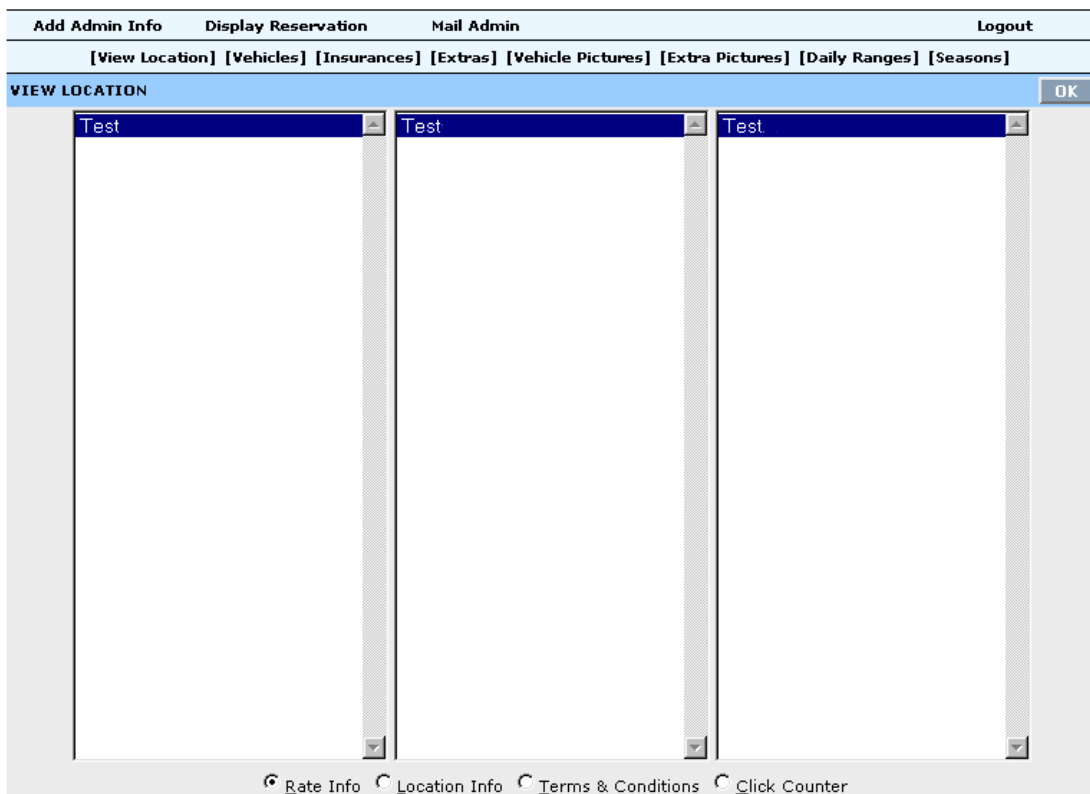
Extras –

Vehicle Pictures –

Extra Pictures –

Daily Ranges –

Seasons –



Screenshot 7. View location sub page

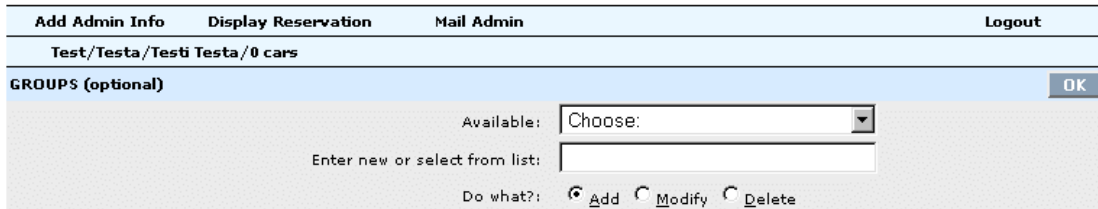
6.1 View location page

By default is displayed **View Location** sub page (Screenshot 7), which allows to administrate every aspect of location info. The location has to be selected from the three-column table at first. The user must navigate to the preferred location by selecting the country from the first column, then the city from the second and location from the third.

At the bottom of the page there are four radio buttons, which allow choosing in between viewing **Rate Info**, **Location Info**, **Term and Conditions**, and **Click Counter**. The **Ok** button at the right top corner has to be clicked to display the chosen page.

6.1.1 Rate info sub page

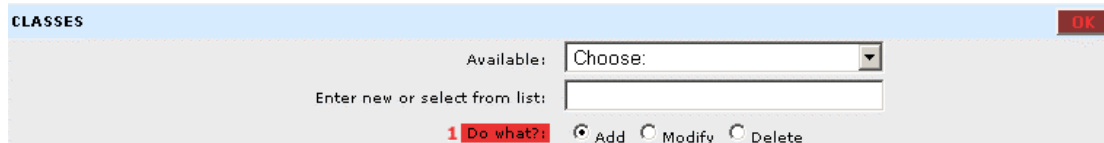
Choosing **Rate Info** will open the page where user can choose desired cars and extras for this location and set up their prices. If the location is a new one, then all fields are empty and user has to fill them or choose from drop-down menus. Under the menu at the top the user can see the name of the country, city, location and number of car types offered at this location (Screenshot 8.)



Screenshot 8. Groups section.

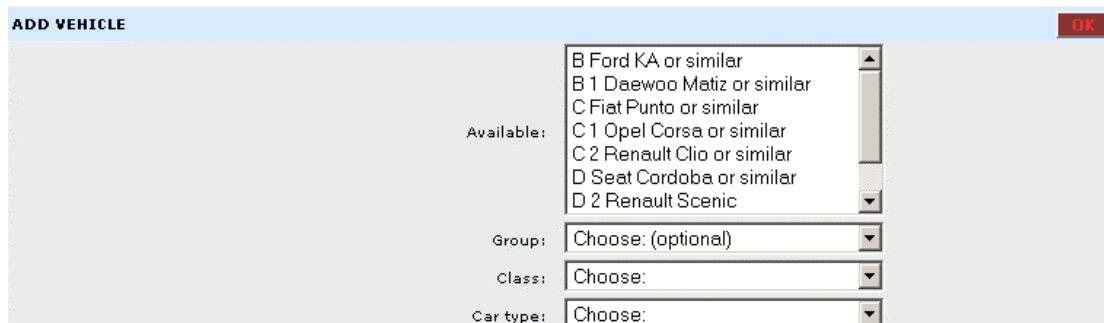
The first part of the page is **Groups** section, which allows choosing from among available groups (**Available** drop-down menu). If there is a need to add a new group, the name of the new group has to be inserted to the field below the drop-down menu (**Enter new or select from list**), and the **Add** radio button checked. The **Ok** button in the right will confirm the action. In order to delete an existing group, the user has to select the name of the group, check the **Delete** radio button and click on **OK** button. **Modify** radio button allows the user to rename the group.

The second part of the page is **Classes** section (Screenshot 9). The operations are exactly the same as in **Groups** section, but apply to **Classes**.



Screenshot 9. Classes section.

The next is the **Add Vehicle** section (Screenshot 10). By the help of it, the user is able to add new vehicles to the location. The vehicles can be selected from **Available** selection box. Next the **Group** (optional), **Class**, and **Car type** information have to be added by corresponding drop-down menus. Clicking on **OK** button will confirm the addition of the new car.



Screenshot 10. Add vehicle.

The user can edit the available vehicles by the next – **Edit vehicle** section. First the vehicle has to be selected from the **Available** selection box. The changeable parameters of the vehicle include **Group**, **Class**, **Doors** (number of them), **Seats**

(number of them), **Transmission** (automatic/manual), **Airco** (Air conditioner availability), **Airbag**, and **Fuel** (all by corresponding drop-down menus). This section also allows to add comments about the vehicle. The comments will be displayed when the customer clicks on the **Info** link at the particular location in the process of booking. The user selects the needed car and inserts comments into the **Comments** text box. In order to confirm the changes the **Change** radio button has to be chosen at the bottom of the section and the **OK** button clicked at the top right hand corner of the section.

Screenshot 11. Edit vehicle section.

To delete the car, the user must select the desired vehicle, chooses **Delete** option and click **OK** button.

The vehicle can also be blocked (i.e. it is not offered for rental), if the user selects the desired vehicle, chooses **Block** option and click **OK** button.

The last feature of this part is **Convert into guaranteed reservation** option. It allows to change the vehicle in the free-sell location to a guaranteed reservation status. The user selects the needed car, chooses **Convert into guaranteed reservation** option and clicks **OK** button.

The **Pricelist** section of the page allows the user to set daily/weekly prices for given car **Classes** (Screenshot 12). The user selects the vehicle class from the **Class** field and inserts all fields below in this section. After the prices are inserted, the user clicks on the **OK** button at the top right hand corner of the section.

Screenshot 12. Pricelist section – 1

On the Screenshot 12, for example, the user has just to fill 2 fields: **per/day** and **per/week**. It means that this location has one season (the price doesn't change depending on the season of the year) and the prices can differ in two ways: one price for the day and another price if the customer rents the vehicle for 7 days.

On the Screenshot 13, there is also one season during the year, but the daily rate is based on another system: the price will depend on the number of rental days: one price for renting 1-2 days, another price for renting 3-7 days and another price if more than 7 days. The system also allows to increase or decrease the rate depending on the weekday. As seen on Screenshot 13, there are fields for every day of the week, into which a positive or negative percentage can be inserted (that amount will be added or subtracted from the rate).

The screenshot shows a software interface titled "PRICELIST" with a red "OK" button in the top right corner. The main area contains a "Class:" label next to a dropdown menu with options: B, B 1, C, C 1, C 2, D, and D 2. Below this is a date range "1Jan-31Dec". There are three input fields for rental durations: "1-2 days", "3-7 days", and "7+ days", each followed by "USD (daily)". Below these are seven input fields for weekdays: "Sun", "Mon", "Tue", "Wed", "Thu", "Fri", and "Sat", each followed by a percentage sign "%".

Screenshot 13. Pricelist section – 2.

Sometimes locations have several seasons. The prices for all seasons are different and are to be inserted separately.

The next sections is **Extras** (Screenshot 14). It allows to add/modify/delete extra services or equipment offered at this location. The add new extra, user selects the desired extra from the **Enter new or select from list** drop-down menu, inserts comments for this extra to the **Comments** text box, inserts the price into **Price** field, inserts the number of this particular extra available at the location into **Amount** field, fills the **Max price** field, which is meant to determine the maximum sum, over which the price will not rise (for example if the price per day for the extra is 10 EUR and **Max price** is 50 EUR, it means, that price will not be more than 50 EUR even if the reservation is made for more than 5 days), chooses **Price per Day** or **Rental** (if **Day** option, then the price is multiplied on the number of rental days and if **Rental** option, then the price is set per rental and does not depend on the number of rental days), chooses **Add** option on the right and clicks **OK** button on the top right hand corner of the section.

Added extras are displayed in the **Extras** field and by selecting them from there the user can modify or delete the extra using **Modify** and **Delete** options below, on the right.

Screenshot 14. Extras section

The last part of the page is **Insurance** section (Screenshot 15). It allows to add/modify/delete insurance types offered at this location. The add new insurance type, user selects the desired insurance from the **Enter new or select from list** drop-down menu, inserts comments for this insurance to the **Comments** text box, inserts the price into **Price** field, fills the **Max price** field, which is meant to determine the maximum sum, over which the insurance price will not rise (for example if the price per day for the vehicle is 10 EUR and **Max price** is 50 EUR, it means, that price will not be more than 50 EUR even if the reservation is made for more than 5 days), chooses **Price per Day** or **Rental** (if **Day** option, then the insurance price is multiplied on the number of rental days and if **Rental** option, then the price is set per rental and does not depend on the number of rental days), chooses **Add** option on the right and clicks **OK** button at the top right hand corner of the section.

Added insurances are displayed in the Insurances field and by selecting them from there the user can modify or delete the insurance type by using **Modify** and **Delete** options below, on the right.

Screenshot 15. Insurance section

6.1.2 Location Info sub page

The second option on the **View Location** page is **Location Info**. This selection opens the page, where the user can administrate location's contact info and price calculation system.

The page could be divided in mind into several pieces. The first part (Screenshot 16) has the following fields:

E-mail 1 – rental's e-mail address

E-mail 2 – rental's second e-mail address (not required)

Tel – rental's telephone number (not required)

Toll Free – the number of phone on which customer can call without paying (not required)

Fax – rental's fax number (not required)

Website – rental's website (must include http://) (not required)

Account No – rental's account number (not required)

Rate Code – rental's rate code (not required)

Address – location's address

Business hours – location's opening hours (not required)

Logo – rental's logo (not required)

Currency – the currency of the location

Car Rental – the user chooses if the location supports stand-by reservations or guaranteed reservations

Extra ID - by marking this check-box, the partner has the option to add it's own (alternative) reservation number.

The screenshot shows a web interface for editing location information. At the top, there are navigation tabs: 'Add Admin Info', 'Display Reservation', 'Mail Admin', and 'Logout'. Below these are several menu items: '[View Location]', '[Vehicles]', '[Insurances]', '[Extras]', '[Vehicle Pictures]', '[Extra Pictures]', '[Daily Ranges]', and '[Seasons]'. The main content area is titled 'Test|Testa|Testi Testa' and includes an 'OK' button. The form is organized into two columns. The left column contains input fields for: E-mail 1 (with a red asterisk), E-mail 2, Tel, Toll Free, Fax, Website, Account No, and Rate Code. The right column contains: Address (with a red asterisk), Business hours, Logo (with a 'Browse...' button), Currency (a dropdown menu set to 'USD'), Car rental (radio buttons for 'stand-by reservation' and 'guaranteed reservation'), and Extra ID (a checkbox).

Screenshot 16. Location info page

The next section defines the rules concerning the age of the driver (Screenshot 17). The policy must be selected from **Driver's Age** drop-down menu. The **Yes/No** radio buttons define, if the same applies to **Additional driver**. If yes, then the policy has to be selected from corresponding drop-down menu, too.

Next the user has to define by radio buttons, if the location offers insurance (Screenshot 17). The possibilities are **no insurance** (the location offers no insurances), **include insurance cost into the total** (i.e. the cost is included into the rental price and not shown separately), and **show insurance cost separately** (the opposite of previous).

The next part of the **Location Info** page consists of **Daily** and **Season Ranges**. The user must select one of the **Daily Ranges** and one of the **Season Ranges** from the drop-down menus (Screenshot 17).

Next the user has to set the payment options for that location (Screenshot 17). First he/she has to select between radio buttons **Show all in one** drop-down menu or **Show Cash or/and Credit Card info**. In the first case, the payment options are displayed in a simple drop-down menu and the client can insert whatever information he/she likes. In second case, algorithms are applied to the card info inserted to verify if it can be a card of that type at all. The system does not check if the card is valid or has any money on it. The client can choose from only those payment methods, whose check boxes are checked.

The screenshot displays a form for configuring location information. At the top, there are two dropdown menus for 'Driver's Age' and 'Additional driver', both set to '18-89(%) - Per rental'. Below these are radio buttons for 'Additional driver' (Yes/No) and three radio buttons for insurance options: 'no insurance' (selected), 'include insurance cost into the total', and 'show insurance cost separately'. A warning message states: 'IMPORTANT! If you choose another option it will remove all previously entered price ranges from the database!'. Below this are two dropdown menus for 'Daily ranges' (set to '1-2(d),3-7(d),7+(d)') and 'Season ranges' (set to '1Jan - 31Dec'). At the bottom, there are two radio buttons for 'Show all in one dropdown menu' and 'Show Cash or/and Credit Card info' (selected). A list of payment methods follows, each with a checkbox: Cash rental (unchecked), Visa (checked), Diners Club (checked), American Express (checked), Mastercard (checked), Eurocard (checked), JCB (checked), Carte Blanche (checked), Australian BankCard (checked), Discover (checked), Novus (checked), Check (checked), Debit Card (unchecked), Travellers's cheques (unchecked), and Company account (unchecked). At the very bottom, there are two checkboxes: 'Ask for discount code:' (unchecked) and 'Ask for broker code:' (unchecked).

Screenshot 17. Location info page – 2

The next section defines, what kind of information about the cars is visible to the customer (Screenshot 18). The user has to select the needed check boxes below the text **Car info popup**.

If the location offers **pick-up** and/or **drop-off services**, the corresponding check boxes have to be checked. If driver is waiting to give or take the keys, the price for this service can be set by **Allow waiting** check box and **Price** field.

The boxes in the **Customer help menu** section allow to insert some location specific directions to the customer (Screenshot 18). The contents of these boxes are displayed in a pop-up window, when the client clicks on help links (displayed as ?) on the car reservation page.

The next two drops-down menus set minimum time length for which a reservation can be made (**Minimum period days**) and the time period in hours between the booking and the actual use of the car (**Start reserv. Hours**).

Car info popup:

- Show car picture
- Show textual information
- Show icons
- Show price table

Additional services:

- Pick-up service
- Drop-off service

Allow waiting, Price

Customer help menu:

Pick-up and drop-off details 1:

Pick-up and drop-off details 2:

Vehicle information:

Personal details:

Payment method:

Other info:

Minimum period days: ▼

Start reserv. hours: ▼

Screenshot 18. Location info page – 3

The last part of the location info page is meant for setting the location's business hours (Screenshot 19). There is a table with check boxes for every hour of the week. Checked boxes represent business hours. Click on a row/column header will check/uncheck all the hours of that row/header. Clicking on single cells will check/uncheck corresponding hours. When **Show colours** box is checked, business hours will be displayed in green, others red. **Assign Holidays** allows the user to set business hours on holidays in a separate pop-up window (Screenshot 20).

If the user has inserted a logo for the location, it will be displayed at the bottom of the page.

Opening Hours Matrix:

	0h	1h	2h	3h	4h	5h	6h	7h	8h	9h	10h	11h	12h	13h	14h	15h	16h	17h	18h	19h	20h	21h	22h	23h
Mo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Th	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fr	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Su	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Show colors Assign Holidays

Logo:

Screenshot 19. Location info page – 4

Holiday	0h	1h	2h	3h	4h	5h	6h	7h	8h	9h	10h	11h	12h	13h	14h	15h	16h	17h	18h	19h	20h	21h	22h	23h	
1 Jan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add
1 Jan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Del Mod
25 Dec	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Del Mod

Screenshot 20. Assign holidays.

3.1.3 Terms and conditions sub page

The third option on the **View Location** page is **Terms and Conditions**. When there are no terms set, the page looks like on Screenshot 21. The first field is **Caption**, where the user inserts the header of the terms, then he inserts the text into **Body** text box and selects one of the three **Groups (Rental Conditions, Inclusive, Extras, Personal Touch, Payment Info, and Contact Info)**, to which the terms will belong.

After all actions are made, the user clicks **OK** button at the top right corner of the page.

Navigation: Add Admin Info | Display Reservation | Mail Admin | Logout

Links: [View Location] | [Vehicles] | [Insurances] | [Extras] | [Vehicle Pictures] | [Extra Pictures] | [Daily Ranges] | [Seasons]

Section: Terms & Conditions [OK]

Form Fields:

- Caption: [Text Input]
- Body: [Text Area]
- Group: Rental Conditions
 Inclusive
 Extras
 Personal Touch
 Payment Info
 Contact Info

Screenshot 21. Terms and Conditions sub page.

The filled **Terms and Conditions** page is longer and contains line-separated sections for every inserted term or condition (Screenshot 22). When the administrator wishes to modify or delete any of the terms, he can mark the check-box next to the term and make changes to this particular term if needed. At the bottom of the page there are two buttons: **Update** and **Delete**, which will make the action to the checked text fields (terms).

Term: --Rental Conditions--

Age Limits: There are no age limits right now, etc.

Buttons: Update | Delete

Screenshot 22. Terms and Conditions sub page - 2.

6.2 Vehicles page

Vehicles page is meant to create, modify and delete vehicles (Screenshot 23.).

VEHICLES 2 OK

Available:

- Daewoo Matiz or similar
- Fiat Punto or similar
- Ford KA or similar
- Galloper Santamo or similar
- Opel Corsa or similar
- Renault Clio or similar
- Renault Scenic
- Seat Cordoba or similar
- Suzuki Vitara

Current:

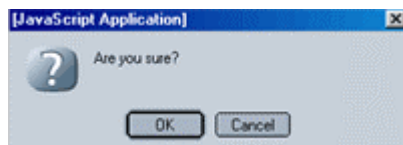
Do What? Add Modify Delete

Screenshot 23. Vehicle page.

To create new vehicle, the user inserts the name of the vehicle into **Current** field, chooses **Add** option and clicks **OK** button at the top of the page.

To modify the existing vehicle, the user chooses the needed vehicle from the **Available** list (the chosen vehicle will appear in **Current** field), renames the vehicle, selects **Modify** radio button and clicks on **OK** button.

To delete the vehicle, the user chooses the needed class from the **Available** list (the chosen vehicle will appear in **Current** field), selects **Delete** option and clicks **OK** button. To finish the deleting procedure, the user clicks **OK** button on the pop-up **Alert Window** (Screenshot 24.)



Screenshot 24. Pop-up window.

6.3. Insurances page

Insurances page allows to create, modify and delete insurance types (Screenshot 25.). The page looks absolutely the same as **Vehicles** page and has the same functions, with the only difference, that in the **Available** field it has the list of insurances, not vehicles.

The screenshot shows the 'INSURANCES' page interface. At the top, there is a navigation bar with links: 'Add Admin Info', 'Display Reservation', 'Mail Admin', and 'Logout'. Below this is a secondary navigation bar with tabs: '[View Location]', '[Vehicles]', '[Insurances]', '[Extras]', '[Vehicle Pictures]', '[Extra Pictures]', '[Daily Ranges]', '[Seasons]', and '[Driver ages]'. The main content area is titled 'INSURANCES' and features a large text area labeled 'Available:' containing a list of insurance types: 'C.D.W. -Collision Damage', 'Master Coverage', 'PAI - Personal Accident I', 'SLI - Supp.Liab. lins.', 'SLI+PAI', and 'SLI+PAI+CDW'. Below the list is a 'Current:' field. At the bottom, there are buttons: '1 Do What?', 'Add', 'Modify', and 'Delete'.

Screenshot 25. Insurances page.

6.4 Extras page

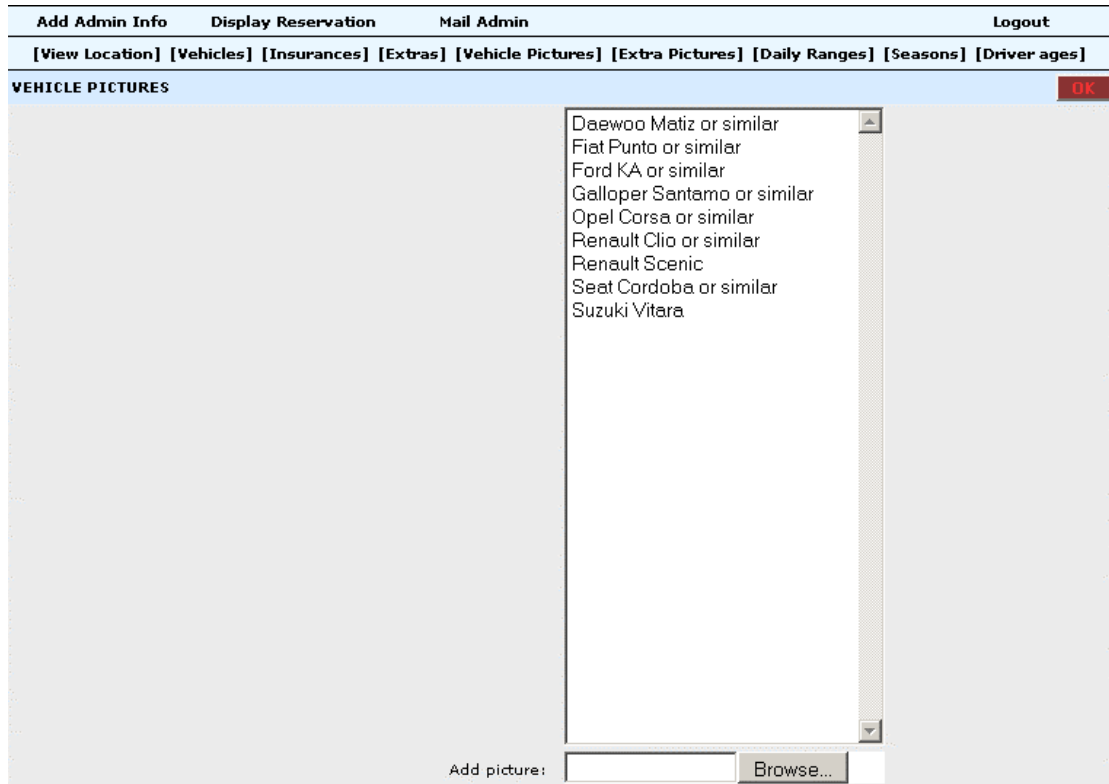
Extras page allows to create, modify and delete extras (Screenshot 26.). The page looks absolutely the same as **Vehicles** page and has the same functions, with the only difference, that in the **Available** field it has the list of extras, not vehicles.

The screenshot shows a web application interface for managing extras. At the top, there is a navigation bar with links: "Add Admin Info", "Display Reservation", "Mail Admin", and "Logout". Below this is a secondary navigation bar with links: "[View Location]", "[Vehicles]", "[Insurances]", "[Extras]", "[Vehicle Pictures]", "[Extra Pictures]", "[Daily Ranges]", "[Seasons]", and "[Driver ages]". The main content area is titled "EXTRAS" and features a large empty "Available:" field, a "Current:" field, and a "Do What?" section with radio buttons for "Add", "Modify", and "Delete". A red "2 OK" button is visible in the top right corner of the main content area.

Screenshot 26. Extras page

6.5 Vehicle pictures page

Vehicle Pictures page allows to add car pictures (Screenshot 27.). The user selects the needed vehicle from the list of vehicles – if on the left to the list there is an image displayed, then this vehicle already has a picture. The user can add or replace existing picture by selecting the car from the list and browsing the picture from any drive of his/her computer. After the picture is selected (it appears in the **Add Picture** field), the user clicks **OK** button at the top of the page.



The screenshot shows a web application interface for managing vehicle pictures. At the top, there is a navigation bar with links: **Add Admin Info**, **Display Reservation**, **Mail Admin**, and **Logout**. Below this is a secondary navigation bar with links: **[View Location]**, **[Vehicles]**, **[Insurances]**, **[Extras]**, **[Vehicle Pictures]** (highlighted), **[Extra Pictures]**, **[Daily Ranges]**, **[Seasons]**, and **[Driver ages]**. The main content area is titled **VEHICLE PICTURES** and contains a list of vehicle models: Daewoo Matiz or similar, Fiat Punto or similar, Ford KA or similar, Galloper Santamo or similar, Opel Corsa or similar, Renault Clio or similar, Renault Scenic, Seat Cordoba or similar, and Suzuki Vitara. Below the list is an **Add picture:** field with a **Browse...** button. An **OK** button is located in the top right corner of the main content area.

Screenshot 27. Vehicle pictures page.

6.6 Extra pictures page

Extra Pictures page allows to add extra pictures (Screenshot 28.). The page looks the same as **Vehicle Pictures** page and has the same functions; the only difference is that it displays the list of extra services and equipment, not vehicles.

The screenshot shows a web application interface for the 'Extra Pictures' page. At the top, there is a navigation bar with the following links: 'Add Admin Info', 'Display Reservation', 'Mail Admin', and 'Logout'. Below this, a secondary navigation bar contains links for '[View Location]', '[Vehicles]', '[Insurances]', '[Extras]', '[Vehicle Pictures]', '[Extra Pictures]', '[Daily Ranges]', '[Seasons]', and '[Driver ages]'. The main content area is titled 'EXTRA PICTURES' and features a large, empty rectangular box intended for displaying pictures. At the bottom of the page, there is a text input field labeled 'Add picture:' and a 'Browse...' button. A red 'OK' button is located in the top right corner of the main content area.

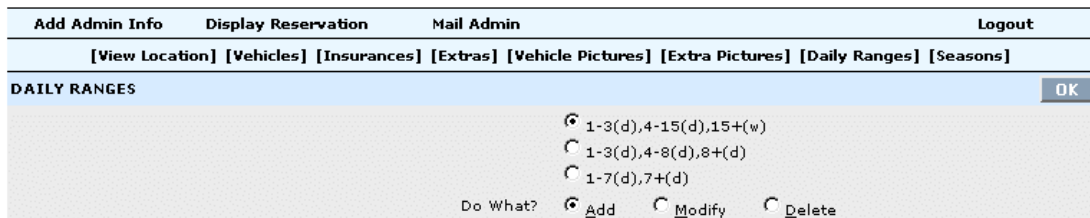
Screenshot 28. Extra pictures page.

6.7 Daily ranges page

Daily Ranges page allows to create, modify and delete daily ranges (Screenshot 29).

To create new daily range, the user selects **Add** radio button on the bottom of the page and clicks **OK** button at the top of the page. New page will open (Screenshot 31), where user has to select number of periods from the drop-down menu (Screenshot 32). The number of periods is the number of different price groups in the specific daily range. For example in the **1-2 days, 3-4 days and 5+ days** daily range there are 3 periods. After the selection is made, the user clicks on **click here** link.

On the next page (Screenshot 42. and 43.) user has to insert the proper periods and determine their status: **Daily** or **Weekly**. The **Daily** status means that the price will be multiplied by the number of rental days, the **Weekly** status will not multiply the price by the number of days set in the period, but just will display the same price for any number of days set into the period.



Screenshot 29. Daily ranges

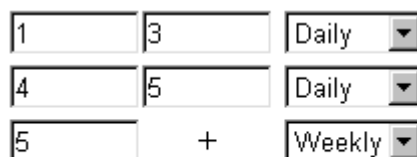
Choose number of periods you want to create and [click here](#)

Screenshot 30. Selection of periods' number



[Click here](#) to generate specified periods

Screenshot 31. Setting the periods



[Click here](#) to generate specified periods

Screenshot 32. Setting the periods – 2

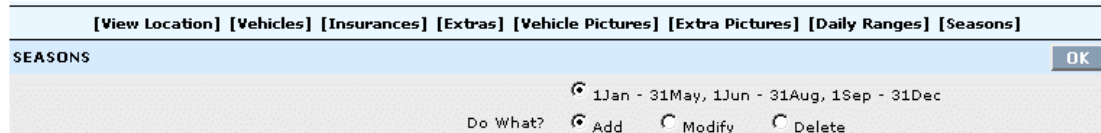
To modify the daily range, the user selects one of the existing daily ranges on the **Daily Ranges** page, selects **Modify** option and clicks **OK** button to open the page, where he can change the periods and their statuses. After the changes are done, the user clicks **click here** link.

To delete a range, the user selects one of the existing daily ranges on the **Daily Ranges** page, selects **Delete** option and clicks **OK** button. The **Alert Window** will ask user to click **OK** button to finish the deleting procedure.

6.8 Seasons page

Seasons page allows the user to add and delete season ranges (Screenshot 33).

To add a new season, the user selects Add radio button at the bottom and clicks OK button at the top of the page to open next page (Screenshot 34). On this page the user selects the number of season periods and clicks **click here** link. On the next page the user has to insert the periods of the season range (Screenshot 35.) and after that is done, click on **click here** link.



Screenshot 33. Seasons

Choose number of seasons you want create and [click here](#)

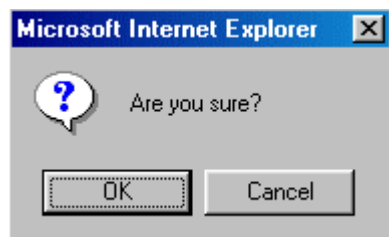
Screenshot 34. Setting the periods

No	Start date	End date
1	<input type="text" value="Jan, 1st"/>	<input type="text" value="Jan, 1st"/>
2	<input type="text" value="Jan, 1st"/>	<input type="text" value="Jan, 1st"/>
3	<input type="text" value="Jan, 1st"/>	<input type="text" value="Jan, 1st"/>

[Click here](#) to generate specified seasons

Screenshot 35. Setting the periods - 2

To delete a season range, the user selects the radio button to the left of the range, then **Delete** radio button and clicks **OK** button. The **Alert Window** (Screenshot 36.) will ask user to confirm the deletion..



Screenshot 36. Alert Window

7. Mail Admin

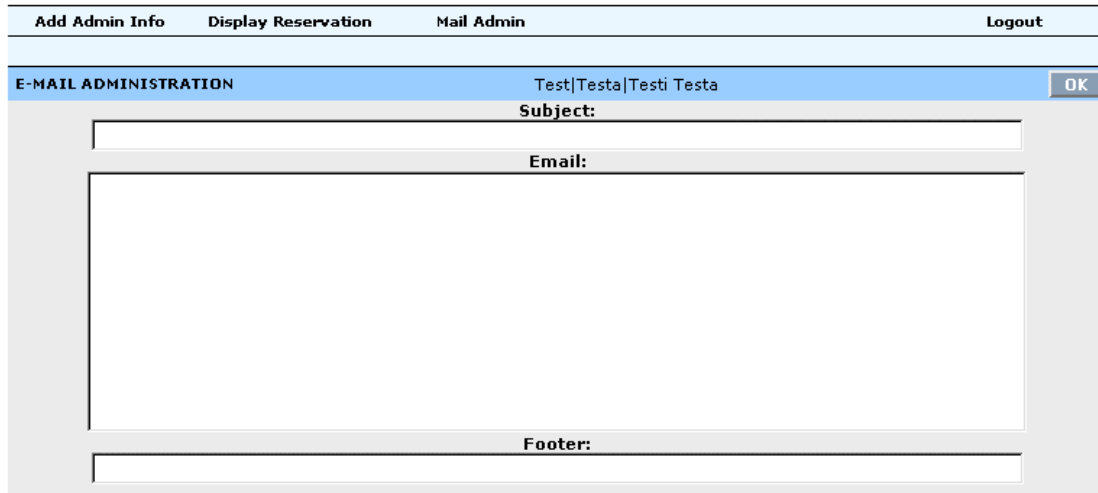
Mail Admin section allows the user to modify the default e-mails, that are sent automatically to customers and partners.

The page can be divided into three parts. The contents of an e-mail is visible at the top in three text boxes (Screenshot 37):

Subject – the subject of the e-mail.

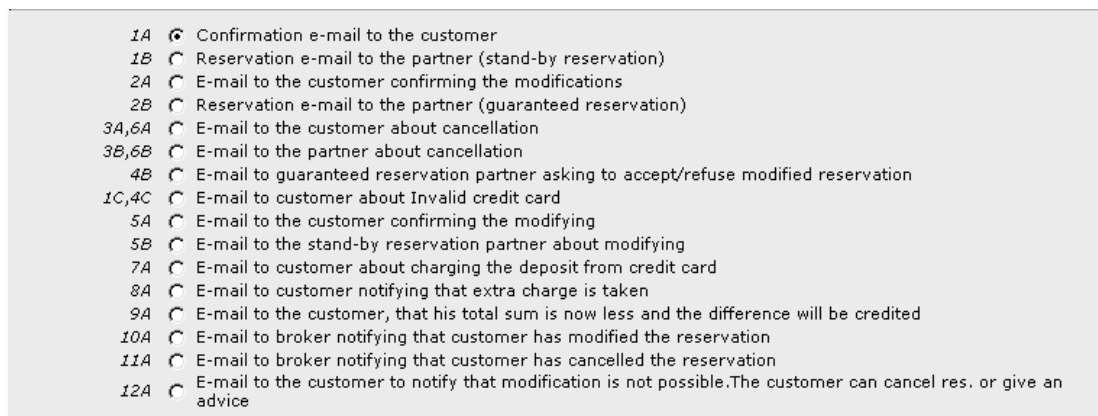
E-mail – the main content of the e-mail.

Footer – the footer of the e-mail.



Screenshot 37. Mail admin.

The contents of the text boxes depend on the radio button selection in the middle of the page (Screenshot 38). There is one radio button for every e-mail type in the system. To the left of the button is the e-mail's code and to the right its description. If a radio button is clicked, its contents will be displayed in the text boxes at the top.



- 1A Confirmation e-mail to the customer
- 1B Reservation e-mail to the partner (stand-by reservation)
- 2A E-mail to the customer confirming the modifications
- 2B Reservation e-mail to the partner (guaranteed reservation)
- 3A,6A E-mail to the customer about cancellation
- 3B,6B E-mail to the partner about cancellation
- 4B E-mail to guaranteed reservation partner asking to accept/refuse modified reservation
- 1C,4C E-mail to customer about Invalid credit card
- 5A E-mail to the customer confirming the modifying
- 5B E-mail to the stand-by reservation partner about modifying
- 7A E-mail to customer about charging the deposit from credit card
- 8A E-mail to customer notifying that extra charge is taken
- 9A E-mail to the customer, that his total sum is now less and the difference will be credited
- 10A E-mail to broker notifying that customer has modified the reservation
- 11A E-mail to broker notifying that customer has cancelled the reservation
- 12A E-mail to the customer to notify that modification is not possible. The customer can cancel res. or give an advice

Screenshot 38. Mail admin -2

If order to modify the contents of a certain e-mail, the user has to click on its radio button first. After the editing the contents, he/she has to click on OK button at the top right corner of the page to confirm the change.

The e-mails content can include abbreviations, which are described in the bottom section of the page (Screenshot 39). The abbreviation is displayed as

{ABBREVIATION} and its content is taken from the database considering the specific reservation. For example, when sending confirmation e-mail considering the reservation made by John Smith, the {FIRSTNAME} and {LASTNAME} abbreviations are changed for John Smith.

■ {TITLE}	Mr/Mrs	■ {PICK_LOC}	pick-up location
■ {FIRSTNAME}	first name	■ {DROP_LOC}	drop-off location
■ {LASTNAME}	last name	■ {PICK_DATE}	pick-up date and time
■ {RESERV_NUM}	reservation No	■ {DROP_DATE}	drop-off date and time
■ {ALTER_NUM}	alt.reservation No	■ {FLIGHT_NUM}	flight number
■ {EMAIL}	email address	■ {AIRLINE}	airline
■ {PHONE}	phone number	■ {EXTRAS}	reserved extras
■ {FAX}	fax	■ {TOTAL_COST}	total cost for rental
■ {COUNTRY}	country	■ {DEPOSIT}	deposit to be charged
■ {STATE}	state/province	■ {BALANCE}	balance at rental
■ {ZIP}	zip/postcode	■ {DIFF}	difference of sums(8a)
■ {ADDRESS}	address	■ {CURRENCY}	local currency
■ {BIRTH_DATE}	date of birth(dd/mm/yyyy)	■ {ACCEPT_LINK}	accept link to rental
■ {CARDHOLDER}	credit card holder's name	■ {REFUSE_LINK}	refuse link to rental
■ {CARD_CVV2}	cvc2/cvv2 number	■ {CANCEL_LINK}	cancellation link(12a)
■ {CARD_TYPE}	credit card type	■ {ADVICE_LINK}	advice link(12a)
■ {CARD_EXPIRE}	credit card expire date	■ {COMMENTS}	comments
■ {CAR_TYPE}	reserved car type	■ {ACCOUNT_NUM}	account number
■ {CAR_CLASS}	reserved car class	■ {RATE_CODE}	rate code
■ {PICK_COUNTRY}	pick-up country		

Screenshot 39. Mail admin – 3

8. Logout

To log out of the system, the user clicks **Logout** link on the main menu.