

**ManageRent**

**Demo**

**Reference Guide**

ManageRent demo Reference Guide

Version 0.9

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# Chapter 1

## Introduction

Congratulations on your selection of the ManageRent vehicle rental software package. ManageRent is designed to provide your administrators with all the necessary tools to make the car reservation procedure as smooth and organized as possible. ManageRent is not just another car reservation system. Its a program designed to eliminate all the unnecessary hassles of paper work and allows you to have complete control over every aspect of your business from anywhere in the world!

Although we have designed ManageRent to be user-friendly, Titanium Systems Inc. team will work with you during this entire process so that your employees will be as familiar with ManageRent as our team of programmers. Additionally, we will analyse your specific needs and design ManageRent to fit your desired business goals and objectives.

ManageRent is a web-based system for organizing and administrating car rentals. Basically it means lower costs on labour force and maintenance. The total cost of ownership of this software is small, as you have no need for your own server. The system can be hosted anywhere – by Titanium Systems Inc. or by a third party. The car rental company can leave the task of systems maintenance to professionals and concentrate on real work. Web-based means that the system is accessed through web browser. Any old Pentium class or higher computer can handle the task of running a web browser, though the web pages will probably look nicer if viewed with latest versions of Internet Explorer or Mozilla/Netscape.

The contents of this manual are designed to keep employees and management in the office and away from training centres. Although every attempt was made for the software to be self-instructive and self-explanatory, this manual contains the necessary instruction to clarify every section. Comments and suggestions about this manual are welcome to [support@rentalbooking.com](mailto:support@rentalbooking.com).

### 1.1 Document Conventions

The following table outlines the typographic conventions used throughout this manual.

Terms	Examples
Page names, screen Names	“The Daily Business Report” screen will appear.
Keys that you press, items that you select, or text that you type.	Select <b>Reports</b> or press <b>1</b> to access the <b>Reports</b> menu.

### 1.2 Entering Data into Fields

When entering data into the program, you should watch for the *cursor*. The cursor is an indicator placed on the screen whenever ManageRent is ready to accept data or take directions from you through the keyboard. It is designed to draw your attention to

the current point of activity. When you are typing in data or making a key selection, it will appear as a blinking line indicating where the next keystroke will appear. If you are selecting an item from a list, it can appear as a highlighted bar that can be manipulated using the scroll bar, allowing you to select a choice from a list on the screen.

If a field can contain more than one character, you may use various keys to edit it before the entry is complete. If a typing mistake is made while data is being entered into a field, you can use **Backspace** to erase the character to the left of the cursor, or **Delete** to erase the character at the cursor position. You may use the left and right cursor keys to move the cursor position in the field without changing the field contents. When entry and editing of the data field is completed to your satisfaction, press the **Enter** or **Tab** key to move to the next field. You may also use the mouse to reposition the cursor.

If you must make a choice from a list, press the button to the right of the input box to view the list. Use the mouse to make a selection.

### ***1.3 Getting More Help***

This manual has been designed to explain all functions within ManageRent as thoroughly as possible; however there may be occasions when you have a question or problem and need to contact ManageRent Customer Support. You can reach a Customer Support Representative by e-mail: send e-mail to [support@rentalbooking.com](mailto:support@rentalbooking.com). Along with your question, please include the version of ManageRent that you are using, your name, phone number and client number.

## Chapter 2


### Homepage user guide

ManageRent is built in a way, which easily allows changing the client side web page appearance according to your specific needs and wishes. Our professional web designers can create easy to navigate sites using only the most current technology and recent trends. The screenshots in this chapter are taken from ManageRent demo web site. They describe only these pages that are directly related to the booking process.

#### 2.1 Booking and Instant price quotation system

The web page of the systems allows the potential customer to get instant quotations and make online reservations. Later, if there is need, the customer can view, modify or cancel the reservation by prompting his e-mail address and the reservation number.

The first page of booking process consists of several sections (Screenshot 1).

<b>View, modify or cancel previously made reservations</b> ?	
<a href="#">View</a> <a href="#">Modify</a> <a href="#">Cancel</a>	
<b>Select pick-up and drop-off date and location</b> ?	
<b>Pick-up location :</b> <input type="text" value="Akureyri Airport"/>	<b>Pick-up date and time :</b> <input type="text" value="23"/> <input type="text" value="May"/> <input type="text" value="2003"/> <input type="text" value="3"/> <input type="text" value="00"/>
<b>Drop-off location :</b> <input type="text" value="Keflavik Airp. (International)"/>	<b>Drop-off date and time :</b> <input type="text" value="26"/> <input type="text" value="May"/> <input type="text" value="2003"/> <input type="text" value="3"/> <input type="text" value="00"/>
<b>Select car, mileage and insurance type</b> ?	
<b>Select your car :</b> <input type="text" value="Toyota 123"/>	<b>Description :</b> This is Toyota.
	
<b>Mileage :</b> <input type="text" value="200 km/day"/>	<b>Insurance :</b> <input type="text" value="CDW+GP"/>
<b>Select extra equipment if needed</b> ?	
<input type="text" value="1"/> <b>Child seat</b>	<input type="text" value="1"/> <b>Luggage box</b>
<input type="text" value="0"/> <b>Baby seat</b>	<input type="text" value="0"/> <b>Ski rack</b>
<b>View the price and book the car</b> ?	
<b>Total price :</b> <input type="text" value="Eur"/> <input type="text" value="1876.00"/> <input type="button" value="RECALCULATE"/> <input type="button" value="BOOK"/>	
<input checked="" type="checkbox"/> Yes, I agree with the <a href="#">terms and conditions</a> .	

Screenshot 1. Booking and Instant price quotation – 1st page.

Every section contains a red question mark in the header, by which the user can access advice related to the section.

The first section allows selecting pick-up and drop-off locations. There are several drop-down menus, which allow setting the time and location.


In the second section the user has to select car type, mileage and insurance type. First, the user has to set the car by **Select your car** drop-down menu. After selecting the car, its picture will appear next to the menu. A short description of the car is also given to right of the picture. As the price of the rental depends on mileage, the customer has to choose between three options: **100 km/day**, **200 km/day**, or **unlimited mileage** in from **Mileage** drop-down menu. The client can also buy insurance by selecting a preferred insurance type from **Insurance** drop-down menu.

The next section is optional and lets the customer select additional equipment if needed. The number in the drop-down menus determines the available amount of the equipment.

The last section of the page enables the customer to get the rental quote. He/she has to choose the preferred currency from the drop-down menu and then click on **Recalculate** button. The cost of the rental, including extra equipment and insurance, will appear to the box left of the button. If the client is satisfied with the cost, he/she can proceed to online booking by clicking on **Book** button. The box next to the text “Yes, I agree with the terms and conditions” has to be checked in order to proceed. It is strongly recommended to read these terms and condition by clicking on the link.

The second page of booking process consists of three parts. The first of them displays the rental details and the total price as was set on the first page of booking (Screenshot 2).

**Your selection :** ?

<b>A Group</b>		<b>Mileage :</b> 200 km/day
	<b>Toyota Avensis</b>	<b>Insurance :</b> CDW+GP
<b>Child seat :</b>	1	
<b>Baby seat :</b>	0	
<b>Rental period :</b>	25/05/2003, 04:00 - 30/05/2003, 04:00	
<b>Total rental days :</b>	5	
<b>Pick-up location :</b>	Egilsstadri Airport	
<b>Drop-off location :</b>	Keflavik Airp. (International)	
<b>Total discount :</b>	--	
<b>Total price :</b>	<b>210</b>	

If any of the information described above is not correct, please go **back** and change it.

*Screenshot 2. Booking and Instant price quotation – 2<sup>nd</sup> page, 1<sup>st</sup> section.*

If the customer is not satisfied with his selection, he can go back to first page by clicking on **back** link.

If the customer is satisfied with his/her previous choices, he/she can continue with inserting his personal details (Screenshot 3):

**Title** - the user chooses his/her title from the drop-down menu

**First Name** – the user inputs his/her First Name

**Surname** – the user types in his/her Surname

**City** – the user types in the City he/she lives in

**Country** – the user inserts the country he/she lives in

**Address** – the user types in his/her address

**E-mail** – the user inserts his/her e-mail

**Phone** – the user inserts his/her phone number

**Fax** – the user inserts his/her fax number (not required)

**Comments** – the user can add comments (not required)

Customer information - Required fields marked with \*

Title \* Mr.

First name \* Valdur

Surname \* Tester

City \* New York

Country \* USA

Address \* 492 Amsterdam Ave.

E-mail \* valdur@titaniumsystems.com

Phone \* +3727400644

Fax

Comments This is a test.

Screenshot 3. Booking and instant price quotation – 2<sup>nd</sup> page, 2<sup>nd</sup> section.

The third, the payment details section allows the user to choose payment method and insert credit card details (Screenshot 4):

**Method of payment** – the user chooses the type of the credit card

**Card expiration date** – the user uses the drop-down menus to insert the card expire date

**Card number** – the user inserts the credit card number

**Card owner** – the user inserts the card owner's name

Payment details. NOTE! You are on a secure server.

Method of payment: Visa

Card expiration date: 09 2003

Card number: 4444333322221111

Card owner: valdur Tester

BOOK

Screenshot 4 Booking and instant price quotation – 2<sup>nd</sup> page, 3<sup>rd</sup> section.

The user can continue with booking by clicking on **Book** button after all the required fields are filled. If some field is left empty or contains obviously incorrect data, an error message is displayed in the header of second section (Screenshot 5).

Customer information - Required fields marked with \* **Error: invalid credit card number**   
**Credit card expired**

Screenshot 5. Booking and instant price quotation – 2<sup>nd</sup> page, error message.

In current case the credit card is expired already (**Expiration date** is wrong) and the card number itself is non-existent. The system does not check if the card is valid or has any money on it, but it checks if such type of credit card can have such a number at all.

The last page of booking is a confirmation page (Screenshot 6). It contains all the inserted info except the credit card numbers. The user can print this out. This information is also sent to the e-mail address he/she provided.

Reservation process is completed			
Congratulations! Your reservation was successful!			
Rental price : 126.00		Your reservation no.: 10	
Driver's name :	Valdur Titanium	Rental period :	3 days
City :	New York	Country :	USA
Address :	492 Amsterdam Ave.	E-mail :	<a href="mailto:valdur@titaniumsystems.com">valdur@titaniumsystems.com</a>
Phone :	+3727400644	Fax :	
Car group :	Toyota Avensis	Mileage :	200 km/day
Pick-up location :	Akureyri Airport E-mail: <a href="mailto:lennu@jaama.com">lennu@jaama.com</a> Mo-Fr 08:00 - 18:00 Sa 08:00 - 12:30	Drop-off location :	Keflavik Airp. (International) E-mail: <a href="mailto:lennu@jaama.com">lennu@jaama.com</a> Mo-Fr 08:00 - 18:00 Sa 08:00 - 12:30
Pick-up date :	28/05/2003, 08:00	Drop-off date :	31/05/2003, 08:00
If you have any questions, please call us +372 7 400 644 or e-mail us <a href="mailto:info@vigri.net">info@vigri.net</a>			

Screenshot 6. Booking and instant price quotation. Confirmation page.

## Chapter 3

### Administration Section User Guide


The administration module is meant to make the reservation, booking and over all process easy and comfortable for the car rental company. This part is not shown to the customers, but it provides fast rental service for the end user.

In order to log in to the administrators section the user has to insert his/her user name and password (Screenshot 10). The page has two fields:

**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 or the **Enter** key.

A screenshot of a web browser displaying a login page. The page has a dark header bar with the word "LOGIN" on the left and the date "26. May 2003" on the right. Below the header is a light gray area containing a login form. The form has two text input fields: the first is labeled "Username:" and the second is labeled "Password:". Below these fields is a button labeled "Login".

*Screenshot 10. Administration section login page.*

#### 3.1 Main Menu

After the user has logged in the “Visual” page is displayed (Screenshot 11). At the top of the page is the “Main Menu”, which contains links to all the modules in the system. This menu is always visible and contains twelve links:

**Visual** – displays current day renting schedule (beginnings of rentals, etc.)

**Book/Rent** – allows to make new bookings and start new rentals

**Display Reserv.** – displays current bookings

**Display Rentals** – displays current rentals

**Archive** – contains older, already finished, bookings

**Technical** – car technical control management

**Log out** – logs the user out

**Statistics** – displays statistics on rentals and bookings

**Troublesome cars** – displays cars, which have not been brought back in time

**Change password** – module for changing current user password

**Administration** – module for handling locations, car classes, prices etc.

**Help** – link to the online version of the system manual

### 3.2 Visual

This is the page that the administrator uses for every day work. It displays, which cars will be rented out and which cars will be returned on the selected day (Screenshot 11).

<a href="#">Visual</a>	<a href="#">Book / Rent</a>	<a href="#">Display Reserv.</a>	<a href="#">Display Rentals</a>	<a href="#">Archive</a>	<a href="#">Technical</a>	<a href="#">Log out</a>		
		<a href="#">Statistics</a>	<a href="#">Troublesome Cars</a>	<a href="#">Change Password</a>	<a href="#">Administration</a>	<a href="#">Help</a>		
VISUAL << prev. day 28. May 2003 next day >> 28 05 2003 GO								
Display: <input type="text" value="Filled lines"/>		Search by: <input type="text" value="Reserv. No."/> <input type="button" value="GO"/>						
Time	reser. no.	From	Out	reser. no.	To	In	reser. no.	Now in
08:00		Toyota Avensis Akureyri Airport						
13:00		Toyota Avensis Akureyri Airport						
02:00		Toyota Avensis Isafjordur Airport						

Screenshot 11. Visual page.

The page is initially showing current day information, but the administrator can move to past or future by clicking on **prev. day** and **next day** links at the top of the page. In addition, there is a drop-down menu, by which the administrator can choose whatever date, he/she wishes to view. The **Go** button must be clicked after selecting the date to confirm the date change.

Below the date selection bar are displayed (from left to right) **Display** and **Search by** drop-down menus.

**Display** drop-down menu allows the administrator to display the “Visual” page in different modes: displaying all time sections or just the ones during which the car should be rented out. There are two options – **All** and **Filled lines**. The **Filled lines** mode shows only the filled time sections, so the page is not too long and the administrator doesn’t have to scroll it.

**Search** menu is for searching a specific reservation, vehicle or client (There are three options: **Reserv. No.**, **Car number**, and **Client name**). The administrator uses the drop-down menu to choose the mode of searching, inserts the **Reservation No.**, **Car Number** or **Client Number** into the text field and clicks **OK**.

The “Renting Schedule” is divided into 3 major columns:

**From** – Pick-up data

**To** – Drop-off data

**Now In** – The data about cars, which were dropped-off earlier or have been originally rented for an unspecified time period.

**From** and **To** columns are divided into 4 columns:

**Reservation No.**

**Car Group**

**Location**

**Check Box** (the car is either picked-up or dropped-off)

The **Now In** column includes 3 columns:

**Reservation No.**

## Car Group Location

In front of all columns there is the timetable, which is divided into quarters, so you can see the situation for every 15-minute interval. The page refreshes automatically every 15 minutes. The row showing the current time has the blue colour.

The **From** column shows the pick-up data: all reservations (made on the homepage or by the administrator) are displayed here, grouped by date and time. For example, if a person reserves a car for the 4th July at 10:00 am and today is the 4th July, then the administrator sees it in the **From** column. He/she sees the **Reservation number**, **Car Group** and **Location**. The check box after the data is empty, if the car has not been rented out yet. It will be checked automatically, after the car has been rented out.

When the customer comes to pick up the vehicle, the administrator clicks on the **reservation number** in the **From** column and gets to the “Reservation page” (Screenshot 17). After the reservation is completed the reservation’s check box is checked on the “Renting Schedule” page.

The **To** column shows the vehicles that should be returned on the current day. When the customer drops off the vehicle at the correct time the administrator clicks on the **Reservation Number** in the **To** column to complete the reservation (the administrator will get to the page described on Screenshot 17). After the rental procedure is completed the check box of the specific vehicle will become checked in the **To** column.

The **Now In** column is used if the vehicle is returned more than 8 hours earlier than it should be. The administrator just clicks on the reservation field of the current time (the blue row in the schedule) and gets to “**Now In**” page (Screenshot 27).

### 3.3 Book / Rent

“Book / Rent” page allows the administrator:

1. to rent out a previously booked car,
2. to create a new reservation,
3. to create a new reservation and rent out the car,
4. to modify a previously made reservation.

Clicking on **reservation numbers** on “Visual page” or “Display Reservations” page will lead to the 1st and 4th option. The 2<sup>nd</sup> and 3<sup>rd</sup> options are accessible directly from “Main Menu” through **Book / Rent** link.

The “Book / Rent” page can be divided into 3 main sections: **Vehicle Information**, **Customer Information** and **Function** section. The contents of the page depend on where it is accessed. In case of creating a new location, the **Vehicle Information** section and **Customer Information** section will contain field names on the left and the boxes/drop-down menus for giving values to them on the right.

In case of accessing previously existing reservations, the page will contain original values just next to field names. The administrator can modify these values by drop-down menus and text fields on the right of the page.

The screenshot shows a web form titled "Book/Rent" with a date of "Tue, 27 May 2003". The form is organized into two columns. The left column contains labels for various reservation details: Order ID, Car class, Car, Start date, End date, Pick-up location, Request on pick-up, Drop-off location, Request on drop-off, Mileage, Insurance, Child seat, Baby seat, Tow rope, Extra fuel container, Ski rack, and Luggage box. The right column contains the corresponding input fields: a dropdown menu for Car class (showing "Toyota Avensis"), a dropdown menu for Car (showing "444TPP - Yaris"), date pickers for Start date (28 May 2003) and End date (29 May 2003), dropdown menus for Pick-up location and Drop-off location (both showing "Keflavik Airp. (International)"), a dropdown menu for Mileage (showing "100 km/day"), a dropdown menu for Insurance (showing "None"), and several numeric dropdown menus for optional equipment (Child seat, Baby seat, Tow rope, Extra fuel container, Ski rack, Luggage box), all showing "0".

Screenshot 12. Book/Rent. Vehicle information section.

The **Vehicle Information** section (Screenshot 12) shows the data about the booked vehicle as followed:

**Order ID** – displays the reservation number in case of previously existing reservations.

**Car class** - On the left the booked car class is displayed (in case of existing reservation); on the right, the car class can be changed in the proper field. Under the **Car Class** field the administrator can choose specific car from the **Car** list. The possibility of changing the car class is useful in the case when there are no cars available from the booked group at the time of rental or the customer wishes to change the car group. The administrator has to choose a different group from the **Class Field**. In this case, the administrator can choose **Booked price** or **Normal price** below the list of the cars: either the car will be rented according to rates of the original booking (**Booked price** choice) or according to actual rates of this car group (**Normal Price** choice).

**Start date** – start day of rental

**End date** – end day of rental

**Pick-up location** –

**Request on pick-up** –

**Drop-off location** –

**Request on drop-off** –

**Mileage** – 100 km/day, 200 km/day, or unlimited mileage (all have different prices)

**Insurance** –

**Child seat** –

**Baby seat** –

**Towrope** –

**Extra fuel container** –

**Ski rack –**  
**Luggage box –**

The **Customer Information** section lets to view/modify/insert all the needed personal details of the customer plus the credit card information (Screenshot 13).

**Title** – title

**First Name** – first name

**Last name** – surname

**City** – city of residence

**Country** –country of residence

**Address** –place of residence

**E-mail** –e-mail address

**Phone** –phone number

**Fax** –fax number

**Comments** – any comments

**Method of payment** – preferred method of payment

**Card expire date** – credit card expiration date

**Card number** – credit card number. The system checks if the inserted number can belong to the credit card type selected previously. It does not check if the card is valid or not.

**Cardholder's name** – credit card owner's full name

The screenshot shows a web form for customer information. On the left, there are labels for: Title, First Name, Last Name, City, Country, Address, Email, Phone, Fax, Comments, Method of payment, Card expire date, Card number, Cardholder's name, Total sum, Start mileage, and Additional expenses. On the right, there is a dropdown menu for Title (showing 'Mr.'), a series of text input fields for the first name, last name, city, country, address, email, phone, and fax, a larger text area for comments, a dropdown menu for Method of payment (showing 'Visa'), two dropdown menus for Card expire date (showing '05' and '2003'), a text input field for Card number, a text input field for Cardholder's name, a text input field for Total sum, a dropdown menu for currency (showing 'Eur'), a 'Calculate' button, a text input field for Start mileage, and a text input field for End mileage. At the bottom, there are three buttons: 'Book/Update booking', 'Rent', and 'Delete booking'.

*Screenshot 13. Customer Information*

Below the customer information is the **Function section** (Screenshot 13). It has several fields and buttons.

**Total sum** displays the total cost of rental in currency selected by drop-down menu next to **Calculate** button. First the currency has to be selected, and then the **Calculate** button clicked.

**Start mileage** and **End mileage** let the administrator to insert the start and end mileages of the car. **Start mileage** should be inserted on start of rental and **End mileage** at the end of rental. These numbers are taken into account at the rental cost calculations. There is a special field **Additional expenses**, which is also added to the cost of rental.

There are three buttons at the bottom of the page (Screenshot 13). Clicking on **Delete** booking button will delete the booking from system. Recovery is not possible.

**Book/Update** booking should be clicked in case of creating a new booking or on modifying an old one. The click will display a “Booking” page containing information about the success of the operation (Screenshot 14). In case of some kind of error (empty field, wrong credit card No., etc.) the “Book/Rent” page is redrawn instead with a red error message describing the problem at the top of the page.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
<b>Booking</b>						
Thu, 29 May 2003						
Your reservation was successful!						
Total price: 168 Eur						
Reservation number: 16						
<a href="#">Modify</a> <a href="#">Visual</a> <a href="#">Reservations</a> <a href="#">Rentals</a>						

*Screenshot 14. Booking page.*

The “Booking” page contains four links:

**Modify** will bring the user to previous page, i.e. “Book/Rent.” **Visual**, **Reservations**, and **Rentals** links will bring the user to the corresponding modules. In addition the page contains the **Total price** of rental and the **Reservations number**.

If the administrator wants to rent out a previously reserved car or is creating a new reservation in order to rent the car out at once, he/she should click on **Rent** button. The click will display the “Rent” page containing information about the success of the operation (Screenshot 15). In case of some kind of error (empty field, wrong credit card No., etc.) the “Book/Rent” page is redrawn instead with a red error message describing the problem at the top of the page.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
<b>Rent</b>						
Thu, 29 May 2003						
The car is rented out successfully!						
Please fill the <a href="#">Contract!</a>						
Total price: 25 Eur						
Reservation number: 11						
<a href="#">Visual</a> <a href="#">Reservations</a> <a href="#">Rentals</a>						

*Screenshot 15. Rent page.*

The “Rent” page (Screenshot 15) has links to “Visual”, “Reservations”, and “Rentals” pages similarly to “Booking” page; it displays the **Total price**, as well as the

**Reservation number.** The administrator is asked to fill in the **Contract** between the rental company and the client. Clicking on the link will open the contract, which the administrator can print out (Screenshot 16).

- CAR HIRE CONTRACT -			
Name:	Tester Titanium	Date of birth:	
Address:	asdfsdfasf, tartu, estonia	Phone:	31646899
Licence no.:		Issued by:	
I rent the car:	123VEL	from: 29/052003 time: 04:00	to: 05/062003 time: 04:00
	Pick-up location: Keflavik Airp. (International)	Drop location: Keflavik Airp. (International)	
Daily rate: Kr.	42	and Kr.	0 per Km. 0.32
<p>CONDITIONS: Renter agrees to the conditions in this contract and has received a copy there of.                      Renter accepts, (yes <input checked="" type="checkbox"/>) or declines, (no <input type="checkbox"/>) to pay an extra fee for Collision Damage Waiver (CDW), to reduce the renters liability in case of damages to the rented vehicle or third party. (See Terms &amp; Conditions paragraph 4 on reverse side of this Rental Agreement.)</p> <p>IMPORTANT: Accidents incurred by crossing streams and rivers, undercarriage damages and damages from sandstorm are exempt from insurance coverage. Driving off the main roads is the renter's own responsibility. For driving on such tracks the renter will be held totally responsible for any and all damage that may occur. The renter will also be held responsible for expenses for towing and transporting vehicle to the rental station if damaged due to driving conditions, such as those mentioned above.</p>			
-----		-----	
Lessor		Renter	
Mileage before:	10234 km	Days	7
		Km per day	unlimited
		Child seat	
		CDW (per day)	
		Value added tax 24,5%	
		Total:	
- NOTICE: NOTE CONDITIONS ON REVERSE HERE OF -			

Screenshot 16. Car hire contract.

The administrator can print the terms and conditions of the rental on the other side of the contract.

### 3.4 Return page

“Return car” page allows the administrator to finish a current rental (Screenshot 17). The page can be accessed from “Visual” page **To** column and from “Display Rentals” page by clicking on reservation numbers in **reser.no** column.

The page is similar to “Book/Rent” page. The only difference is that there is only one function button at the bottom of the page – **Finish**.

In order to finish a reservation, the administrator should insert the **End mileage** of the car and click on **Calculate**. The administrator has the possibility to change car rental **End date** if he likes. Clicking on **Finish** button will confirm the end of rental. A confirmation page is displayed (Screenshot 18). The administrator is asked to fill in the **Bill**.

**Return car** Thu, 29 May 2003

**Order ID:** 13  
**Car class:** Toyota Avenis or similar - 444TPP  
 Car: Toyota Avenis or similar

**Start date:** 27 May 2003 16:00  
**End date:** 29 May 2003 6:00

**Pick-up location:** Keflavik Airp. (International)  
**Request on pick-up:**  
**Drop-off location:** Keflavik Airp. (International)  
**Request on drop-off:**

**Mileage:** 100 km/day  
**Insurance:** None

**Child seat:** 1  
**Baby seat:** 0  
**Tow rope:** 0  
**Extra fuel container:** 0  
**Ski rack:** 0  
**Luggage box:** 0

**Title:** Mr.  
**First Name:** Valdur  
**Last Name:** Tester  
**City:** Tartu  
**Country:** Estonia  
**Address:** Vabaduse 27  
**Email:** valdur@titaniumsystems.com  
**Phone:** 31646565464  
**Fax:** 664646665664  
**Comments:** created by admin.

**Method of payment:** Visa  
**Card expire date:** 10 2003  
**Card number:** 422222222222  
**Cardholder's name:** Valdur Tester

**Total sum:**  Eur

**Start mileage:** 12345  
**Additional expenses:**   
**End mileage:**

Screenshot 17. Return car page.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help

**Return car** Thu, 29 May 2003

**The car is returned successfully!**  
 Please fill the [Bill!](#)  
 Total price: 118.50 Eur  
 Reservation number: 13

[Visual](#) [Reservations](#) [Rentals](#)

Screenshot 18. Return car success confirmation.

After the administrator clicks the **Bill** button he/she goes to the “Bill” page (Screenshot 19). The bill is in print-ready mode and has the following items:

**The logo of the rental –**

**The contact information of the rental –**

**Number of the bill –**

**Customer’s name –**

**Customer’s Address –**

**Customer’s Country –**

**Date of the bill –**

**The description of the services with the proper prices –**

**The sum of the tax –**

**The total sum –**

ADDRESS:	NR. 0
Lai Street 34	123 42 67 100
E-mail: <a href="mailto:info@titaniumsystems.com">info@titaniumsystems.com</a>	Fax 123 42 67 100
Home address: 1234 Cyprus	
<b>- RECEIPT -</b>	
Name: Valdur Titanium	
Address: Õpetaja 9a, Tartu	
Country: Estonia	
Date:	
<b>Items:</b>	<b>Price:</b>
Car rental, 123abc	
Contract no. 14, dated 25/05/2003.	
Price:	
Value added tax 24,5%:	0
Total sum:	

*Screenshot 19. The bill.*

### 3.5 Now In page

If the customer returns the vehicle more than 8 hours before the drop-off date, the administrator uses the **Now in** column on the “Visual” page. The administrator just clicks on the reservation field of the current time (the blue bar) in **Now in** column in order to get to “Now In” page (Screenshot 20).

The “Now In” page consists of a **Search by** menu.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
NOW IN		10. June 2003				
Search by:	Reserv. No.	<input type="text"/>	GO			
	Reserv. No.					
	Car number					

*Screenshot 20. Now In page.*

The administrator uses the drop-down menu to choose the mode for searching, and inserts the **Reservations Number** or **Car Number** into the field. Click on **Go** button will start the search. If the reservation is found, the “Return” page is displayed (Screenshot 17) and the administrator can continue with finishing the rental as usual. The only difference is that the rental is displayed in the **Now In** column of the “Visual” page instead of the **To** column (Screenshot 11).

### 3.6 Reservations page

“Reservations” page displays all the existing reservations in the system (Screenshot 21). The page includes a table, which has a separate row for each reservation. There are 9 columns in the table:

**Reser.no** – the ID number, which is assigned to reservation

**Group** – car class name

**Reserved** – date, when the booking was made

**Name** – full name of the client

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

**Phone** – phone number of the client

**Pick-up date** – car pick-up date

**Drop-off date** – car drop-off date

**Pick-up location** – car pick-up location name

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out		
		Statistics	Troublesome Cars	Change Password	Administration	Help		
RESERVATIONS								
29. May 2003								
Search by: <input type="text" value="Reserv. No."/> <input type="text" value=""/> <input type="button" value="GO"/>								
Reser. no.	Group	Reserved	Name	E-mail	Phone	Pick-up date	Drop-off date	Pick-up location
17	Toyota Avensis or similar	02:43 30/05/03	John Smith	john@smith.com	123456789	31/05/03	10/06/03	Isafjordur Airport
18	Toyota Avensis or similar	02:52 30/05/03	Mary Robinson	mary@robinson.com	316497987	18/06/03	23/06/03	Keflavik Airp. (International)
19	Minivan Toyota Previa	02:57 30/05/03	Robert Brown	robert@brown.com	3216497	12/07/03	20/07/03	Keflavik Down Town

Screenshot 21. Reservations page.

This page is loaded by default in chronological order of the **Reserved** column – the oldest reservations are on the top. The order of displaying can be set by clicking on the header of the columns (Exception is **Reser.no**. The table can't be sorted by reservation numbers). This sorting order can be reversed by a second click.

By clicking on the number in **Reser.no** column, the administrator can access the reservation details in order to view, modify or to start the rent (“Book/Rent page”).

At the top of the page is **Search** by drop-down menu. The user can choose to search for **Reservation number** or **Client name**. The string to be searched has to be entered to the box to the right. Clicking on **Go** button will start the search.

### 3.7 Rentals page

The “Rentals” page (Screenshot 22) is similar to “Reservations” page (Screenshot 21). The page includes a table, which has a separate row for each reservation. There are 9 columns in the table:

**Reser.no** – the identification number, which is assigned to reservation

**Group** – car class name

**Reserved** – date, when the booking was made

**Name** – full name of the client

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

**Phone** – phone number of the client

**Pick-up date** – car pick-up date

**Drop-off date** – car drop-off date

**Pick-up location** – car pick-up location name

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out		
		Statistics	Troublesome Cars	Change Password	Administration	Help		
RENTALS								
30, May 2003								
Search by:		Reserv. No. <input type="text"/>	<input type="button" value="GO"/>					
Reser. no.	Group	Reserved	Name	E-mail	Phone	Pick-up date	Drop-off date	Pick-up location
10	Toyota Avensis or similar - Toyota Avensis 002ABC	09:03 26/05/03	Valdur Titanium	valdur@titaniumsystems.com	+3727400644	28/05/03	31/05/03	Keflavik Airp. (International)
11	Minivan Toyota Previa - Toyota Previa 001ABC	02:23 27/05/03	Isaac Titanium	valdur@titaniumsystems.com	313644879654	29/05/03	10/06/03	Keflavik Airp. (International)
16	Compact Toyota Corolla or similar - Toyota Corolla 123VEL	04:20 28/05/03	Tester Titanium	valdur@titaniumsystems.com	31646899	29/05/03	05/06/03	Keflavik Airp. (International)

Screenshot 22. Rentals page.

This page is loaded by default in chronological order of the **Reserved** column – the oldest reservations are on the top. The order of displaying can be set by clicking on the header of the columns (Exception is **Reser.no**. The table can’t be sorted by reservation numbers). This order can be reversed by a second click.

By clicking on the number in **Reser.no** column, the administrator can access the reservation details in order to view or finish the rent (“Return” page, Screenshot 17).

At the top of the page is **Search by** drop-down menu. The user can choose to search a **Reservation number**, **Car number**, or **Client name**. The string to be searched has to be entered to the box to the right. Clicking on **Go** button will start the search.

### 3.8 Archive page

All the reservations that are successfully completed or cancelled are moved to “Archive” automatically (Screenshot 23).

In the “Archive” the reservations are displayed in 8-column table:

**Reser.no** – the identification number, which is assigned to reservation

**Reserved** – date, when the booking was made

**Name** – full name of the client

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

**Phone** – phone number of the client

**Pick-up date** – car pick-up date

**Drop-off date** – car drop-off date

**Condition** – the status of the reservations (cancelled/ok)

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out	
		Statistics	Troublesome Cars	Change Password	Administration	Help	
ARCHIVE							
30. May 2003							
Search by:	Reserv. No.	<input type="text"/>	GO				
Reser. no.	Reserved	Name	E-mail	Phone	Pick-up date	Drop-off date	Condition
1	16:39 19/05/03	David Texler	test@titaniumsystems.com	+4783748738478374	25/05/03	30/05/03	cancelled
2	17:52 19/05/03	sergey test	sergey18@mail.ee	4564563456	29/05/03	31/05/03	cancelled
3	07:21 21/05/03	Valdur Tester	valdur@titaniumsystems.com	+3727400644	25/05/03	30/05/03	cancelled
4	07:32 21/05/03	Valdur Tester	valdur@titaniumsystems.com	+3727400644	22/05/03	23/05/03	cancelled
5	07:46 21/05/03	John Tester	valdur@titaniumsystems.com	+3727400466	22/05/03	23/05/03	cancelled
6	03:18 22/05/03	Valdur Tester	valdur@titaniumsystems.com	+3727400644	23/05/03	26/05/03	cancelled
7	07:58 22/05/03	George Airboss	valduurius@hotmail.ee	67263762763723	25/05/03	30/06/03	cancelled
8	17:17 22/05/03	Thomas Vorry	test@titaniumsystems.com	3366593354	25/05/03	29/05/03	cancelled
9	08:38 26/05/03	Valdur Tester	valdur@titaniumsystems.com	+3727400644	27/05/03	30/05/03	cancelled
12	03:17 27/05/03	John Titanium	valdur@titaniumsystems.com	313254646464	28/05/03	29/05/03	cancelled
13	07:07 27/05/03	Valdur Tester	valdur@titaniumsystems.com	316465654646	27/05/03	00/00/00	ok
14	02:43 28/05/03	Valdur Titanium	valdur@titaniumsystems.com	3132116546646	25/05/03	00/00/00	ok
15	02:50 28/05/03	Valdur Titanium	valdur@titaniumsystems.com	21212121212	29/04/03	00/00/00	ok

Screenshot 23. Archive page.

This page is loaded by default in chronological order of the **Reserved** column – the oldest reservations are on the top. The order of displaying can be set by clicking on the headers of the columns (Exception is **Reser.no**. The table can't be sorted by reservation numbers). This order can be reversed by a second click.

At the top of the page is **Search** by drop-down menu. The user can choose to search a **Reservation number**, **Car number**, or **Client name**. The string to be searched has to be entered to the box to the right. Clicking on **Go** button will start the search.

The administrator can access the reservation details by clicking on it number in **Reser.no** column. As a result, the **Booking details** page is displayed (Screenshot 24). These details can't be modified any more.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
<b>Booking details</b>		<b>Fri, 30 May 2003</b>				
<b>Order ID:</b>	1					
<b>Car class:</b>	Toyota Avensis or similar					
<b>Book date:</b>	19/05/2003, 16:39					
<b>Start date:</b>	25/05/2003, 16:00					
<b>End date:</b>	30/05/2003, 16:00					
<b>Pick-up location:</b>	Akureyri Airport					
<b>Request on pick-up:</b>	none					
<b>Drop-off location:</b>	Keflavik Airp. (International)					
<b>Request on drop-off:</b>						
<b>Child seat:</b>	1					
<b>Baby seat:</b>	1					
<b>Tow rope:</b>	0					
<b>Extra fuel container:</b>	0					
<b>Ski rack:</b>	1					
<b>Luggage box:</b>	0					
<b>Title:</b>	Mr.					
<b>First Name:</b>	David					
<b>Last Name:</b>	Texler					
<b>City:</b>	New York					
<b>Country:</b>	USA					
<b>Address:</b>	44 Freedom ave.					
<b>Email:</b>	test@titaniumsystems.com					
<b>Phone:</b>	+4783748738478374					
<b>Fax:</b>						
<b>Comments:</b>						
<b>Method of payment:</b>	1					
<b>Card expire date:</b>	12/03					
<b>Card number:</b>	422222222222					
<b>Cardholder's name:</b>	David Dexler					
<b>Total sum:</b>	285.00					

Screenshot 24. Booking details.

### 3.9 Daily Car Technical Management page

The “Daily Car Technical Management” page (“Screenshot 25.”) allows the administrator to view the condition of the car and to have the access to car technical and service management. The page consists of a long table, which contains all the cars inserted in the system. The table has 4 columns displaying car identification number, vehicle name, registration number and the status of the car. The status can be **Not ready** (vehicle needs **Technical** or **Service** check or is **Blocked**), **Busy** (the car is rented out), and **Available and ready** (vehicle can be rented out). The cars are grouped according to their class name (in current case: A, B, etc.).

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out	
		Statistics	Troublesome Cars	Change Password	Administration	Help	
<b>DAILY CAR TECHNICAL MANAGEMENT</b>							
Fri, 30 May 2003							
Display:	All cars	Cars: 0 rented / 66 not ready / 29 ready				Refresh	Print
	All cars						
	Busy						
1	Available and ready	KI 174			Available and ready		
2	Not ready	SN 591			Available and ready		
3	Toyota Corolla	ZL 625			Available and ready		
4	Toyota Corolla	ZR 592			Available and ready		
5	Toyota Corolla	ZZ 405			Available and ready		
<b>B</b>							
6	Toyota Avensis sedan	AK 594			Available and ready		
7	Toyota Avensis sedan	BX 123			Available and ready		
8	Toyota Avensis sedan	DJ 061			Available and ready		
9	Toyota Avensis sedan	DM 592			Available and ready		
10	Toyota Avensis sedan	JI 785			Available and ready		
11	Toyota Avensis sedan	JX 272			Not ready		
12	Toyota Avensis sedan	LN 111			Not ready		
13	Toyota Avensis sedan	MY 285			Not ready		
14	Toyota Avensis sedan	NG 965			Available and ready		
15	Toyota Avensis sedan	NS 144			Not ready		

Screenshot 25. Daily car Technical Management.

In the header of the table there is **Display** drop-down menu, which allow the administrator to set, which cars are displayed. **All cars** is the default, which means that cars of all statuses are displayed. The other options allow to display only cars of one status, i.e. **Ready**, **Not ready**, or **Available and ready**.

The central part of the header includes information about total number of cars in all the states (Cars: 0 rented / 66 not ready / 29 ready).

There are two links in the header: **Refresh** link redraws the table with updated information and **Print** link prints the table.

### 3.9.1 Technical Status

Clicking on vehicle’s name on the “Daily Car Technical Management” page will cause the “Technical Status” page (“Screenshot 26.”) to be opened. This page displays the total technical condition of the vehicle as follows:

**Group** – The group of the vehicle

**Vehicle** – The model of the vehicle

**Reg.No.** – The registration number (plate number) of the vehicle

**VIN-code** – The VIN-code of the vehicle

**Last Technical control** – the date of the last technical control

**Last Service** – the mileage of the vehicle at last service control

**Next Service** – the mileage of the vehicle at the next service control

**Mileage now** – the mileage at the moment

**Km to the next service** – the mileage until next service is required

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
<b>TECHNICAL STATUS</b>						
Fri, 30 May 2003						
Group:	A					
Vehicle:	Toyota Corolla					
Reg No:	KI 174					
VIN-code:	Hvitur					
Last Technical control:	23-05-2003					
Last Service:	23-05-2003					
Next Service:	00-00-0000 ( days left)					
Mileage now:	0					
Km to next service:	15000					
Vehicle status at now:	<ul style="list-style-type: none"> <li>■ 1-busy</li> <li>■ 2-blocked</li> <li>■ 3-technical</li> <li>■ 4-service</li> </ul> <div style="text-align: center; margin-top: 10px;"> <span style="background-color: green; color: white; padding: 2px 5px;">1</span> +                      <span style="background-color: green; color: white; padding: 2px 5px;">2</span> +                      <span style="background-color: green; color: white; padding: 2px 5px;">3</span> +                      <span style="background-color: green; color: white; padding: 2px 5px;">4</span> = Available and ready                 </div>					
Back to list		Technical control		Service now		Block car

Screenshot 26. Technical status.

**Vehicle status at now** – this section shows the condition of the vehicle at the moment. The actions that must be done are marked with red colour. For example at the “Screenshot 27.” number 3 is marked with red colour – it means that **Technical Control** is not done, so the vehicle is **Not Ready**.

Vehicle status at now:	<ul style="list-style-type: none"> <li>■ 1-busy</li> <li>■ 2-blocked</li> <li>■ 3-technical</li> <li>■ 4-service</li> </ul> <div style="text-align: center; margin-top: 10px;"> <span style="background-color: green; color: white; padding: 2px 5px;">1</span> +                      <span style="background-color: green; color: white; padding: 2px 5px;">2</span> +                      <span style="background-color: red; color: white; padding: 2px 5px;">3</span> +                      <span style="background-color: green; color: white; padding: 2px 5px;">4</span> = Not ready                 </div>
------------------------	---

Screenshot 27. Technical status (2).

On the bottom of the “Technical Status” page there are up to four buttons: **Technical Control**, **Service now**, **Block Car**, and **Back to List**. The presence of the button depends on the status of the car. For instance, car can’t be serviced if it is rented out.

**Technical Control** will take the administrator to the “Technical Control” page (Screenshot 28.), **Service Now** to the “Service Now” page (Screenshot 29.), **Block Car** blocks the car, so that it can’t be rented out (the blocking of the vehicles is meant for the cars which need longer service period or are damaged, etc.) and **Back** to list will take the administrator back to the “Daily Car Technical Management” page.

### 3.9.2 Technical Control

The “Technical Control” page allows the administrator to proceed with the technical control of the vehicle (Screenshot 28). The technical control needs to be made after each rental. The page is displayed as follows:

**Group** – The group of the vehicle

**Vehicle** – The model of the vehicle

**Reg.No.** – The registration number (plate number) of the vehicle

**VIN-code** – The VIN-code of the vehicle

**Reservation period** – the start and end dates of last rental

**Customer’s name** – the name of the customer, who used the car before **Technical Control**

**Control date** – the date of the technical control. By clicking on the **Select** button, the calendar opens in the small pop-up window.

**Place of the control** – the location of the control

**Customer’s start mileage** – Customer’s start mileage

**Customer’s end mileage** - Customer’s end mileage

On the right side of the page the actions of the technical control are displayed. The box next to the action name should be checked after the action has been performed.

**Inner space cleaned**

**Car-wash**

**Lights**

**Breaks**

**Spare tire**

**Petrol**

**Documents**

**Comment box** – the administrator can add any comments if needed. These comments are related to current **Technical Control** only.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
<b>TECHNICAL CONTROL</b>		Mon, 9 June 2003				
Group:	Toyota Avensis or similar					
Vehicle:	Toyota Yaris			Inner space cleaned: *	<input checked="" type="checkbox"/>	
Reg No:	444TPP			Car-wash: *	<input checked="" type="checkbox"/>	
VIN-code:	dfgkjdsfhkg			Lights: *	<input checked="" type="checkbox"/>	
Reservation period:	not defined yet			Breaks: *	<input checked="" type="checkbox"/>	
Customer's name:	not defined yet			Spare tyre: *	<input checked="" type="checkbox"/>	
Control date(dd/mm/yyyy): *	9/6/2003		<input type="button" value="select"/>	Petrol: *	<input type="checkbox"/>	
Place of control: *	<input type="text"/>		<input type="text"/>			
Customer's start mileage:	<input type="text" value="N/A"/>					
Customer's end mileage:	<input type="text" value="N/A"/>					
<input type="button" value="BACK"/>		1 2 3			<input type="button" value="OK"/>	

*Screenshot 28. Technical control.*

There are small number starting from one at the bottom of the page. The administrator can access the previous technical control details by clicking on the numbers. The red number represents the currently opened technical control page.

After the technical control is done, the administrator clicks **OK** at the bottom of the page. If all the boxes are not checked the car status will not change. This allows the user to perform some of the actions, click on Ok to save the current status, go out to lunch in a while and continue with the technical control afterwards.

If the administrator wants to return to the previous page without changing anything, he/she should click on **BACK** button at the bottom of the page.

### 3.9.3 The Service

The “Service” page allows the administrator to proceed with the service of the vehicle (Screenshot 29). The page is displayed as follows:

**Group** – The group of the vehicle

**Vehicle** – The model of the vehicle

**Reg.No.** – The registration number (plate number) of the vehicle

**VIN-code** – The VIN-code of the vehicle

**Mileage** – The mileage of the vehicle at the current moment

**Account No** – The number of the service. It is inserted automatically.

**Next Service** – This section allows to choose the mode of displaying the next service time: either by the car’s on-board computer or mileage counter.

For car’s on-board computer calculation mode, the administrator chooses the **Calculates by on-board computer** choice and inserts the current date into the field **Date**.

For mileage calculation mode the administrator chooses **Calculate by mileage marker** and inserts the current date into the field **Date**. In both cases, the date can be selected from a small calendar (Screenshot 30), which is opened after clicking **Select** button.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
<b>SERVICE</b> <span style="float: right;">Fri, 30 May 2003</span>						
Group:	A		<b>LongLife Service</b> <input type="checkbox"/> <b>Inspection Service</b> <input type="checkbox"/> <b>Additional work:</b> each 2 years <input type="checkbox"/> each 4 years <input type="checkbox"/> each 30 000 km <input type="checkbox"/> each 60 000 km <input type="checkbox"/> each 90 000 km <input type="checkbox"/> each 120 000 km <input type="checkbox"/> each 180 000 km <input type="checkbox"/>			
Vehicle:	Toyota Corolla					
Reg No:	KI 174					
VIN-code:	Hvitur					
Mileage now:	<input type="text" value="0"/>					
Account No:	<input type="text"/>					
Next Service:	Calculates by on-board computer <input type="radio"/> Calculates by mileage marker <input checked="" type="radio"/> Date: <input type="text"/> <input type="button" value="select"/> Mileage: <input type="text" value="15000"/>					
<input type="button" value="BACK"/>		<input type="button" value="OK"/>				

Screenshot 29. Service page.

On the right side of the page the actions of the service are displayed as follows:

**Longlife Service**

**Inspection Service**

**Additional work**

**Each 2 years**

**Each 4 years**

**Each 30 000 km**

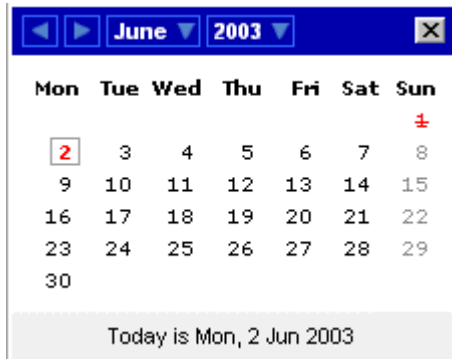
**Each 60 000 km**

- Each 90 000 km
- Each 120 000 km
- Each 180 000 km

Those actions are taken from the vehicle’s service book.

**Comment box** – the administrator can add any comments if needed.

After the service is done, the administrator clicks **OK**. If the administrator wants to return to the previous page, he/she clicks **BACK** button on the bottom of the page.



Screenshot 30. Calendar.

### 3.10. Troublesome Cars

The “Troublesome Cars” page displays the vehicles, which were not returned at proper drop-off time. (Screenshot 31). Basically it is a page similar to “Rentals” and “Reservations” modules, displaying a table of 7 columns:

**Reservation number** –

**Group** – The car group

**Car ID** – The registration number of the vehicle

**Drop-off date** – The date at which the customer had to return the vehicle.

**Client Name** – Customer’s name

**Phone** – Customer’s phone number

**Hrs Over** – The hours over the proper drop-off time

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
TROUBLESOME CARS						
2. June 2003						
Search by:	Reserv. No.		GO			
Reserv. no.	Reserv. No.	Car ID	Drop-off date	Client Name	Phone	Hrs Over
10	Avensis or similar	002ABC	31/05/03	Valdur Titanium	+3727400644	44

Screenshot 31. Troublesome cars.

**Search by** menu in the header of the page is for searching a specific reservation, vehicle or client. The administrator uses the drop-down menu to choose the mode for searching, inserts the **Reservation No.**, **Car Number** or **Client Number** into the text field and clicks **OK**.

The reservations in the table can be sorted by different columns by clicking on the column header name. A second click will reverse the order.

By clicking on the **Reservation number**, the administrator goes to the “Return” page, where the total sum is calculated automatically on the basis of the overdue days.

### 3.11 Change Password

The “Password Change” page is the place to change user password (Screenshot 32). In case of such a need, the administrator should enter the old current password into the field **Current password**, and the new password into the **New password** and **Confirm new password** fields. Clicking on **OK** button will confirm the change. The system displays an error message in red at the top of the page if something goes wrong, i.e. the old password is wrong or the new password does not match with confirmation.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help

PASSWORD CHANGE 2. June 2003

**Error! New password and confirm must be identical !**

Current password:

New password:

Confirm new password:

OK

Screenshot 32. Password change.

### 3.12 Administration

“Administration” page allows handling everything concerning locations, cars, extra equipment etc. (Screenshot 33). The page has several sections with many links.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
<b>ADMINISTRATION</b>						
Mon, 2 June 2003						
<b>ADDING/MODIFYING/DELETING CARS &amp; CAR GROUPS</b>						
Car groups: <a href="#">Manage car groups</a>						
Cars: <a href="#">Manage cars</a>						
<b>ADDING/MODIFYING CAR PICTURES</b>						
Car pictures: <a href="#">Manage car pictures</a>						
<b>ADDING/MODIFYING/DELETING LOCATIONS</b>						
Locations: <a href="#">Manage locations</a>						
<b>ADDING/MODIFYING/DELETING EXTRAS</b>						
Extras: <a href="#">Manage Extras</a>						
<b>ADDING/MODIFYING/DELETING OTHER STUFF</b>						

Screenshot 33. Administration.

#### 3.12.1 Manage Car Groups

The first link, **Manage car groups**, opens a separate page (Screenshot 34), which allows creating/modifying/deleting car groups.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
<b>Manage car groups</b>						
Mon, 2 June 2003						
Option list:	<div style="border: 1px solid black; padding: 2px;">           Toyota Avensis or similar            Minivan Toyota Previa            Compact Toyota Corolla or similar         </div>		<input type="button" value="Delete group"/> <input type="button" value="Edit prices"/>			
Name:	<input type="text" value="Toyota Avensis or similar"/>		<input type="button" value="Modify"/> <input type="button" value="Save as new group"/>			
Details:	<div style="border: 1px solid black; padding: 2px;">           With its premium styling and outstanding build quality the Avensis is a pleasure to drive.         </div>					
CDW:	<input type="text" value="5"/>					
GP:	<input type="text" value="10"/>					
not used:	<input type="text" value="2.55"/>					

Screenshot 34. Manage car groups.

In order to create a new car groups, the administrator must fill in the following fields:

**Name** – name of the car group/class

**Details** – description of the group

**CDW** – Collision Damage Waiver

**GP** – Gravel Protection covers damages to headlights and windscreen. It covers too damages of the car when gravel or rocks get thrown on it by another car.

**Not used** – this field is not used at the moment

Clicking on **Save as new group** button will confirm the creation. The page is refreshed and the new group appears among other groups in **Option list**.

If the administrator wants to delete a group, he/she has to select it from **Option list** and click on **Delete group** button.

If the administrator wants to modify a group, he/she has to select it from **Option list**, edit the other fields as necessary and click on **Modify** button.

The fourth button on the page – **Edit prices** – opens a new page for editing the prices for the selected car group in **Option list** (Screenshot 35).

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out			
		Statistics	Troublesome Cars	Change Password	Administration	Help			
PRICELIST: Toyota Avenis or similar group			Mon, 2 June 2003						
Category	Winter			Spring			Summer		
	1	2	3	1	2	3	1	2	3
1 to 2 days	30.00	35.00	45.00	35.00	40.00	50.00	45.00	50.00	70.00
3 to 6 days	30.00	35.00	40.00	35.00	45.00	50.00	45.00	50.00	70.00
7 to 13 days	27.00	30.00	35.00	33.00	43.00	50.00	42.00	45.00	65.00
14+ days	25.00	27.00	32.00	30.00	40.00	55.00	40.00	43.00	63.00
Extra km price	0.05	0.05		0.05	0.05		0.05	0.05	
Save									

Screenshot 35. Pricelist.

There are three seasons, which can be given different prices. The numbers in column headers represent mileage options (**1**– 100 km/day, **2** – 200 km/day, and **3** – unlimited mileage). All the prices are daily prices, i.e. the rental cost is calculated by multiplying the daily price by the number of days. The **Extra km price** is available for options **1** and **2** only as **3rd** option prices include unlimited mileage cost anyway.

A click on **Save** button will confirm the price changes.

### 3.12.2 Edit vehicles

The second link on “Administration” page is **Manage cars**, which leads to “Edit Vehicles” page (Screenshot 36). With this page, the administrator can add new and edit/delete existing vehicles. The first section of the page is **Add New Vehicle** and it has 8 fields:

**Group** – This drop-down menu allows to choose car group

**Manufacturer** – The manufacturer of the car, “Toyota” for example

**License plate** – The registration number of the vehicle

**VIN code** – The VIN code of the vehicle

**Mileage** – The initial mileage of the vehicle

**Number of the seats** – The number of the seats

**Year** – The year of the vehicle’s manufacturing.

After all fields are filled the administrator clicks **OK** button at the right top of the section.

Screenshot 36. Edit vehicles.

**Edit Vehicle** section has all the car groups listed in **Vehicle** menu. The administrator has to select a group name from **Vehicle** menu and click on **OK** button. As a result a page with this vehicles details will open (Screenshot 37). It contains the same fields as **Add Vehicle** section. The administrator makes the changes and clicks on **OK** button. If he/she does not want to save the changes, he/she can go back to previous page by clicking on **Back** button.

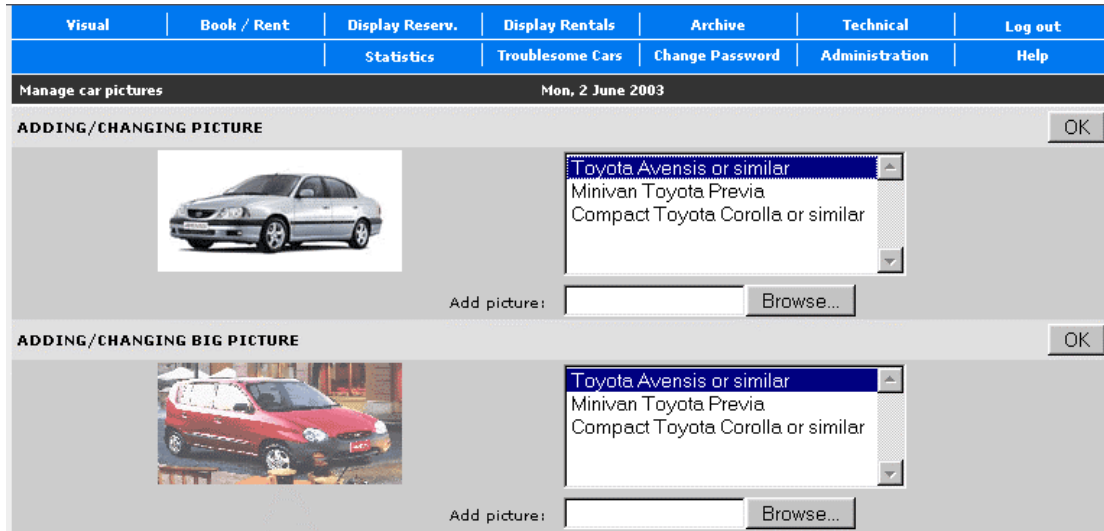
Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
Statistics		Troublesome Cars		Change Password	Administration	Help
<b>EDIT VEHICLES</b> <span style="float: right;">Mon, 2 June 2003</span>						
<b>  Toyota Previa   001ABC</b>						
Manufacturer: <input type="text" value="Toyota"/>						
Model: <input type="text" value="Previa"/>						
Plate: <input type="text" value="001ABC"/>						
VIN code: <input type="text" value="3211654645"/>						
Number of seats: <input type="text" value="4"/>						
Year: <input type="text" value="2001"/>						
Group: <input type="text" value="Minivan Toyota Previa"/> ▼						
Delete vehicle? <input type="checkbox"/>						
<input type="button" value="BACK"/>		<input type="button" value="OK"/>				

*Screenshot 37. Vehicle details.*

That page can also be used to delete a vehicle. The administrator has to check the **Delete vehicle** box and click on **OK** button.

### 3.12.3 Manage Car Pictures

The “Manage Car Pictures” page has two similar sections: **Adding/Changing Picture** and **Adding/Changing Big Picture** (Screenshot 38). Smaller pictures are used on first step of booking, when the customer is choosing a car (small size reduces refresh time). On the next page, where the choice is made already, the big picture is used.



Screenshot 38. Manage car pictures.

The administrator chooses the car group from the car group list and browses for the picture on the local computer by the **Add Picture** field and **Browse** button. After the picture is selected, the administrator clicks **OK** button on the top of the section. Existing pictures are displayed when choosing car group.

### 3.12.4 Manage Locations

The “Manage Locations” page (Screenshot 39) allows the administrator to add, modify and delete locations.

For adding, the administrator types the name of the location into **Chosen** field and it's price (pick-up or drop-off price if the location isn't the main one) into **Price** field. After the fields are filled the administrator checks **Save** as new choice below and clicks **OK** at the top of the page

For modifying, the administrator chooses the location from **Locations** list and modifies the needed fields from **Chosen** and **Price**. Then the administrator chooses the **Modify** choice below and clicks the **OK** button.

For deleting, the administrator chooses the needed location from the **Locations** list, checks the **Delete** choice below and clicks **OK**.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
Locations		Mon, 2 June 2003				
ADDING/MODIFYING/DELETING LOCATIONS						OK
Locations:	Keflavik Airp. (International) Reykjavik Airport (domestic) Akureyri Airport Egilsstadri Airport Isafjordur Airport					
Chosen:	Isafjordur Airport					
Pick-up price:	210					
Drop-off price:	0					
Pick & Drop price:	0					
	<input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Save as new					

Screenshot 39. Locations.

### 3.12.5 Manage Extras

This page enables the administrator to insert, manage and remove extra equipment (Screenshot 40).

If the administrator wishes to modify the properties related to extra equipment, he/she will need to choose the extra's name from **Options list**.

There can be several rental periods related to equipment (from 1 to 6 days, 7+, etc.) and the administrator has to pick the right one from **Period list**. The values that can be changed are:

**Period** – the rental start and end times related to the picked period name. 14+ means 14 days or longer.

**Price1** – winter season price

**Price2** – spring season price

**Price3** – summer season price

The administrator can save the changes by clicking on **Modify** button or save it under a new **Period** name by clicking on **Save as new period** button.

User can delete an existing extra by choosing it from the **Option list** and by clicking on **Remove** button.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
Statistics		Troublesome Cars		Change Password	Administration	Help

Manage options Tue, 3 June 2003

Option list:   
Child seat   
Baby seat   
Tow rope   
Extra fuel container   
Ski rack

Period list:   
1   
2

Remove

Period: 7 to 14+ days   
Modify Save as new period

Price 1: 15   
Price 2: 25   
Price 3: 10

Screenshot 40. Manage Extras.

### 3.13 Statistics

The “Statistics” module enables the administrator to get some statistics related to turnover, booking and actual rentals on daily, monthly and yearly bases. The page’s upper part looks always similar (Screenshot 41) and contains links to various tables, which are displayed below the links. There are 8 tables **Turnover month**, **Turnover year**, **Car type month**, **Car type year**, **Countries month**, **Countries year**, **Booking & rent / month**, and **Booking & rent / year**.

Visual	Book / Rent	Display Reserv.	Display Rentals	Archive	Technical	Log out
		Statistics	Troublesome Cars	Change Password	Administration	Help
STATISTICS : Turnover / month		4. June 2003				
	Turnover month	Car Type month	Countries month	Booking & rent / month		
	Turnover year	Car Type year	Countries year	Booking & rent / year		

Screenshot 41. Statistics.

Each table has drop-down menus for selecting time period and **Print** link to print the table out as seen on Screenshot 42. After the time period is selected the **Go** button has to be clicked to refresh the screen.

#### 3.13.1 Turnover month

This table displays the turnover of every single day in a selected month (Screenshot 42). The share of a single day turnover to total turnover can also be seen. The monthly turnover is displayed above the table.

Choose time:    [ Print ]

Total this month: 0.00 EUR.

Day	Turnover	%
1	0 EUR	0 %
2	0 EUR	0 %
3	0 EUR	0 %
4	0 EUR	0 %
5	0 EUR	0 %
6	0 EUR	0 %
7	0 EUR	0 %
8	0 EUR	0 %
9	0 EUR	0 %
10	0 EUR	0 %

Screenshot 42. Statistics. Monthly turnover.

#### 3.13.2 Turnover year

This table displays turnover of a selected year (Screenshot 43). The user can see the total turnover, monthly contribution in currency and the contribution’s share to the total.

Choose time: 2003  [ Print ]

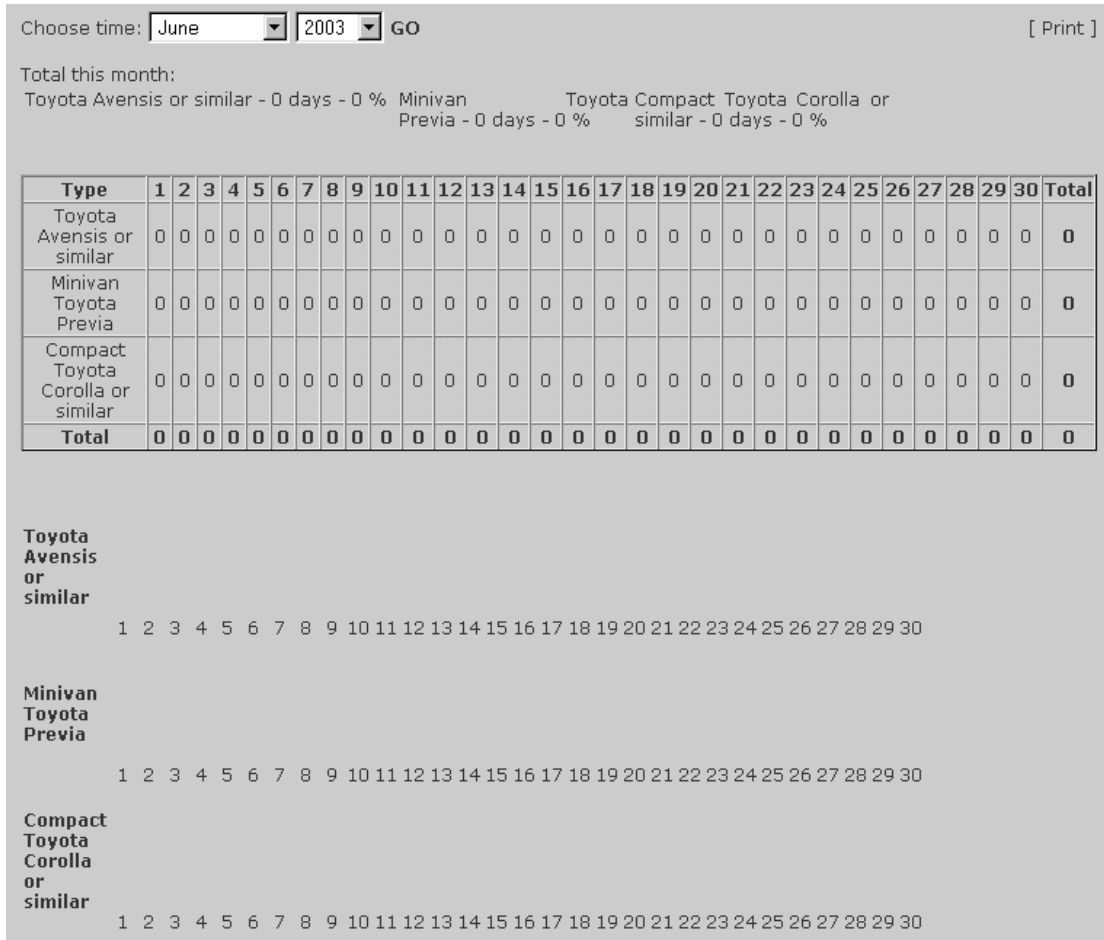
Total this year: 0.00 EUR.

Month	Turnover	%	
January	0 EUR	0 %	
February	0 EUR	0 %	
March	0 EUR	0 %	
April	0 EUR	0 %	
May	0 EUR	0 %	
June	0 EUR	0 %	
July	0 EUR	0 %	
August	0 EUR	0 %	
September	0 EUR	0 %	
October	0 EUR	0 %	
November	0 EUR	0 %	
December	0 EUR	0 %	

*Screenshot 43. Statistics. Yearly turnover.*

### 3.13.3 Car Type month

This table displays the number of cars of a certain type in use on single dates (Screenshot 44). The user can see the number of cars of the single class in use, the total number of rented cars, etc. Above the table are displayed the share of a single car class rentals to the total number of rentals.



Screenshot 44. Statistics. Car use.

Below the table are illustrative column charts, which show how many cars of a given class were in use on a daily bases.



Choose time: 2003 GO [ Print ]

Monthly usage

Country	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

Screenshot 47. Statistics. Car usage per country.

### 3.13.7 Bookings & rents per month

The “Bookings & Rents” table displays the numbers of bookings and actual rentals for the selected month (Screenshot 48). Bookings and rentals are connected to the date, when the rental should start. The total sum for the month is also displayed above the table.

Choose time: June 2003 GO [ Print ]

Total this month:  
Total bookings: 0  
Actually rented: 0

Day	Total bookings	Actually rented
1	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10	0	0
11	0	0
12	0	0

Screenshot 48. Statistics. Bookings & Rents. One month.

### 3.13.8 Bookings and rents per year

This table is similar to previous one (Screenshot 49). The only difference is the time unit, which in this table is one month.

Choose time: 2003 GO [ Print ]

Total this year:  
Total bookings: 0  
Actually rented: 0

Month	Total bookings	Actually rented
January	0	0
February	0	0
March	0	0
April	0	0
May	0	0
June	0	0
July	0	0
August	0	0
September	0	0
October	0	0
November	0	0
December	0	0

*Screenshot 49. Statistics. Bookings & Rents. One year.*

### **3.14 Help**

Clicking the **Help** link in “Main Menu” will open the online version of the system manual.

### **3.15 Log out**

User can log off the system by clicking on **Log out** link in the “Main Menu”. The “Log in” page is displayed.