

Rent a car

Source: designed by Gerhard Pokorny, adjusted by Martin Roshkev

Transfer the following verbal description into an EPC:

- a) A customer wants to rent a car. The customer service agent looks into the customer system to verify if the customer is an existing one or if he is a new one.
- b) If the customer is new, the customer service agent inserts simultaneously personal data and driver's license information into the system. Then the customer service agent verifies if the customer is business client. If he is, the customer service agent also has to enter a corporate bonus program.
- c) It does not matter whether it is a new or an existing customer - the process continues with verifying if the customer is part of a corporate bonus program. If he is, then the customer service agent has to allocate possible additional services for this program.
- d) Afterwards, the customer service agent specifies the rental period (Rental system).
- e) Then the customer chooses a vehicle class and additional features in one step. The customer service agent uses the rental system to search for a suitable car is available or not.
- f) If no suitable car is available, the customer service agent looks for an alternative for the customer, until a car is found. Therefore, the service agent asks the customer for further possible features and starts the search all over again.
- g) If further possible features are not indicated, the car rental could not offer a suitable car and the customer leaves the shop. The process ends.
- h) If a suitable car is found, the customer service agent asks about the type of insurance, chosen by the customer, and at the same time asks if the customer wants a chauffeur.
- i) If the customer wants a chauffeur, the customer service agent books an available one for the period requested.
- j) Then the customer service agent prints the invoice, which is thereafter signed by the customer. At the same time, the customer has to pay the deposit - either by cash or by credit card.
- k) When the invoice is signed and the deposit paid, the customer service agent hands in to the customer the keys, documents and necessary information about the car (e.g. fuel, emergency number, where he can pick up the car, etc.).
- l) Once the customer got everything needed, he can go to the car parking. There he shows the invoice to the dispatcher.
- m) The dispatcher brings the rented car to the customer.
- n) The transaction is completed, the process ends.





