

Mount Kenya



University

**SCHOOL OF PURE AND APPLIED SCIENCES
DEPARTMENT OF INFORMATION TECHNOLOGY**

QMAX CAR RENTAL MANAGEMENT SYSTEM

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CHAPTER ONE

1.0 INTRODUCTION

Car renting is an activity that has grown over time. This has been as a result of the need for convenience, comfort and privacy for motorists who do not have the capability to own cars of their own or perhaps own cars but need to rent or hire a car for various reasons. Customers come in with the needed requirements to hire a car e.g. driving license, national identification card or any other valid form of identification according to the Kenyan Constitution.

Due to diversity in preference, there are various services or packages such as the self-driven vehicles or the chauffer-driven vehicles just to name but a few. An agreement is then reached between the renting company/person and the customer on the period of hire, location of the vehicle hired and the mode of payment as well as the amount payable.

1.1 BACKGROUND INFORMATION

Qmax Car Rental business is a profit making business that was started in the year 2012 and it is located in Nairobi, with offices along Ngong Road. It's strategically positioned as its a few minutes' drive from the town centre thus can serve masses.

The business is a family owned company with its directors being the siblings of the family.

Qmax has a fleet of vehicles; over 30 vehicles under its name where by customers can get a variety to choose from in terms of vehicles on hire. It has also employed a number of staff with different responsibilities to ensure the business runs smoothly.

When a client comes to book a vehicle, he/she gives personal details as well as producing the relevant documents requires before one can be issued a car, according to the policies of the business.

As the business has no automated system at the moment, their information is captured and recorded manually. All information about the clients, vehicles as well as the staff in this case the chauffeurs is recorded in 4 Quire hard cover books. Each entry i.e. clients, vehicles, chauffeurs as well as payments are all recorded in their respective books thus the company has a separate book for each. When clients make payments, they are issued with a receipt for verification of payments done.