

FACULTY OF INFORMATICS
MASARYK UNIVERSITY



PV207
Business Process Management

Homework L2

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1 Student information

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2 Brief summary

Customer want to rent a car from rental service. Customer come to rental employee with selected car.

Reservation makes rental employee via rental information system. Customer is checked by system if he can rent a car(depending on his presence in various blacklists). If he cannot or error during checking customer ocures, customer is informed about that he was not verified and he cannot rent a car. Also user can be checked for his previous accidents and there can be a discount or price increase for him.If verification takes too long, price is standard. After that customer should do a payment(if payment takes too long there is second try of completing payment and if does not proceed after second try customer is informed that payment is not processed) After that customer sign contract with rental service. Contracts are stored and copied.

