**User Story Main Scenarios**

1. Reserve Car

* As a potential customer, I access the car rental website.
* I browse through the available cars, filtering and sorting according to my preferences.
* I choose a specific car that suits my needs.
* I specify the date and time when I want to start the rental and when I want to return the car.
* I provide my personal details, including contact information and driver's license number.
* I enter my payment details for the reservation fee.
* The system validates my details and confirms the reservation.
* I receive a reservation confirmation email with the reservation details.

2. Rent Car

* As a customer support representative, I receive a request from a customer who has a reservation.
* I access the car rental management system and retrieve the customer's reservation using reservation number.
* I verify the customer's identity and the details of the reservation.
* If it’s a walk-in customer, I’ll process rental payment using the customer’s card.
* If it’s a walk-in customer, I will create a new rental record else rental record will be created from existing reservation and the car is automatically checked-out by the system.

3. Manage Cars

* As a staff member, I log into the car rental management system.
* I view the list of cars and their current status (Available, Reserved, Rented).
* To add a new car, I click on "Add Car", enter the car details, upload images, and save the details.
* To update car details, I select a specific car, click on "Edit", modify the details, and save the changes.
* To remove a car, I select a specific car, click on "Delete", and confirm the deletion.
* To check a car's status, I select a specific car and view its current status and rental history.
* I log out after completing the car management tasks.