Part B:

**Use Case 1: Making a Reservation**

**Actor**: Reservation Agent, Renter

**Preconditions**: The renter must contact the reservation agent via phone or online.

**Postconditions**: A reservation is made with a unique confirmation number provided to the renter.

**Main Flow**:

1. The renter provides the reservation agent with the planned pick-up location, date, time, and vehicle class.
2. The renter provides the planned return location, date, and time.
3. If applicable, the renter provides arrival flight information and either renter’s name or club number.
4. The reservation agent checks vehicle availability for the requested class and location.
5. The system calculates the rental rate.
6. The reservation agent provides the rental information to the renter and seeks approval.
7. Upon approval, the system makes the reservation.
8. The system generates a confirmation number.
9. The reservation agent provides the confirmation number to the renter.

**Alternate Flows**:

* **Vehicle Unavailability**: If the requested vehicle class is not available at the desired location, the reservation agent informs the renter and suggests alternative options.

**Use Case 2: Vehicle Pickup**

**Actor**: Renter, Rental Agent

**Preconditions**: The renter must have a valid reservation.

**Postconditions**: The renter picks up the vehicle, and a rental contract is issued.

**Main Flow**:

1. The renter arrives at the rental location and presents the reservation details.
2. The system locates the reservation.
3. A rental contract is created, transferring the reservation information to the contract.
4. The system calculates the estimated cost of the rental.
5. The renter confirms the method of payment.
6. The system assigns an available vehicle from inventory to the renter.
7. The rental agent prints a copy of the contract and provides it to the renter.

**Alternate Flows**:

* **Reservation Not Found**: If the reservation cannot be located, the rental agent attempts to resolve the issue or creates a new reservation.

**Use Case 3: Returning a Vehicle**

**Actor**: Renter, Rental Agent

**Preconditions**: The renter must have a vehicle under a rental contract.

**Postconditions**: The vehicle is returned to inventory, and final charges are calculated.

**Main Flow**:

1. The renter returns the vehicle to the designated return location.
2. The renter presents the rental contract to the rental agent.
3. The rental agent records the actual return location, date, and time.
4. The system calculates the actual charges based on the contract and vehicle return details.
5. The renter confirms the payment for any additional charges.
6. The vehicle is returned to inventory.
7. The rental agent prints the final contract and provides it to the renter.

**Alternate Flows**:

* **Discrepancies in Vehicle Condition or Return Time**: If there are discrepancies such as damage or late return, additional charges are calculated and discussed with the renter.