User Requirements

1. **Driver: View reservations**
2. **Driver: Report when the car is returned**
3. **Driver: Report damages or fines**

4. **Customer: Browse and filter available cars**
5. **Customer: Select a car and make a reservation**
6. **Customer: Cancel Reservation**
   - **Functional System Requirement:** The system should allow customers to cancel their reservations within a specified timeframe, and provide a clear refund or cancellation policy.
7. **Customer: View Car Specifications**
   - **Functional System Requirement:** The system should allow customers to view detailed specifications of available cars, including features, mileage, and any special considerations.
8. **Customer: View Rental History**
   - **Functional System Requirement:** The system should allow customers to view their rental history, including details such as past reservations, rental periods, and associated costs.
9. **Customer: Provide Feedback and Ratings**
   - **Functional System Requirement:** The system should allow customers to provide feedback on their rental experience and rate the quality of service, contributing to a rating system visible to other users.

10. **Customer: Pay online via credit card for the reservation**

11. **Rental Agent: Check Car Availability**
    - **Functional System Requirement:** The system should provide rental agents with the ability to check the availability of cars based on specific criteria, such as date, location, and car type.
12. **Rental Agent: Make Reservations**
13. **Rental Agent: Delete Reservation**
14. **Rental Agent: Process Payments**
    - **Functional System Requirement:** The system should facilitate rental agents in processing rental payments securely, providing options for various payment methods, and generating payment receipts.
15. **Rental Agent: Access customer information**
16. **Rental Agent: Check car location through GPS**
17. **Rental Agent: Check-In/Check-Out Cars**
    - **Functional System Requirement:** The system should enable rental agents to efficiently check in returned cars, update their status, and check out cars to customers after ensuring proper documentation.
18. **Rental Agent: Manage Damage Reports**

○ **Functional System Requirement:** The system should provide rental agents with the ability to document and manage reports of any damages to rental cars, including capturing images and tracking repair processes.

19. **Rental Agent: Notify Customers of Updates**
    ○ **Functional System Requirement:** The system should provide rental agents with the ability to send automated notifications to customers regarding reservation updates, changes, or special promotions.

20. **Administrator: Can do all the functions above and more.**
21. **Administrator: Manage User Accounts**
    ○ **Functional System Requirement:** The system should enable administrators to manage user accounts, including creating, updating, and deactivating accounts, as well as resetting passwords.
22. **Administrator: Manage Employees**
23. **Administrator: Manage Cars (add, remove, modify)**
24. **Administrator: Generate Reports**
    ○ **Functional System Requirement:** The system should empower administrators to generate reports summarizing key metrics, such as rental revenue, popular car choices, and maintenance schedules.
25. **Administrator: Set Rental Rates**
    ○ **Functional System Requirement:** The system should empower administrators to set and modify rental rates for different car types, taking into account factors like peak seasons and promotional periods.
26. **Administrator: Define Pick-Up/Drop-Off Locations**
    ○ **Functional System Requirement:** The system should enable administrators to define and manage multiple pick-up and drop-off locations, considering geographic coverage and accessibility.