

Business Process	Step	Use case	Remarks
Renting a Car (BP1)	1	SubProcess Reserving a Car(BP1.1a)	
		Subprocess Picking-up a Car without Reservation (BP1.1b)	
	2	Subprocess Moving Cars on Request (BP1.2)	
	3	Picking-up a Reserved Cars (BP1.3)	
	4	Subprocess Recording the Returning of a Car (BP1.4)	
Reserving a Car (BP1.1a)	1		
	2	UC1: Get the customer's information	
	3	UC2: Check if a car is available and the cost	
	4	UC3: Fill out a paper form	
	5	UC4: Set a car status to "HELD"	
		Alter1: Release the hold on a car	
	6	UC5: Check the customer's driver license	
	7	UC6: Enter the new customer to the customer base	
	8	UC7: Create a rental and set status "RESERVED"	
Picking-up a Car without Reservation (BP 1.1b)	1		
	2	UC1	
	3	UC5	
	4	UC8: Create a rental and set status to "PICKED-UP"	
		Alter2: UC6	
Moving a Cars on Request	1	UC9: Print the list of requested cars	
	2		
Picking-up a Reserved Car (BP1.3)	1	UC10: Replace a unavailable car by by another car	
	2	UC11: Arrange for a refund	
	3	UC12: Compare the driver license to the reservation one	
	4	UC13: Ask for the rest of the payment	
	5	UC14: Enter the pickup date and time	
		UC15: Record the car's mileage	
	6	Alter3: Cancel a reservation	

Recoding the Returning of a Car (BP1.4)	1	UC15	
	2		
	3	UC 16: Change the status	
Arranging for Car Maintenance (BP2)	1	UC 17: Print the List of Cars to be Inspected	
	2	UC18: Record that a Car needs to be Serviced	
		UC 19: Record that a Car is to be Removed	
Adding a New Car to the Active Pool (BP3)	1	UC20: Enter model's details	
	2	UC21: Enter car's details	