

From the perspective of someone wanting to provide a car for rental

### **Persona**

Joris is a 35-year-old small business owner with a wife and children. He is originally from a coastal village in northern Norway, but now lives in a medium-sized town with a population of 50,000, approximately 10 hours drive from his place of birth.

Each day, Joris uses a bike or electric scooter to travel from his house to his shop on the high street. On days when the weather is harsh, Joris opts to drive to work in his 10-year-old Skoda Octavia. Joris is environmentally conscious and realises that it's better for the environment to cycle, but he also understands that his car is very practical. On some weekends and public holidays Joris likes to visit his family up in northern Norway. This is a long drive, and public transport can be very stressful in terms of cancellations, platform changes, etc. On Christmas and Easter holidays the public transport is at a minimum. One of Joris' children is less than a year old, and he feels much more secure having a car that he can quickly hop in with his child in the event of a medical emergency. These are a variety of reasons why Joris appreciates having a car.

His car, however, costs a lot to maintain, especially now it's getting older. He has enough money to pay for this maintenance, but a few thousand kroner here and there wouldn't go amiss. Since his car is parked on his driveway unused for most of the week, Joris is interested in potentially renting out his car when he knows he isn't going to use it. During the summer holidays seems like an ideal time, as the weather is pleasant and Joris enjoys working. Joris, however, wishes for a solution that allows him to rent out his car on short notice, but also not having to deal with the stress of negotiating payment or potential problems that may arise. A third party that takes a share of the profits but handles payment and insurance seems reasonable.

### **Use case**

@startuml

left to right direction

user\_providing\_car--(Register car - multiple)

user\_providing\_car--(Register features - trailer, aircon)

user\_providing\_car--(Set price)

user\_providing\_car--(Adjust dates)

user\_providing\_car--(Set limits - distance, area)

user\_providing\_car--(Check profiles/reputation)

user\_providing\_car--(View rental history)

user\_providing\_car--(Contact support)

user\_providing\_car--(Read messages)

user\_providing\_car--(View requests)

user\_providing\_car--(Change preferences)

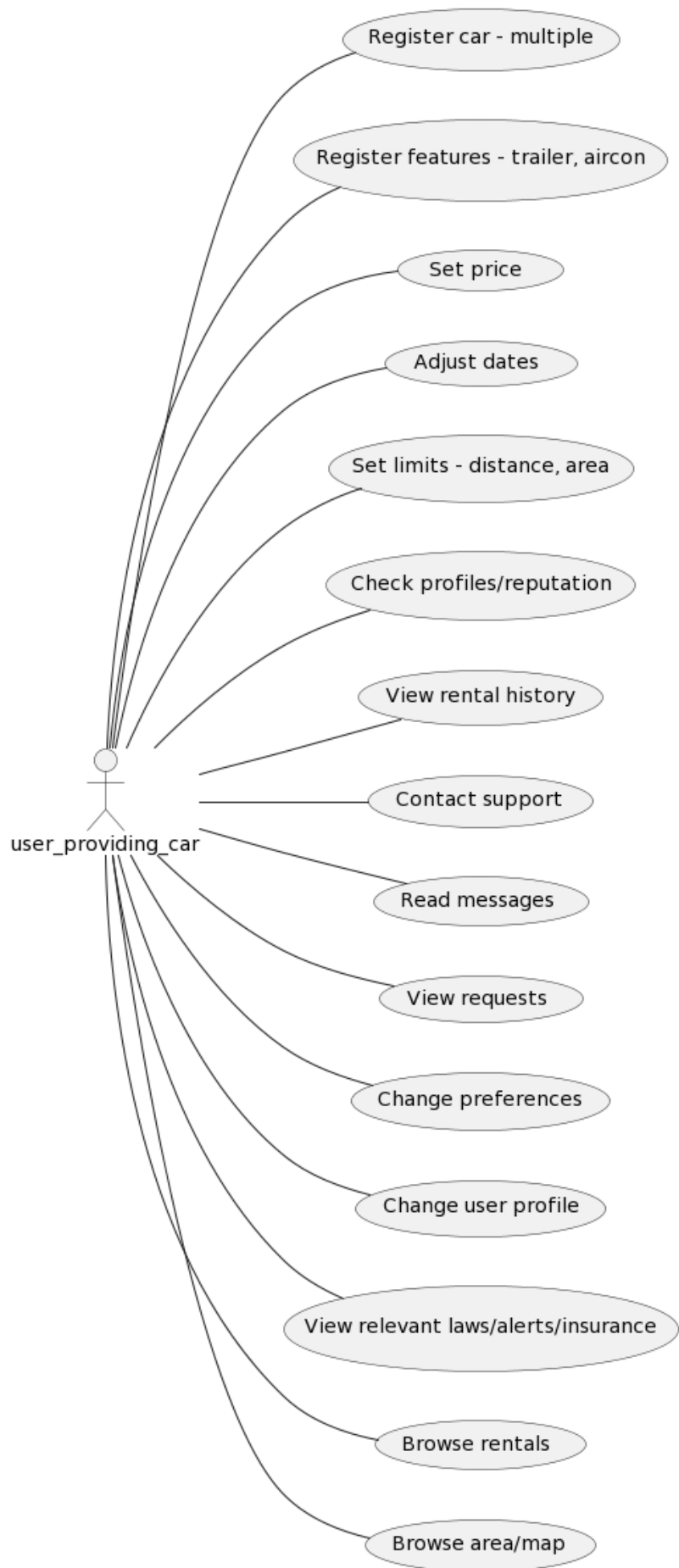
user\_providing\_car--(Change user profile)

user\_providing\_car--(View relevant laws/alerts/insurance)

user\_providing\_car--(Browse rentals)

user\_providing\_car--(Browse area/map)

@enduml



## Scenario

Joris and his family have booked a holiday for the week. They're going to go overseas to Chad via airplane. Since the holiday is going to cost a lot of money, Joris realises that he can rent out his car for the duration of the trip, rather than it being idle. Joris therefore decides to put his car up for rent.

Joris opens up the application via a web browser. He clicks on a button to register an account, and is then prompted to verify his national insurance number via a 2-factor-authentication device linked through a third-party authentication service. Joris is then prompted to read through terms of use, and agrees to these. He then clicks on another button on the navigation bar and is prompted to enter his registration number. The program retrieves all relevant information relating to his car model via an external service. Joris uploads several pictures of his car, and then ticks features that his car has. His car can attach a standard trailer under 3500kg, and has air conditioning, roof mounts, and winter tyres, as well as quality of life features such as Bluetooth speakers, parking sensors, and a sun roof.

Once Joris has registered his car, he proceeds to browse rentals in his area and filters by manufacturer and year date to get a rough estimate of a reasonable price. Joris then clicks on the navigation bar and clicks on a button that allows him to select which car(s) he wishes to make available for rental. He clicks on his Skoda, and a calendar appears. Joris selects the dates on which he is on holiday. Since this is Joris' first time renting out his car, he is prompted to register a bank account number, Paypal, or Vipps. Time goes by..

Joris hasn't heard much these past few weeks, but as his holiday draws closer he gets an email alert informing him of an incoming message. The message isn't a request to rent his car during this period, but a user asking if he's flexible on the dates available for rental. Joris asks which dates the other user has in mind. Joris is willing to rent his car a day earlier than originally advertised, and agrees a price with the user. The rental is officially confirmed, and a third party takes responsibility for guaranteeing payment and handling insurance.

On the day of delivery, the car is handed over to the renter, and Joris informs the renter that he can drop off the car and keys at his brother's house. The renter confirms that they're happy with the condition of the car. Joris comes back from holiday to discover that the renter has forgotten to fill up petrol and takes a picture of the fuel gage, as well as mileage. The picture is then archived along with a copy of the renter's picture of the fuel gage and mileage when he dropped off the car. Joris requests an additional 300 kroner to cover this cost. The third party payment service sends the money once the rental period is over and everyone is satisfied.