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| Name | Customer Management System | |
| Summary | Manage the customers activities in the system | |
| Priority | 02 | |
| Pre-Condition | Renter Must Register on the system | |
| Post-Condition | Finish the rental Process | |
| Primary Actors | Renters | |
| Trigger | Renter Search and rent a vehicle | |
| Main  Scenario | Step | Action |
| 1 | Register Into the System |
| 2 | Login Into System with valid Credentials |
| 3 | Looking For a Vehicle ads |
| 4 | Select a Suitable Vehicle |
| 5 | Request for a Booking |
| 6 | Confirm the Booking |
| 7 | Pick the vehicle On time |
| 8 | Return the vehicle |
| 9 | Finish the full Payment |
| 10 | Send A feedback |
|  | Step | Action |
|  | 1.a | If any error Occurred Retry with registering or contact admins |
|  | 2.a | If credentials are wrong display a error message and give another chances to retry |
| Extensions | 3.a | If the system won’t show the needed vehicle renter can manually select a vehicle by filtering |
|  | 3.b | When they search something it will saved in history and after time he or she can easily got that filter by a single click |
|  | 5.a | After selecting the vehicle request for a vehicle with driver or without driver and for hire or for rent |
|  | 7.a | If user want to cancel the booking user can refund 50% of deposited money when he make the booking |
|  | 8.a | If user failed to return the vehicle on time he would have to pay more . |
|  | 9.a | In the rentering time if the user had to repair the vehicle that costs will be deduct from his final payment which will be done by payment management system |
|  | 10.a | If user has a complain he can put a complain or if he has a good feedback he can put it in the System |

Functional Requirements

User Management System

* Allow User to register and create a new account and delete that account
* Show renters vehicle ads. if someone can’t find the vehicle that he want he can simply search and find that vehicle. That search result will be saved in the system and it gives ability to user easily access that search result by clicking that one.
* When the renter finds a vehicle he can request it from the system and he can manage them anytime by deleting that requests and updating them.
* We provide ability to renters edit their confirmed bookings within 24 Hours. If He wants to delete that Booking on 24 hour He can get full refund and if more thana day he can have only 50% as a refund.
* We provide a Ability to find a Driver to him If he wants when a rentering a vehicle

User stories

* As a renter I want to find a vehicle to rent or a hire when I want .sometimes I want to Have a driver with it .
* When rentering wehicle some times I want to rent it without deposits.I can bring a NIC with me and verify my identity
* I should be able to edit my bookings .
* When I requesting for a vehicle I could be able to see all the requests which I have done On the system at a one place.
* The system should me user friendly and must me easy to filter vehicles and save that filters and should have a watch list.
* As a renter System should calculate all the costs and final cost which I should pay.
* If I Have a vehicle I should be able to rent it n the system