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| **User stories, Acceptance criteria and User scenarios** | | |
| **User stories** | **Acceptance criteria** | **Scenarios** |
| Browse available cars only |  |  |
| Browse all cars by model, make and year |  |  |
| Browse all cars |  |  |
| Make payments with debit card | -the customer should be able to select debit card from the available payment method options  -the account should have enough balance | -the customer chooses the payment type  -the system prompts the customer to enter card information such as first name, last name, credit card number, CVV, and zip-code  -the system validates the information and displays acceptance or rejection of the payment |
| Make payments with credit card | -the customer should select credit card from the list of available payment method options | -the customer chooses the payment type  -the system prompts the customer to enter card information such as first name, last name, debit card number, CVV, and zip-code  -the system validates the information and displays acceptance or rejection of the payment |
| Make payments with bank transfer | - the account should have enough balance  -the customer selects bank transfer from the list of available payment methods | -the customer chooses the payment type  -the system prompts the customer to enter card information such as bank name and routing number  -the system validates the information and displays acceptance or rejection of the payment |
| Validate through an external payment processing company | -the system should be able to accept those invalid accounts  -the system should be able to accept those invalid accounts | -the car-rental system sends payment information to the external payment processing system  - the external payment processing system validates the information and displays acceptance/rejection message |
| As an admin, I want to be able to manage the cars, rental requests and customer information, so that I can efficiently manage the rental process. | -the customer should be able to select debit card from the available payment method options  -the account should have enough balance |  |
| As an admin, I want to be able to generate reports on rental history and customer data for business analysis, so that I can make data driven decisions for the car rental business. | -the customer should select credit card from the list of available payment method options |  |
| As an admin, I want to be able to integrate the new web-based system with the current manual system, so that there is continuity of service and data between the two systems | - the account should have enough balance  -the customer selects bank transfer from the list of available payment methods |  |
| Create an account | -the system should be able to accept those invalid accounts  -the system should be able to accept those invalid accounts | -The system asks to create an account.  -The customer agrees to create an account.  -The system displays input form details and indicate the requirements.  -The customer fills in the details and confirm to create an account.  -The system displays a confirmation message and opens the account page. |
| Delete an account | -Account username should be recorded in the system and should be flagged not to be used again by the same or another customer.  -System should ask confirmation, before deleting existing account.  -I should not be able to login with the old username and password | -The customer requests an account deletion.  -The system asks password and username confirmation.  -The customer fills the username and password.  -The system asks for confirmation of the deletion and notifies as data will be unrecoverable.  -The customer confirms  -The system closes the account holder page and return to the general home page. |
| View personal information | -I should have to be able to see my personal data. | -The customer request for personal data display  -The system displays the account holder personal data. |
| View rental history | I should be able to see past 5 years rentals.  -Rental history more than 5 years will be removed. | -The customer request for rental history.  -The system displays all the rental histories in the past five years. |