User Stories:

1. As a customer, I want to be able to browse available cars, select a rental period, and make a reservation online, so that I can rent a car without having to visit the rental office in person.
2. As a customer, I want to be able to search for a particular model of car, so that I can find the car that best suits my needs.
3. As a customer, I want to be able to make payments online using a variety of payment methods, such as credit card, debit card, and bank transfer, so that I can easily complete the rental process without having to visit the rental office in person.
4. As a customer, I want to be able to validate my payment method through an external payment processing company, so that I can have confidence that my payment will be processed securely.
5. As a customer, I want to be able to create an account, view my rental history, and manage my personal information, so that I can easily access my rental history and update my personal information.
6. As a customer, I want to be able to view the location and availability of cars in real-time, so that I can easily find a car that is available and nearby.
7. 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.
8. 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.
9. 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.