Software Requirement Specifications

MyDrive - Car Rental & Driver Booking App

Version: 01.04

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Supervisor	Miss Nida Munawwar
Co-Supervisor	Sir Farrukh Hassan Syed
Project Team	★ Shaheer Mehmood (18K-0128) ★ Ali Ahmed (19K-1423) ★ Shayan Ahmed Khan (19K-1097)
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Document History

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Distribution List

Name	Role
Miss Nida Munawwar	*Supervisor*
Sir Farrukh Hassan Syed	*Co-Supervisor*

Document Sign-Off

Version	Sign-off Authority	Sign-off Date

Table of Contents

1. Introduction

1.1. Purpose of Document

The purpose of this document is to provide a detailed description of the requirements for the MyDriver - Car Rental & Driver Booking App. This document will serve as a reference for the developers, project managers, and stakeholders to understand the scope and objectives of the project and it will outline the functional and non-functional requirements for the application.

1.2. Intended Audience

This document is intended for the development team, project managers, and stakeholders involved in the development of MyDrive - Car Rental & Driver Booking

1.3 Abbreviations

- *App: Application*
- *UI: User Interface*
- *API: Application Programming Interface*
- *GPS: Global Positioning System*

1.4 Document Convention

The document will follow the IEEE Standard for Software Requirements Specification.

2. Overall System Description

2.1. Project Background

MyDrive is a car rental and driver booking app that allows users to rent a car and book a driver through a single platform. The app aims to provide an efficient and seamless experience for users by integrating car rental and driver services. The application will provide users with the ability to search for available cars, view car details, and book a car with a driver. The application will also allow drivers to register their cars and services to be available for bookings.

2.2. Project Scope

The scope of this project includes the development of a mobile application for Android and iOS platforms. The application will provide a simple and user-friendly interface for users to search, book and rent cars with drivers. The application will also include features for drivers to manage their cars, schedule bookings, and view their earnings. It will allow users to:

- *Register for an account*
- *Rent a car*
- *Book a driver*
- *View rental history*
- *Update profile information*
- *Contact customer support*

2.3. Not In Scope,

The following features are not included in the project scope:

- *Car maintenance scheduling*
- *In-app messaging between users and drivers*
- *Rental car insurance*
- *Ride-sharing services*

2.4. Project Objectives

The project objectives are as follows:

- *Develop a user-friendly and intuitive mobile application for car rental and driver booking.*

- ➢ *Integrate car rental and driver booking services to provide a seamless experience for users.*
- ➢ *To provide drivers with a platform to showcase their services and earn income*
- ➢ *To increase the efficiency and convenience of car rentals and driver bookings*
- ➢ *Ensure compliance with local laws and regulations related to car rental and driver services.*
- ➢ *Implement security measures to protect user data and prevent unauthorized access.*

2.5. Stakeholders

The stakeholders for the project include:

- *Users: The end-users of the app who will rent cars and book drivers.*
- *Developers: The team responsible for developing the app.*
- *Project Managers: The team responsible for managing the project.*
- *Quality Assurance: The team responsible for testing the app.*
- *Stakeholders: The individuals or organizations with an interest in the success of the project, such as investors, partners, and government agencies.*

2.6. Operating Environment

The MyDrive - Car Rental & Driver Booking App will operate on Android and iOS devices with the following minimum requirements:

- *Android 6.0 or later*
- *iOS 12 or later*

The application will also require an active internet connection to function properly.

2.7. System Constraints

The following system constraints apply to the app:

- *The app must comply with local laws and regulations related to car rental and driver services.*
- *The app must be able to handle a large number of concurrent users.*
- *The application must be user-friendly and easy to navigate*
- *The application must be secure and protect user data*
- *The application must be scalable to accommodate future growth*

- *The application must be compatible with different types of devices and screen sizes*

2.8. Assumptions & Dependencies

The following assumptions and dependencies apply to the development of MyDrive - Car Rental & Driver Booking App:

- *The development team has experience developing mobile applications for Android and iOS platforms*
- *The development team has access to the necessary development tools and technologies*
- *The application will rely on external APIs for location and payment processing*

3. External Interface Requirements

3.1. Hardware Interfaces

The MyDrive - Car Rental & Driver Booking App will require the following hardware interfaces:

- ☐ *GPS receiver to locate the user and the driver*
- ☐ *Touchscreen display for user interaction*
- ☐ *Microphone and speakers for voice communication*

3.2. Software Interfaces

The MyDrive - Car Rental & Driver Booking App will rely on the following software interfaces:

- ☐ *iOS or Android operating system*
- ☐ *Google Maps API for location services*
- ☐ *Payment gateway API for processing payments*
- ☐ *Database management system for storing user data*
- ☐ *Web server for hosting the app's backend*
- ☐ *Push notification service for sending app notifications to users*

3.3. Communications Interfaces

The app will communicate with the following external systems:

- ☐ *Payment gateway for processing payments*
- ☐ *Email server for sending and receiving emails related to the app*
- ☐ *SMS gateway for sending text messages related to the app*
- ☐ *Social media platforms for social media login and sharing*

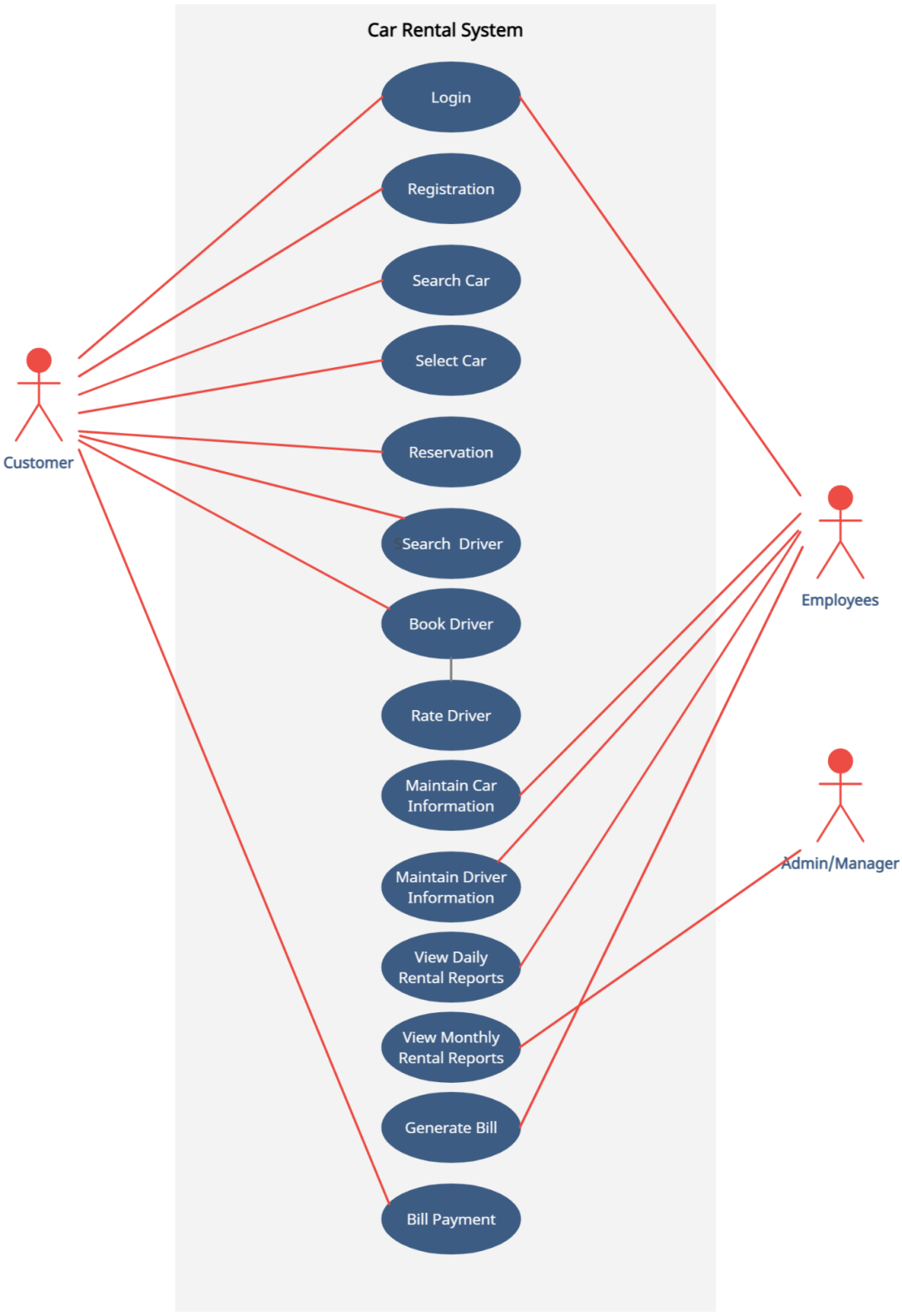
4. Functional Requirements

4.1. Functional Hierarchy

The functional hierarchy for MyDrive - Car Rental & Driver Booking App is as follows:

1. *User Management*
    - *User Registration*
    - *User Login*
    - *User Profile Management*
2. *Car Rental Management*
    - *View Available Cars*
    - *Search for Cars*
    - *Book a Car*
    - *Cancel Car Booking*
    - *View Car Booking History*
    - *Rate a Car Rental*
3. *Driver Booking Management*
    - *View Available Drivers*
    - *Search for Drivers*
    - *Book a Driver*
    - *Cancel Driver Booking*
    - *View Driver Booking History*
    - *Rate a Driver*
4. *Payment Management*
    - *Add Payment Method*
    - *Make Payment*
    - *View Payment History*
5. *Notification Management*
    - *Send Notification to the User*
    - *Receive Notification from the System*

4.2. Use Case Diagram



4.2.1. User Registration

Description: *The user should be able to register for a new account by providing their personal information, creating a username and password, and verifying their email or phone number. Once their account is registered, they should be able to log in to the system.*

User Registration		
Use case Id:	UC-11	
Actor: User		
Feature: Account creation		
Pre-condition:	The user must have downloaded and installed the app on their device.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the "Register" option from the app's homepage.	The system displays the registration page.
2.	User enters their personal information such as name, email, phone number, and password.	The system validates the information and displays a confirmation message if it is correct.
3.	User clicks on the "Register" button.	The system creates the user account and redirects the user to the login page.
Alternate Scenarios:		
1a: If the user enters invalid information, the system displays an error message and prompts the user to correct the information		
Post-Conditions		
Step#	***Description***	
1.	The user account is created, and the user is redirected to the login page.	
Use Case Cross-referenced	None	

4.2.2. User Login

Description: *The user should be able to log in to their account by entering their username and password, and then be directed to their user dashboard.*

User Login		
Use case Id:	UC-12	
Actors: User		
Feature: Authentication		
Pre-condition:	The user must have a registered account with a valid email and password.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user enters their email and password and clicks the login button	User details are verified and authenticated by the system.
2.	System checks if the email and password are valid	If the email and password are invalid, the system displays an error message

3.	If authentication is successful, the user has directed to the home screen	The system displays the home screen, and the user is logged in
Alternate Scenarios:		
1a: If the user enters an incorrect email, the system displays an error message asking the user to enter a valid email ***2a: If the user enters an incorrect password, the system displays an error message asking the user to enter a valid password.***		
Post-Conditions		
Step#	***Description***	
1.	The user is authenticated and logged in to their account.	
2.	The user can access the home screen and their account details.	
Use Case Cross-referenced	None	

4.2.3. User Profile Management

Description: *This use case allows the user to manage their profile information and view their booking history. The user can edit their personal information and save the changes. They can also view their previous bookings.*

User Profile Management		
Use case Id:	UC-13	
Actor: User		
Feature: User Profile Management		
Pre-condition:	The user is logged in to their account.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user clicks on the "Profile" tab.	The system displays the user's profile information.
2.	User clicks on the "Edit Profile" button	The system displays an editable form.
3.	User updates their personal information (e.g. name, phone number, address) and clicks on the "Save" button	The system updates the user's profile information and displays a success message.
Alternate Scenarios:		
1a: If the user enters invalid information in the form, the system displays an error message and highlights the invalid fields. The user must correct the errors and try again. ***1a: If the user clicks on the "Cancel" button, the system discards any changes made to the form and returns the user to their profile page.***		
Post-Conditions		
Step#	***Description***	
1.	The user's profile information is updated, and the user can view their booking history.	
Use Case Cross-referenced	None	

4.2.4. View Available Cars

Description: *This use case describes the process by which a user can view the available cars for rent, view the car details, and confirm the rental of a car.*

View Available Cars		
Use case Id:	UC-21	
Actor: User		
Feature:	Car rental	
Pre-condition:	The user should be logged in to the system and on the home screen of the app.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user opens the app and selects the “View Available Cars” option from the home screen	The app displays a list of all available cars for rent, including car details such as make, model, year, rental rate, and availability
2.	The user selects a car to view more details	The app displays more details about the selected car, including photos, and specifications
3.	The user selects “Rent” on the car details screen	The app prompts the user to confirm the rental and input the rental duration and pick-up/drop-off details.
3.	User inputs rental details and confirms the rental	The app sends a confirmation to the user's email and updates the car's availability status in the system.
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The user has viewed the available cars for rent.	
2.	The system has updated the availability status of the rented car.	
Use Case Cross-referenced	None	

4.2.5. Search for Cars

Description: *This use case allows the user to search for available cars based on their preferences. The system displays a list of cars that match the user's search criteria, which the user can then select to rent.*

Search for Cars		
Use case Id:	UC-22	
Actors: User		
Feature:	Car Rental System	
Pre-condition:	The user must be logged in to their account.	
Scenarios		
Step#	***Action***	***Software Reaction***

1.	The user selects the "Search for Cars" option from the menu	The system displays a search form.
2.	The user fills in the search form with their preferred criteria, such as car model, price, location, and availability.	The system displays a list of cars that match the search criteria.
Alternate Scenarios: N/A		
Post-Conditions		
Step#	***Description***	
1.	The system displays a list of cars that match the user's search criteria.	
2.	The user can further refine their search or select a car to rent.	
Use Case Cross-referenced	Rent Car (after selecting a car to rent)	

4.2.6. Book A Car

Description: *This use case describes how a user can book a car by selecting the car they want, choosing the rental period, and making the payment. Once the user confirms the booking and makes the payment, the system processes the payment and sends an email confirmation to the user.*

Book A Car		
Use case Id:	UC-23	
Actors: User		
Feature:	Car Booking	
Pre-condition:	● The user is logged in to their account. ● The user has already searched for the car they want to book. ● The car is available for booking. ● The user has a valid payment method on file.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	User selects the car they want to book.	The system displays the details of the car, including the rental rate and availability.
2.	User selects the rental period for the car.	The system calculates the total cost of the rental period.
3.	User confirms the booking and makes payment	The system processes the payment and confirms the booking
4.	The system sends booking confirmation to the user	The system sends an email to the user with the booking details and a confirmation number
Alternate Scenarios:		
1a: User modifies the rental period. The system recalculates the total cost of the rental period and updates the booking information accordingly		
Post-Conditions		
Step#	***Description***	
1.	The car is booked for the selected rental period.	
2.	The user is charged for the booking amount.	
3.	The user receives an email confirmation of the booking.	
Use Case Cross-referenced	Search For Car	

4.2.7. Cancel Car Booking

Description: *This use case allows the user to cancel their car booking and receive a refund if the cancellation is within the specified time frame.*

Cancel Car Booking		
Use case Id:	UC-24	
Actors: User		
Feature:	Car Booking Management	
Pre-condition:	The user must have an existing car booking that they want to cancel.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the car booking they want to cancel.	The system confirms the user's selection and prompts the user to confirm the cancellation.
2.	User confirms the cancellation	The system cancels the booking and processes a refund if the cancellation is within the specified time frame.
Alternate Scenarios:		
1a: The user selects a booking that is already canceled. The system displays an error message informing the user that the booking is already canceled. ***2a. The user cancels the booking outside of the specified time frame. The system displays a message informing the user that they are not eligible for a refund.***		
Post-Conditions		
Step#	***Description***	
1.	The booking is canceled in the system.	
2.	If the cancellation is within the specified time frame, the user receives a refund.	
Use Case Cross-referenced	None	

4.2.8. View Car Booking History

Description: *This use case describes the process of how the user can view their past and current car bookings on the car rental system.*

View Car Booking History		
Use case Id:	UC-25	
Actors: User		
Feature:	Car Booking	
Pre-condition:	• The user must have an account on the car rental system. • The user must have made at least one car booking in the past.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the "View Booking History" option.	Displays a list of the user's past and current bookings.

2.	The user selects a specific booking to view the details.	Displays the details of the selected booking.
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The user is able to view their past and current car bookings.	
2.	The user can see the details of the selected booking.	
Use Case Cross-referenced	• Book a Car • Cancel Car Booking	

4.2.9. Rate a Car Rental

Description: *The user is able to rate their car rental experience and provide feedback to the car rental company. This allows the company to improve its service and provide a better experience for future users.*

Rate a Car Rental		
Use case Id:	UC-26	
Actors: User		
Feature:	Car Rental Rating and Feedback	
Pre-condition:	The user has completed a car rental.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the "Rate Rental" option	System displays a rating and feedback form.
2.	User rates the car rental experience on a scale of 1 to 5 and provides feedback in the text box	System records the rating and feedback.
3.	User submits the form	System displays a confirmation message.
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The rating and feedback are stored in the system.	
2.	The user is shown a confirmation message.	
Use Case Cross-referenced	None	

4.2.10. View Available Drivers

Description: *The user can view the list of available drivers and access their profiles and contact information.*

View Available Drivers	
Use case Id:	UC-31
Actors: User	

Feature:	Driver Hiring	
Pre-condition:	The system should have a list of available drivers.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the "View Available Drivers" option from the main menu.	The system displays a list of available drivers, including their ratings and locations
2.	The user selects a driver from the list	The system displays the driver's profile and contact information.
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The user has viewed the list of available drivers.	
2.	The user has access to the selected driver's profile and contact information.	
Use Case Cross-referenced	None	

4.2.11. Search for Drivers

Description: *The user can search for drivers based on their preferences and access their profiles and contact information.*

Search for Drivers		
Use case Id:	UC-32	
Actors:	User	
Feature:	Driver Hiring	
Pre-condition:	The system should have a list of available drivers	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the "Search for Drivers" option from the main menu	The system displays a search form with various search criteria, such as driver rating, availability, and location.
2.	User enters the search criteria and clicks "Search	The system displays a list of drivers matching the search criteria.
3.	User selects a driver from the list	The system displays the driver's profile and contact information.
Alternate Scenarios:		
1a: If no drivers are found matching the search criteria, the system displays a message indicating that no drivers were found.		
Post-Conditions		
Step#	***Description***	
1.	The user has searched for drivers based on their preferences.	
2.	The user has access to the selected driver's profile and contact information	
Use Case Cross-referenced	None	

4.2.12. Book a Driver

Description: *The user selects the driver, inputs pickup time and location, and makes payment. The system confirms the booking and notifies the driver to accept. If the driver accepts, the system sends a confirmation to the user. If the driver declines or no drivers are available, the system cancels the booking and notifies the user.*

Book a Driver		
Use case Id:	UC-33	
Actors:	User (who wants to book a driver) and Driver	
Feature:	Driver Booking	
Pre-condition:	● User must be registered and logged in ● User must have a valid payment method on file ● There must be available drivers in the user's location	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the driver they want, enters the time and location for pickup, and makes the payment.	The system confirms the booking and sends the details to the driver.
2.	Driver confirms the booking	The system sends a confirmation to the user.
Alternate Scenarios:		
1a: The user cannot find a suitable driver or there are no available drivers in their location. The system displays an error message and prompts the user to try again later. ***2a. Driver declines the booking. The system cancels the booking and sends a notification to the user.***		
Post-Conditions		
Step#	***Description***	
1.	The user is able to view the details of their driver booking.	
2.	The driver is able to view the details of the ride they have accepted.	
Use Case Cross-referenced	● View Available Drivers ● Search for Drivers	

4.2.13. Cancel Driver Booking

Description: *This use case allows the user to cancel a driver's booking and receive a refund if the booking is still within the cancellation period. The system checks the booking period and if it is within the cancellation period, the system cancels the booking and refunds the user. The system notifies the driver of the cancellation. If the booking is outside the cancellation period, the system does not allow cancellation and sends an error message to the user.*

Cancel Driver Booking		
Use case Id:	UC-34	
Actors: User and Driver		
Feature: Driver Booking		
Pre-condition:	• User must be registered and logged in • User must have a valid payment method on file • User must have a driver booking that is still within the cancellation period • The driver must be available to cancel the booking	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user requests to cancel the driver booking	The system checks if the booking is within the cancellation period.
2.	If the booking is within the cancellation period, the system cancels the booking and refunds the user	The system sends a notification to the driver.
3.	If the booking is outside the cancellation period, the system does not allow cancellation	The system sends an error message to the user.
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The user receives a refund for the canceled driver booking.	
2.	The driver receives a notification of the cancellation.	
Use Case Cross-referenced	• Book a Driver • View Driver Booking History	

4.2.14. View Driver Booking History

Description: *This use case allows the user to view their driver booking history, which includes all past and current driver bookings they have made. The user can select a specific booking to view its full details, such as any notes or comments they may have added at the time of booking.*

View Driver Booking History		
Use case Id:	UC-35	
Actors: User		
Feature: Driver Booking		
Pre-condition:	• User must be registered and logged in • User must have made at least one driver booking	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the "view driver booking history" option	The system displays the user's driver booking history.

2.	User selects "Driver Bookings" from the list of booking	System displays a list of the user's past and current driver bookings, along with relevant details.
3.	User selects a specific booking to view more details.	The system displays the full details of the selected booking.
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The user can view the details of their past and current driver bookings.	
2.	The system displays all relevant information about each booking	
Use Case Cross-referenced	None	

4.2.15. Rate a Driver

Description: *This use case enables the user to rate their driver and provide feedback based on their experience.*

Rate a Driver		
Use case Id:	UC-36	
Actors: User		
Feature: Driver Rating and Feedback		
Pre-condition:	The user must have completed a driver booking and the driver must have completed the ride.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the driver they want to rate and provides feedback for	The system displays a list of the user's past driver bookings and the corresponding drivers..
2.	The user selects the driver they want to rate and provide feedback for.	The system displays a form for the user to rate the driver and provide feedback.
3.	The user rates the driver on a scale of 1 to 5 and provides feedback in the text box.	The system records the rating and feedback in the database and displays a confirmation message to the user
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The driver's rating is updated in the database.	
2.	The driver receives the feedback provided by the user.	
Use Case Cross-referenced	None	

4.2.16. Add Payment Method

Description: *This use case enables the user to add a payment method to their account for easy and convenient payment processing.*

Add Payment Method	
Use case Id:	UC-41

Actors: User		
Feature: Payment Management		
Pre-condition:	The user must be logged in to their account..	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user selects the "Add Payment Method" option in their account settings.	The system displays a form for the user to enter their payment details.
2.	The user enters their payment details, such as a credit card number or PayPal account information	The system validates the payment details and saves them to the user's account.
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The user's payment method is saved to their account.	
2.	The user can now use the payment method to book drivers or pay for other services.	
Use Case Cross-referenced	None	

4.2.17. Make Payment

Description: *This use case describes the process for making a payment for a car or driver booking.*

Make Payment		
Use case Id:	UC-42	
Actors: User		
Feature: Payment		
Pre-condition:	The user has selected a car or driver and entered the required details for the booking.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	TUser selects the payment method and enters the payment information.	System verifies the payment information and confirms the payment amount.
2.	User confirms the payment.	The system processes the payment and sends payment confirmation to the user.
3.	System updates the booking status to "Paid".	System sends a notification to the user with the booking details and payment confirmation.
Alternate Scenarios:		
1a: If the payment information is invalid or the payment is declined, the system displays an error message and prompts the user to enter valid payment information or select a different payment method.		
Post-Conditions		
Step#	***Description***	
1.	Payment is processed and confirmed.	
2.	Booking status is updated to "Paid", the user receives payment confirmation and booking	

	details.
Use Case Cross-referenced	View Available Cars or Drivers, Book a Car or Driver, View Driver Booking History, View Car Booking History

4.2.18. View Payment History

Description: *This use case describes the process for viewing the payment history and receipts/invoices for car or driver bookings.*

View Payment History		
Use case Id:	UC-43	
Actors: User		
Feature: Payment		
Pre-condition:	User has made one or more payments for car or driver bookings.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The user navigates to the payment history section of their account.	System displays the payment history, including payment dates, amounts, and booking details..
2.	User selects a payment to view the payment receipt or invoice	System displays the selected payment receipt or invoice.
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	User can view their payment history and receipts/invoices for each payment.	
Use Case Cross-referenced	Make Payment	

4.2.19. Notify Users

Description: *This use case describes the process for sending notifications to the user for car or driver bookings, payments, or cancellations.*

Notify Users		
Use case Id:	UC-44	
Actors: System		
Feature: Notifications		
Pre-condition:	User has made a car or driver booking, payment, or cancellation.	
Scenarios		
Step#	***Action***	***Software Reaction***
1.	The system sends a notification to the user with the booking details, payment confirmation, or cancellation confirmation.	The user receives the notification on their device(s).
Alternate Scenarios: None		
Post-Conditions		
Step#	***Description***	
1.	The user receives the notification with the relevant booking/payment/cancellation	

	information.
Use Case Cross-referenced	View Available Cars or Drivers, Book a Car or Driver, Make Payment, Cancel Booking, View Driver Booking History, View Car Booking History.

5. Non-functional Requirements

5.1. Performance Requirements

- *The application should have a fast response time, with a maximum delay of 3 seconds for any operation.*
- *The application should be able to handle a large number of simultaneous requests without any significant decrease in performance.*
- *The application should be scalable and able to handle an increasing number of users as the user base grows.*

5.2. Safety Requirements

- *The application should ensure the safety of both drivers and passengers by verifying the identity of both parties before the ride begins.*
- *The application should allow users to report any safety concerns during the ride and take appropriate action to ensure the safety of all parties involved.*
- *The application should provide insurance coverage for all rides to ensure that any accidents or incidents are covered.*

5.3. Security Requirements

- *The application should have secure login and registration procedures to prevent unauthorized access to user data.*
- *The application should ensure the privacy and confidentiality of user data by implementing appropriate data protection measures such as encryption and access controls.*
- *The application should have measures in place to prevent hacking attempts and other malicious activities.*

5.4. User Documentation

- *The application should have clear and concise user documentation available both in-app and on the website to help users understand how to use the application.*
- *The documentation should include step-by-step guides on how to perform various tasks in the application, such as booking a ride or adding a payment method.*

- *The documentation should be available in multiple languages to cater to users from different regions.*

6. REFERENCES

- *The system, Online. 'Online Car Rental System'. Academia.edu. , April 20, 2023.*
- *Scribd.com, Online. 'Car Rental System Documentation', April 20, 2023.*

7. Appendices

N/A