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| **Use Case Name:** | Reservation creation by the user | |
| **Scenario:** | Creating a new reservation | |
| **Triggering Event:** | Sender wants to reserve a car | |
| **Brief Description:** | A sender wants to do a reservation. Sender fills the start and end date, his card details and car. | |
| **Actors:** | User | |
| **Stakeholders:** | User  Owner  Branch | |
| **Preconditions:** | Car must be available  Internet access must exist. | |
| **Postconditions:** | New reservation is created.  Branch is notified.  User account is updated.(Guest is updated when there is no account for sender) | |
| **Flow of Activities:** | **Actor** | **System** |
| 1. User logs in or continues as a guest. 2. Sender fills in order details(sender details aswell when guest). And checks for availability 3. Sender presses create new reservation. | 1.1 System validates users account(details when guest).  2.1 System check availability of the car selected.  2.2 System give a response back and informs user about the availability and price.  3.1 System creates a reservation with user details and notifies the branch. |
| **Exception Conditions:** | 1.1 If senders details are blacklisted or there are missing/incorrect, information order will not be created.  2.1 If car is not available the order will not go through  2.2 If user is a no-show card gets charged.  3.1 User may request to change the car | |

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| **Use Case Name:** | User is a no-show | |
| **Scenario:** | User reserves a car a certain number of days and does not show to pick it up | |
| **Triggering Event:** | User does not pick up the car | |
| **Brief Description:** | The starting date of the reservation starts. By the end of the day if the user does not pick up the car and processed the payment for the whole timeframe selected, a no-show fee gets charged | |
| **Actors:** | User, Financer, Reception | |
| **Stakeholders:** | User  Branch  Owner Finance | |
| **Preconditions:** | Car reservation is made. | |
| **Postconditions:** | User does not pick up the car | |
| **Flow of Activities:** | **Actor** | **System** |
| 1. The user does not pick up the car 2. Reception contacts the user 3. Card gets charged the fee | 1.1 System notifies the person in charge that the car has not been picked up yet.  3.1 System charges the card . |
| **Exception Conditions:** | 1.1 If sender is guest account notify only branch worker.  2.1 If the sender/receiver wants the order to be returned, send the order to “Returned” state.  2.2 If sender/receiver decide for another date, later then 4 days, send the order to ‘Storage” state. | |