*Use Cases Car Rental Service*

**Use Case 1: Maintain Payroll**

**Scope:** System Goal

**Primary Actor:** Administrator

**Stakeholders and Interests:**

* Administrator: needs to update users in the database, including removing inactive users, old representatives, and adding new representatives

**Preconditions:** Administrator has access to the system and an account

**Main Success Scenario** (Basic Flow):

1. Admin logs on to the system
2. Admin navigates to representative page
3. System displays list of representatives
4. Admin navigates to payroll for representatives
5. System displays the payroll for all representatives
6. Admin selects representatives that need their payroll updated
7. System displays the selected representative’s payroll information
8. Admin changes the amount a representative is paid and submits the changes
9. System updates the payroll information in the database for the representative

**Extensions** (Alternative Flow):

1.a Admin login or account is invalid

1.a.1 System asks user for different account or to create a new one

2.a Link navigates to somewhere other than representative page

4.a Link navigates to somewhere other than payroll page

6.a Link navigates to somewhere other than the selected representative’s payroll page

4.\*-9.\* System goes down

a. Cancel all changes of payroll

8.a Admin inputs data that is not accepted in the payroll field

8.a.1 Display error and request correct data

**Use Case 2: Return a Rented Car**

**Scope:** System Goal

**Primary Actor:** On Sight Attendant

**Stakeholders and Interests:**

* On Sight Attendant: needs to input information to return car successfully so database knows where and when it is available
* User: needs to return car to be charged for rental

**Preconditions:** User must have a car to return

**Main Success Scenarios** (Basic Flow):

1. User arrives at physical location of rental service and parks in an empty spot. On sight attendant approaches and begins return process.
2. Attendant logs in to system and navigates to return car section
3. Attendant asks user for username or email to look up rental information
4. Attendant selects rental from user profile that they are returning
5. System prompts for location of return, information on car appearance (scratches, etc.), and for mileage. Also provides information about previous damages to ensure user is not charged for damages they did not cause.
6. After inputting required information, attendant submits it
7. System calculates cost of rental based on days rented, damages, and mileage
8. Attendant shows user total cost of rental and gets their confirmation
9. System charges the card on file for the cost of the rental.
10. Ensure the card goes through, if not, alert attendant who will request a different one from the user at that moment.
11. Display a thank you for using our business message for attendant to say to the user

**Extensions** (Alternate Flow):

\*.a System is down or attendant cannot log in

\*.a.1 Have attendant take down all required information for return on a paper form to be input in system later

3.a Username and email are not recognized in system

2.a.1 Attendant asks for user’s actual name and looks it up via their name

4.a Rental car being returned does not show on system

3.a.1 Contact location where the user says the car was rented from for information needed to return car

8.a User argues over price or requests more information about why they are being charged more than expected

8.a.1 Attendant shows the user the cost calculation, pointing out any damages they marked and the total mileage and time

10.a New card fails as well

10.a.1 Attendant asks for new card until one is accepted or receives cash payment as last resort

**Use Case 3: Create User Profile**

**Scope:** User Goal

**Primary Actor:** Renter or Buyer

**Stakeholders and Interests:**

* Renter: wants a profile to be able to rent and return cars with
* Buyer: wants a profile to purchase a car with after renting

**Preconditions:** The user is ready to create an account

**Main Success Scenario** (Basic Flow)

1. User clicks on create profile link.
2. System brings user to new user page
3. User inputs necessary information (email, name, etc.)
4. Give user the option to include a default credit or debit card attached to their account.
5. System displays all information after receiving it for the user to check for correctness
6. User hits submit
7. System adds new user to the database

**Extensions** (Alternate Flow):

1.a The create profile link does not work:

1.a.1 Display error to screen with redirection link to home page

2.a System does not bring user to create profile page

3.a User’s provided username is already taken

3.a.1 Request new username until a non-used one is entered

3.b User’s email is already associated with an account

3.b.1 Alert user and provide a reset password link or link to sign in

4.\* If user decides to input credit or debit card information

4.a Ensure credit or debit card info is correct

4.a.1 If incorrect, alert user and request a valid card. Repeat until valid card is input or user requests to skip

5.a User finds incorrect data in final display of information

5.a.1 Provide user with edit link to return to and edit the info that is incorrect

6.a Submit button fails

6.a.1 Report error to user and ask them to wait and try again

7.a Connection with database fails

7.a.1 Report error to user and system admin, request user to wait and try again