

Car Rental Use Case Document

Introduction:

This Use Case has been developed to work through an order process from a customer up to the point of picking up the rental car. This test will help ensure that the system has the correct inventory and is able to process a rental agreement.

| Name of Use Case: Car Rental Process | | | |
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| Created By: | Justin Benedict | Last Updated By: | Justin Benedict |
| Date Created: | 11/4/2017 | Last Revision Made: | 11/4/2017 |
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| Description: | User/Customer uses the website to find a car available to rent and sends the reservation to the server. | | |
| Actors: | User, Administrator, Server Database | | |
| Preconditions: | <ol style="list-style-type: none">1. User has valid account2. Inventory is current3. Car is available | | |
| Postconditions: | <ol style="list-style-type: none">1. User pays for reservation2. Inventory adjustments are made3. User receives confirmation and picks up rental | | |
| Flow: | <ol style="list-style-type: none">1. User account authenticated2. Rental car is selected by customer3. Reservation is set4. Funds are confirmed5. Customer receives confirmation6. Customer picks up rental | | |
| Alternative Flows: | <ol style="list-style-type: none">1. Customer can wait for car to become available2. Stock may be transferred from another rental location | | |
| Exceptions: | <ol style="list-style-type: none">1. Customer cancels order – refund processes minus booking fee.2. Company issue providing car selected from system, another can be chosen or full refund available. | | |
| Requirements: | <ol style="list-style-type: none">1. Reservation funds are verified before transaction is complete2. All car rentals are subject to company policies and guidelines | | |