**Customer Picks up Bicycle at Kiosk**

|  |  |
| --- | --- |
| **Title** | As a Customer I want to Pick up the Bikes that I have reserved at a time so I can receive the service I have paid for. |
| **Primary Actor** | Customer |
| **Stakeholders & Interest** | Customer wants to pick up their bikes at a time they have allotted on the online system.  Manager wants to keep revenue and customer satisfaction, and provide the services promised. |
| **Preconditions** | Customer has a reservation with the Bike Shop to pick up their Bicycles, and the time for their reservation is now. |
| **Postconditions** | Customer receives rental bikes. |
| **Main Success Scenario** | 1. Customer approaches kiosk.  2. Customer looks up their reservation by number or with their information.  3. Customer confirms their arrival.  4. Customer receives rental bikes from Bike Shop. |
| **Extensions** | 1.1. Customer never makes it into the store for their reservation.  2.1. Customer does not have their reservation number.  2.2. Customer forgot their information.  4.1. Customer wants different bikes than the ones provided. |
| **Special Requirements** | Reservation must be made in advance. Customer must be able to verify their identity. |
| **Technology & Variation List** | How will the system be able to verify the user’s information? |
| **Frequency** | As frequent as users have reservations. |
| **Open Issues** | Can users make new reservations at the kiosk?  How will the store employees know that a customer is done at the kiosk?  Do all guests need to be present to pick up their bikes? |