

# Complete User Story Mapping: International Student Car Rental System

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### Level 1 (High Priority - Core Rental Process)

#### 1. Register & Verify Identity

- As a student, I want to register, so that I can access the rental system.
- As a student, I want to upload documents for verification, so that my identity is approved.
- As an admin, I want to verify student accounts, so that only valid users can rent cars.

#### 2. Search for a Rental Car

- As a student, I want to browse available cars, so that I can find a suitable option.
- As a student, I want to filter rental cars by price, type, fuel, and location, so that I can choose a car within my budget.
- As a student, I want to check car availability, so that I can plan my rental accordingly.

#### 3. Book & Pay for a Car

- As a student, I want to select my rental duration (weekly, monthly, semester), so that I have transportation when needed.
- As a student, I want to make a payment and receive confirmation, so that my booking is secured.
- As an admin, I want to track bookings, so that I can ensure proper fleet management.

### Level 2 (Medium Priority - Follow-Up Operations)

#### 4. Pick Up & Use the Car

- As a student, I want to receive pick-up location details, so that I can easily find my car.
- As a student, I want to unlock and start using the car, so that I can begin my rental period.
- As an admin, I want to track rented cars, so that I can monitor fleet availability.

#### 5. Handle Maintenance & Repairs

- As a student, I want to report a car issue, so that I can get support quickly.
- As a student, I want to request repair or maintenance, so that I can continue using the car safely.
- As a student, I want to swap the car if necessary, so that I have a working vehicle without delay.
- As an admin, I want to track repair requests, so that I can ensure timely service.
- As a mechanic, I want to receive maintenance requests, so that I can fix rental cars efficiently.

#### 6. Return or Extend Rental

- As a student, I want to return my rental car, so that I can complete my booking.
- As a student, I want to request a refund if applicable, so that I am not overcharged.
- As an admin, I want to verify returned cars, so that I can prepare them for the next rental.

### Level 3 (Low Priority - Expanding Fleet & Business Growth)

#### 7. Dealer & Resident Car Listing

- As a dealer, I want to list my car for rent, so that I can generate income from my inventory.
- As a resident, I want to list my car for rent, so that I can make money while waiting to sell it.
- As an admin, I want to verify listed cars, so that only roadworthy vehicles are available for rental.
  - As an admin, I want to manage pricing policies for listed cars, so that rental fees remain competitive.

#### 8. Additional Enhancements (Future Features)

- As a student, I want to choose different payment options, so that I can pay conveniently.
- As an admin, I want to offer loyalty discounts, so that I can attract long-term renters.
- As a student, I want to rent cars across states, so that I can travel longer distances.