1. User Story: Create an Account

As a customer, I want to create an account, so that I can manage my car rentals.

Main Scenario:

1. The customer navigates to the car rental website or mobile app.

2. The customer clicks on the "Sign Up" or "Create Account" button.

3. The system displays a registration form.

4. The customer enters their full name, email address, phone number, and password.

5. The customer agrees to the terms and conditions.

6. The customer clicks on the "Register" button.

7. The system validates the input fields and checks for an existing account.

8. If validation passes, the system sends a verification email to the customer.

9. The customer opens the email and clicks on the verification link.

10. The system verifies the email and activates the customer's account.

11. The customer can now log in and access the system.

Success Outcome: The customer successfully creates and verifies their account.

2. User Story: Make a Car Booking & Payment

As a customer, I want to select pick-up and drop-off locations, choose a car, and make payments securely, so that I can rent a car.

Main Scenario:

1. The customer logs into their account.

2. The customer selects a pick-up location, a drop-off location (if different from pick-up) and selects the rental duration (start and end date).

3. The system displays available cars based on location and rental dates.

4. The customer selects a car and views its details (images, pricing, specifications).

5. The customer chooses optional coverage (insurance, add-ons).

6. The system calculates the total rental cost, including coverage fees.

7. The customer proceeds to the payment page.

8. The customer enters credit/debit card details or selects a saved payment method.

9. The system processes the payment securely.

10. Upon successful payment, the system generates a booking confirmation.

11. The system sends a booking confirmation email to the customer.

Success Outcome: The customer successfully books a car and receives a confirmation.

3. User Story: Modify or Cancel Booking

As a customer, I want to modify or cancel my booking, so that I have flexibility in case of changes in my plans.

Main Scenario:

1. The customer logs into their account.

2. The customer navigates to the "My Bookings" section.

3. The system displays the list of active bookings.

4. The customer selects the booking they want to modify or cancel.

5. If modifying:

• The customer edits the rental duration or changes the car (if available).

• The system recalculates the rental cost based on changes.

• The customer confirms and, if required, makes an additional payment.

• The system updates the booking and sends a confirmation email.

6. If canceling:

• The system checks the cancellation policy and displays any applicable refund amount.

• The customer confirms the cancellation request.

• The system cancels the booking and issues a refund if applicable.

• The system sends a cancellation confirmation email.

Success Outcome: The customer successfully modifies or cancels their booking and receives a confirmation.