

## **Customer User Stories & Acceptance Criteria**

### **1. User Story: Create an Account**

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

- The system must provide a registration form with fields for name, email, phone number, and password.
- Users must receive an email verification link after registration.
- The system should prevent duplicate email registrations.
- Users must be able to log in using their registered credentials.

### **2. User Story: Select Pick-up and Drop-off Locations**

*As a customer, I want to select pick-up and drop-off locations, so that I can rent a car conveniently.*

- The system must provide a location selection feature.
- Users should see available pick-up and drop-off locations based on city or zip code.
- The system must validate that selected locations have available cars.

### **3. User Story: View Alerts for Rental Locations**

*As a customer, I want to see an alert message if the rental location is open or closed and view contact information.*

- The system should display real-time availability of rental locations.
- If a location is closed, an alert message must be displayed.
- Users must be able to view the contact details of the rental location.

### **4. User Story: Filter Cars by Price & Type**

*As a customer, I want to filter cars by price and type, so that I can quickly find the right car.*

- Users should be able to filter cars by price range.
- Users should be able to filter cars by type (SUV, Sedan, etc.).
- The system should update results dynamically based on selected filters.

### **5. User Story: View Car Details**

*As a customer, I want to view car details, so that I can make an informed decision.*

- Users must be able to view car images, specifications, and rental costs.
- The system must display key details such as fuel type, seating capacity, and transmission type.

## **6. User Story: Choose Coverage**

*As a customer, I want to see coverage options, so that I can choose coverage.*

- The system must display coverage options and their prices.
- Users should be able to select or decline coverage.

## **7. User Story: Secure Payment**

*As a customer, I want to make payments securely using credit/debit cards, so that I can complete my booking safely.*

- The system must support credit and debit card payments.
- Payments should be processed securely using encryption.
- Users must receive a payment confirmation.

## **8. User Story: Receive Booking Confirmation**

*As a customer, I want to receive a booking confirmation email and SMS, so that I have proof of my rental.*

- Users should receive an email with booking details.
- Users should receive an SMS confirmation with rental details.

## **9. 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.*

- Users should be able to modify the booking (e.g., change rental dates).
- Users should be able to cancel a booking with confirmation.
- The system must apply cancellation policies based on company rules.

## **10. User Story: View Rental History**

*As a customer, I want to view my rental history, so that I can review past trips and payments.*

- Users must be able to view a list of past rentals.

- Each rental record must include details such as car type, dates, and amount paid.

## **Admin (Rental Company) User Stories & Acceptance Criteria**

### **11. User Story: Manage Customer Accounts**

*As an admin, I want to manage customer accounts, so that I can handle user-related issues.*

- Admins must be able to search, view, and update customer details.
- Admins should be able to deactivate or suspend accounts.

### **12. User Story: Manage Car Inventory**

*As an admin, I want to add, edit, or remove cars from the inventory, so that the system always has up-to-date rental options.*

- Admins must be able to add new cars to the system.
- Admins should be able to edit car details.
- Admins should be able to remove cars from inventory.

### **13. User Story: Set Rental Prices**

*As an admin, I want to set rental prices.*

- Admins must be able to set and update car rental prices.
- Price changes should reflect in real-time on the customer interface.

### **14. User Story: Track Bookings**

*As an admin, I want to track all active, upcoming, and completed bookings, so that I can monitor operations.*

- Admins must be able to view booking details by status.
- Admins should be able to filter bookings based on date, customer, and car type.

### **15. User Story: Manage Rental Locations**

*As an admin, I want to manage rental locations, so that customers can pick up and drop off cars easily.*

- Admins must be able to add, edit, or deactivate rental locations.

- The system should update location availability in real-time.

## **Driver (Delivery Agent) User Stories & Acceptance Criteria**

### **16. User Story: View Delivery Tasks**

*As a driver, I want to see upcoming car delivery and pick-up tasks, so that I can plan my schedule.*

- Drivers must have a dashboard showing assigned deliveries and pickups.
- The system should display delivery date, time, and location details.

### **17. User Story: Receive Customer & Rental Location Details**

*As a driver, I want to receive customer details and rental locations, so that I can deliver the car to the right place.*

- Drivers must see customer names, contact details, and rental addresses.
- The system should prevent assignment of incorrect locations.

### **18. User Story: Update Delivery Status**

*As a driver, I want to update the delivery status (on the way, delivered, picked up), so that the system is updated in real-time.*

- Drivers must be able to change status to “On the way,” “Delivered,” or “Picked up.”
- The system should update the status for customers and admins.