**SCENARIOS**

**Positive Scenario: Successful Car Rental Process**  
  
**Objective:**

Verify that a user can successfully rent a car, from selecting a vehicle to receiving a confirmation, and it is an error-free process.  
  
**Preconditions:**

* The user has successfully created a profile with the phone number and email and is logged into the app.
* The user has a valid payment method (i.e., Credit/Debit Card, PayPal/Cash) added to their profile.
* The app's backend services, including the vehicle database and payment gateway, are operational.

**Test Steps:**

1. Vehicle Selection:

* User clicks on “Lyft” app.
* User clicks on “Where are you going”.
* User enters “Start” and “Destination” address.
* The app displays available vehicles for the selected time and Cost for that vehicle.
* User selects a preferred vehicle based on size, price and availability.

2. Rental Details and Pricing:

* The app displays a detailed summary of the size of vehicle and time it will take to reach to Start Address.
* User clicks on “Select Lyft”.

1. Confirmation:

* User will check the Pickup location.
* User will click on “Confirm and request”.
* User proceeds to payment, selecting a pre-saved payment method.
* The payment is processed successfully.
* The app displays a rental confirmation screen with a summary of the rental details, vehicle pick-up information, and a confirmation number.
* The user receives a confirmation email/SMS with the rental details.

**Expected Results:**

* Each step in the process completes without errors.
* The vehicle's availability is accurately reflected for the selected times.
* The total cost calculated matches the expected amount, including discounts.
* Payment is processed securely, and a confirmation is received in-app and via email/SMS.

**Negative Scenario: Payment Processing Failure**  
  
**Objective:**

Verify that the Lyft app gracefully handles payment processing failures, providing the user with clear information and options to rectify the situation without losing the rental progress.  
  
**Preconditions:**

* The user is at the final step of renting a car, with a vehicle selected.
* There's an issue with the payment gateway or the user's payment method is invalid.

**Test Steps:**  
1. Attempt Payment:

* User confirms rental details and proceeds to “Confirm and request”.
* The payment processing fails (due to reasons like insufficient funds, card expired, gateway downtime)

2. Error Handling and User Notification:

* The app immediately displays a clear and understandable error message regarding the payment failure.
* The app offers suggestions for resolution, such as trying a different payment method or contacting the bank.

3. User Action and Recovery:

* The user selects to try a different payment method.
* The user re-enters payment details and attempts to pay again.

**Expected Results**

* The app correctly identifies and communicates the payment issue to the user.
* The user is able to rectify the situation (e.g., by using an alternative payment method) without needing to re-enter rental details or start the process over.
* On successful payment, the user proceeds to receive confirmation as expected.