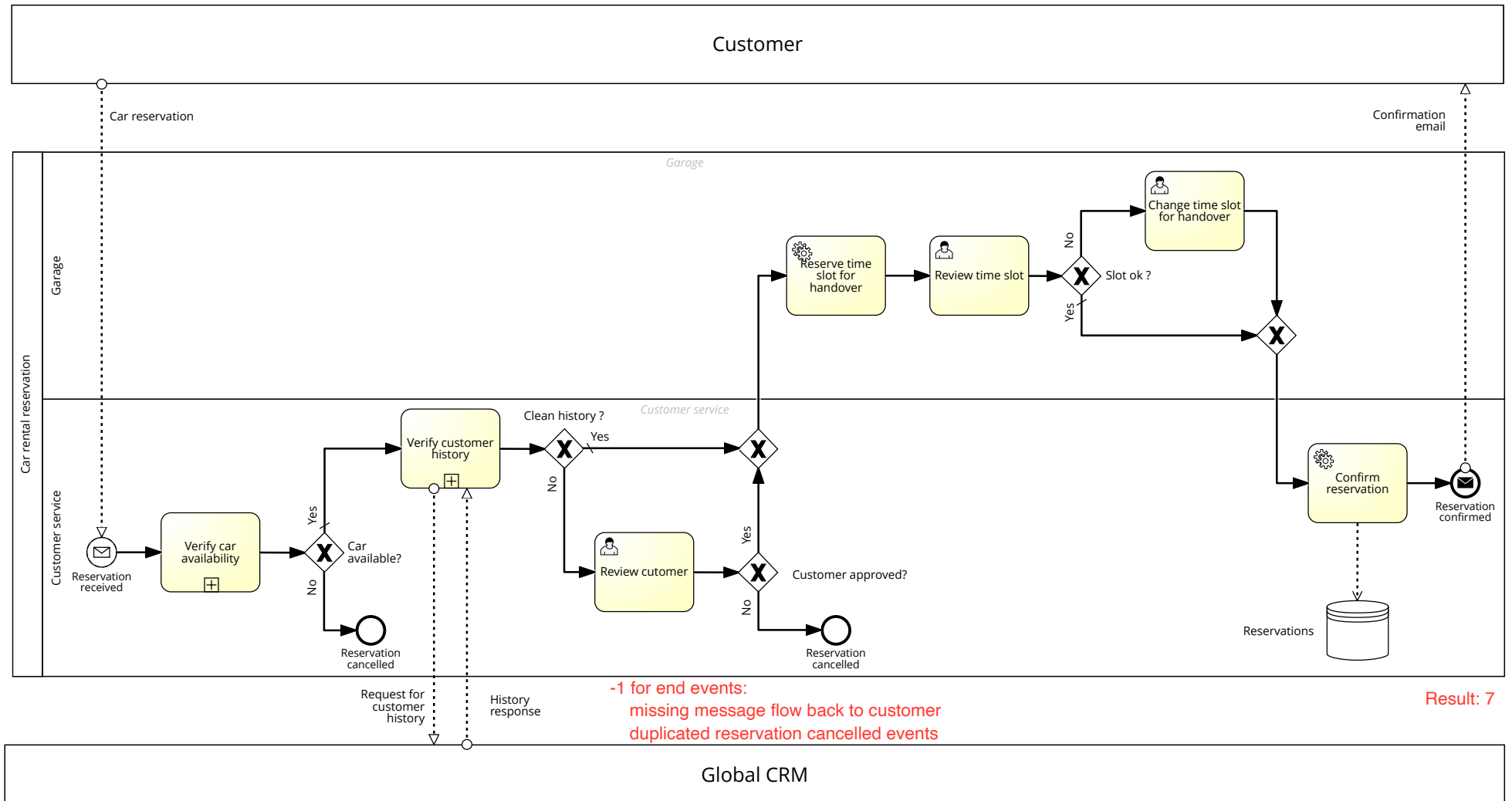


# Car rental reservation (process summary below)



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**SUMMARY:** Local car rental branch receives a reservation from a customer. After validating the availability of the car for selected dates, customer history is requested from the company's global CRM system. If the history is not clean (e.g. late returns, accidents ...) reservation needs to be reviewed by a manager. If everything is successful, time slot for handover is reserved in garage and manager needs to approve it or select a different time. Finally, reservation is completed (saved in DB) and confirmation email is sent to a customer.