# Abstract

Traditional car rental processes require customers to visit multiple agencies or make numerous calls to check vehicle availability, making the process inefficient and time-consuming. Even after significant effort, customers may not find the desired vehicle, leading to frustration. Similarly, rental agencies relying on paper-based record-keeping face challenges in tracking customer details, vehicle availability, and maintenance history.

The proposed **Car Rental Management System (CRMS)** web-based platform that streamlines operations with real-time vehicle availability, online reservations, and automated customer management. Customers can browse available vehicles, view promotions, book rentals, manage accounts, and submit feedback. On the other hand, rental agencies benefit from **centralized data storage**, **secure customer record management**, and **efficient vehicle tracking**.

By **digitizing and automating** these processes, the CRMS enhances operational efficiency, improves customer satisfaction, and reduces administrative overhead, making car rentals more accessible and manageable for businesses in Palestine.

# Objective

# Document Convention

# Intended Audience and Reading Suggestions

# Project Scope

# References