**1) Introduction (Overview of the Project)**

This proposal outlines the development of an online Car Rental Booking System designed for a local business owner operating within Universiti Teknologi Malaysia (UTM), Johor Bahru. The system aims to transition current manual and semi-digital processes into a centralized, automated platform to enhance operational efficiency and customer satisfaction.

**2)Problem Statement**

The business currently relies on manual methods such as paper forms and messaging apps to manage bookings, leading to errors, scheduling conflicts, and inefficient record-keeping. This not only affects customer service but also hinders business scalability.

**3)Proposed Solution**

A web-based booking system will be developed to streamline the car rental process. It will allow customers to browse available vehicles, select rental periods, and confirm bookings online. The owner will have access to a backend dashboard for monitoring availability, booking history, and customer information.

**4) Objectives**

- Automate the car rental process

- Minimize human error and double bookings

- Improve customer experience with real-time availability

- Centralize data management for easier reporting

**5) Scope of the Project**

**- Included Features:**

- Online booking interface for customers

- Real-time car availability checking

- Admin portal for managing fleet and bookings

- Customer registration and booking history tracking

**- Excluded Features:**

- Integration with payment systems (e.g., FPX, credit card)

- GPS vehicle tracking

- Mobile application development (only web-based)

**6) Benefits/Contributions**

- Increased operational efficiency through automation

- Enhanced accuracy in bookings

- Improved data security and accessibility

- Scalability for future features enhance