**PRE OWNED/USER CAR SHOWROOM MANAGEMENT SYSTEM**

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1. **Project Overview?**

Nowadays, most of the vehicle selling and service centers are currently done manually and our time to consume. Files are kept in file cabinets, which is hard to search for. The same information must be written many times for different documents, that is redundant work. One more problem with the current manual management system, the staff will not have enough hands to handle many customers at the same time. The distributions of works among the workers are not done efficiently based on the even number of tasks already done that day. This project allows them to give their clients or possible clients a way to explore and read some information about the cars that are available to their shop. In this project contains relevant information for the customer to read or look at about their desired cars. The main purpose of this project is to develop a website which provides all the information relates to car, car type, companies, Services, Service Booking etc. for the customer to read or look at about their desired cars and Services.

**2. To what extend the system is proposed for?**

* This is a web-based application that provides an online showroom platform for the used cars businesses or companies for the products or cars that they are selling. This project allows them to give their clients or possible clients a way to explore and read some information about the cars that are available to their shop.
* The main purpose of this project is to give the company or business clients an easy way to search for used cars and know the condition, features, and etc. without going to the actual place of the shop.
* If customer got any problem with his vehicle they can book online their services and also do the payments online.
* Admin will be able to log into the system. Admin has authority to add new staff

to the system. Besides, admin can manage service that want to provide in the system. They also can view all the reports that involved in this system.

* The dealer can log into the system after registered by admin. They can manage their profile and change password. The dealer will manage customer booking and enquiries. The dealer also will manage all the payment and print the receipts for the customer.
* The customer can register and log into the system. After that, they can book a date to service their vehicle and select the damage type that they want to repair. The customer will get notification when the repaired is done. They also can view their vehicle’s report. The customer can book their vehicles online.

3. **Specify the Viewers/Public which is to be involved in the System?**

The General public are involved in the system

**4. List the Modules included in your System?**

**Admin**

* Login
* Register Dealer
* Add/Update Car Brands
* Add/Update Car Models
* Add/Update Services
* View Report

**Customer:**

* Registration
* Login
* Search Car
* Car Booking
* Search Services
* Book Services
* Payments
* Enquiry
* Billing

**Dealer:**

* Login
* Update Profile
* Update/Add car Informations
* View User Informations
* Sales Report
* Enquiry

**Service:**

* Add/Update Services
* Service Booking
* Payments
* Service Report

5. **Identify the users in your project?**

The users are the Dealers and Customers.

**6. Who owns the system?**

The Manager owns the Pre Owned/Used Car Showroom Management System.

**7. System is related to which firm/industry/organization?**

The system is related to industry. Industry in Pre Owned/Used Car Showroom Management System engaged in the Manager, Dealer, Customer and Car,Service management in the Showroom.

**8. Details of person that you have contacted for data collection?**

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Manager at True Value

9. **Questionnaire to collect details about the project? (**min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

1. **What is the biggest problem faced in your Car showroom?**

Customers today expect to purchase anything online. Unfortunately, the following system which can lead to unsorted task for services. Staff also will not have enough hands to handle many customers at the same time.

1. **How would customers purchase a used car?**

new customer if someone has to buying any car or even interested in buying any car then the person has to come to the showroom and will have to make repeated journeys to complete all the formalities.

1. **How to keep the showroom visited customer details**

The details entered manually in car dealers.

1. **The manual entry of data are nowadays difficult?**

Files are kept in file cabinets, which is hard to search for. The same information must be written many times for different documents, It is difficult to handle some data.

1. **How does hours of service work**

It depends on the type of service, some services taken some day.

1. **How would customers know about how much time taken for the services?**

When they visit the showroom for the services.

1. **Does any human error occur at the data entry stage?**

Yes, some times same data entered multiple times and forget to enter some data.

1. **What are the big problem facing in the a new customer interested to purchase a car?**

A new customer interested to purchase a car, the convincing part is more difficult. The dealers are explain all features of car in to multiple customers.

1. **How would manage a customer who want to service their car?**

The first visited customer consider first?

1. **What is the main purpose of used car showroom?**

Nowadays, the population of human on earth are increase. Most of them have their own vehicle. For most people a car is a very important purchase decisions and with modern lifestyles it has become a necessity. All middle families are upgraded their vehicles in to four wheeler, some peoples are capable for purchase a used car.