

PROJECT PROPOSAL

IT3232 E-COMMERCE [P]

Title:

Mega City Cab - Computerized Cab Booking and Management System

Project Requestor:

This platform is aimed at "Mega City Cab," a popular cab service in Colombo City, looking to enhance their operational efficiency and streamline customer bookings, management, and billing processes.

Statement of the Problem or Need:

Mega City Cab currently manages thousands of customer orders and details manually, leading to inefficiencies, potential errors, and a lack of real-time visibility into operations. This manual process can result in delays in booking, difficulties in tracking customer information, challenges in managing car and driver availability, and a cumbersome billing process. A computerized system is needed to centralize customer bookings, automate management tasks, and accurately calculate bills, thereby improving service delivery and operational effectiveness.

Project Deliverables and Beneficiaries:

Deliverables:

1. The system has a secure login for staff and managers.
2. Users can register new customers with their personal details.
3. Users can add bookings for registered customers.
4. The system allows viewing and updating customer bookings.
5. It can generate bills and basic reports for bookings and income.
6. Users can manage information about cars and drivers.
7. The system gives help and guidance for new users.
8. Users can log out and close the system properly

Beneficiaries:

- Mega City Cab Management gets real-time updates, works more efficiently, and does less manual work.
- Staff can handle bookings, customer details, and billing more easily.
- Customers can book faster, get correct bills, and enjoy better service.
- Drivers receive clear trip details and better ride assignments.

Related Projects:

With the advancement of digital transportation solutions, several platforms have emerged to provide convenient and efficient cab services. These include ride-hailing applications, fleet management systems, and integrated payment platforms.

Examples : Ride-hailing Platforms (e.g., Uber, PickMe): (Users can book rides, track drivers, and make online payments. Offers real-time location tracking and estimated fares.)

Project Assumptions and Constraints:**Assumptions:**

- Staff and managers will use computers with internet access inside the Mega City Cab office.
- The system will be set up using accurate and current customer, car, and driver information.
- Mega City Cab will give clear rules for how to calculate bills, taxes, and discounts.
- A secure online payment system will be added later if needed.

Constraints:

- The system will follow local transport rules and protect customer and driver information.
- Dedicated staff will be available to handle training and data entry during the system change.
- The system may rely on third-party services for maps and tracking in future updates.
- There may be budget limits for building, hosting, and maintaining the system.
- The project must be completed within a given time limit.
- The current computer systems at Mega City Cab may have some technical limitations.

Project Team:

Name	Registration No.	Index	Signature
M.J.Hanzul Yeenas	2020ICT75	IT16067	

Approval:

I kindly request approval to proceed with my project titled "Online Car Rental System." The project meets academic and technical requirements and aims to provide an efficient solution for managing vehicle bookings and rentals.

Instructor in Charge:

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Date

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Signature