For most people a car is a very important purchase decisions and with modern lifestyles it has become a necessity. Today people have many choices when it comes to cars but the basic experience is about the same. All cars are equally reliable and offer material standards matching their class. This makes it easy for consumers to purchase a car without even seeing it. In some places it is not possible to view a car at the showroom before purchase due to non – availability of showroom cars or delays in production. This system will allow users to easily purchase cars from dealers on a web – based interface.

            The car manufacturer will be required to upload all the promotional material for the car such as pictures, videos, interviews, etc. All details about features, specifications and models will also be available. Links to reviews by external reviewers can be accessed by users. Besides the promotional photos the manufacturer will be required to take photos of the different colours of the car in a prescribed background, so as to allow users to compare the car with other cars. Users will be able to see pictures of each trim level of the car and this will help them make an informed choice.

            After choosing a car, the user will be allocated a sales representative at their closest dealership. Users will then have the option to opt for exchange offers where they sell their current car to the dealership for discounts on the new car. The dealership will request specific photos and video clips to ascertain the quality of the car and set a buyback price accordingly. The user will also have the option to finance their purchase with the dealership’s partner banks. After all these formalities are completed an official order will be placed and computerised receipts will be generated.

            The user will then be able to track the manufacturing and shipping process of the car. Shortly before the delivery of the car, the user will have the option to choose accessories for the car. They will be able to see how it looks by using a simulating tool that will show how the accessory looks on their car. After such choices are made the dealer will order the required accessories and fit them on the car before it is delivered. All the payment formalities will also be completed by this stage. The dealer will arrange for the vehicle’s registration as well and keep the car ready for delivery on the scheduled date.

            Till now all the interaction between dealer and customer was completed via the web interface. Now the new car owner can drive to the dealership in their old car and exchange it for the new one after signing all the required documents.

**Existing System**

            The existing system of car booking is solely done at the car showroom. Due to space constraints, car showrooms are generally placed at the outskirts of the city and new customers will have to make repeated journeys to complete all the formalities. Human error is prevalent in this system because sales representatives try to make the task easier by filling in some parts of the form without troubling the customer. A new customer is constantly anxious about the car delivery and also has to search different avenues for bank loans and selling their old car.

**Proposed System**

            This system will make the whole process user friendly. Dealerships need not be placed close to the customers as customers only need to visit it once to collect the car. Users can check the system at any time to prevent errors and sales representatives need not be troubled about keeping the customer informed. All bank formalities and car exchanges can be completed via the system itself.