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**ONLINE CAR RESERVATION SYSTEM**

**ABSTRACT**:

Nowadays, there are online car reservations which give much benefit to user. A rental services is a service in which customers arrive to request the hire of a rental unit. It is more convenient than carrying the cost of owning and maintaining the unit. A car rental or car hire agency is a company that rents automobiles for short period of time for a fee whether in a few hours or a few days or weeks. It is an extended form of a rental shop, often organized with numerous local branches (which allows a user to return a vehicle to a different locations.) and primarily ‘located near airports or busy city areas and often complemented by a website allowing online reservations. Car rental agencies primarily serve people who have a car that is temporarily out of reach or out of service. For example travelers who are out of town or owners of damaged or destroyed vehicles who are awaiting repair or insurance compensation. Because of the variety of sizes of their vehicles, car rental agencies may also serve the self-motivation industry needs, by rental vans or trucks and in certain markets other types of vehicles such as motorcycles are scooters may also be offered. In short it is a system design specially for large, premium and small car rental business. The car rental system provides complete functionality of listing and booking cars.

**INTRODUCTION**:

This project car rental system is a web-based online system because its easier for the customers to rent a car. This project car rental system has been provided car history details, their engine and parts details, insurance registration and expiration details. Car check in and check out details, car servicing details, payment details etc. this project also have to facility to check their customers and suppliers details, payment mode and status details along with date and time. First time customers will have to create a profile if they are taking a car on rent and select the appropriate payment mode. However customers are taking this service by visiting the office, they will get their id and password. Customers will have the facility to select any type of car, search car by their brand name. upon selection of particular car, mileage details in kilometer an hour. This system can also help for customers to fill the basic information details like name, address, total number of family members who also travel through the car, number of days to take service, location to travel etc. the main aim of this project is to maintain records of cars. Basically this system help car rental shopper to make daily record and easy billing of customers and also help to keep maintain monthly revenues and help to grow business. This system works 24X7 because of its online existing. Customer can use this system from anywhere and anytime. Customers can book car service from any where in the world and take service when they visit that city.

**MOTIVATION**:

Rent-A-Car provides a car rental service for customers. It was founded by Jack Taylor in 1957 in the basement of a car dealership in St Louis in the USA and today the company has over 750,000 rental cars in service globally. The company runs on a very strong customer service and only a highly motivated staff will provide this quality of service. The company uses a simple customer satisfaction survey – the Enterprise Service Quality index (ESQ I ) - to find out how satisfied its customers are. It is based on two simple questions:

1. Were you completely satisfied with your rental experience at Enterprise?

2. Given the opportunity to return to Enterprise, would you?

Rent-A-Car has identified a number of factors which are non-financial and which provide high levels of motivation for its employees. According to Abraham Maslow’s hierarchy of needs model, there is a hierarchy of needs that people want to full fill through their work. At the lowest levels they require good pay so their basic needs for food, clothing and other essentials are met. However, in addition employees’ needs include:

• safety - a need to feel secure, e.g. through job security or personal protective equipment

• social - a need for affection, e.g. friendly work places based on trust, support and encouragement

• self-esteem - a need for self-respect and the respect of others, e.g. recognition and promotion

• self-actualization - the opportunity for personal full fillment, e.g. learning new skills and working towards personal goals.

These made us motivate in taking this particular project that helps the users book their vehicle based on their needs from any location.

**OBJECTIVE:**

It is a system design specially for large, premium and small car rental

business

The car rental system provides complete functionality of listing and

booking car.

Faster Process – To make sure a user get his desire car as early as possible, the car rental management system will provide the faster response to complete the process.

Minimize paperwork – As all the system is computerized, there is no need to fill any application from for renting purpose. So the paperwork will be very less.

Centralized – All type of data and the activities related to system will be kept in a single place so that it is easy to monitor the system and provide the customer the best service.

**PROPOSED WORK:**

A car rental is a vehicle that can be used temporarily for a period of time with a fee. Renting a car assists people to get around even when they do not have access to their own personal vehicle or don't own a vehicle at all. The individual who want to rent a car must first contact the car rental company for the desire vehicle. This can be done online. At this point, this person has to supply some information such as; dates of rental, and type of car. After these details are worked out, the individual renting the car must present a valid Identification Card. Most companies throughout the industry make a profit based of the type of cars that arerented. The rental cars are categorized into economy, compact, compact premium, premium and luxury. And customers are free to choose any car of their choice based on their purse and availability of such car at the time of reservation

This online car rental solution is fully functional and flexible. It is very easy to use. It saves a lot of time , money and labour. This online car rental system helps in back office administration by streamlining and standardizing the procedures. Eco-friendly : The monitoring of the vehicle activity and the overall business becomes easy and includes the least of paper work. The software acts as an office this is open 24/7. It increases the efficiency of the management at offering quality services to the customers. It provides custom features development and support with the software.

**EXISTING SYSTEM:**

* An existing system can provide manually paper work.
* The user has to go in the office where user can get the car on rent and book their car.

• In the existing system you can not provide feedback of the user to the admin online.

**NEED FOR NEW SYSTEM:**

• The new system is totally computerized system.

• A new system provides features like time efficiency to show car details, user profiles and whatever the customer will give the feedback to the admin.

• This system provides tourism and travelling facilities.

• An inquiry is easily done by user in the system.

• It is the most software application for managing online car rental business.

**CONCLUSION:**

Car rental business has emerged with a new goodies compared to the past experience where every activity concerning car rental business is limited to a physical location only. Even though the physical location has not been totally eradicated; the nature of functions and how these functions are achieved has been reshaped by the power of internet. Nowadays, customers can reserve cars online, rent car online, and have the car brought to their door step once the customer is a registered member or go to the office to pick the car.

The web based car rental system has offered an advantage to both customers as well as Car Rental Company to efficiently and effectively manage the business and satisfies customers’ need at the click of a button

**TEAM MEMBER:**

BADDA SRAVANI 315126510012

BADUGU BULEA 315126510013

BETHA SHANMUKH ABHISHEK 315126510021

CHALLAGULLA BHARGAV 315126510030

CHATLA VISIHTA 315126510032