



## Fact Sheet 1 – CARS Overview

### What is CARS?

The COMCAR Automated Resource System (CARS) is the booking and dispatch system used to manage COMCAR's car with driver and other ground transport services across Australia.

CARS uses the LimoConnect247 suite of software products to manage bookings, drivers and trips. CARS includes a web-based portal and/or mobile application for clients.

### Who uses CARS?

All COMCAR clients and/or their authorised delegates are able to manage their COMCAR bookings (create, view, amend and cancel bookings) using a web-based portal and/or mobile application.

### What are the benefits of CARS for clients?

There are a number of key benefits for COMCAR clients by using the web-based portal and mobile application. These include the ability:

- to make a COMCAR booking without needing to contact the National Reservations Centre
- to amend or cancel a booking without needing to contact the National Reservations Centre
- for account holders and authorised delegates to view current, future and completed bookings in real time
- to manage account profiles online, for example update address and contact details etc
- to update frequent pick up / drop locations and create Favourite Trips
- to track your COMCAR's location once a vehicle has been dispatched on its way to the pick-up address and until the trip is complete.

COMCAR's preferred method of booking is the CARS online portal and mobile app but urgent enquiries and the placing of bookings for trips within two hours can be made through the National Reservations Centre on 131847.

#### **For more information:**

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