



Fact Sheet 8 – Authorised Bookers

What is an authorised booker?

An authorised booker is a person who has been authorised by the COMCAR account holder (client) to manage their COMCAR bookings (create, view, amend and cancel bookings) using the CARS web-based portal.

Clients can authorise one or more people to manage their COMCAR bookings on their behalf.

What can an authorised booker do in CARS?

Using the web-based portal, authorised bookers can do the following on behalf of a COMCAR client:

- make, amend or cancel a COMCAR booking
- view current, future and completed bookings in real time
- receive CARS notifications about the Trip bookings
- manage account profiles online, for example update address and contact details etc
- update frequent pick-up / drop locations
- track the COMCAR's location once a vehicle has been dispatched on its way to the pick-up address and until the trip is complete.

How do I authorise someone to manage my COMCAR bookings

An authorised booker can be added at the same time a new account is created.

To add or remove an authorised booker to an existing account, go to <https://maps.finance.gov.au/> and click on the CARS tile.

Amend account process

1. From the CARS webpage, select **Online Form**.
2. Select the **Amend** option
3. Complete the online form, click **Send**.
4. When the request to add an authorised booker has been processed, your authorised booker will receive an email, usually to their gov.au email address, with a password.
5. The authorised booker will be prompted to change their password the first time they logon to CARS. Passwords must be at least eight characters long.

For more information:

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