



Fiap Systems

Car Rental Management

Run your whole fleet, bookings, and roadside operations from one place, so every vehicle earns its keep and nothing slips through the cracks.

Industry Capabilities Guide • Prepared for clients • June 2026

SECTION 1

Built for Car Rental Agencies & Chauffeur Services

Run your whole fleet, bookings, and roadside operations from one place, so every vehicle earns its keep and nothing slips through the cracks.

The Car Rental edition runs your whole fleet, bookings and roadside operations from one place. Availability checks prevent double-booked cars, fuel and mileage are recorded at pick-up and return so extras are charged correctly, and maintenance keeps every vehicle road-ready. It suits car-hire agencies, chauffeur services and mixed fleets.

The problems it removes

- Double-booked cars, missed pick-ups, and disputes over who had the vehicle and when.
- No clear picture of what each car earns versus what it costs to keep on the road.
- Fuel shortfalls, mileage overages, and damage that never get charged back to the renter.
- Maintenance and insurance renewals forgotten until a car breaks down or fails inspection.

SECTION 2

What This Edition Does

Everything below is built in and ready to use from day one, grouped by the part of your work it handles.

Fleet Register & Status

- Full vehicle register with make, model, year, license plate, and category
- Live status for every car: Available, Rented, Reserved, In Maintenance, or Out of Service
- Fuel type and current fuel level held on each vehicle's record
- Per-vehicle daily rate stored on the car itself
- One-screen view of each vehicle's bookings, damages, and maintenance history
- Insurance details tracked per vehicle with expiry dates

Flexible Rate Plans

- Named rate plans so staff pick the right price by name, not guesswork
- Daily, weekly, and monthly rate types to match how customers rent
- Seasonal rates that automatically apply during set date ranges
- Rates organized by vehicle category (economy, SUV, etc.)
- Booking prices pulled automatically from the best-matching rate

Bookings & Reservations

- Create reservations against a chosen customer and an available vehicle
- Set pick-up and return dates, with the system pricing the rental for you
- Availability checks prevent double-booking the same car for overlapping dates
- Rent with or without a driver, assign one of your drivers when needed
- Add-on extras at booking: GPS unit, child seat, chauffeur, and more, priced per day
- Booking numbers generated automatically; cancel or update bookings as plans change
- Record deposits and payments, then generate the final invoice on return

Pick-up & Return Inspections

- Pre-rental check-out records odometer reading and fuel level when the car leaves
- Post-rental return records odometer and fuel level when the car comes back
- Automatic mileage-overflow charges when agreed limits are exceeded
- Automatic fuel-shortfall charges when the tank comes back lower than at pick-up
- Automatic late-return penalty for vehicles kept past the due date
- Required, validated odometer reading on return prevents bad or missing data

Maintenance & Damage

- Maintenance log per vehicle: oil changes, tire rotations, inspections, major repairs
- Upcoming-maintenance view so servicing is scheduled before it's overdue
- Damage log per vehicle to record incidents and track them to resolution
- Move a car back to Available automatically once servicing is complete

Customers & Revenue

- Customer profiles with full rental history

- Revenue tracked per booking, including all additional charges
- Rental income flows into your finance and reporting automatically
- Drivers managed as part of your team and assigned to chauffeur jobs

Vehicle Tracking (GPS)

- Connect GPS devices to vehicles to capture their positions
- See the latest position of each car across the fleet
- Review a vehicle's location history when you need it

SECTION 3

Reaching Customers Online

Beyond your front desk, the system gives the people you serve a way to reach you online, and to pay.

Online & self-service

- Public online booking page where customers can reserve a vehicle themselves
- Customers pay online by Mobile Money, reconciled back to the booking automatically
- Online bookings flow straight into the same system your staff use, no double entry

SECTION 4

Everything Else Your Business Gets

Whichever edition you run, the same dependable business tools come built in, so the whole operation lives in one place.

People & Payroll

- Staff directory with roles, branches and salary details
- Monthly payroll with automatic tax and contribution calculations
- Printable individual payslips and a monthly payroll report
- Quick-PIN logins for fast, secure access at shared terminals
- Staff performance reviews with ratings, review periods and employee sign-off

Money & Accounting

- A proper double-entry ledger that does the books automatically
- Profit & Loss statement and Balance Sheet, with no accounting expertise needed
- Expense tracking by category and vendor
- Every sale, payment and expense posts to the books in real time

Insight & Reports

- Dashboards with revenue trends, top items and category breakdowns
- Monthly financial summaries and payroll breakdowns
- Export any report to a spreadsheet for your accountant

Multi-Branch & Control

- Run several locations under one account, each with its own stock, staff and reports
- In-app notifications, internal staff messaging and broadcast announcements
- Secure document storage and a full audit log of who changed what

Branding & Settings

- Your business name, logo and brand colours on screens and receipts
- Set your currency, timezone, language and receipt message
- Configure Mobile Money keys and email, all in one place

SECTION 5**Built for Your Region**

- Fully bilingual **English and French**, each staff member picks their own language
- Prices and reports in **FCFA (XAF)** and other currencies
- **Mobile Money** (MTN MoMo and Orange Money), plus cash, card and bank transfer, online payments are verified with the provider before being marked paid
- Runs **in the cloud, offline on a desktop, and on phones**, offline installs sync automatically when connected

SECTION 6

Smart Automation & AI Assistant

The system can watch for things happening in your business and act on them automatically, following simple “when this happens → do that” rules that you control. Everything it does is logged, and anything that touches money or stock is prepared as a draft for a person to approve.

Examples

- Stock runs low → a purchase order is drafted automatically for a manager to approve
- A payment or fee becomes overdue → a reminder is sent
- An appointment or booking is coming up → an automatic WhatsApp reminder goes out

An optional built-in assistant can answer questions about your business in plain language and, when enabled, help carry out tasks. Every action it proposes lands in an Approvals Inbox where a manager signs off first, nothing touches money or stock without human approval.

SECTION 7**Security & Reliability**

- Your business's data is fully isolated and private from every other business
- Role-based access means people only see and do what their job allows
- Payments are confirmed with the provider before being credited
- Secure logins, with a quick-PIN option for shared terminals and protection against repeated wrong-password attempts
- A complete audit trail records who changed what
- Sensitive settings, such as payment keys, are encrypted
- The offline desktop edition keeps working without internet and syncs safely when reconnected

SECTION 8

Ways to Run Fiap Systems

The same edition can be delivered in the way that best fits your connectivity and budget.

Option	How it runs	Best for
Cloud	Hosted online; open in any browser; always up to date; includes the mobile app	Businesses with reliable internet that want zero setup
Offline + Cloud Sync	Installed on your own computers; works fully offline and syncs to the cloud automatically when connected; unlimited computers; includes mobile	Most businesses, resilience offline with the convenience of the cloud
Standalone Desktop	Installed on one computer; works entirely offline; desktop only	Locations where internet is unreliable or not needed

Onboarding, staff training and ongoing support are available to get your team productive quickly.

Why Fiap Systems

Fiap Systems gives you a single, connected, bilingual platform tailored to Car Rental Agencies & Chauffeur Services, and ready to run online, offline or on a phone.

Instead of stitching together separate tools, you get one system where the numbers always agree, the busywork runs itself, and everyone, from the front desk to the owner, has exactly the access they need. We would be glad to arrange a tailored demonstration using examples from your own operation.

Next step

- Request a live demonstration tailored to your business
- Tell us your number of locations and staff for a fitting recommendation
- Choose Cloud, Offline + Sync, or Standalone Desktop with our help