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Information system sales and repair handphone services on pika cell

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A B S T R A C T

Pika Cell is a counter that serves cellphone sales and services. In sales and service activities it is still not computerized or still written, where all the processes are from inputting data, and storing data in writing. The obstacles that occur are errors in managing the stock of cellphones and delays in handling cellphones that will be serviced. Therefore, the author provides a solution by creating a sales information system (e-commerce) and service delivery using the PHP programming language, MySQL database management system. This information system was developed using the Extreme Programming method, in that method there are still other stages, while the research itself uses a qualitative approach by coming directly to Pika Cell. The purpose of this final project is to create a sales information system (e-commerce) and mobile phone service where customers can order cell phones and get information on the estimated cost of cell phone damage online, so that the company's revenue can be achieved maximally and make it easier for customers to transact

I. Introduction

Pika Cell is located at Jalan Sosial Gandus Palembang is a store that serves the sale and service of mobile phones of various types and brands. In the midst of the Covid-19 pandemic, many consumers urgently need mobile phones both for learning and as a means of communication so it will be very difficult if there is damage to mobile phones that require to be repaired or replaced new. Therefore, an information system is needed that facilitates the purchase process and service services. But behind these needs the system managed in Pika Cell is still a sales system and service services that are offline. Not only that, in the process of processing data also still uses the method of recording in the physical book and the data is not stored in one storage so that at the time of reporting process is less fast and can cause mobile phone sales transactions and service receipts sometimes not fully recorded as a result there can be stock discrepancies and delays in service handling and delays in service retrieval because service data is lost so it is difficult. Confirm to the consumer.

The author provides sales information system solutions and mobile service services. With this information system, it will facilitate the process of sales transactions and mobile service information more accurately and on time in accordance with what is expected and desired by users or users and facilitate the work of employees in Pika Cell.

From the above problem, the author will create a "Information System Sales And Repair Handphone Services On Pika Cell Using Extreme Programming Development Method"

II. Method

2.1. Data Collection Methods

Interview

The interview was conducted by conducting q&A with the relevant parties, with Mr. Suprika as the owner of Pika Cell and testing the sales and service system made. The interview was conducted on pika on November 21, 2021. To obtain data related to transaction activities in Pika Cell. From the interview conducted can be known how the transaction flow.

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Observation

This method of observation (observation) is reviewed and the author immediately plunges into the field to obtain and collect the required data. Observations were made at Pika Cell Jl. Sosial Gandus starting on September 25, 2021 until November 23, 2021, direct observation activities to Pika Cell activities conducted analyzing the transaction process and mobile stock. In that time the author tries to get the data information needed to shake up the information system.

Library Studies

At this stage the activity carried out is to study and examine how reading sources that have a relationship with the problems faced and that can be used as a basis in this research, such as books supporting studies, journals, thesis, notes and references to previous research. The list of books and references in the preparation of this report can be seen in the bibliography, Analysis and Design of information systems and others such as those that correspond to the bibliography.

2.2. Development Methods

Extreme programming (XP) is the most widely used approach to rapid software development. The reason for using the Extreme Programming (XP) method is due to the nature of applications that are developed quickly through existing stages including:

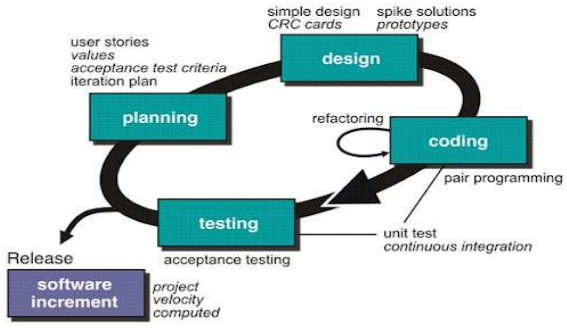

Figure 1. Extreme programming scheme

Planning

At this stage of planning it starts with the collection of needs that help understand the context of the application. In addition, at this stage it also defines the output to be generated, the features possessed by the application and the functionality of the application developed.

Design

Stage of making specifications regarding program architecture, interface and supporting elements. The design stages are described in Usecase Diagrams, Scenarios, Sequence Diagrams, Class Diagrams.

Coding

The main concept of the coding stage in extreme programming is pair programming, which involves more than one person writing code. Coding is designed for sales information systems and pika mobile services using visual studio code applications using PHP language programming.

Testing

The Testing stage is the test stage of whether the application matches the design created. The testing process uses Alpha testing techniques by conducting trials within the scope of the target application.

III. Results and Discussion

3.1. Implementation

Implementation is the result of an analysis designed at this stage where an information system is used by the user. The system tests first when using the system.

At this stage will discuss about the implementation of sales information system programs and services that have been created, so that with a system that can help Pika Cell at Jl. Sosial Gandus Kota Palembang, where this system will be used.

3.2. Software installation

In general, system installation is the process of installing the system into a computer. In installing a web-based sales information system and repair services, several software is needed so that the system can run smoothly, the software used is:

1) Operating system : Microsoft Windows 11 64 bit
2) Server web : Xampp
3) Program Language : PHP,MySQL
4) Database : PhpMyAdmin v3.2.1
5) Browser : Mozilla Firefox and Edge.

3.3. System overview

The following is a use case diagram of the system running the sales information system and service services are as follows:

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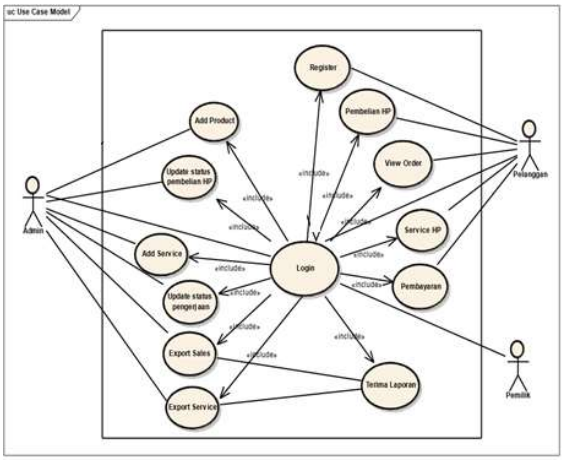

Figure 2. System overview

In figure 2 explains that actors must login to be able to access the sales information system and service services, for previous customers must register first to get a username &password. After login, admins can input employee data, add products, update hp purchase status, add service, update workmanship status, export sales and service. After logging in, customers can also make HP purchases, view orders, service requests and make payments. The admin will create a sales and service transaction report and submit it to the owner.

3.4. Interface Design

In this section is a discussion of the results of system implementation, the result of this implementation is the appearance of the program when the application runs on the user: Homepage, Register, Login, Admin and Report. This section will display a screenshot of the application that has been built and explained with the source code.

Implementation Homepage of sales

This login page is the first design when the system starts.

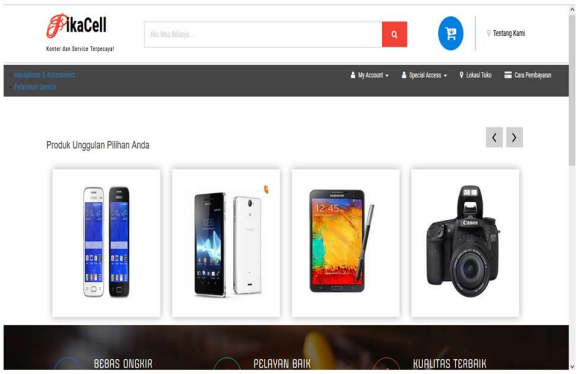

Figure 3. Home page

Implementation Homepage of Repair Services

Repair Services page is a page that displays the estimated cost of mobile service and where to check the status of the mobile phone that is in service. Here are the results of the implementation of the service page:

Figure 4. Homepage of Repair services

Implementation Login page

Login page is required before making any transaction. users can simply login by entering a username and password that has been registered first. Here is the login view, as follows:

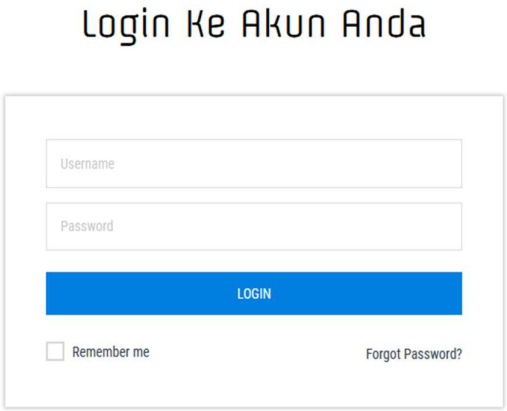

Figure 5. Login page

Implementation Register page

In this registration can be used by All Users for Registration first before Login. At the time the User wants to Register, the user must enter the data, namely: User name and Password used for login. The following is a view of regristration, is as follows:

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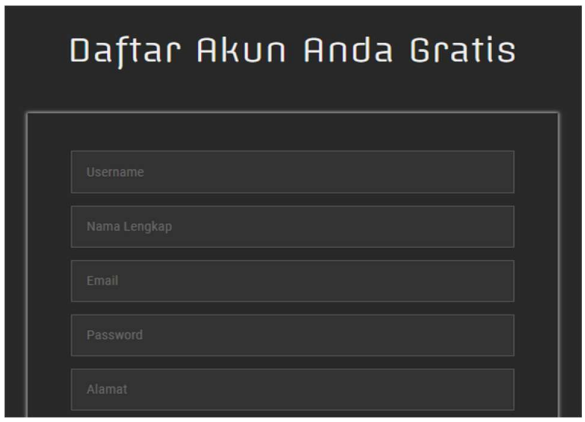

Figure 6. Register page

Implementation Logout

On the Logout page this is a page of all users on the system where users can logout when finished doing activities on the system. The following is the logout page view, as follows:

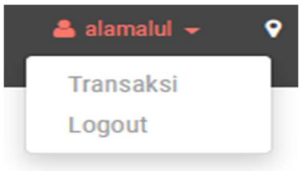

Figure 7. Logout

Implementation Cart Page

Cart page is a page that temporarily houses a purchase transaction that will then be checkout. Here are the results of the implementation of the basket page:

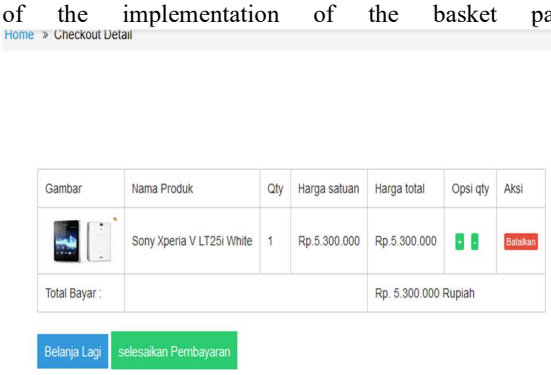

Figure 8. Cart Page

Implementation Admin Page

Admin implementation is an implementation run by admin. This section will display settings in the form of:

a) Display are used to organize products that will appear on the main page
b) Users list users who signed up as members
c) Transactions are used to organize transaction flows, update transaction status and print reports.

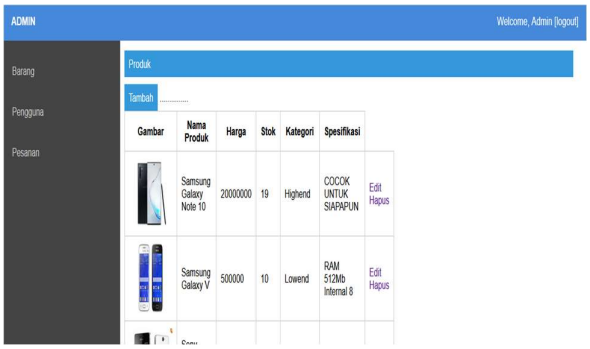

Figure 9. Admin Page

Implementation Report Form Page

The report form page is a page that admins use to summarize monthly reports.

Figure 10. Report Form Page

IV. Conclusion

In research that has been conducted at Pika Cell Jl. Sosial Gandus Palembang, it can be concluded as follows:

1) Based on the results obtained with this system can display sales information and mobile phone services.
2) Based on the results of trials on this system, that Pika Cell can improve the quality in sales transaction services and service services and can make it easier for employees to manage product stock data.

V. Suggestion

Based on the conclusions above, some suggestions can be Submitted for Pika Cell is as the following:

1) This system can be developed using a web base, so that transaction activities can be more practical and efficient.

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2) This system can add Pika Cell branch location points, goods features, stock images of goods as well as item details.

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