

## **ABSTRACT**

*Core business of PT. Tumbuh Selaras Alam is in business process management services that referred to as Pengusaha Pengurusan Jasa Kepabeanan, or commonly abbreviated as PPJK. Currently PT. Tumbuh Selaras Alam still implement business process manually. The manual existing business process , limiting the company in its business processes. This limited business process still has problems, such as inefficiency and ineffectiveness that lead to difficulties in the process of bookkeeping that done by employees so that can lead to difficulties in the audit process, like the process of submission of documents that should be made directly at time, but one by one and the loss of data. These problems can be solved by develop a web-based customs clearance services information system that computerized and integrated so it can help to perform computerized data documentation and also facilitates the customers to access and order services. This system is built with the Waterfall method.*

*In prototype trial, the system successfully solve the existing problems. For further development, the system is expected to be developed for the export module, can be developed on the side in addition to PPJK, and can be developed for fully integrated on the parties involved in customs clearance services.*

*Keywords: PT. Tumbuh Selaras Alam, PPJK, Customs Clearance Services Information System, Web, Waterfall*