

ABSTRACT

Services Delivery of goods is all the effort that is held individually or jointly within an organization to provide services such as freight forwarding. PT. Hasanah Multiguna Ekspres during the process of checking the status of the goods and the delivery of customer complaints is still done by sending a short message (SMS) or by phone. Seeing these problems in order to work properly and running smoothly, the idea emerged to construct and develop a "Expedition Of Web-Based Applications (Case Study On PT. Hasanah Multiguna Ekspres)". The method used to build this application is the Waterfall method. Applications created using the programming language PHP. The database used is MySQL. User applications are Customer, Customer Service, Administration, and Branch. The functionality of this app is the customer can check the status of goods and file a complaint. Customer Service Users can serve all the data from customer complaints. Users Administration has the task of which is to manage the data collection, namely the input of receipt of goods receipt number, fill in data delivery, View shipping charts and view delivery reports every month. And Branch can manage data status of the goods that change the status of goods and so forth. With this application can handle the problems in the process of checking the status of goods and complaints.

Keywords: Freight, waterfall, programming php, MySQL