ABSTRACT

Long queues can be one of the factors that can reduce the income of food or beverage entrepreneurs. And with the advent of the order now and pick up later (booking) culture comes the opportunity to eliminate long queues by allowing consumers to place orders through a medium that will not experience queuing problems.

The Tunemyles app is built to solve queuing issues, is intuitive to use by both clients and sellers, and has all the tools needed to place orders and facilitate transactions between clients and sellers. For example, the balance feature in the application is useful for simplifying the payment process, the order status tracker feature is useful for informing clients of the status of their orders, or the distance finder feature can help clients predict how long their orders will arrive based on the distance the seller is from the client.

Based on the results of the beta testing of the Tunemyles application, most respondents are satisfied with the Tunemyles feature. This is evidenced by the average score of the survey with a percentage of 85.45%. However, some respondents suggested the quality of the user interface and user experience to be improved.

Key word : Booking, order, transaction