

ABSTRACT

The coin laundry business is one of the service providers that is growing, especially in big cities such as Surabaya. Coin laundry facilities offer a self-service system that makes it easy for customers to wash and dry their own clothes. However, manual management often encounters obstacles such as errors in recording transactions, uncertainty about machine availability, and inaccurate financial data. From these problems, this study created a website-based washing machine booking system using the Personal Extreme Programming (PXP) method. The system is designed to make it easier for customers to order washers and check availability, as well as help admins manage operations and record transactions more accurately and efficiently. Additionally, implementing notifications through Gmail can improve customer experience by providing reminders before the washing machine booking time. The Personal Extreme Programming (PXP) method involves the development of iterative systems, which allow for continuous improvement based on user input. These developments have resulted in improved operational efficiency, fewer transaction capture errors, and improved customer experience. This research will produce a website-based coin laundry system that is able to improve the operational efficiency of the laundry service business, minimize errors in recording financial transactions more accurately for coin laundry admins, and provide more convenience for customers through an easy and safe washing machine booking system.

Keywords: Laundry coins, washing machine booking system, Personal Extreme Programming (PXP), transaction logging, payment gateway.