

**Abstract**

**Kimi Petshop provides grooming services, sales of accessories, care, and pet food. Many customers like grooming treatments at Kimi Petshop because they have various packages. When customers place an order for a grooming schedule, they cannot come directly to the Petshop because there is a daily quota limit. This causes the customer to have to contact via WhatsApp to ask for information about the identity of the order and the empty slot. Then the customer waits for a reply from Kimi Petshop. For new customers, this process takes time because they do not know the identity of the order, quota limits, and information about grooming packages. From the problems obtained, the solution to increasing the effectiveness of ordering online grooming schedules is to design a prototype for ordering online schedules using the User-Centered Design method. User-Centered Design is needed because it can improve the usability of the application and the user experience. Then, the designed prototype was tested with the SUS metric. After testing, the score obtained from the prototype is 84, which is included in the Grade Scale B (Good) and has the Acceptability Ranges Acceptable category, which means the functions on the prototype work well.**

**Keywords: Petshop, User Experience, User-Centered Design, System Usability Scale, Mobile Application.**