

ABSTRACT

The manual processing of daily transaction data and tenant management in the canteen of Telkom University has led to errors and inefficiencies in managing operations. This research aims to design a web-based Point of Sales (POS) application, called "Back Office," to improve the back office processes in Telkom University's canteen. The main objective of this research is to design a system for menu management, sales reporting, and tenant account management by the admin. The Scrum methodology was employed for the research, and data were collected through Black box testing and User Acceptance Testing (UAT). The results show that the Back Office system has been successfully designed to facilitate tenants in managing menus and viewing sales reports, as well as enabling the admin to view sales reports of all tenants and manage tenant accounts. Overall, this application has increased user satisfaction and efficiency in the canteen's back office processes.

Keywords: Application, Point Of Sales, Back Office, Website, Scrum