ABSTRACT

Wetlook Bogor is a small to medium-sized business specializing in vehicle salon services. With the unpredictable heavy rainfall in Bogor and the increasing number of vehicles requiring maintenance to keep them clean, the demand for vehicle washing services continues to rise. However, Wetlook Bogor's current operational processes face several challenges, such as manual booking, unorganized queues, payment systems that are not yet integrated, and manual transaction recording.

This study aims to develop an application that facilitates the booking process, manages queues, simplifies payment, and helps cashiers and business owners in efficiently managing and summarizing transaction data and revenue. The application is expected to streamline customer booking for vehicle washing services, facilitate payments, and provide monthly income reports accessible online for the business owner. With this application, Wetlook Bogor's operational processes are expected to run more effectively and efficiently, improving customer satisfaction.

Keywords: *vehicle washing salon, booking application, online payment, queue management, revenue reporting*