

ABSTRACT

Offer is a letter used by a company to submit an offer of goods or services to potential customers. This letter contains details about the products, services offered, contains prices, quantities, and others. At PT. Rumah Mulya Nusantara in Ruanglab services, researchers identify challenges faced by companies in processing service requests for services and procuring equipment manually. Among other things, human error, delays, and lack of visibility in status requests are some of the issues encountered. For this reason, in order to increase efficiency and speed in the process of procuring equipment, servicing services until sending bills or invoices and receipts, the authors provide the habit of implementing a manufacturing request information system in Ruanglab services. This research method has stages, namely data collection such as observation, interviews and then data analysis, analysis of system requirements, system design, namely system flow, implementation and finally system testing. This web-based information system is implemented using the Laravel and Bootstrap frameworks. Testing was carried out using the black box testing technique. The conclusion of this study states that the integration of request information systems for making service offers and procurement of web-based tools to the manufacture of invoices and receipts can optimize company operations, especially in Ruanglab services, increase customer satisfaction, and reduce administrative costs.

Keywords: Information systems, service offerings, equipment procurement offers, invoices, receipts, efficiency, information technology, web.