

## ***ABSTRACT***

*CV Utami Jaya, a printing company in Sleman, Yogyakarta, faces challenges of data redundancy and slow ordering processes due to a manual system based on physical records. This study aims to develop a web-based printing product and service ordering information system to improve operational efficiency and customer satisfaction. The study uses the Software Development Life Cycle (SDLC) method with a waterfall approach, including needs analysis, system design, implementation, and testing with a Black Box Testing approach. The system developed includes online ordering features, product catalog management, real-time order status tracking, and automatic transaction reporting. The test results show a 100% success rate of system functionality, with features such as real-time price calculation, payment gateway integration, and order status automation. This system successfully reduces data redundancy, speeds up the ordering process, and improves service accessibility for customers. This study makes a positive contribution to the digital transformation of printing services at CV Utami Jaya.*

***Keywords:*** *Information System, Web-Based Ordering, Printing, Real-time, Black Box Testing*



