

ABSTRACT

The web-based reservation system for petcare and animal boarding services was developed to address various challenges found in manual reservation processes, which often lead to disorganized queues, poorly structured service information, and difficulties in managing animal data and payments. This system is designed to simplify the reservation process for customers by enabling online booking, providing real-time information on doctor schedules and available services, and assisting administrators in recording medical history, managing schedules, and processing payments more efficiently. Key innovations include the integration of a payment gateway that allows customers to make secure and practical digital payments, as well as integration with Whatsapp to automatically send service appointment reminders. Additionally, customers can select their homecare service location through an interactive map feature. The system was tested using black box testing methodology with a total of 137 test scenarios, achieving a success rate of 99.27%, indicating that the system functions as expected. Test results demonstrate the system's ability to improve operational efficiency and service quality. The implementation of this system not only provides convenience to customers but also offers an effective solution for administrators in digitally managing the cltersebutc. In the future, the system can be further enhanced by adding features such as discounts or vouchers for frequent customers to increase customer loyalty and strengthen long-term relationships between customers and service providers.

Keywords: *Reservation System, Petcare Services, Animal Boarding, Payment Gateway, Whatsapp Reminder, Interactive Map, Homecare, Black Box Testing.*

