SISTEM SURAT JALAN *BATTERY WARRANTY* PADA PT. ANUGERAH IDEALESTARI MENGGUNAKAN PHP DAN MYSQL
(DELIVERY ORDER SYSTEM BATTERY WARRANTY AT PT. ANUGERAH IDEALESTARI USING PHP AND MYSQL)

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ABSTRACT

PT. Anugerah Idealestari creates the concept of an official guarantee for NS Battery products, the warranty with the electronic device warranty service concept that has service centers in various major cities in Indonesia is expected to increase people's purchasing ability. Warranty Management System (WMS) as a means of controlling, monitoring and managing Claim Warranty for consumers / users of NS batteries. The system is considered successful by the company but there are obstacles in the mechanism of replacing the warranty from PT. Anugerah Idealestari to distributors. The first is the issue of the delivery order warranty submitted by the Technical Advisor (TA) often found writing error on the serial number, part number and claim ticket. Second is the problem of controlling the delivery order system (the old manual system), both of these problems make the warranty replacement process become long and complaints from distributors occur because the warranty replacement is not according to the submission. On the basis of these problems the author conducted a study using the prototyping method with the Unified Modeling Language (UML) tool as his modeling language and Microsoft Visio to design the appearance of the program. The research aims to produce a new web-based information system and named the Delivery Order System Battery Warranty using PHP and MySQL. This new system is expected to increase the effectiveness of employee work, the authors see the scope of work and distribution networks are very large, it is expected to be immediately implemented to prevent greater losses.

Keywords : An Official Guaranteed Battery, NS Battery, Delivery Order, Warranty Management System.

ABSTRAK

PT. Anugerah Idealestari menciptakan konsep garansi resmi untuk produk NS *Battery*, garansi dengan konsep pelayanan garansi perangkat elektronik yang memiliki servis center diberbagai kota besar di indonesia diharapkan meningkatkan dayabeli masyarakat. *Warranty Management System* (WMS) sebagai alat *kontroling*, *monitoring* dan pengelolaan *Claim Warranty* konsumen / pemakai *accu* NS. Sistem dianggap berhasil oleh perusahan tetapi ada kendala dalam mekanisme penggantian garansi dari PT. Anugerah Idealestari ke distributor. Pertama ialah permasalahan surat jalan (*delivery order*) *warranty* yang diajukan oleh *Technical Advisor* (TA) sering ditemukan kesalahan penulisan *serial number, part number* dan tiket klaim. Kedua adalah masalah *kontroling* sistem surat jalan (sistem lama manual), kedua masalah tersebut membuat proses penggantian *warranty* menjadi lama dan terjadi komplain dari distributor karena penggantian *warranty* tidak sesuai pengajuan. Atas dasar permasalaan tersebut penulis melakukan penelitian menggunakan metode *prototyping* dengan alat bantu *Unified Modeling Language* (UML) sebagai bahasa pemodelannya dan *Microsoft Visio* untuk merancang tampilan program. Penelitian bertujuan menghasilkan sistem informasi baru berbasis *web* dan diberi nama Sistem Surat Jalan *Battery Warranty* menggunakan PHP dan MySQL. Sistem baru ini diharapkan dapat meningkatkan efektifitas kerja karyawan, penulis melihat ruang lingkup kerja dan jaringan distribusi yang sangat besar maka diharapkan dapat segera diimplementasikan untuk mencegah kerugian material yang lebih besar.

Kata Kunci : Aki Bergaransi Resmi, NS Battery, Surat Jalan, *Warranty* Management Sistem.