



**PERANCANGAN APLIKASI MONITORING ASURANSI DAN PROSES RETUR  
BARANG RUSAK PADA  
PT. DATA CITRA MANDIRI (IBOX)**

**INDRA FIANDY PUTRA  
41810010004**

UNIVERSITAS  
**MERCU BUANA**  
PROGRAM STUDI SISTEM INFORMASI  
FAKULTAS ILMU KOMPUTER  
UNIVERSITAS MERCU BUANA  
JAKARTA  
2014



**PERANCANGAN APLIKASI MONITORING ASURANSI DAN PROSES RETUR  
BARANG RUSAK PADA  
PT. DATA CITRA MANDIRI (IBOX)**

**Laporan Tugas Akhir**

**Diajukan Untuk Melengkapi Salah Satu Syarat  
Memperoleh Gelar Sarjana Komputer**

**UNIVERSITAS  
MERCU BUANA**  
Oleh:  
**INDRA FIANDY PUTRA**  
**41810010004**

**PROGRAM STUDI SISTEM INFORMASI  
FAKULTAS ILMU KOMPUTER  
UNIVERSITAS MERCU BUANA  
JAKARTA**

## LEMBAR PERNYATAAN

Nama Mahasiswa : Indra Fiandy Putra

NIM : 41810010004

Fakultas : ILMU KOMPUTER

Program Studi : SISTEM INFORMASI

Judul : PERANCANGAN APLIKASI MONITORING ASURANSI DAN PROSES RETUR  
BARANG RUSAK PADA PT. DATA CITRA MANIDIRI (iBox)

Menyatakan bahwa Laporan Tugas Akhir saya adalah hasil karya sendiri dibuat dengan sebenarnya tanpa ada menyalin atau plagiat dari Tugas Akhir Orang Lain. Apabila ternyata di dalam Laporan Tugas Akhir saya terdapat unsur plagiat, maka saya siap untuk mendapatkan sanksi akademik yang berkaitan dengan hal tersebut.

Jakarta, 4 FEBRUARI 2015



## LEMBAR PENGESAHAN

Yang bertandatangan dibawah ini menyatakan Laporan Tugas Akhir dari mahasiswa berikut ini :

NIM : 41810010004  
Nama : Indra Fiandy Putra  
Program Studi : Sistem Informasi  
Judul Skripsi : Perancangan Aplikasi Monitoring Asuransi dan Proses Retur Barang Rusak pada PT.Data Citra Mandiri (iBox)

SKRIPSI INI TELAH DI PERIKSA DAN DISIDANGKAN

JAKARTA, 4 FEBRUARI 2015



UNIVERSITAS

MERCU BUANA

Bagus Priambodo, ST, M.TI

Nur Ani, ST., MMSI

Koord.Tugas Akhir Sistem Informasi

KaProdi Sistem Informasi

## KATA PENGANTAR

Segala puji bagi Allah SWT berkat Rahmat dan Ridho-Nya yang diberikan kepada penulis sehingga dapat meyelesaikan dan menyusun Tugas Akhir ini dengan judul **“Perancangan Aplikasi Monitoring Asuransi dan Proses Retur Barang Rusak pada PT. Data Citra Mandiri (iBox)”**. Penulis menyadari bahwa dalam penyusunan tugas akhir ini masih terdapat beberapa kekurangan, karena keterbatasan kemampuan penulis dalam mendapatkan sumber yang menjadi bahan acuan dalam penyusunan. Oleh karena itu penulis mengharapkan saran dan kritik yang membangun agar dapat dimanfaatkan pada masa yang akan datang. Untuk itu pada kesempatan ini penulis mengucapkan terima kasih yang sebesar-besarnya kepada semua pihak yang telah membantu, sehingga terlaksananya penulisan Tugas Akhir ini. Ucapan terima kasih terutama kepada :

1. Ibu Inge Handriani M.MSI.,M.Ak selaku dosen pembimbing yang telah memberikan bimbingan dan masukan serta dukungan, sehingga dapat menyelesaikan skripsi ini.
2. Ibu Nur Ani, ST., MMSI, selaku Ka. Prodi Sistem Informasi.
3. Bapak Bagus Priambodo, ST, M.TI selaku koordinator TA Program studi Sistem Informasi.
4. Bapak dan Ibu dosen yang memberi bekal ilmu selama penulis kuliah di Universitas Mercu Buana.
5. PT. Data Citra Mandiri yang telah memberikan banyak penulis untuk memenuhi kelengkapan administratif skripsi.
6. Pihak keluarga khususnya ibu yang tanpa henti memberikan dukungan, semangat, dan doa yang sangat luar biasa kepada penulis baik moril maupun materil.

Akhir kata, semoga Allah SWT memberikan balasan yang melimpah kepada mereka yang telah membantu penulis dalam penyusunan Tugas Akhir ini. Amin.

Jakarta,.....Januari 2015

Penulis

## DAFTAR ISI

|  |                                   |
|--|-----------------------------------|
| LEMBAR PERNYATAAN .....                            | .....Error! Bookmark not defined. |
| LEMBAR PERSETUJUAN SIDANG .....                    | .....Error! Bookmark not defined. |
| LEMBAR PENGESAHAN .....                            | .....Error! Bookmark not defined. |
| ABSTRAK .....                                      | .....Error! Bookmark not defined. |
| KATA PENGANTAR .....                               | v                                 |
| DAFTAR ISI .....                                   | vi                                |
| DAFTAR GAMBAR .....                                | xi                                |
| DAFTAR TABEL .....                                 | xiii                              |
| BAB I .....  | .....Error! Bookmark not defined. |
| PENDAHULUAN .....                                  | .....Error! Bookmark not defined. |
| 1.1 Latar Belakang .....                           | .....Error! Bookmark not defined. |
| 1.2 Rumusan Masalah .....                          | .....Error! Bookmark not defined. |
| 1.3 Tujuan .....                                   | .....Error! Bookmark not defined. |
| 1.4 Manfaat .....                                  | .....Error! Bookmark not defined. |
| 1.5 Batasan Masalah .....                          | .....Error! Bookmark not defined. |
| 1.6 Metode Penelitian .....                        | .....Error! Bookmark not defined. |
| 1.6.1 Jenis Penelitian .....                       | .....Error! Bookmark not defined. |
| 1.6.2 Teknik Pengumpulan Data .....                | .....Error! Bookmark not defined. |
| 1.6.3 Metode Pengembangan Sistem .....             | .....Error! Bookmark not defined. |
| 1.7 Sistematika Penulisan .....                    | .....Error! Bookmark not defined. |
| BAB II .....                                       | .....Error! Bookmark not defined. |
| LANDASAN TEORI .....                               | .....Error! Bookmark not defined. |
| 2.1 Definisi dan Pengertian .....                  | .....Error! Bookmark not defined. |
| 2.1.1 Sistem .....                                 | .....Error! Bookmark not defined. |
| 2.1.2 Data dan Informasi .....                     | .....Error! Bookmark not defined. |
| 2.2 Model Waterfall .....                          | .....Error! Bookmark not defined. |
| 2.2.1 Fase Model Waterfall .....                   | .....Error! Bookmark not defined. |
| 2.3 Pengendalian Internal (Internal Control) ..... | .....Error! Bookmark not defined. |

|   |                                     |
|---|-------------------------------------|
| 2.3.1 Aktivitas Kontrol .....                         | <b>Error! Bookmark not defined.</b> |
| 2.4 Perancangan Sistem .....                          | <b>Error! Bookmark not defined.</b> |
| 2.4.1 Definisi UML (Unified Modeling Language).....   | <b>Error! Bookmark not defined.</b> |
| 2.4.2 <i>Use Case Diagram</i> .....                   | <b>Error! Bookmark not defined.</b> |
| 2.4.3 <i>Sequence Diagram</i> .....                   | <b>Error! Bookmark not defined.</b> |
| 2.4.4 <i>Activity Diagram</i> .....                   | <b>Error! Bookmark not defined.</b> |
| 2.4.5 <i>Class Diagram</i> .....                      | <b>Error! Bookmark not defined.</b> |
| 2.5 Testing Perangkat Lunak .....                     | <b>Error! Bookmark not defined.</b> |
| 2.5.1 Metode <i>Black Box</i> .....                   | <b>Error! Bookmark not defined.</b> |
| 2.6 Bahasa Pemrograman.....                           | <b>Error! Bookmark not defined.</b> |
| 2.6.1 PHP ( <i>PHP Hypertext Preprocessor</i> ) ..... | <b>Error! Bookmark not defined.</b> |
| 2.6.2 MYSQL (Structured Query Language) .....         | <b>Error! Bookmark not defined.</b> |
| 2.6.3 Adobe Dreamweaver .....                         | <b>Error! Bookmark not defined.</b> |
| 2.6.4 XAMPP.....                                      | <b>Error! Bookmark not defined.</b> |
| BAB III .....   | <b>Error! Bookmark not defined.</b> |
| ANALISA DAN PERANCANGAN SISTEM .....                  | <b>Error! Bookmark not defined.</b> |
| 3.1 Gambaran Umum Perusahaan.....                     | <b>Error! Bookmark not defined.</b> |
| 3.2 Struktur Organisasi .....                         | <b>Error! Bookmark not defined.</b> |
| 3.3 Sistem Berjalan .....                             | <b>Error! Bookmark not defined.</b> |
| 3.3.1 Analisa Berjalan.....                           | <b>Error! Bookmark not defined.</b> |
| 3.3.2 Use Case Diagram Sistem Berjalan .....          | <b>Error! Bookmark not defined.</b> |
| 3.4 Analisis Masalah .....                            | <b>Error! Bookmark not defined.</b> |
| 3.4.1 Mengidentifikasi masalah .....                  | <b>Error! Bookmark not defined.</b> |
| 3.4.2 Mengidentifikasi penyebab masalah.....          | <b>Error! Bookmark not defined.</b> |
| 3.4.3 Hasil analisis .....                            | <b>Error! Bookmark not defined.</b> |
| 3.5 Use Case Diagram Sistem Usulan .....              | <b>Error! Bookmark not defined.</b> |
| 3.5.1 Prosedur sistem usulan.....                     | <b>Error! Bookmark not defined.</b> |
| 3.6 Activity Diagram Sistem Usulan .....              | <b>Error! Bookmark not defined.</b> |
| 3.6.1 Activity Diagram Login.....                     | <b>Error! Bookmark not defined.</b> |
| 3.6.2 Activity Diagram Data pelanggan .....           | <b>Error! Bookmark not defined.</b> |
| 3.6.3 Activity Diagram Klaim asuransi .....           | <b>Error! Bookmark not defined.</b> |

|       |   |                                     |
|-------|---|-------------------------------------|
| 3.6.4 | Activity Diagram Data barang .....            | <b>Error! Bookmark not defined.</b> |
| 3.6.5 | Activity Diagram SIT order barang .....       | <b>Error! Bookmark not defined.</b> |
| 3.6.6 | Activity Diagram SIT kirim barang .....       | <b>Error! Bookmark not defined.</b> |
| 3.6.7 | Activity Diagram Data barang rusak .....      | <b>Error! Bookmark not defined.</b> |
| 3.6.8 | Activity Diagram SIT retur barang rusak ..... | <b>Error! Bookmark not defined.</b> |
| 3.7   | Sequence Diagram Sistem Usulan .....          | <b>Error! Bookmark not defined.</b> |
| 3.7.1 | Sequence Diagram Login.....                   | <b>Error! Bookmark not defined.</b> |
| 3.7.2 | Sequence Diagram Data pelanggan .....         | <b>Error! Bookmark not defined.</b> |
| 3.7.3 | Sequence Diagram Klaim informasi .....        | <b>Error! Bookmark not defined.</b> |
| 3.7.4 | Sequence Diagram Data barang.....             | <b>Error! Bookmark not defined.</b> |
| 3.7.5 | Sequence Diagram Stok barang toko.....        | <b>Error! Bookmark not defined.</b> |
| 3.7.6 | Sequence Diagram SIT order barang.....        | <b>Error! Bookmark not defined.</b> |
| 3.7.7 | Sequence Diagram SIT kirim barang.....        | <b>Error! Bookmark not defined.</b> |
| 3.7.8 | Sequence Diagram Data barang rusak .....      | <b>Error! Bookmark not defined.</b> |
| 3.7.9 | Sequence Diagram SIT retur barang rusak ..... | <b>Error! Bookmark not defined.</b> |
| 3.8   | Class Diagram.....                            | <b>Error! Bookmark not defined.</b> |
| 3.9   | Rancangan Struktur Tabel.....                 | <b>Error! Bookmark not defined.</b> |
| 1.    | Tabel User.....                               | <b>Error! Bookmark not defined.</b> |
| 2.    | Tabel Store.....                              | <b>Error! Bookmark not defined.</b> |
| 3.    | Tabel Stock .....                             | <b>Error! Bookmark not defined.</b> |
| 4.    | Tabel SIT_Order .....                         | <b>Error! Bookmark not defined.</b> |
| 5.    | Tabel SIT_Kirim.....                          | <b>Error! Bookmark not defined.</b> |
| 6.    | Tabel Retur_barang .....                      | <b>Error! Bookmark not defined.</b> |
| 7.    | Tabel Register_barang.....                    | <b>Error! Bookmark not defined.</b> |
| 8.    | Tabel Pelanggan .....                         | <b>Error! Bookmark not defined.</b> |
| 9.    | Tabel Detail_SIT_Order .....                  | <b>Error! Bookmark not defined.</b> |
| 10.   | Tabel Detail_SIT_Kirim.....                   | <b>Error! Bookmark not defined.</b> |
| 11.   | Tabel Detail_Retur .....                      | <b>Error! Bookmark not defined.</b> |
| 12.   | Tabel Barang_Rusak.....                       | <b>Error! Bookmark not defined.</b> |
| 13.   | Tabel Barang.....                             | <b>Error! Bookmark not defined.</b> |
| 3.9   | Struktur Tampilan .....                       | <b>Error! Bookmark not defined.</b> |

|   |                                     |
|---|-------------------------------------|
| 3.10 Rancangan Layar .....                                | <b>Error! Bookmark not defined.</b> |
| 3.10.1 Rancangan Layar Login .....                        | <b>Error! Bookmark not defined.</b> |
| 3.10.2 Rancangan Layar Utama Bagian Gudang .....          | <b>Error! Bookmark not defined.</b> |
| 3.10.3 Rancangan Layar Master Barang .....                | <b>Error! Bookmark not defined.</b> |
| 3.10.4 Rancangan Layar Stock Inventory .....              | <b>Error! Bookmark not defined.</b> |
| 3.10.5 Rancangan Layar Barang Rusak .....                 | <b>Error! Bookmark not defined.</b> |
| 3.10.6 Rancangan Layar Admin Store .....                  | <b>Error! Bookmark not defined.</b> |
| 3.10.7 Rancangan Layar Data Pelanggan .....               | <b>Error! Bookmark not defined.</b> |
| 3.10.8 Rancangan Layar Klaim Asuransi .....               | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 29 Rancangan Layar Klaim Asuransi .....         | <b>Error! Bookmark not defined.</b> |
| 3.10.9 Rancangan Layar SIT Order Barang .....             | <b>Error! Bookmark not defined.</b> |
| 3.10.10 Rancangan Layar Edit SIT Kirim Barang .....       | <b>Error! Bookmark not defined.</b> |
| 3.10.11 Rancangan Layar SIT Retur Barang .....            | <b>Error! Bookmark not defined.</b> |
| BAB IV .....  | <b>Error! Bookmark not defined.</b> |
| IMPLEMENTASI DAN PENGUJIAN .....                          | <b>Error! Bookmark not defined.</b> |
| 4.1 Implementasi Sistem .....                             | <b>Error! Bookmark not defined.</b> |
| 4.2 Spesifikasi Perangkat Keras dan Perangkat Lunak ..... | <b>Error! Bookmark not defined.</b> |
| 4.3 Implementasi Database .....                           | <b>Error! Bookmark not defined.</b> |
| 1. Tabel structure database db_asuransi .....             | <b>Error! Bookmark not defined.</b> |
| 2. Tabel Barang .....                                     | <b>Error! Bookmark not defined.</b> |
| 3. Tabel Barang Rusak .....                               | <b>Error! Bookmark not defined.</b> |
| 4. Tabel Detail Retur .....                               | <b>Error! Bookmark not defined.</b> |
| 5. Tabel Detail SIT Kirim .....                           | <b>Error! Bookmark not defined.</b> |
| 6. Tabel Detail SIT Order .....                           | <b>Error! Bookmark not defined.</b> |
| 7. Tabel Informasi .....                                  | <b>Error! Bookmark not defined.</b> |
| 8. Tabel Pelanggan .....                                  | <b>Error! Bookmark not defined.</b> |
| 9. Tabel Register Barang .....                            | <b>Error! Bookmark not defined.</b> |
| 10. Tabel Retur Barang .....                              | <b>Error! Bookmark not defined.</b> |
| 11. Tabel SIT Kirim .....                                 | <b>Error! Bookmark not defined.</b> |
| 12. Tabel SIT Order .....                                 | <b>Error! Bookmark not defined.</b> |
| 13. Tabel Stock .....                                     | <b>Error! Bookmark not defined.</b> |

|   |                                     |
|---|-------------------------------------|
| 14.Tabel Store .....                                    | <b>Error! Bookmark not defined.</b> |
| 15.Tabel User.....                                      | <b>Error! Bookmark not defined.</b> |
| 4.4 Tampilan Layar .....                                | <b>Error! Bookmark not defined.</b> |
| 1. Layar Halaman Login .....                            | <b>Error! Bookmark not defined.</b> |
| 2. Layar Beranda (Notification).....                    | <b>Error! Bookmark not defined.</b> |
| 3. Layar Menu User .....                                | <b>Error! Bookmark not defined.</b> |
| 4. Layar Menu Store .....                               | <b>Error! Bookmark not defined.</b> |
| 5. Layar Menu Store .....                               | <b>Error! Bookmark not defined.</b> |
| 6. Layar Sub Menu Master Barang .....                   | <b>Error! Bookmark not defined.</b> |
| 7. Layar Sub Menu Stock Inventory (Gudang).....         | <b>Error! Bookmark not defined.</b> |
| 8. Layar Sub Menu Barang Rusak (Gudang).....            | <b>Error! Bookmark not defined.</b> |
| 9. Layar Sub Menu SIT Order Barang (Gudang) .....       | <b>Error! Bookmark not defined.</b> |
| 10. Layar Sub Menu SIT Kirim Barang (Gudang) .....      | <b>Error! Bookmark not defined.</b> |
| 11. Layar Sub Menu SIT Retur Barang (Gudang).....       | <b>Error! Bookmark not defined.</b> |
| 12. Layar Sub Menu Data Pelanggan .....                 | <b>Error! Bookmark not defined.</b> |
| 13. Layar Sub Menu Claim Asuransi.....                  | <b>Error! Bookmark not defined.</b> |
| 14. Layar Sub Menu Stock Inventory (Admin Store).....   | <b>Error! Bookmark not defined.</b> |
| 15. Layar Sub Menu Barang Rusak (Admin Store).....      | <b>Error! Bookmark not defined.</b> |
| 16. Layar Sub Menu SIT Order Barang (Admin Store).....  | <b>Error! Bookmark not defined.</b> |
| 17. Layar Sub Menu SIT Kirim Barang (Admin Store) ..... | <b>Error! Bookmark not defined.</b> |
| 18. Layar Sub Menu SIT Retur Barang (Admin Store).....  | <b>Error! Bookmark not defined.</b> |
| 4.5 Pengujian.....                                      | <b>Error! Bookmark not defined.</b> |
| 4.5.1 Skenario Pengujian .....                          | <b>Error! Bookmark not defined.</b> |
| 4.5.2 Hasil Pengujian .....                             | <b>Error! Bookmark not defined.</b> |
| 4.5.3 Analisis Hasil Pengujian .....                    | <b>Error! Bookmark not defined.</b> |
| BAB V .....   | <b>Error! Bookmark not defined.</b> |
| KESIMPULAN DAN SARAN.....                               | <b>Error! Bookmark not defined.</b> |
| 5.1 Kesimpulan .....                                    | <b>Error! Bookmark not defined.</b> |
| 5.2 Saran .....   | <b>Error! Bookmark not defined.</b> |
| DAFTAR PUSTAKA .....                                    | <b>Error! Bookmark not defined.</b> |

## DAFTAR GAMBAR

|  |                                     |
|--|-------------------------------------|
| Gambar 2. 1 Fase Model Waterfall (Dennis & Haley Wixom, Systems Analysis and Design) ..... | <b>Error! Bookmark not defined.</b> |
| Gambar 2. 3 Contoh Use case diagram,( Jurnal Informatika mulawarman 2011 :3) .....         | <b>Error!</b>                       |
| <b>Bookmark not defined.</b>   |                                     |
| Gambar 2. 4 Contoh Sequence Diagram.....   | <b>Error! Bookmark not defined.</b> |
| Gambar 2. 5 Contoh Activity Diagram.....   | <b>Error! Bookmark not defined.</b> |
| Gambar 2. 6 Contoh Class Diagram (Alan Denis, 2010:222) .....                              | <b>Error! Bookmark not defined.</b> |
|  |                                     |
| Gambar 3. 1 Struktur Organisasi pada iBox Store.....                                       | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 2 Use Case Sistem Berjalan .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 3 Gambar Use Case Usulan .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 4 Activity Diagram Login .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 5 Activity Diagram Data pelanggan.....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 6 Activity Diagram Klaim asuransi .....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 7 Activity Diagram Membuat data barang.....                                      | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 8 Activity Diagram SIT order barang .....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 9 Activity Diagram SIT kirim barang .....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 10 Activity Diagram Data barang rusak .....                                      | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 11 Activity Diagram SIT retur barang rusak .....                                 | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 12 Sequence Diagram Login .....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 13 Sequence Diagram Data pelanggan .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 14 Sequence Diagram Klaim asuransi.....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 15 Sequence Diagram Data barang .....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 16 Sequence Diagram Stok barang toko .....                                       | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 17 Sequence Diagram SIT order barang.....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 18 Sequence Diagram Data barang rusak .....                                      | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 19 Sequence Diagram SIT retur barang rusak .....                                 | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 20 Class Diagram .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 21 Struktur Tampilan Aplikasi.....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 22 Rancangan Layar Login .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 23 Rancangan Layar Menu Utama.....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 24 Rancangan Layar Master Barang .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 25 Rancangan Layar Stock Inventory .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 26 Rancangan Layar Barang Rusak .....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 27 Rancangan Layar Admin Store .....   | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 28 Rancangan Layar Data Pelanggan .....  | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 29 Rancangan Layar Klaim Asuransi .....  | <b>Error! Bookmark not defined.</b> |

|  |                                     |
|--|-------------------------------------|
| Gambar 3. 30 Rancangan Layar SIT Order Barang.....               | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 31Rancangan Layar Edit SIT Kirim Barang.....           | <b>Error! Bookmark not defined.</b> |
| Gambar 3. 32 Rancangan Layar SIT Retur Barang .....              | <b>Error! Bookmark not defined.</b> |
|  |                                     |
| Gambar 4. 1 Tabel structure database db_asuransi.....            | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 2 Tabel Barang .....                                   | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 3 Tabel Barang Rusak .....                             | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 4 Tabel Detail retur .....                             | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 5 Tabel Detail SIT Kirim .....                         | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 6 Tabel Detail SIT Order .....                         | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 7 Tabel Informasi .....                                | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 8 Tabel Pelanggan .....                                | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 9 Tabel Register Barang.....                           | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 10 Tabel Retur Barang .....                            | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 11 Tabel SIT Kirim .....                               | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 12 Tabel SIT Order .....                               | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 13 Tabel Stock .....                                   | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 14 Tabel Store .....                                   | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 15 Tabel User .....                                    | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 16 Layar Halaman Login .....                           | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 17 Layar Beranda (Notification) .....                  | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 18 Layar Menu User .....                               | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 19 Layar Menu Store.....                               | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 20 Layar Menu Information .....                        | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 21 Layar Sub Menu Master Barang .....                  | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 22 Layar Sub Menu Stock Inventory (Gudang).....        | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 23 Layar Sub Menu Barang Rusak (Gudang).....           | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 24 Layar Sub Menu SIT Order Barang (Gudang).....       | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 25 Layar Sub Menu SIT Kirim Barang (Gudang) .....      | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 26 Layar Sub Menu SIT Retur Barang (Gudang) .....      | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 27 Layar Sub Menu Data Pelanggan.....                  | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 28 Layar Sub Menu Claim Asuransi .....                 | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 29 Layar Sub Menu Stock Inventory (Admin Store)...     | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 30 Layar Sub Menu Barang Rusak (Admin Store).....      | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 31 Layar Sub Menu SIT Order Barang (Admin Store)       | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 32 Layar Sub Menu SIT Kirim Barang (Admin Store)       | <b>Error! Bookmark not defined.</b> |
| Gambar 4. 33 Layar Sub Menu SIT Retur Barang (Admin Store) ..... | <b>Error! Bookmark not defined.</b> |

## DAFTAR TABEL

Tabel 2. 1 Use Case Diagram (Rosa A.S. dan M.Salahudin, 2013:156) .... **Error! Bookmark not defined.**

Tabel 2. 2 Sequence Diagram (Rosa A.S. dan M.Salahuddin, 2013:165) ... **Error! Bookmark not defined.**

Tabel 2. 3 Activity Diagram (Rosa A.S. dan M.Salahuddin, 2013:162) .... **Error! Bookmark not defined.**

Tabel 2. 4 Class Diagram (Rosa A.S. dan M.Salahudin, 2013:146)..... **Error! Bookmark not defined.**

Tabel 3. 1 Deskripsi Use Case Diagram Menyanyakan Informasi Asuransi. **Error! Bookmark not defined.**

Tabel 3. 2 Deskripsi Use Case Diagram Memberikan Contact Person ..... **Error! Bookmark not defined.**

Tabel 3. 3 Deskripsi Use Case Diagram Menerima barang beserta SIT ..... **Error! Bookmark not defined.**

Tabel 3. 4 Deskripsi Use Case Diagram Mengecek jumlah barang dan SIT**Error! Bookmark not defined.**

Tabel 3. 5 Deskripsi Use Case Diagram Transaksi pembelian barang ..... **Error! Bookmark not defined.**

Tabel 3. 6 Deskripsi Use Case Diagram Pengecekan barang aksesoris ..... **Error! Bookmark not defined.**

Tabel 3. 7 Deskripsi Use Case Memberikan laporan barang rusak. **Error! Bookmark not defined.**

Tabel 3. 8 Deskripsi Use Case Diagram Membuat memo tarik barang..... **Error! Bookmark not defined.**

Tabel 3. 9 Deskripsi Use Case Diagram Mengirim SIT tarik barang dan Retur barang rusak .....**Error! Bookmark not defined.**

Tabel 3. 10 Deskripsi Use Case Diagram Mengirim SIT tarik barang dan Retur barang rusak .....**Error! Bookmark not defined.**

Tabel 3. 11 Deskripsi Use Case Diagram Membuat data klaim asuransi.... **Error! Bookmark not defined.**

Tabel 3. 12 Deskripsi Use Case Diagram Membuat data barang ..**Error! Bookmark not defined.**

Tabel 3. 13 Deskripsi Use Case Diagram Membuat SIT order ....**Error! Bookmark not defined.**

Tabel 3. 14 Deskripsi Use Case Diagram Membuat SIT kirim barang ..... **Error! Bookmark not defined.**

Tabel 3. 15 Deskripsi Use Case Diagram Membuat data barang rusak..... **Error! Bookmark not defined.**

Tabel 3. 16 Deskripsi Use Case Diagram Membuat SIT retur barang rusak**Error! Bookmark not defined.**

Tabel 3. 17 Deskripsi Activity Diagram Login .....**Error! Bookmark not defined.**

Tabel 3. 18 Deskripsi Activity Diagram Data pelanggan .....**Error! Bookmark not defined.**

Tabel 3. 19 Deskripsi Activity Diagram Klaim asuransi .....**Error! Bookmark not defined.**

Tabel 3. 20 Deskripsi Activity Diagram Membuat data barang ....**Error! Bookmark not defined.**

Tabel 3. 21 Deskripsi Activity Diagram SIT order barang.....**Error! Bookmark not defined.**

Tabel 3. 22 Deskripsi Activity Diagram SIT kirim barang .....**Error! Bookmark not defined.**

Tabel 3. 23 Deskripsi Activity Diagram Membuat data barang rusak ..... **Error! Bookmark not defined.**

Tabel 3. 24 Deskripsi Activity Diagram SIT retur barang rusak...**Error! Bookmark not defined.**

Tabel 3. 25 Deskripsi Sequence Diagram Login .....**Error! Bookmark not defined.**

Tabel 3. 26 Deskripsi Sequence Diagram Data pelanggan .....**Error! Bookmark not defined.**

Tabel 3. 27 Deskripsi Sequence Diagram Klaim asuransi.....**Error! Bookmark not defined.**

Tabel 3. 28 Deskripsi Sequence Diagram Data barang .....**Error! Bookmark not defined.**

Tabel 3. 29 Deskripsi Sequence Diagram Stok barang toko .....**Error! Bookmark not defined.**

Tabel 3. 30 Deskripsi Sequence Diagram SIT order barang .....**Error! Bookmark not defined.**

Tabel 3. 31 Deskripsi Sequence Diagram Data data barang rusak **Error! Bookmark not defined.**

Tabel 3. 32 Deskripsi Sequence Diagram SIT retur barang rusak.**Error! Bookmark not defined.**

Tabel 3. 33 Struktur Tabel User.....**Error! Bookmark not defined.**

Tabel 3. 34 Struktur Tabel Store.....**Error! Bookmark not defined.**

Tabel 3. 35 Struktur Stock .....**Error! Bookmark not defined.**

Tabel 3. 36 Struktur Tabel SIT\_Order.....**Error! Bookmark not defined.**

Tabel 3. 37 Struktur Tabel SIT\_Kirim.....**Error! Bookmark not defined.**

Tabel 3. 38 Struktur Tabel Retur\_barang .....**Error! Bookmark not defined.**

Tabel 3. 39 Struktur Tabel Register\_barang .....**Error! Bookmark not defined.**

Tabel 3. 40 Struktur Tabel Pelanggan.....**Error! Bookmark not defined.**

Tabel 3. 41 Struktur Tabel Detail\_SIT\_Order.....**Error! Bookmark not defined.**

Tabel 3. 42 Struktur Tabel Detail\_SIT\_Kirim.....**Error! Bookmark not defined.**

Tabel 3. 43 Struktur Tabel Detail\_Retur.....**Error! Bookmark not defined.**

Tabel 3. 44 Struktur Tabel Barang\_Rusak.....**Error! Bookmark not defined.**

Tabel 3. 45 Struktur Tabel Barang.....**Error! Bookmark not defined.**

Tabel 4. 1 Tabel Skenario Pengujian dengan Metode Black Box Testing .. **Error! Bookmark not defined.**

Tabel 4. 2 Tabel Hasil Pengujian dengan Menggunakan Metode Black Box Testing .....**Error! Bookmark not defined.**

