

ABSTRACT

Currently, the application of technology growth and started to spread to various sectors. All activities carried out by a business is inseparable from the influence of technology. Various computer applications that are offered are also allow the company to apply in managing the business to increase profits. The travel agency company also implement the information technology to support business processes within.

X-Trans is one of the travel agency specialized in ground transportation. In conducting its business processes, X-Trans still has some limitations. One of them is travel tickets booking which can only be done via telephone or by visiting the pool directly, the lack of facilities that can provide flexibility to customers in ordering process. Sometimes, booking service via telephone becomes impractical. This is caused by the telephone operator who is often busy because the number of operators or telephone lines are slightly. In addition, the operator must serve all orders via telephone and come straight at once. This is reinforced by the many complaints from customers about the limitations in the ordering process.

Based on the results of interviews conducted with thirty X-Trans customers can be concluded that the customer requires a media that can be accessed to make booking is easier and can save time. Therefore, the study of the ticketing application development using iterative method is important to do in order to generate booking information system that is easy, fast, and can be accessed by customers in real-time which also apply the concept of using an SMS gateway to process booking confirmation and company promotional activities.

Keywords: systems, design, website, ticket, SMS gateway