ABSTRACT

The development of information technology spread to various areas of business as courier services. Freight company appointed to be object of this study is Baraya Cargo. Limitations of how to access information causes customers can not obtain the required information quickly and accurately.The data on each outlet is not uploaded automatically so that the other outlet can not use the data according to their needs. On existing Baraya's business process, that problems can not be overcome, so that the business process is not running optimally.

To overcome that problem, built a cargo web application using iterative & incremental method. In iterative method & incremental there are four phases inception, elaboration, construction, and transition. Analysis and design this web application using UML and building the web using PHP with Codeigniter framework. Web application tested by system functionally verification and user feedback validation.

The observations can conclude that the main problems is Baraya does not have a corporate website to facilitate customer to access information and currently service deemed less satisfying customers. In addition, the company needed a system that processes data into a neatly structured information that can be integrated into all Baraya's outlet, so that information provided is relevant. Therefore, the web application will be built on Baraya. Suggestions for research are adding RFID technology and chat feature.

Keywords: *iterative & incremental, cargo, web cargo.*