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Online Pets Shop Management System

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ABSTRACT: Petshop is a place of sale, grooming, daycare, andpurchase of pet supplies. In this study, the authors take 50 respondents to Petshop.Media promotion is still limited, so sometimes customers are difficult to get information about Petshop and the existence of the nearest location. To overcome the problem is designed anWebsitePetty Pet (Online Petshop). This Website is used as a promotional container for all Petshops, the future will be developed to be in use throughout India to make it easier for pet owners to get information about Petshops. ThisWebsite can be a positive thing because it can foster a sense of spirit to keep pets. In the process of development carried out several activities, among others, to observe the activities that occurred in 50 Petshop, interviewing Petshop, and 40 visiting customers to find out what barriers occur. The Petty Pet Website provides 3 types of services to choose from Pet's Shopping where customers can shop; Petty Pet Grooming where customers can perform grooming; Petty Pet Hotel where customers can leave their pets. The ultimate goal of thisWebsite is to make it easier for Petshop customers and owners to interact where Pet's Shopping, Pet's Hotel, and Pet Carefacilitations are available without time limit and location.

KEYWORDS: Pets shop; Website; Pet-care; Pets Spa.

I. INTRODUCTION

Pets are animals that are kept as human friend's everyday. Popular pets are usually animals that have a loyal character to their employer or have an attractive appearance, or certain interesting abilities such as making a beautiful sound.

Although in theory one can maintain any animal as a pet, in practice only certain species are common, especially small animals (dogs, cats, and rabbits), birds and fish [2].

When you commit to having a pet, you are automatically required to keep and care for it as well as possible. Currently keeping a pet is not difficult because there is now PetshopPetshop or pet store is a place for sale, grooming, daycare, and purchase of pet supplies.

Petshop Business is a business engaged in the sale as well as services for pet animals, such as dogs, cats, birds, snakes, lizards, rabbits, and other animals.

Currently caring for pets is not difficult because there is now a Petshop that can help the animal owner to find all the necessities that his pet needs including helping to do the treatment. Generally, a Petshop will do business with a one-stop service model, meaning that all types of services to the needs of animals will be served to increase customers, increase income, and increase the professional service.

The definition of the business itself according to Hunt and Urwick is any company that makes, distributes, or provides any goods or services required by other members of the public and are willing and able to buy or pay for it. [3].

If the customers want to buy any pet from the Pet Shop, they also need to fill up the transaction form and when the transaction is complete, they will own the pet complete with a pet's birth certificate.

In this research the authors make observations to 50 Petshop that are in Tangerang exactly in Banten province. Observations were made to find out how the development of the current Petshop. This research includes 3 regions. The author took the most observation places in South Tangerang because the fastest growing business is currently in the South America areas compared to other regions, one of them including the business of a Petshop.

It is proven by many pet shops around South America. In the observation, the authors interviewed 40 pet owners (pet shop customers) in each region. after making observations and interviews the authors get information about the activities that exist in Pet Shop that need to be developed and improved, among others the service is still manual, for the purchase of animal needs.

Customers must come to the Petshop, and if the customer wants to use services daycare or grooming then the customer must register first, not to mention if Petshop is crowded, the customer must patiently queue up. Promotional media used was still limited. Generally, some Petshops only do promotions through social media, although there are also using the Website to do promotions.

Obviously, a limited media campaign such as this makes the customer (pet owners) difficult to find information about the existing Petshop around. Especially when the pet owner travels out of town with a pet. From the above description can be concluded that the need for anWebsite that can provide information about the existence of Petshop closest to the existence of the owner of the pet, also must make changes in the service that was originally manual to be online.

Therefore the author designed an Websitecalled PettyPet's (Online Petshop). The Website is used as a form of promotion for all Petshops, the future will be developed to be in use throughout Indonesia so as to make it easier for pet owners to get information aboutPetshops. This sican also be one ofthe positive and challenging business opportunities in the era of developing business start-up trends in India. Petty Pet Website can be a pretty profitable start-up business because seeing start-ups related to pets is still a bit of a competitor.

In addition, with this Website is expected to foster a sense of the spirit of keeping pets and change the mindset of people that keeping a pet is very easy.
1) Pet owners (Customers) looking for information about Pet shops.

2) Pet owners (Customer) come to Pet Shop.

3) Pet Shop provides 3 types of services that can be selected include:

    a.   Pet's Shopping: Customers can shop for pets.

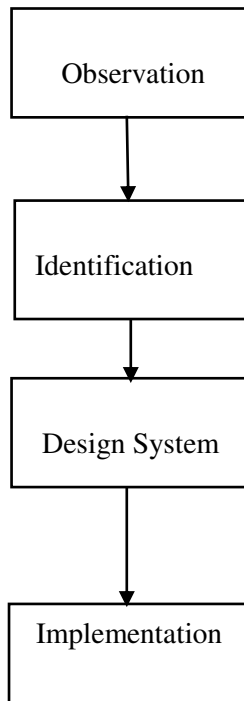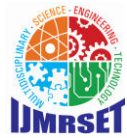b.Pet's Grooming: Customers can choose grooming services for their pets.
c. Pet's Hotel: Customers can leave their pets.

4) If you want to use the services of Pet's Grooming and Pet's Hotel then the customer must register first.

5) Customers make payments at the checkout.

II. METHODOLOGY REVIEW

This study used qualitative research methods in the form of case study methods. A case study is a research strategy in which researchers carefully investigate a program, event, activity, process, or group of individuals. Cases are limited by time and activity, and researchers collect complete information using various data collection procedures based on predetermined time[5].Qualitative methods are used following the picture below.

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│  Identification  │
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│  Design System   │
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III. IDENTIFICATION

Some of the problems found after making observations and interviews include:

1) Pet Shop promotional media are still limited. Pet Shop only promotes word of mouth, or through flyers of brochures, social media, and the Pet Shop respectively.

2) Services for the purchase of pet products and registering for grooming (care) and daycare services must still be done manually by visiting the Pet Shop one by one, if one Pet Shop is looking for it does not provide what the animal owner needs.

3) It is difficult for the animal owner to find the nearest Pet Shop where he/she is located when he/she takes his / her pet to go outside the City.

4) Time, the animal owner must be willing to spend his time just queueing and waiting for his pet while doing grooming (treatment).

5) Difficulty in finding Pet Shops that provide animal services, as not all Pet Shops that provide animal care services are able to accept all types of pets to be entrusted.

Likewise, some of the terms and conditions applied by each Pet Shop vary. This makes the animal owners have to go in and out of the Pet Shop to find the right pet care for their pets.

IV. RESEARCH RESULT

A. Design System

The design of the system in this research using Unified Modeling Language with the diagram used is Use Case diagram. We use UML tools visual paradigm. As illustrated below:
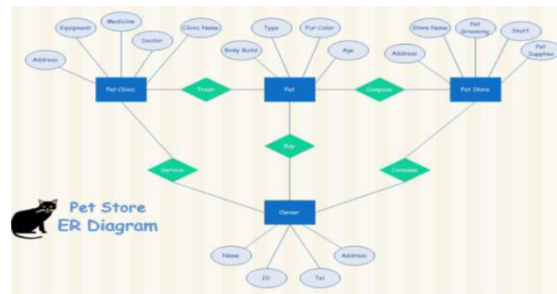

Figure 5. Use Case Diagram In Use case Diagram Figure 5 there are 18 Use cases and 2 Actors, that is customer and Admin Petshop. There are 2 actors, that can first be done by the customer as a user of them can register if not have an account and the second can directly log in (login), use case Login, the user asked to enter username/email/phone number and password. The first thing a user sees is the use case Homepage, there are 3 service options available between 2017 2nd International Conferences on Information Technology, Information Systems and Electrical Engineering (ICITISEE) 143 Pet's Shopping,

Pet's Grooming and Pet's Hotel, then there is a location search box where the user is asked to enter the name of the region (City / Province), Then the system will bring up some Petshop according to the search location. For example,If a user wants to shop for his Pet, then he can choose the Pet Shopping option on the home screen and then type the name of the location where the user is located. The system will automatically display some Petshop which only provide shopping places according to location search. Then the user just clicks on one of the intended Petshop and will be directed to use case Pet's shopping.

Use case Pet's Shopping displays profiles and information from previously selected Petshop, displays the various products sold, the user can see the product in detail by clicking on the product image and if interested in one of its products then the user can click "buy" on the product then will be directed to use case Shopping Cart. The use case of the Shopping Cart displays a confirmation menu of the buyer's information, which contains information (name, email, phone number, and complete address) the data is obtained from the data that has been filled in the use case My profile (user), so the user does not have to bother to Recharge the data, just by clicking the "confirm" button in the menu.

Details of the total price will also be displayed on this use case, as well as the Payment Method Menu, in this Website the author only uses the Transfer method via ATM or M-banking but his own account number will not be raised on this use case but will be displayed together with the order details in use case Notifications and sent via SMS after clicking the "Buy" button.

For Pet's Grooming and Pet's Hotel use case is almost the same as Pet's Shopping but there are a few additional menus displayed including showing more detailed user location with help of google maps, displaying the Check-in menu toarrange booking place both for Grooming and Hotel, in this view also Bring chat feature to make user easy to communicate directly with Petshop admin.

After choosing the type of service set the Check-in schedule and the location of the user is then the user is directed to use case Order Confirmation. In this use case which is displayed is Order Information which

some data already filled automatically obtained through data "profile my pet" and "my profile" some data taken include animal name listed in the Website and address, displays Shuttle Service Option (Because sometimes not all Petshop provides pet shuttle service, therefore this Website cooperates with Gojek in the case of Animal Pickup), there is ID Member who filled if ever use services Grooming / Hotel in Petshop targeted before because each animal Will do Grooming will be registered to be a member first, it is to facilitate admin Petshop create Report Card for the animal as well as avoid the risk of subscriber pets.

If it has never been a member, then the admin will send the Member ID along with Order Details that will be displayed in the use case Notice and sent via SMS after clicking the "Message" button. Use case Profile is divided into 2 parts: My Pet Profile and My Profile (animal owner).

My maintenance profile contains information about the user's pet, showing the profile of the pet, and where the user can enter data more than one pet owned and can be removed and edited. Use case History serves to display the history of completion of the transaction and the history of the completion of the use of services, in this use case user can provide a rating to the pet shop after the end of service usage.

Use case Notice contains all feedback information (feedback) from the Petshop admin. Use case Help helps users in handling difficulties during the usage of this Website, which later in the use case also shows how to use the Website. Use case Logout is used when the user has finished using the Petty PetWebsite.

B. Display Design Results
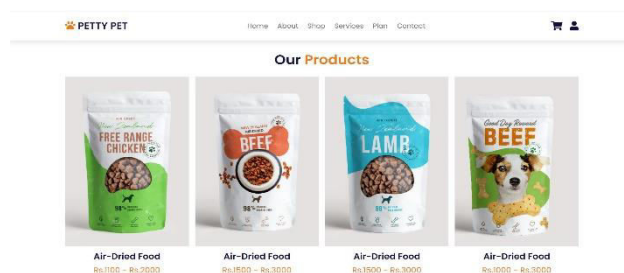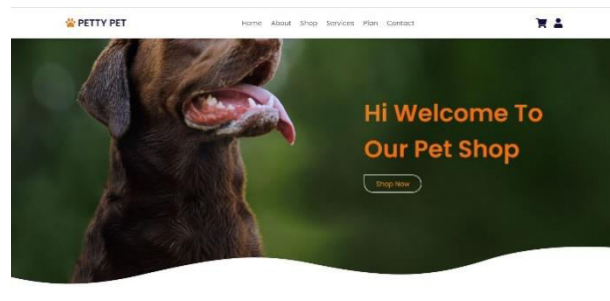
V. CONCLUSION

After the author studied system problems that occurred in pet stores and the problems faced by 40 pet owners from each region. The author can draw the conclusion that the needforanWebsite to facilitate the two parties'interaction with each other.

The Petty Pet can make it easier for pet owners to find the nearest Petshop where it is located, but it certainly saves ownethr time. They can make purchases of pets online and also use daycare and grooming services. pet owners do not
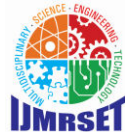
need to come to Petshop just register online through the Petty Pet Websiteand wait until Petshop (Petty Pet partner) officer takes his owner's pet.

The Petty Pet also allows Petshop Owners to reach more customers with the special Petshop promotional media provided by this Website, as well as the sale of their pet supplies that can reach a wider market without time and location.

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