# ABSTRACT

Correspondence activities are routine operational activities carried out by an institution or company. These activities include composing letters, processing incoming mail, and outgoing mail data. As the number of letters increases over time, a strategy is needed to manage the data effectively. The process of managing Transportation Request Letters and Travel Ticket Management Letters at PT Sucofindo Semarang is still handled using conventional methods. The conventional process here involves letter applicants going through approval stages and data completion, which takes time. This situation presents a challenge if the intended party is not located in the same place as the applicant. In this case, a platform is needed to assist employees and all levels in creating Transportation Request Letters and Travel Ticket Management Letters. In this final project, research is conducted on the development of a web-based application for managing Transportation Request Letters and Travel Ticket Management Letters. In its development, the author uses the Scrum method. The Scrum method consists of five stages, including product backlog, sprint planning, daily scrum, sprint review, and sprint retrospective. At the end of the application development, application testing is performed using the black-box method. Based on the test results, the application that has been developed has met the needs of all users involved. This application helps users to submit and manage letter data online and can be accessed via desktop to mobile devices through the website.

**Keywords** : PT Sucofindo Semarang, Scrum, Black Box Testing