

ABSTRACT

NKOFFE Pati is a café located in Pati Regency that offers a variety of food and beverage products. In its daily operations, the café still encounters several problems, including manual order recording using paper, incomplete menu information due to the absence of product images and detailed descriptions, and the owner's inability to monitor sales data in *real time*. These conditions lead to inefficient service processes, an increased risk of recording errors, and difficulties in monitoring business performance and making business decisions. This study aims to develop a web-based café management information system using the *ICONIX Process* method. The system was developed using PHP, JavaScript, the Laravel framework, and MySQL as the database management system. The resulting system provides features for user account management, a sales summary dashboard, menu management, table *QR Code* management for *self-service* ordering, digital payment through Midtrans *payment gateway* integration, *real-time* order queue management, and transaction reports that can be printed and exported. The system involves three actors with different access rights: Manager, Staff, and Customer. System testing was conducted using the *black-box testing* method on 65 *test cases*, all of which produced valid results. The results indicate that the developed system improves the efficiency of café operational management, facilitates the ordering, payment, and transaction management processes, and supports the owner in monitoring business performance and making data-driven decisions.

Keywords: Cafe, ICONIX Process, Management information system, Payment-gateway, Self-services