

## ABSTRACT

Dimsum is one of the culinary dishes originating from China and is widely favored by the Indonesian community. In dimsum business operations, the ordering process that is still carried out manually has the potential to cause recording errors, service delays, and inefficiencies in transaction management. This study develops a web-based dimsum ordering application for Eatchaan using the ICONIX Process method to automate ordering, menu management, news information, and payment transactions. The application is equipped with a shopping cart feature and supports non-cash payments without eliminating the option for cash payments. The application development is carried out using the ICONIX Process method, enabling a structured approach to requirements analysis and system design. The implementation uses the PHP programming language with the Laravel framework version 12.0, which applies the Model-View-Controller (MVC) architecture, a pattern that separates the application into model, view, and controller components to manage data, interface, and application logic. Data management uses MySQL along with integration of external services such as the Midtrans payment gateway for non-cash transactions and Supabase for media storage. Based on black-box testing results, all 48 test cases produced outputs that matched the expected results, indicating that the main functionalities of the application operate as intended. The final result of this study is a web-based dimsum ordering application for Eatchaan that supports structured ordering processes, data management, and transaction handling within the outlet.

**Keywords** : Dimsum Ordering, Eatchaan, ICONIX Process, MVC, Payment Gateway