

## **ABSTRACT**

*Banyumas Technicians Association (PTB) is a community engaged in the sale of copier machines and machine services. In carrying out its activities, PTB still has obstacles including the process of ordering goods, where customers are required to come directly to the store to view products and make transactions. Apart from that, the problem of managing transaction data, managing customer data, managing goods data and managing services by the Admin still uses computerization and inputs notebooks manually. It is still not effective because there will be damage and loss of data. Then there is the issue of sales reports, where Members receive reports within a period of once a month. Then there are problems that occur in machine service, where misinformation often occurs regarding customer complaints so that errors often occur when technicians bring spare parts when they come to customer locations. The design of this application uses an approach using qualitative research methods. This application is made using the User Centered Design (UCD) method. With the main media in the form of an Android Mobile application which is represented in a prototype. After successfully creating an application that is able to manage data so that it is not scattered or lost, presents sales reports and provides up-to-date information on the status of the items ordered. According to user needs as a result of interviewing members and users who receive this application.*

**Keywords:** *Banyumas Technicians Association (PTB), User Centered Design (UCD), Orders, Sales.*