

ABSTRACT

The development of information technology, especially in Indonesia, is very impressive in all respects. This development has an impact on the performance of enterprise systems in Indonesia. PLN's Purbalingga Customer Service Unit (ULP) does not yet have a website for monitoring incoming mail and still uses manual methods to store or archive letters, which takes a lot of time. This incoming mail monitoring website uses the waterfall model method. Making this website using the Sublime text editor and database stored in MySQL. This study aims to understand the basic concept of the website and make it easier to monitor incoming mail. This research produces a monitoring website that manages incoming mail through predetermined channels and can overcome existing problems.

Keywords: *Monitoring, Incoming Mail, Waterfall Method.*