APPLICATION MANUAL BOOK

USER EXPERIENCE ANALYSIS ON E-COMMERCE APPLICATIONS (CASE STUDY ON THE KLIK INDOMARET APPLICATIONS)

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CHAPTER I. INTRODUCTION

A user interface on the "Klik Indomaret" application which is an application-based platform by applying the User-Centered Design method to propose a new user interface and user experience for the Klik Indomaret application of version 2110300 and providing the results of the usability evaluation result to PT Indomarco Prismatama and the public as consideration for assessment of the Klik Indomaret application of version 2110300.

The process of creating application interfaces using Figma and the application development process using the Java framework (frontend).

CHAPTER II. HARDWARE AND SOFTWARE PREPARATION

2.1 Hardware Spesifications

Table 2.1 shows the hardware specifications needed for users to access the User Interface and User Experience of the Klik Indomaret Application.

Table 2. 1 User Hardware Specifications

No.	Hardware Name	Description
1.	Processor	The processor that has a speed of 1GHz
2.	RAM	1GB/2GB for 64-bit version
3.	Hard Drive Storage	16GB/20GB for 64-bit version
4.	Keyboard and Mouse Input Device	-

2.2 Software Spesifications

Table 2.2 shows the software specifications needed for users to access the User Interface and User Experience of the Klik Indomaret Application.

Table 2. 2 User Software Specifications

No.	Software Name	Description
1.	Windows Operating System	Windows 10, Windows 11
2.	Linus Operating System	All supported Linux Browsers Chrome 64+, Firefox 78+, Safari13+, Microsoft Edge 79+
3.	Mac Operating System	MacOS 10.12 (macOS Sierra)
4.	Android Operating System	Android Nougat 7.0

CHAPTER III. APPLICATION INSTALLATION GUIDE

3.1 App Installation Guide

3.1.1 Figma

Before accessing the User Interface and User Experience of the Klik Indomaret Application, the first thing that must be done is the installation process of supporting software, namely Figma. The following are the steps for the Figma software installation process:

1. Download the Figma application by accessing the following link
   https://www.figma.com/downloads/
2. Select "Desktop app" and choose according to the OS you are using (macOS or Windows)
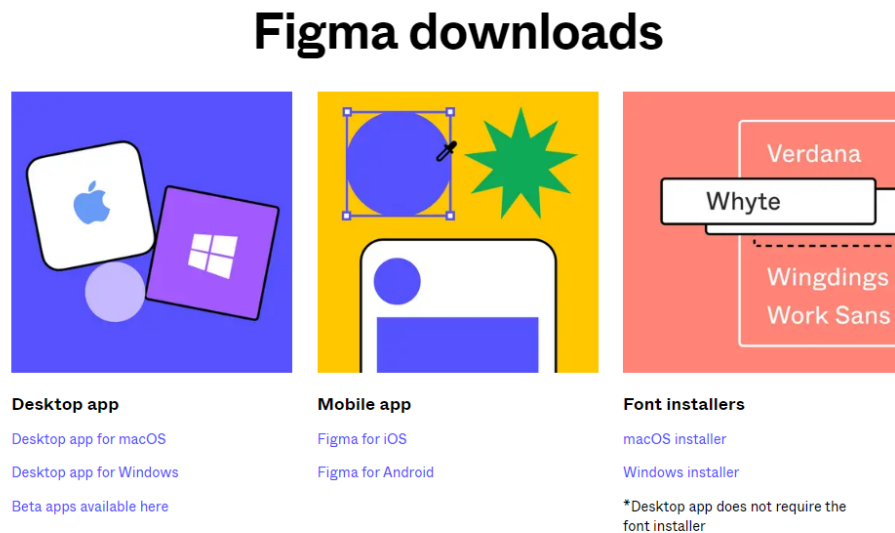
Figure 3. 1 Display to download Figma

3. After downloading the Figma installation, then open the installation application, namely "FigmaSetup.exe"

Figure 3. 2 Figma Installation Application

4. After opening the Figma installation application, Figma will be automatically installed. Then next you are advised to log in first or if you don't have an account, create a new account first.
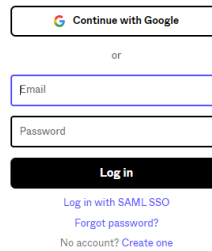

Figure 3. 3 Display for Figma login

5. After logging in using a Figma account, the dashboard will appear in the Figma application.
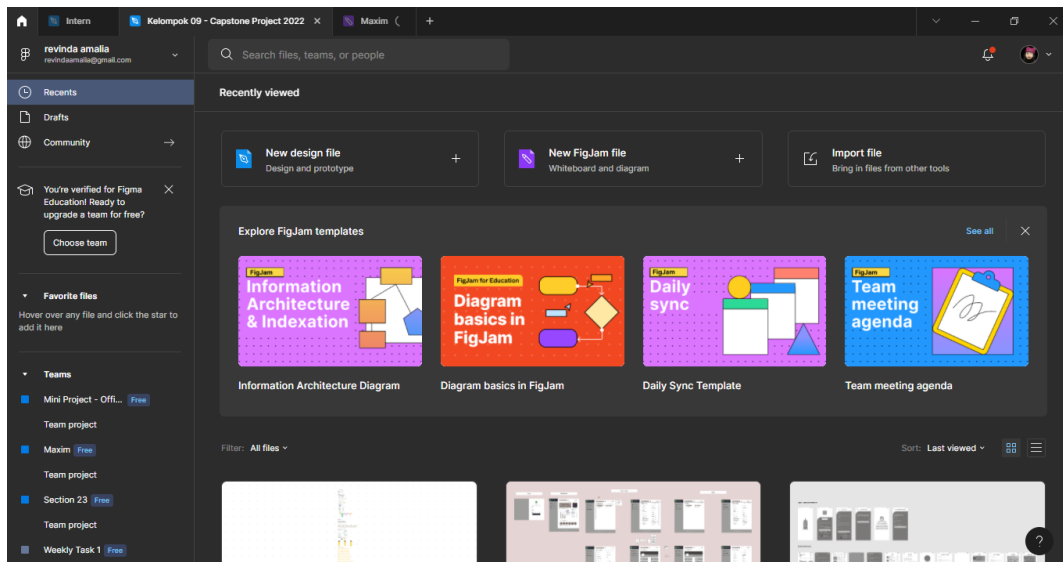

Figure 3. 4 Figma Dashboard View

3.1.2   *Importing design files in Figma*

1. After Figma is successfully installed, the next step is to import the design file into Figma, select "Import File" in the upper right corner.
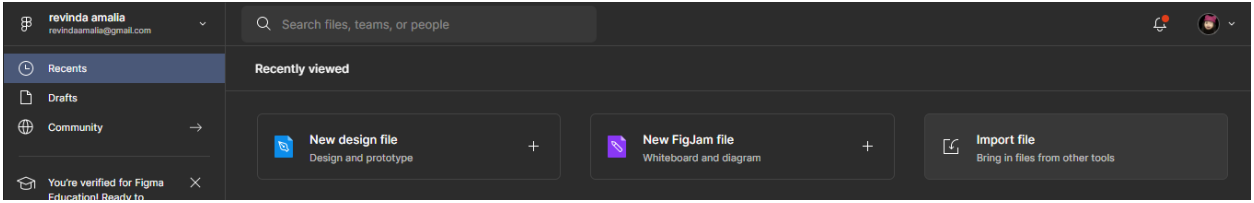
Figure 3. 5 "Import File" view on Figma Dashboard

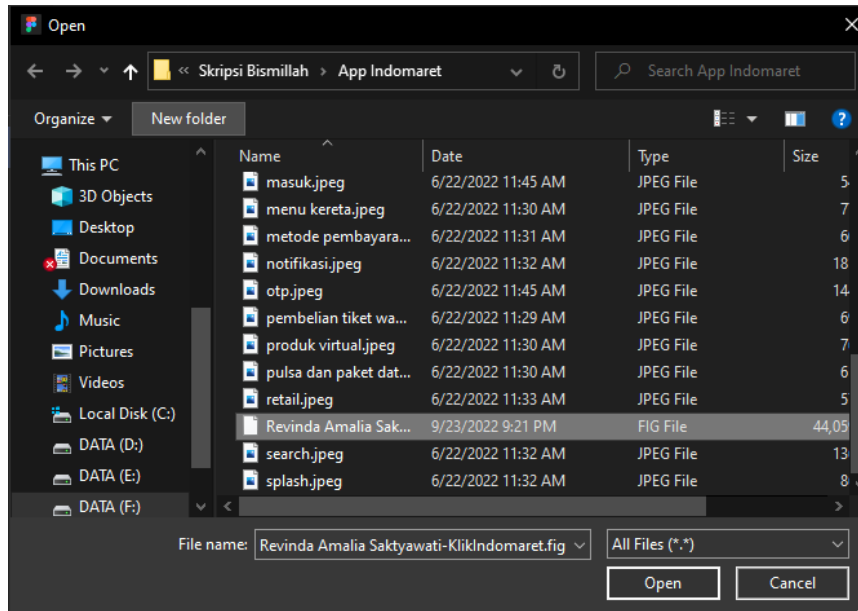2. Select the design file to import, then click "Open"

Figure 3. 6 File Page View

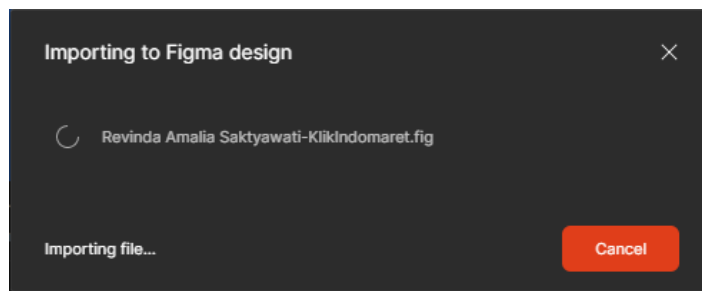3. The process of importing files for 1-3 minutes

Figure 3. 7 Proses import file design

4. When the file has been successfully imported, it will appear on the dashboard view in Figma. Then select the design file that has been imported before.
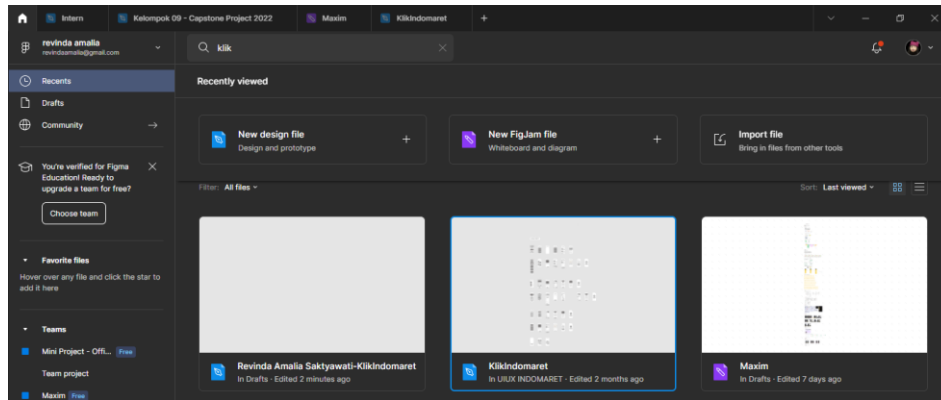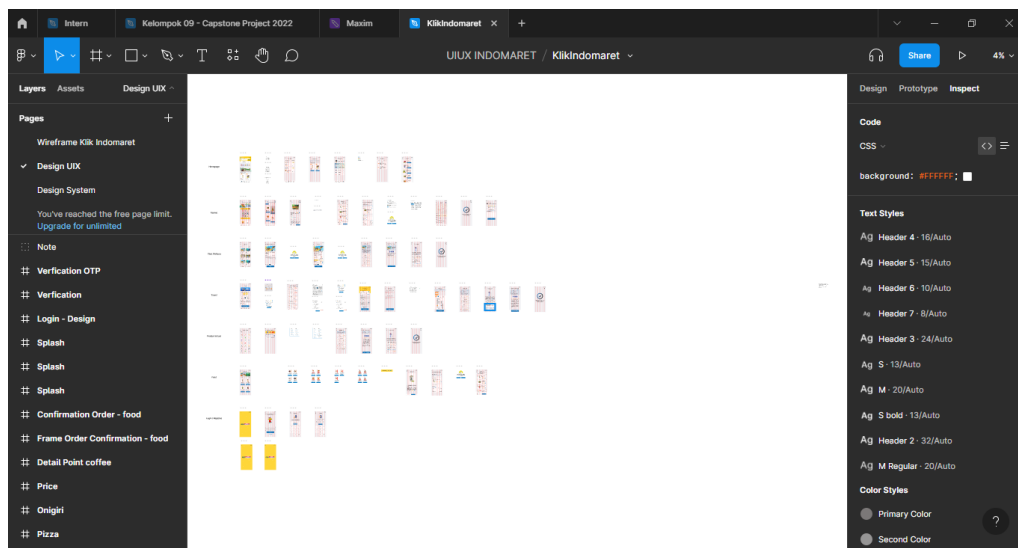
5

Figure 3. 8 Display of imported Design File

5. Done

Figure 3. 9 File Design

CHAPTER IV INSTRUCTIONS ON APPLICATION FEATURES
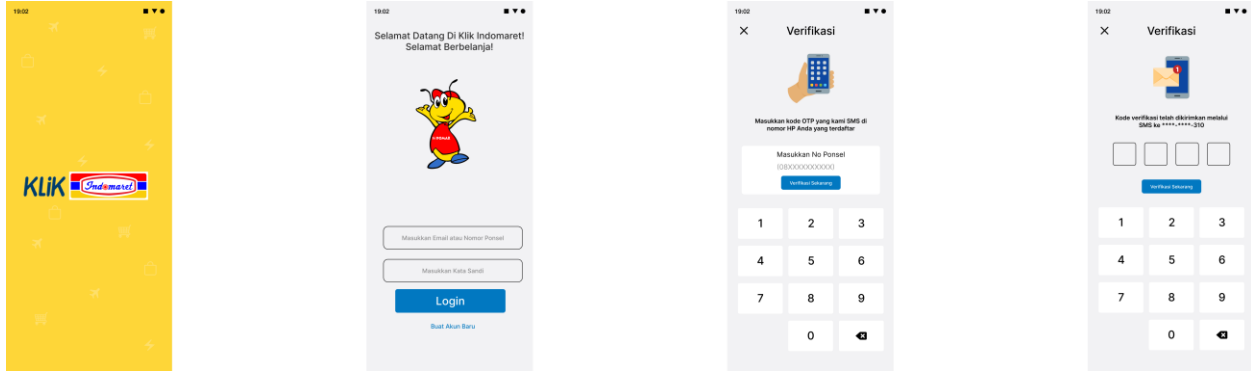
4.1 Login Page and Register Page

Figure 4. 1 Login Page and Register Page

The user will be asked to enter a phone number and password on the login and register page. If the user does not have an account from the Klik Indomaret application, it will be advised to register. Users will be asked to enter a phone number in the registration section, and then an OTP code will be sent via automatic message. Users who have registered will have an account on the Klik Indomaret application.
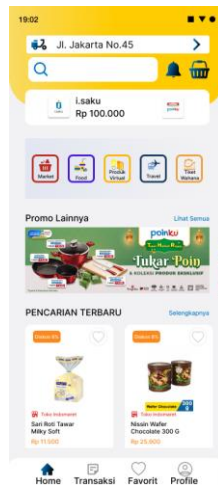
4.2 Home Page

Figure 4. 2 Home Page

Page The home page is the starting page when the user has successfully entered the Klik Indomaret application. On the home page, there is some information, namely, addresses, searches, notifications, baskets, and Categories such as food, products, travel, "Tiket Wahana"s, and virtual products. In addition, there is also the latest menu, several names of companies that work with Indomaret, transactions, favorites, and profiles.

4.3 Notification Page and Transaction Details Page
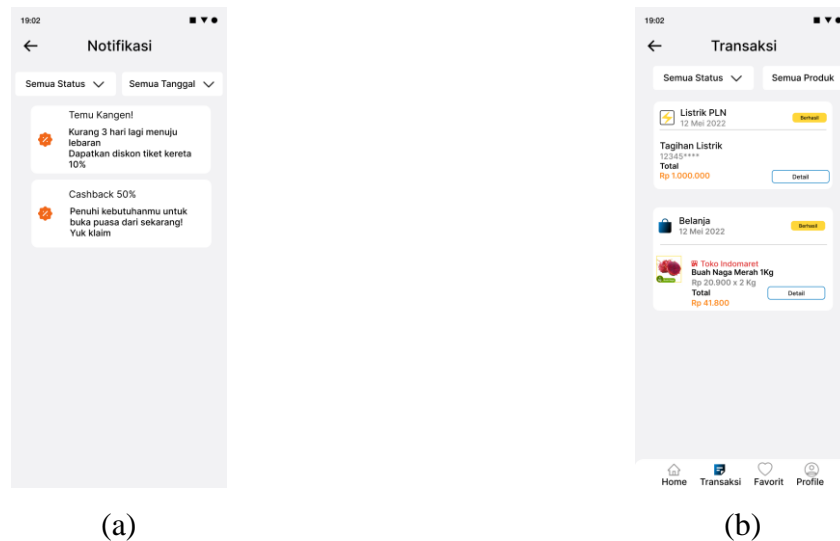

(a)   (b)

Figure 4. 3 (a) Notifications Page and (b) Transaction Details Page

The notification page displays promotions, vouchers, isaku and points, and product information from the Klik Indomaret application. This Category can be viewed according to the valid date and also those that have been completed. The transaction section also explains the user's history of ordering a product from Klik Indomaret. Again, these products can be viewed according to the date, either completed or in progress.
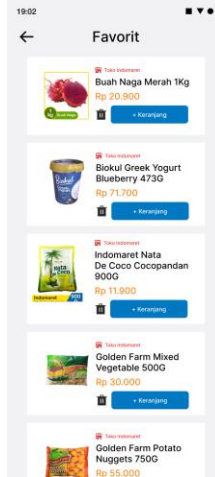
4.4 Favorites Page

Figure 4. 4 Favorite Page

The favorites page displays what the user likes before the product is added to the cart by the user. Users can save the product to their favorite page first if they don't want to add it to the cart and make a payment.
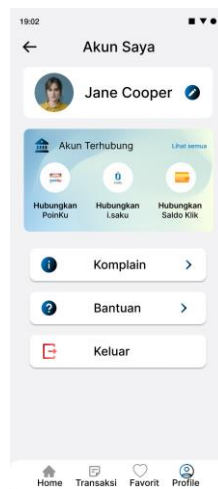
4.5   Account Page

Figure 4. 5 Account Page

On the account page is a page where all the details of the Klik Indomaret application account are on. This page has several feature options such as profile changes, connected non-cash payments such as isaku, my points, and Klik balances. In addition, there is also assistance, complaints, and logout to exit the Klik Indomaret application.
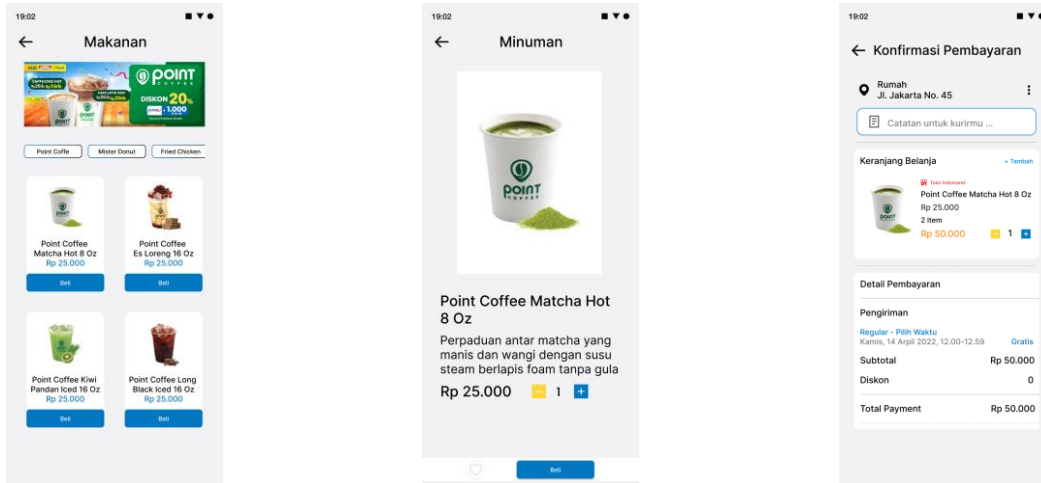
4.6 Food Pages

Figure 4. 6 Food Pages

The Food page displays the page for ordering food on the Klik Indomaret application. The food shown is a company that collaborates with the PT Indomarco Pristama application. The start page of food contains menu Categories and menu catalogs. Description page regarding product explanations. The page regarding payment confirmation will later be directed to the payment page section. On this page, the user knows the product purchased, then the price, and also the distance to be taken by the courier.
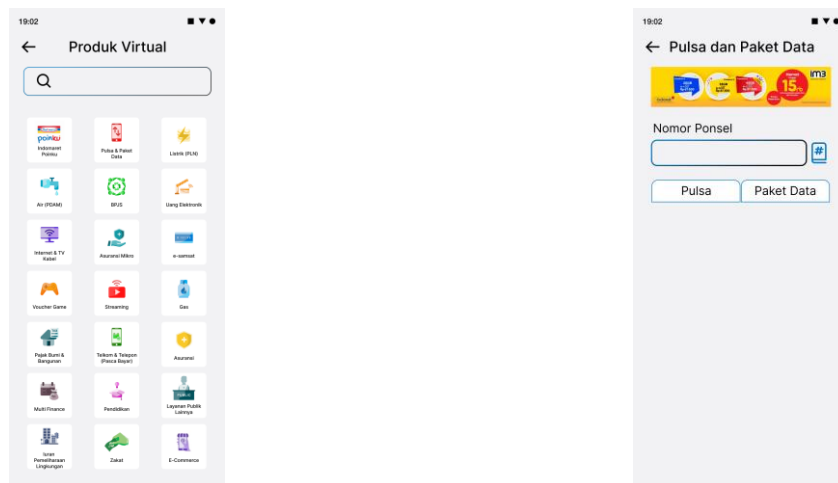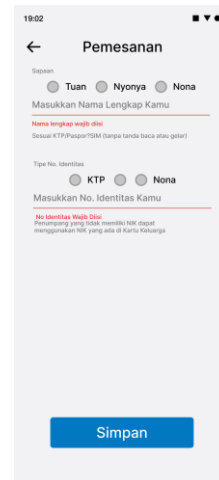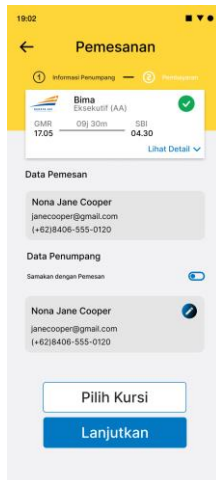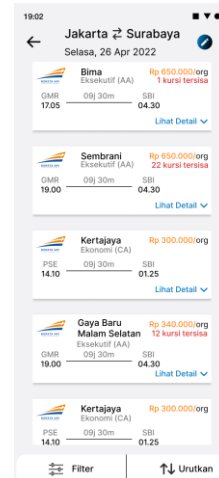
4.7 Virtual Product Pages

Figure 4. 7 Virtual Product Pages

The Virtual Product page is a page for making bill payments and several other things. The most frequent users make purchases of data and credit packages.
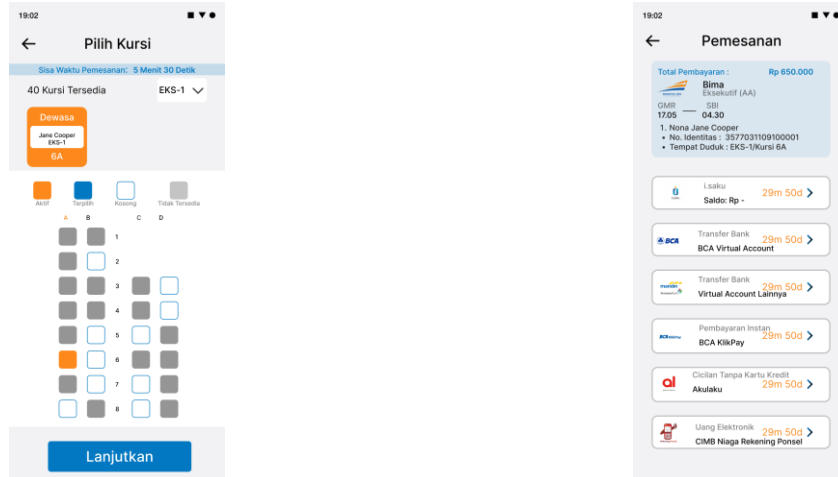
4.8   Travel Pages

Figure 4. 8 Travel Pages

On the Travel page, there are three pages. First, users will be shown advertisements regarding what promotions are taking place when users make travel purchases at Klik Indomaret. Then there is the choice of transportation to make it easier for users to choose what ride they want. Then there is data entry such as departure and arrival, the date to how many passengers will depart. Finally, the user will know the availability of transportation. The researcher takes train transportation on this page because many enthusiasts or users often travel using train transportation. On the travel list page, users can make changes to searches, detail pages about trains and changes to passengers. Special booking page for travel pages. Because in this section, the user is required to fill in the customer or passenger data. They are filling in the passenger's data and the selection of special seats for the train.
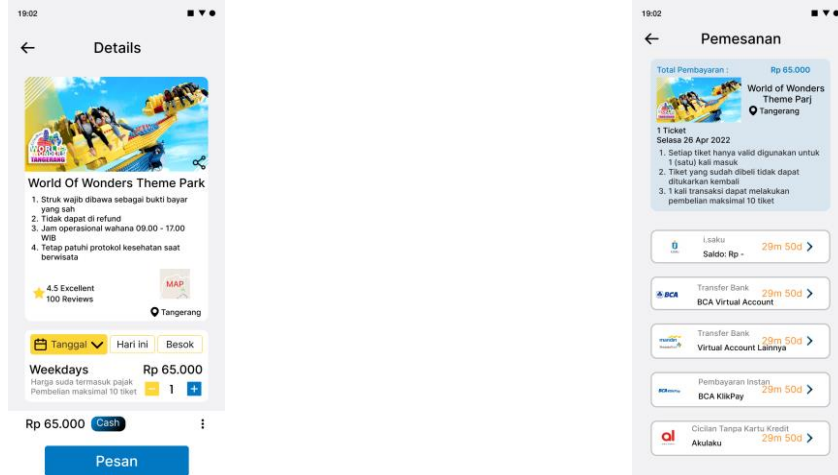
4.9   "Tiket Wahana" Pages
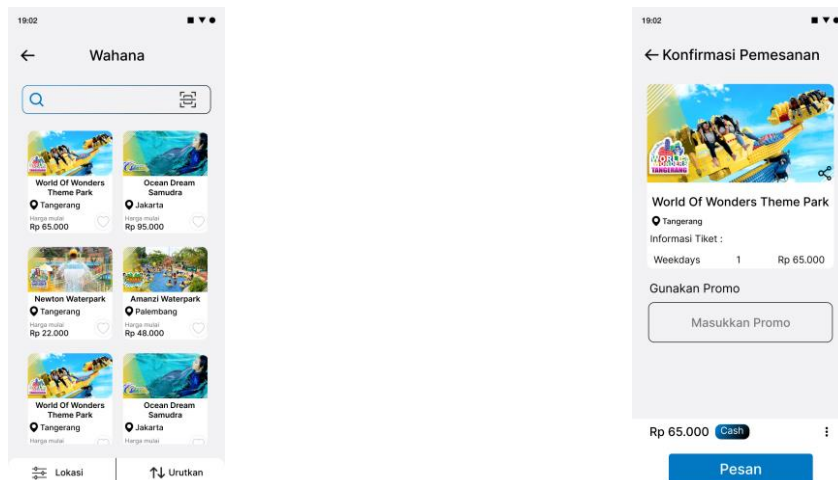
Figure 4. 9 "Tiket Wahana" Pages

On the "Tiket Wahana" page, users will be given several lists available from the Klik Indomaret application. List of rides available by the Klik Indomaret application. The details of the rides, such as available dates and explanations. Payment confirmation regarding the ticket to be purchased by the user.
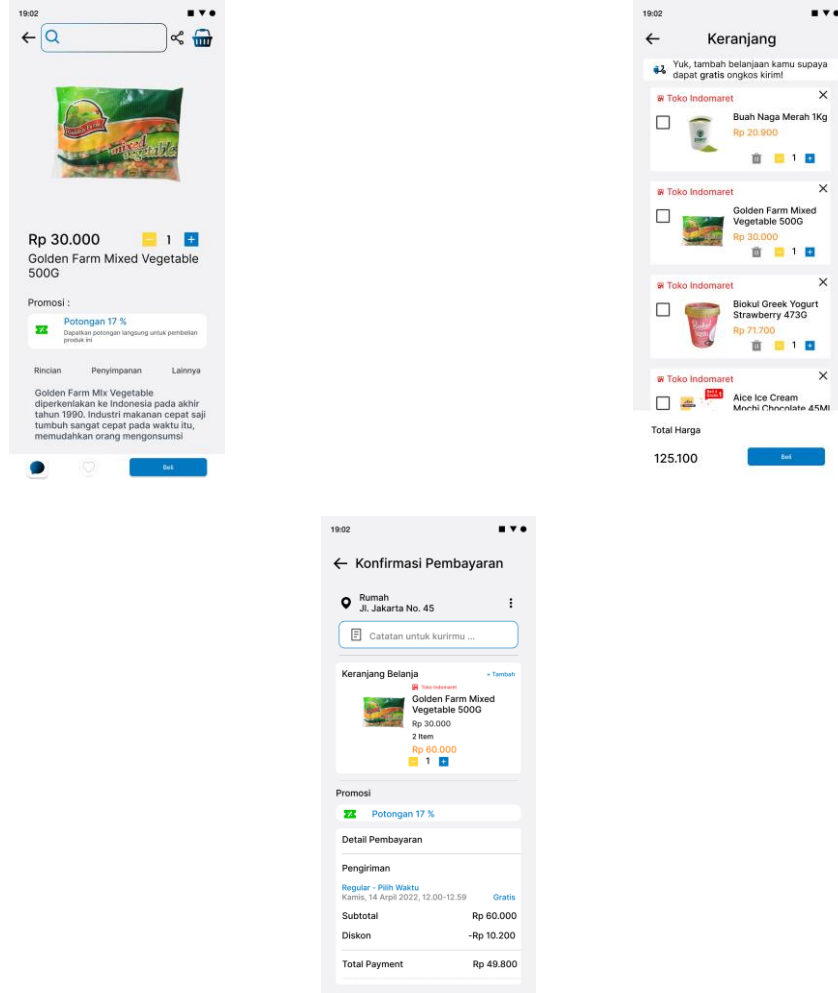
4.10 Selling Item Category Pages
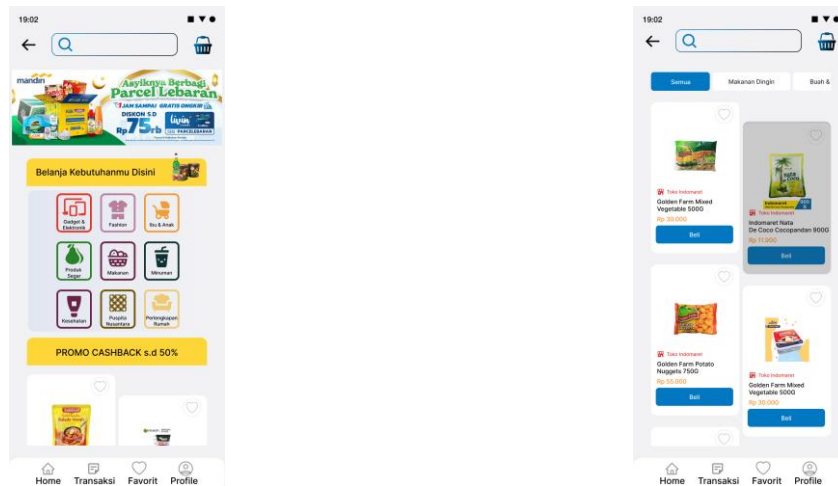
Figure 4. 10 Selling Item Category Pages

The selling item category page shows the Category that the user can select. The initial page of the selling item category contains advertisements regarding ongoing promotions, menu Categories, and what products are sold on the Klik Indomaret application. A page for user-selected products, one of which is fresh produce. On this page will be shown what is included in the new product. Page about the description of a product. The basket page is where the user's selected effect can be put into the basket, and in the basket, the user can also choose what products he wants to buy and the amount he wants to buy—the order confirmation page before placing an order.

4.11 Shipping Tracking Page

Figure 4. 11 Shopping Tracking Page

On this page, the user will be shown tracking the delivery of goods from the Klik Indomaret application. The product will be sent through the nearest Indomaret Store from the user's address. In-delivery tracking is used for product shipments from the Selling item category and Food Category.

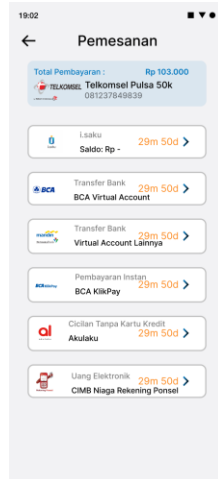**4.12 Order Confirmation Page and Payment Method Page**

Figure 4. 12 Order Confirmation Page and Payment Method
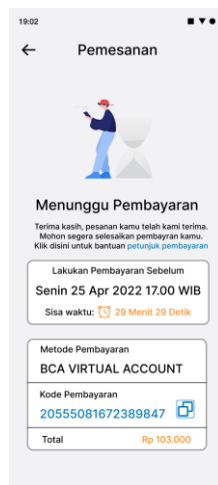

Figure 4. 13 Payment Procedure Page

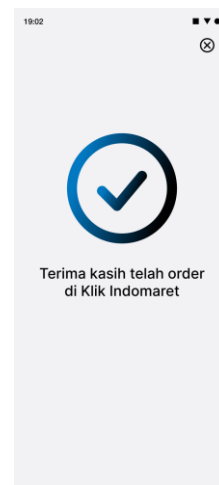Figure 4. 14 Payment Confirmation Page

Figure 4. 15 Successful Transaction Page

On the order confirmation page is a page that contains what products will be purchased by the user before proceeding to the payment method page and payment method, where the user uses the technique to choose the payment you want to make. On the order confirmation page, it can be seen in Figure 4.12. When the user has selected the desired payment method, he will be directed to the payment procedure page. The payment procedure page can be seen in Figure 4.13. After knowing the procedure for making a payment, the user will get a virtual account number page, and there is a time limit for making payments, which can be seen in Figure 4.14. And on the image, Figure 4.15 is where the transaction was successful.

4.13 Rating and Review Page
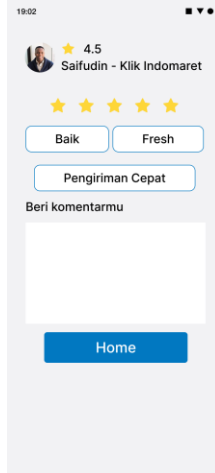
The Rating and Review page is a page to provide ratings for users who deliver goods by courier from Indomaret.