

UNIVERSITI TEKNOLOGI MARA

**CLAIM MANAGEMENT
SYSTEM DEVELOPMENT: A CASE STUDY OF
E-SMARTCAB (M) SDN. BHD**

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ABSTRACT

Transportation is a well known sectors around the world. There are several types of transportation such as bus, taxi and others. Taxi is one of the famous public transport where it has two parties that are public owner and taxi company. A taxi company usually have their own working space such as, at the airport. The taxi company also follow the current technology, where a system has play a vital role in enhancing their work to the next level. With the use of a system, it help the taxi company to work more effectively and effienctly. There are many type of claim systems and their own features and functions. The features of different claim system is been determined to The claim system helps the taxi company to keep the information about the send-off or pick-up customer. With the respective information, the taxi company then will claimed the money back from the respected agencies. Many new techniques has emerge in developing a good interface design. With the new technique and design, what is the best alternative for a good interfaces for claim system. The techniques such as minimalism, skeumorphism, laser focus, context sensitive navigation, collapsed contect, content chucking and long pages is been described in the paper. The developer used collapsed as one of the design interface technique. For future enhancement, a SMS to notify the taxi driver about their claim status is being described.

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