

Universiti Teknologi MARA

**The Development of Utility Bills
Management Mobile Application**

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ABSTRACT

The billing system is a system used by the users to manage all the bills and expense at one place. The main purpose of a billing system is used to make life easier for the users to keep track and pay the bills from everywhere. There are many categories bills such as utility bills, transportation bills, loan bills, and other bills. The study of this project focuses on utility bills. Utility bills are any service that helps keep the household and office that usually use in our life. There are many utility bills such as electricity, water, telephone, gas, and internet. Utility bills are bills that received and paid by people every month such as electricity, water, internet, and telephone. Currently, people are busy with their work, and they have no time to pay the bills. Sometimes, they forget about their bills, and they also have a problem to view the bills that they have been paid. It is because they fail to manage existing bills. Therefore, the Utility Bills Management is a mobile application that helps personal users to save a lot of time and effort on paying bills every month and will less likely forget to pay for the bills thus avoiding late payment fines. The objectives of this project are to identify the user requirements of Utility Bills Management mobile application, to design and to develop the Utility Bills Management mobile application. The scope of this project focused on public people who are always busy with their work. The platform to develop this app is Android, and this project uses full English. The modules provided in this application are users who can manage bills and users can view historical bills in a month, and users will get a notification about the bills. In order to develop this project, the methodology used is the Mobile Application Development Life Cycle (MADLC) which consists of seven (7) phases, but for this project, it will start from identification, design, development, prototype, and testing. The result of this application is it easy for them to use it and can manage their bills more organize and wisely.

Keywords: Billing System, Utility Bill, Mobile Application Development Life Cycle (MADLC), Notification, Mobile Application.

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CHAPTER 1

INTRODUCTION

This chapter clarifies on the research background, such as the problem statement, objectives, scope, and significances of the project. The background of the project will give an overview to readers on what the project is all about. In addition, the problem statement refers to the current issues identified adherence with the need for the project. Besides, the objectives of the project stated the target and outcome of the project. Last but not least, the scope is justified, and the significances of the project are discussed.

1.1 Project Background

The billing system is a system that used by the users to manage all the bills and expense at one place. This system can generate invoices, make report management, and make payments made to client accounts, and so on. The Billing system is a service accounting system that customers can use to calculate cost or service item based on tariffs. The main purpose of a billing system is used to make life easier for the users to keep track and pay the bills from everywhere (Huang & Wang, 2014). This system is basic customer care too that additionally ensures that the third party or organization obtains payments within in time (Virgopass, 2012).

In our lives, most people face situations in managing bills each month. Now, the lives of people in the city are very busy with working pressure. Because of this, they are quite difficult to pay for unpaid bills. Nowadays, the public such as a busy worker received bills all the time by monthly and yearly such as utility bills, mobile bills, transportation bills, accommodation bills and much more. In every month, people always receive a different bill, and it is very difficult to