

**THE DEVELOPMENT OF ONLINE BILLING AND INVOICE  
MANAGEMENT SYSTEM FOR SAUDI SMALL COMPANIES**

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**UNIVERSITI UTARA MALAYSIA**

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**THE DEVELOPMENT OF ONLINE BILLING AND INVOICE  
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fulfillment of the requirements for the degree Master of Science  
(Information and Communication Technology),  
Universiti Utara Malaysia**

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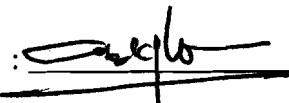
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## ABSTRACT

Invoicing and billing application for different business purposes helps mainly the service providers and freelancers to manage, send professional invoices online, and track its status. Generally, all the small companies in Saudi Arabia facing a various issues for managing and tracking the invoice status of customers, which mostly back to the lacks of adapting new technology in these companies. One of these lacks is tracking the bills status for a definite projects'. Therefore, this research intends to design and develop an online billing and invoice management system to expenses effortlessly and saves both time and money on the employees in the Saudi small companies (Sepco Company). The propose system intend to provide a digital tracking of the time spend on projects and send invoices directly to clients. An evaluation was conducted among 30 employees and business administrators at Sepco Company to perceive their opinion towards the system ease of use, usefulness, and satisfaction. The result revealed that the proposed system gained a satisfactory level among the participants.

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# **CHAPTER 1**

## **INTRODUCTION**

This chapter mainly focuses on introducing the research aims, background, and the current issues towards the billing and invoice management systems and its performance among different business companies. In addition, this chapter addresses the research solutions along with the relevant research questions in terms of designing and developing a new billing management system, which involves both technical and page optimization test. Finally, research process is introduced in order.

### **1.1 Introduction**

E-business (also referred to as Web-based management systems) is defined as a new context for business where a large amount of information and services describe the e-commerce practices in different business organizations (Welsh, Wanberg, Brown, & Simmering, 2003). This kind of service obtains a better representation of information based on deploying different web tools and techniques for certain purposes, which could be seen as a blessing: plenty of information readily available just a click away (Tang & McCalla, 2005). Even so, it could equally be seen as an exponentially growing nightmare, in which unstructured information chokes the end users without providing any articulate details about the billing contents. An example of these integrations is data mining, which was used to simplify the existing problems with e-businesses (Dredze, et al., 2007), which can be understood not just as a collection of

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