

ABSTRACT

This project focused on improving the efficiency of internal payment request management within an accounting consulting firm during the May–August period, through the development of a centralized web platform. Currently, such requests are handled informally via email or messaging apps, leading to a lack of traceability and disorganized documentation. The proposed solution involved designing a system to register, authorize, manage, and monitor requests, integrating user hierarchies, traceability, and automated reporting. The platform was built using a client-server architecture with React, Node.js, and PostgreSQL. Its impact will be evaluated through a pilot test involving at least 30 real requests, measuring indicators such as approval time and document control. Security measures were also implemented to ensure access is restricted to authorized users. As a result, a reduction of over 60% in response times and significant improvements in process organization and formalization are expected.

Keywords: payment management, operational efficiency, traceability, web platform, accounting, security, automation, user hierarchy