

**Lampiran**

Wawancara dengan keyinforman :



Wawancara dengan Informan 1 :



Wawancara dengan informan 2 :



Training skill communication yang di hadiri dengan peserta Customer Service:



Status Antaran pada syteam :

Getting Started IDSS2 IDSS21

**iDSS** Integrated Distribution Semesta System Live

SHIPMENT TRACKING VISIBILITY (STV)

Home Individual Tracking Corporate Tracking Account

View Shipment Tracking Complete v.31218

Simple Search Advanced Search

AWB: 3110066775447 Nama Penerima: [ ]

Ref No: [ ] Entry Date: 27-Agu-2020

Do No: [ ] Tracking Clear Details

Date	Time	AWB	Status DESC	REMARKS	BRANCH	Courier	Recipient	Relation
06 Jul 2020	09:37:15	3110066775447	Data Entry	Outbound Data Upload	Kemanggis Processing Center			
06 Jul 2020	21:47:30	3110066775447	Sort Destination	ST-CGK-MES-UD060720011220004	Kemanggis Processing Center			
08 Jul 2020	06:59:28	3110066775447	Arrival At Distribution		Medan			
08 Jul 2020	08:45:02	3110066775447	On Delivery		Medan	ME56741   Hebib Rimansyah(m64)		
08 Jul 2020	15:56:07	3110066775447	Success Delivered		Medan	ME56741   Hebib Rimansyah(m64)	Yolanda	Orang Tua/Mertua

**Shipper Details**

**Consignee Details**

Name: MS CINDY CINDY  
 Alamat: JL TAPANJUL KEL PANDAU KEC MEDAN 20232  
 Phone: [ ]  
 Destination: KOTA MEDAN

**Shipment Details**

Pickup Date: 06/07/2020  
 Delivery Item: PAKET  
 Shipment Content: PRIORITY PASS CARD  
 Service Type: NRS

Form Investigasi :

PT. Nusanbara Card Semesta  
 Head Office:  
 Jl. Brigjend Katamso No. 7 Slipi Jakarta Barat 11420  
 Telp. (021) 569 69 777 (Hunting 10 Lines)  
 Fax. (021) 569 68 877  
 email: ncsikt@ncskurir.co.id  
 website: www.ncskurir.com

**FORM INVESTIGASI INTERNAL**

**CLIENT** : HSBC BANKING

**STATUS PAKET** : **PEMBERITAHUAN 2 x 24 JAM TIDAK BERHASIL, HARAP KEMBALIKAN**

No. AWB : 3110064915533

Re-number : 13/05/2020

Tgl Pick up : Bday May 2020 (CARD)

Jenis Paket : 1 pcs

Weight : 03/06/2020

Tgl. Comp : Jakarta Utara

Wilayah Kurir : Jakarta Utara

**STATUS CONSIGNE**

Nama : Mr Kho Hadidama Kosasih

Alamat : Jl Pantai Nusa, Pademangan

**STATUS DELIVERY**

Status Kirim : Receive

Remaks : Yani (Pembantu)

Tanggal : 14/05/2020

**ISI KOMPLAIN :**  
 Belum diterima

**PENJELASAN**

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Demikian pernyataan ini saya buat agar dapat dipergunakan sebagaimana mestinya.

Hormat kami,

(Hubungan.....) (Petugas Investigasi) (Spv Wilayah Ka.Cab)