

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

Consignee 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
 No. AWB : 3110064915533
 Ref number : 13/05/2020
 Tgl Pick up : Bday May 2020 (CARD)
 Jenis Paket : 1 pcs
 Weight : 03/06/2020
 Wilayah Kurir : Jakarta Utara

STATUS CONSIGNE
 Nama : Mr Kho Hadidama Kosasih
 Alamat : Jl Pantai Nusa, Pademangan

STATUS DELIVERY
 Status Kirim : Receive
 Remarks : 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)