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Dear.

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Thank you for submitting your best article to be published on **Jurnal Semesta Ilmu Manajemen dan Ekonomi** with the title:

"Pengaruh Kualitas Pelayanan dan Kepuasan Pelanggan Terhadap Loyalitas Pelanggan Pengguna Jasa Transportasi Online di Kota Palembang"

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Thus we submit this letter of information to be used as it should be, we express our gratitude.

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