

BUKTI KORESPONDENSI

**JOURNAL OF ASIAN FINANCE, ECONOMICS AND BUSINESS
(VOL. 8 No. 5, 2021)**



**“THE EFFECT OF TRUST AND CUSTOMER VALUE ON
LOYALTY: AN EMPIRICAL STUDY IN INDONESIA”**

**CORRESPONDENT AUTHOR
EUIS SOLIHA**

**FAKULTAS EKONOMIKA DAN BISNIS
UNIVERSITAS STIKUBANK (UNISBANK) SEMARANG
2021**

DAFTAR ISI

| | |
|---|-----------|
| HALAMAN JUDUL..... | i |
| DAFTAR ISI | ii |
| I PAPER SUBMISSION | 1 |
| Lampiran Manuscript Revision 18 Maret 2021 | 2 |
| Lampiran Submission Consent Form 16 Januari 2021 | 8 |
| II REVIEW FINAL DECISION OF EDITOR-IN-CHIEF JAFEB | 9 |
| Final Decision of Editor-in-Chief JAFEB | 9 |
| III REVISED PAPER..... | 11 |
| Acknowledged by Editor-in-Chief JAFEB..... | 12 |
| IV DECISION OF EDITOR-IN-CHIEF JAFEB AND PUBLISHING AGREEMENT FORM-APC093- JAFEB VOL.8 NO.5 MAY 2021 PUBLICATION | 15 |
| Lampiran Invoice | 18 |
| Lampiran Article Publication Charge | 18 |
| V CONFIRMATION OF RECEIPT APC093 AND ACCEPTANCE LETTER FOR JAFEB VOL.8 NO.5 MAY 2021 PUBLICATION..... | 19 |
| Lampiran Letter of Acceptance | 21 |
| Lampiran Receipt | 21 |

BUKTI KORESPONDENSI

JOURNAL OF ASIAN FINANCE, ECONOMICS AND BUSINESS (VOL. 8 No. 5, 2021)
TITLE OF PUBLICATION : "THE EFFECT OF TRUST AND CUSTOMER VALUE ON LOYALTY: AN EMPIRICAL STUDY IN INDONESIA"

Correspondent Author : Euis Soliha

I. PAPER SUBMISSION

A. Submit Paper : Email 10 Februari 2021

Dari: **Euis Soliha** <euissoliha@edu.unisbank.ac.id>

Date: Sen, 10 Feb pukul 13.23

Subject: PAPER SUBMISSION (The Effect Of Trust And Customer Value On Loyalty: An Empirical Study In Indonesia)

To: <jwlee119@yahoo.com>

Dear Jung Wan LEE, Ph.D.
Editor-in-Chief
Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to review and evaluate my article for publication in JAFEB Volume 8 Issue 4, April 30, 2021.

"The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role"

Here I attach the revised version of the paper.

Thank you in advance,
Assoc. Prof. Euis SOLIHA

B. Paper Submission : 18 Maret 2021

Dari: Euis Soliha <euissoliha@edu.unisbank.ac.id>

Date: Kam, 18 Mar 2021 pukul 14.51

Subject: PAPER SUBMISSION (The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role)

To: <jwlee119@yahoo.com>

Dear Jung Wan LEE, Ph.D.
Editor-in-Chief
Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to review and evaluate my article for publication in JAFEB Volume 8 Issue 4, April 30, 2021.

"The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role"

Here I attach the paper.

Thank you in advance,

Assoc. Prof. Euis SOLIHA

PAPER SUBMISSION (The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role)



Euis Soliha <euissoliha@edu.unisbank.ac.id>
kepada jwlee119 ▾

Kam, 18 Mar 14.51

Dear Jung Wan LEE, Ph.D.
Editor-in-Chief
Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to review and evaluate my article for publication in JAFEB Volume 8 Issue 4, April 30, 2021.

"The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role"

Here I attach the paper.

Thank you in advance,

Assoc. Prof. Euis SOLIHA

3 Lampiran



Gambar 1 Paper Submission (Email 18 Maret 2021)

Lampiran Email 18 Maret 2021

1. Manuscript Revision

JAFEB Manuscript Revision Report Form

Journal of Asian Finance, Economics and Business (JAFEB)

Print ISSN: 2288-4637 Online ISSN: 2288-4645

| | | |
|--|--|--|
| Manuscript Title | The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role | |
| Corresponding Author's Name and Contact Details | Euis SOLIHA First Author and Corresponding Author. Faculty of Economics and Business, Stikubank University, Semarang, Indonesia [Postal Address: Jl. Kendeng V, Bendan Ngisor, Kec. Semarang Sel., Kota Semarang, Jawa Tengah 50241, Indonesia] Email: euissoliha@edu.unisbank.ac.id | |
| Editor's Requirements and Recommendations [Ten Golden Rules of JAFEB Manuscripts] | Responses and Comments or Rebuttals [The author(s) MUST provide some answers for EACH item] | |
| <p>S1. Page Setting</p> <p>Please set up Default Page Layout: Page Columns in One column, Page Size in Letter size (8.5 x 11 inch). NO A4 size, Page Orientation in Portrait, Page Margins Top (1 inch) Bottom (1 inch) Left (0.8 inch) Right (0.75 inch).</p> <p>Please set up Default Paragraph panel: Tabs stop 0.5 inch left for each paragraph, Line Spacing in Single line (before 0 and after 0 spacing snapped), Alignment in Justified alignment, Outline Level in Body text.</p> | <p>The paper is written based on the JAFEB page setting</p> | |

| | |
|--|--|
| <p>Please set up Default Font panel:</p> <p>For Text and Headings: Font in Times New Roman, Font Size in 12 size</p> <p>For Tables and Appendixes: Font in Arial, Font Size in 9 size (8 minimum)</p> <p>Please do not use any styles for Headings and body text for the entire document</p> | |
| <p>S2. Author's Name Presentation by APA</p> <p>The authors' full name must be appeared in order of First name, Given name (if any), and LAST NAME (=FAMILY NAME = SURNAME) for its indexing purpose correctly according to the APA format. Please indicate the authors' SURNAME (FAMILY NAME) in ALL CAPITAL letters.</p> <p>For example, Prof. Lee Jung Wan in the Asian name format (i.e., Jung Wan Lee in a U.S. form) should be indicated as Jung Wan LEE; accordingly, [Jung Wan LEE] will be indexed as of [Lee, J. W.] in Clarivate Analytics' Web of Science and Scopus).</p> <p>Lee, J.W., & Xuan, Y. (2019). Effects of Technology and Innovation Management and Total Factor Productivity on the Economic Growth of China. <i>Journal of Asian Finance, Economics and Business</i>, 6(2), 63-73. https://doi.org/10.13106/jafeb.2019.vol6.no2.63</p> <p>Another example, Professors Ha Hong Hanh and Nguyen Huu Anh in the Asian name format should be indicated as Hanh Hong HA, Anh Huu NGUYEN; accordingly the two names will be indexed as of [Ha, H. H.; Nguyen, A. H.].</p> <p>Ha, H. H., & Nguyen, A. H. (2020). Determinants of voluntary audit of small and medium sized enterprises: Evidence from Vietnam. <i>Journal of Asian Finance, Economics and Business</i>, 7(5), 41-50. https://doi.org/10.13106/jafeb.2020.vol7.no5.041</p> | <p>Authors name of the paper have been written based on APA</p> |
| <p>S3. Self-Citation Restriction Policy</p> <p>The self-citation refers to when an author refers to the previous works written by him/her alone or in co-authorship and cites them. Self-cites are used to compare current results of the research with earlier findings when continuing to study the same subject. It seems that the only reasonable solution for the issues of self-plagiarism, research</p> | <p>There are only 4 self-citation in the paper</p> |

| | |
|--|--|
| <p>integrity, and originality is to limit the amount of self-citations. JAFEB Self-Citation Restriction Policy regulates that the self-citation level should not exceed 10% for authors and 20% for co-authors together and 15% for JAFEB. Please rewrite and remove any outnumbered self-citations, if any corrections required in your case. If the reference checker (software) finds that the author(s) break the rules, then the manuscript will be automatically rejected by the Desk Editor without further review.</p> | |
| <p>1. JAFEB Engagement:</p> <p>If the literature current, relevant, and broad enough to set the context for the research, you should engage with the style and the discussions published in JAFEB. The work in the journal evolved considerably as you can see on JAFEB Archive. To fully contribute to the subject, you will need to engage with JAFEB. To do so: you should include at least 3 - 5 recent and relevant references in JAFEB. Your paper should reflect the cutting edge thinking of relevant literature in JAFEB.</p> <p>If the manuscript does not include at least THREE citations/references from JAFEB, the manuscript would be stopped/rejected by the Desk Editor without further review.</p> | <p>The paper has included 5 recent and relevant references in JAFEB</p> |
| <p>2. Abstract</p> <p>Abstract must adhere to the following: A concise and factual abstract is required. Please rewrite abstract to reach about 200 words in total for this purpose. The abstract should describe the following items in order of: 1) the purpose of the research (for example. The study investigates/examines..., but NO research background statements/problem statements at the beginning), 2) data, materials, and methodology (for example. This study employs samples/survey data/time series data of), 3) the results (for example, The results show/reveal that), and 4) major findings (for example, The findings of this study suggest that ..., but NO suggestions/recommendations/implications) in an unstructured manner. An abstract is often presented separately from the article, so it must be able to stand alone. Please provide abstract to reach about 200 (197 ~ 203) words in total.</p> | <p>The abstract of the paper reaches 199 words in total</p> |

| | |
|---|---|
| <p>If the word counter (software) finds more than 5% deviation, the manuscript will be rejected by the Desk Editor without further review.</p> | |
| <p>3. Keywords: Please provide Maximum of 5 keywords, separated by comma (,)</p> <p>It is crucial to the appropriate indexing of the papers are to be given. e.g., Financial Economics, Emerging Markets, Technology Acceptance Model</p> | <p>The paper provides 4 keywords</p> |
| <p>4. JEL Classification Code: Please provide 3-5 JEL classification codes, separated by comma (,)</p> <p>These codes will be used for indexing purposes.</p> | <p>The paper provides 3 Jel classification codes</p> |
| <p>5. No Footnotes, but Endnotes Acceptable: JAFEB does not accept Footnotes due to technical problems of online XML publication. Please convert all footnotes to endnotes, otherwise please incorporate all footnotes into text at its best.</p> | <p>There is no footnote in the paper</p> |
| <p>6. Word Count:</p> <p>While no maximum length for manuscripts is prescribed, authors are encouraged to write concisely and clearly. As a guide, short communications should be between 3000 – 5000 words and regular articles should be between 5,000 - 7,000 words in length. However, any of full papers should be NO longer than 10 pages in a final print and NO more than 8000 words in total, with all inclusive.</p> <p>If the word counter (software) finds more than 5% deviation, the manuscript would be stopped/rejected by the Desk Editor without further review.</p> | <p>The full paper reach 6155 words in total</p> |
| <p>7. Tables and Figures:</p> <p>JAFEB accepts Tables/Figures created by the author's own work only. Number Tables/Figures consecutively in accordance with their appearance in the text. Tables must be adjustable. Avoid vertical rules. Extremely large tables that take more than one page print are NOT acceptable. Be sparing in the use of tables and ensure that the</p> | <p>The paper reaches 6 Tables in total</p> |

data presented in tables do not duplicate results described elsewhere in the article.

A paper in JAFEB from now on may include **a maximum of six (6) tables/figures/appendixes in total.**

In particular, JAFEB does not accept any figures/artworks borrowed from others (i.e. output of AMOS, charts and reports of Statistics Agency's), if not created by the author's own work.

If the Desk Editor finds any outsizes, the manuscript will be stopped/rejected by the Desk Editor without further review.

8. Citation and Reference Style Guides:

Authors are expected to adhere to the guidelines of **APA 6th or 7th edition (American Psychological Association)**. Please provide full information of publications complying with the APA citation and reference styles.

Please ensure that every reference cited in the text is also present in the reference list (and vice versa).

If the reference checker (software) finds more than THREE unmatched citations/references, then the manuscript will be automatically rejected by the Desk Editor without further review.

[Important! Please translate all references in local languages (i.e. Vietnamese, Indonesian, Malay, Thai, Pakistani, Arabic, Russian, Ukrainian) into English (through Google translator or AI translators) according to APA style guide at its best.

If any references are not translated to English, then the manuscript will be automatically rejected by the Desk Editor without further review. JAFEB publishes all articles in English only].

In particular, all citations in the text should refer to: **Two authors: list all authors' surname (family names) with Lee and Nguyen (2020) in the text or (Lee & Nguyen, 2020) in parentheses** separating the two authors and the year of publication.

The references of the paper have been written based on APA style

Journals: Lee, J. W., & Nguyen, A. H. (2020). Citations and reference style guides of APA 6th edition and Asian names. *Journal of Asian Finance, Economics and Business*, 7(1), 2-4. <https://doi.org/10.13106/jafeb.2020.vol7.no1.2>

Book (ISBN): Greenberg, P. (2001). *CRM at the Speed of Light* (5th ed.). Emeryville, CA: Lycos Press.

Edited book: Burton, R. R. (1982). Diagnosing bugs in a simple procedure skill. In D. H. Sleeman, & J. S. Brown (Eds.), *Intelligent Tutoring Systems* (pp.120-135), London, UK: Academic Press.

Conference proceedings: Lee, J. W., & Kim, Y. E. (2017). Green distribution and its economic impact on the distribution industry. *Proceedings of the Second International Conference of KODISA* (pp.12-32). Ho Chi Minh City, Vietnam, July 6-8. Seoul, Korea: KODISA Publishing.

Internet resources: Kim, D. H., & Youn, M. K. (2012). What is about distribution knowledge, research, and journal?. *KODISA Newsletter*. Retrieved October 30, 2019 (actual access date), from http://kodisa.org/index.php?mid=Conferences&document_srl=8862.

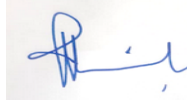
Journal Revision Submission Declaration Statement

I, the undersigned, hereby attest and confirm:

1. That the manuscript has no actual or potential conflict of interest or any perception of influence with any organization or party, whether individual or group, including but not limited to any financial, personal or otherwise, within three years from the date of submission of work;
2. That this manuscript has not been published previously, that it is not under consideration for publication elsewhere, and that the manuscript is not being simultaneously submitted elsewhere;
3. That I grant to KODISA, upon acceptance by the editor for publication in the journal, the exclusive right and license to publish, distribute, and otherwise disseminate the contents of the manuscript in any manner, including but not limited to the right to sub-license appropriate publishing or distribution rights, the material in the article in or through any media format, whether printed, electronic, online, CD-ROM, microfiche or otherwise;
4. That I will follow the highest standards of publication ethics and the Code of Conduct of KODISA journals.

Name of Corresponding Author **Euis SOLIHA**

Signature _____



Date 18/3/2021

JAFEB and KODISA Journals Editorial Board

2. Submission Consent

The Journal JAFEB Submission Consent Form

Journal of Asian Finance, Economics and Business (JAFEB)

Print ISSN: 2288-4637 Online ISSN: 2288-4645

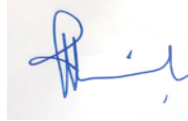
| Corresponding Author Contact Information | | | |
|--|--|------------------------------|--------------------|
| FAMILY NAME/ SURNAME/ LAST NAME | Euis | Given name/ First Name | SOLIHA |
| Job title/Dept./ College/University | Assoc. Professor, Faculty of Economics and Business, Stikubank University | | |
| Mailing Address (MUST Zip code) | Jl. Kendeng V, Bendan Ngisor, Kec. Semarang Sel., Kota Semarang, Jawa Tengah 50241, Indonesia | | |
| E-mail (MUST 2 Emails) | euissoliha@edu.unisbank.ac.id | Tel. | (+62) 812 2902 420 |
| | (Alternate) | Fax | (0274) 387646 |
| Article Publication Charge (APC) and Fees | | | |
| Manuscript Title | The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role | | |
| Number of authors | 4 | Publication Date (Est.) | April 30, 2021 |
| Article Publication Charge (APC) (USD500.00 per article) (Korean local currency 600,000 won) | <input checked="" type="checkbox"/> APC is due when a manuscript has been accepted for publication. The corresponding author of the article is responsible for arranging the payment of APC based on an official invoice. * The cost of APC is very often assumed either by the organization funding the research published in the article, or by the institution at which the author is employed or by the author oneself. ** The Journal of Asian Finance, Economics and Business (JAFEB) is an Open Access journal distributed under the terms of the Creative Commons Attribution Non-Commercial License (https://creativecommons.org/licenses/by-nc/4.0/) which permits unrestricted non-commercial use, distribution, and reproduction in any medium, provided the original work is properly cited. This is an Open Access journal accessible for free on the Internet. Copyright of the article after publication transfers and belongs to the Author(s). Therefore, online publication and an electronic file are final. ***[Important: After the external reviews having completed if the paper gets accepted in favor of publication on the journal then an official invoice of APC will be followed. Based on the invoice the author should make a payment for APC. Before the paper gets accepted for publication, any payments or early payments do NOT count any credits toward its acceptance for possible publication.] | | |
| Offprints Subscription (USD200.00 per issue) | <input type="checkbox"/> If the corresponding author wants to receive a printed hard copy of the journal issue by First Class international mail, it is required to subscribe the journal on the basis of USD200.00 per issue (about 600 pages) from the Offprint Publishers. The subscription fee includes mailing service fee. If you must have a printed hard copy of the journal, please tick/mark on the checkbox. | | |
| Payment Options | 1) with a Credit Card through the KODISAJOURNALS e-Payment System The KODISAJOURNALS e-Payment System will be provided upon request (Visa or Master only is acceptable). It is an official account of Korea Distribution Science Association (KODISA), the Publisher. *KODISA does not accept any payments of APC via PayPal. 2) by Bank Wire Transfer Beneficiary Account Number: 470-910012-72205 Beneficiary Name: Korea Distribution Science Association Address: 2463-4 Shinheung-Dong Sujeong-Gu Seongnam-City, Gyeonggi-Do, South Korea Bank Name: KEB HANA BANK SWIFT Code: KOEXKRSE Bank Address (Head Office): 35 Eulji-ro, Jung-gu, Seoul, Korea | | |
| Journal Submission Declaration Statement | | | |

I, the undersigned, hereby attest and confirm:

1. That the manuscript has no actual or potential conflict of interest or any perception of influence with any organization or party, whether individual or group, including but not limited to any financial, personal or otherwise, within three years from the date of submission of work;
2. That this manuscript has not been published previously, that it is not under consideration for publication elsewhere, and that the manuscript is not being simultaneously submitted elsewhere;
3. That I grant to KODISA, upon acceptance by the editor for publication in the journal, the exclusive right and license to publish, distribute, and otherwise disseminate the contents of the manuscript in any manner, including but not limited to the right to sub-license appropriate publishing or distribution rights, the material in the article in or through any media format, whether printed, electronic, online, CD-ROM, microfiche or otherwise;
4. That I will follow the highest standards of publication ethics and the Code of Conduct of KODISA journals.

Name of Corresponding Author **Euis SOLIHA**

Signature _____



Date 18/3/2021

JAFEB and KODISA Journals Editorial Board

II. REVIEW FINAL DECISION OF EDITOR-IN-CHIEF JAFEB

Final Decision of Editor-in-Chief JAFEB Re: PAPER SUBMISSION (The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role)

Email 20 Maret 2021

Dari: Prof. Lee, Jung Wan <jwlee119@yahoo.com>

Date: Sab, 20 Mar 2021 pukul 13.04

Subject: Final Decision of Editor-in-Chief JAFEB Re: PAPER SUBMISSION (The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role)

To: Euis Soliha <euissoliha@edu.unisbank.ac.id>

Dear Author(s),

Thank you very much for submitting your research article to Journal of Asian Finance, Economics and Business (JAFEB).

Editorial Board's Content Selection Policy (Updated on October 2020): Please note that Editorial Board of the journal will be very selective, accepting only the articles on the basis of scholarly merit, research significance, research integrity and complete compliance with the journal style guidelines (APA). The JAFEB Editorial Board respects and promotes all authors and contributors on the basis of research ability and experience without considering race, ethnicity, nationality, citizenship, financial means, or any of narrow frames of reference. From October 2020, all new submissions to the journal are assessed in two stages. The first hurdle is an editorial screening where we evaluate whether a paper is likely to get through the peer review process or not. Currently less than 20% of submissions to JAFEB Peer Review System pass this hurdle. The submissions we decide to take forward for the publication process fully need to be well structured, well written, good presentation of English, firmly anchored in existing academic literature, and complete compliance with the journal style guide and template. **The same rules will be strictly applied for all new submissions.**

After careful consideration by our Executive Editors, we regret to inform you that we must decline this submission on editorial grounds and subsequently have declined to render an opportunity of possible publication in the Journal, JAFEB. Based on the above, we are unable to move further. We are sorry that we could not bring good news on this occasion. Please be noted that for an invitation to the publication process of the journal and the content selection, JAFEB leaves the decision to the discretion of Editor-in-Chief solely. The decision has reached far from your passion for scholarly publications, and hard work and perseverance for scientific research. Part of the explanation and rationale behind the rejection of publication against your article may find belowv:

Conformity to Authors Submission Guidelines: Citation and Reference Style Guides:

Authors are expected to adhere to the guidelines of APA 6th or 7th edition (American Psychological Association). Please provide full information of publications complying with the APA citation and reference styles. Please ensure that every reference cited in the text is also present in the reference list (and vice versa). **If the reference checker (software) finds more than THREE unmatched citations/references, then the manuscript shall be rejected by Executive Editors without further review.**

[Special Note: (1) Please ensure that every reference cited in the text is also present in the reference list (and vice versa). For this purpose please best use "Find" function in MS-Word Documents. (2) All citations in the text should refer to: Two authors: list all authors' surname (family name) only, using "and" between two authors and separating with parentheses for the year of publication, for example, Lee and Nguyen (2020) in the main text, or everything in parentheses using "&" and separating with a comma between the two authors and the year of publication (Lee & Nguyen, 2020).

[Important! Please translate all references in local languages (i.e. Vietnamese, Indonesian, Malay, Thai, Pakistani, Arabic, Russian, Ukrainian, Chinese) into English (through Google translator or AI translators) according to APA style guide at its best. **If any references are not translated to English, then the manuscript shall be rejected by Executive Editors without further process. IAFEB publishes all articles in English only].**

Thank you for giving JAFEB an opportunity to read about your research and we hope you will be successful in seeking out an alternative publication outlet.

Yours sincerely,
Jung Wan LEE, Ph.D.
Editor-in-Chief

[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)

Professor Lee, Jung Wan (Lee, J.W.) Ph.D.
School of International Economics and Trade
Anhui University of Finance and Economics (AUFE)
962 Caoshan Road, Bengbu City, Anhui Province, China 233030

安徽财经大学/安徽财经大学教职工

安徽省蚌埠市曹山路962号

Email: jwlee119@bu.edu; jwlee119@qq.com; jungwan.lee@aufe.edu.cn

Skype ID: jungwan.lee

WeChat ID: Leejungwan119

ORCID Link: <http://orcid.org/0000-0002-8885-6385>

Clarivate Analytics Publons: <https://publons.com/researcher/1651430/jung-wan-lee/>

SCOPUS Author Link: <https://www.scopus.com/authid/detail.uri?authorId=27170463900>

MENDELEY Author Link: <https://www.mendeley.com/profiles/jung-wan-lee/?viewAsOther=true>

ResearchGate Link: https://www.researchgate.net/profile/Jung_Wan_Lee

SSRN Author Link: https://papers.ssrn.com/sol3/cf_dev/AbsByAuth.cfm?per_id=1904784

Google Scholars Link: <https://scholar.google.com/citations?user=OdDd964AAAAJ&hl=en&oi=ao>

Personal Homepage: <http://www.supermanlee.com>

On Thursday, March 18, 2021, 04:52:11 PM GMT+9, Euis Soliha <euissoliha@edu.unisbank.ac.id> wrote:

Dear Jung Wan LEE, Ph.D.

Editor-in-Chief

Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to review and evaluate my article for publication in JAFEB Volume 8 Issue 4, April 30, 2021.

"The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role"

Here I attach the paper.

Thank you in advance,
Assoc. Prof. Euis SOLIHA

Final Decision of Editor-in-Chief JAFEB Re: PAPER SUBMISSION (The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role) Kotak Masuk x



Prof. Lee, Jung Wan <jwlee119@yahoo.com>
kepada saya ▾

20 Mar 2021 13.04 ☆ ↶ ⋮

🌐 Inggris ▾ > Indonesia ▾ Terjemahkan pesan

Nonaktifkan untuk: Inggris x

Dear Author(s),

Thank you very much for submitting your research article to *Journal of Asian Finance, Economics and Business (JAFEB)*.

Editorial Board's Content Selection Policy (Updated on October 2020): Please note that Editorial Board of the journal will be very selective, accepting only the articles on the basis of scholarly merit, research significance, research integrity and complete compliance with the journal style guidelines (APA). The JAFEB Editorial Board respects and promotes all authors and contributors on the basis of research ability and experience **without considering race, ethnicity, nationality, citizenship, financial means, or any of narrow frames of reference**. From October 2020, all new submissions to the journal are assessed in two stages. The first hurdle is an editorial screening where we evaluate whether a paper is likely to get through the peer review process or not. Currently **less than 20%** of submissions to JAFEB Peer Review System pass this hurdle. The submissions we decide to take forward for the publication process fully need to be **well structured, well written, good presentation of English, firmly anchored in existing academic literature, and complete compliance with the journal style guide and template. The same rules will be strictly applied for all new submissions.**

After careful consideration by our Executive Editors, we regret to inform you that **we must decline this submission on editorial grounds and subsequently have declined to render an opportunity of possible publication in the Journal, JAFEB**. Based on the above, we are unable to move further. We are sorry that we could not bring good news on this occasion. Please be noted that **for an invitation to the publication process of the journal and the content selection, JAFEB leaves the decision to the discretion of Editor-in-Chief solely**. The decision has reached far from your passion for scholarly publications, and hard work and perseverance for scientific research. Part of the explanation and rationale behind the rejection of publication against your article may find below:

Conformity to Authors Submission Guidelines: Citation and Reference Style Guides:

Authors are expected to adhere to the guidelines of APA 6th or 7th edition (American Psychological Association). Please provide full information of publications complying with the APA citation and reference styles. **Please ensure that every reference cited in the text is also present in the reference list (and vice versa). If the reference checker (software) finds more than THREE unmatched citations/references, then the manuscript shall be rejected by Executive Editors without further review.**

[Special Note: (1) Please ensure that every reference cited in the text is also present in the reference list (and vice versa). For this purpose please best use "Find" function in MS-Word Documents. (2) All citations in the text should refer to: **Two authors:** list all authors' surname (family name) only, using "and" between two authors and separating with parentheses for the year of publication, for example, **Lee and Nguyen (2020)** in the main text, or everything in parentheses using "&" and separating with a comma between the two authors and the year of publication (**Lee & Nguyen, 2020**).

[Important! Please translate all references in local languages (i.e. Vietnamese, Indonesian, Malay, Thai, Pakistani, Arabic, Russian, Ukrainian, Chinese) into English (through Google translator or AI translators) according to APA style guide at its best. **If any references are not translated to English, then the manuscript shall be rejected by Executive Editors without further process. JAFEB publishes all articles in English only.**

Thank you for giving JAFEB an opportunity to read about your research and we hope you will be successful in seeking out an alternative publication outlet.

Yours sincerely,

Jung Wan LEE, Ph.D.
Editor-in-Chief
[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)

Professor Lee, Jung Wan (Lee, J.W.) Ph.D.

School of International Economics and Trade
Anhui University of Finance and Economics (AUFE)
962 Caoshan Road, Bengbu City, Anhui Province, China 233030
安徽财经大学/安徽财经大学教职工
安徽省蚌埠市曹山路962号

Email: jwlee119@bu.edu; jwlee119@qq.com; jungwan.lee@aufe.edu.cn

Skype ID: jungwan.lee

WeChat ID: Leejungwan119

ORCID Link: <http://orcid.org/0000-0002-8885-6385>

Clarivate Analytics Publons: <https://publons.com/researcher/1651430/jung-wan-lee/>

SCOPUS Author Link: <https://www.scopus.com/authid/detail.uri?authorId=27170463900>

MENDELEY Author Link: <https://www.mendelev.com/profiles/jung-wan-lee/?viewAsOthex=true>

ResearchGate Link: https://www.researchgate.net/profile/Jung_Wan_Lee

SSRN Author Link: https://papers.ssrn.com/sol3/cf_dev/AbxByAuth.cfm?per_id=1904784

Google Scholars Link: <https://scholar.google.com/citations?user=OdDd964AAAAJ&hl=eng&oi=ao>

Personal Homepage: <http://www.supermanlee.com>

On Thursday, March 18, 2021, 04:52:11 PM GMT+9, Euis Soliha <euissoliha@edu.unisbank.ac.id> wrote:

Dear Jung Wan LEE, Ph.D.
Editor-in-Chief
Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to review and evaluate my article for publication in JAFEB Volume 8 Issue 4, April 30, 2021.

"The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role"

Here I attach the paper.

Thank you in advance,

Assoc. Prof. Euis SOLIHA

Gb. 2 Final Decision Of Editor-In-Chief JAFEB (Email 20 Maret 2021)

III. REVISED PAPER

Acknowledged by Editor-in-Chief JAFEB Re: REVISED PAPER (The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role)

Email : 22 Maret 2021

Dari: **Prof. Lee, Jung Wan** <jwlee119@yahoo.com>

Date: Sen, 22 Maret 2021 pukul 19.12

Subject: acknowledged by Editor-in-Chief JAFEB Re: REVISED PAPER (The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role)

To: Euis Soliha <euissoliha@edu.unisbank.ac.id>

Dear Author(s),

We hereby confirm that we have received a **signed JAFEB(APC)-Submission-Consent-Form, a signed JAFEB-Manuscript-Revision-Report-Form** and a **revised research article** titled "The Effect of Trust and Customer Value on Loyalty: An Empirical Study in Indonesia" to the *[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)*.

We have read the paper and we find that the topic is very interesting and the manuscript showcases commendable research integrity. We also find your article provides academic merit and meets the current editorial considerations and the aims and scope of the journal, JAFEB.

Your article will now go through our external review process and Editorial Executive Board's content selection process to determine if it is accepted in its current form or required further revisions in which case it will be subject to external expert reviews.

We expect to inform you the outcome of external reviews within **next 2 to 4 weeks**.

Thank you for supporting the journal.

Jung Wan LEE, Ph.D.

Editor-in-Chief

[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)

Professor Lee, Jung Wan (Lee, J.W.) Ph.D.

School of International Economics and Trade

Anhui University of Finance and Economics (AUFE)

962 Caoshan Road, Bengbu City, Anhui Province, China 233030

安徽财经大学/安徽财经大学教职工

安徽省蚌埠市曹山路962号

Email: jwlee119@bu.edu; jwlee119@qq.com; jungwan.lee@aufe.edu.cn

Skype ID: jungwan.lee

WeChat ID: Leejungwan119

ORCID Link: <http://orcid.org/0000-0002-8885-6385>

Clarivate Analytics Publons: <https://publons.com/researcher/1651430/jung-wan-lee/>

SCOPUS Author Link: <https://www.scopus.com/authid/detail.uri?authorId=27170463900>

MENDELEY Author Link: <https://www.mendeley.com/profiles/jung-wan-lee/?viewAsOther=true>

ResearchGate Link: https://www.researchgate.net/profile/Jung_Wan_Lee

SSRN Author Link: https://papers.ssrn.com/sol3/cf_dev/AbsByAuth.cfm?per_id=1904784

Google Scholars Link: <https://scholar.google.com/citations?user=OdDd964AAAAJ&hl=en&oi=ao>

Personal Homepage: <http://www.supermanlee.com>

On Monday, March 22, 2021, 11:29:33 AM GMT+9, Euis Soliha <euissoliha@edu.unisbank.ac.id> wrote:

Dear Jung Wan LEE, Ph.D.
Editor-in-Chief
Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to review and evaluate my article for publication in JAFEB Volume 8 Issue 4, April 30, 2021.

“The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role”

Here I attached the revised paper.

Thank you in advance,

Assoc. Prof. Euis SOLIHA



1.444 dari 9.015



acknowledged by Editor-in-Chief JAFEB Re: REVISED PAPER (The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role) Kotak Masuk x



Prof. Lee, Jung Wan <jwlee119@yahoo.com>

22 Mar 2021 19.12



kepada saya ▾

🌐 Inggris ▾ > Indonesia ▾ [Terjemahkan pesan](#)

Nonaktifkan untuk: Inggris x

Dear Author(s),

We hereby confirm that we have received a **signed JAFEB(APC)-Submission-Consent-Form**, a **signed JAFEB-Manuscript-Revision-Report-Form** and a **revised research article** titled "**The Effect of Trust and Customer Value on Loyalty: An Empirical Study in Indonesia**" to the [Journal of Asian Finance, Economics and Business \(JAFEB\)](#). We have read the paper and we find that the topic is very interesting and the manuscript showcases commendable research integrity. We also find your article provides academic merit and meets the current editorial considerations and the aims and scope of the journal, JAFEB.

Your article will now go through our external review process and Editorial Executive Board's content selection process to determine if it is accepted in its current form or required further revisions in which case it will be subject to external expert reviews.

We expect to inform you the outcome of external reviews within **next 2 to 4 weeks**.

Thank you for supporting the journal.

Jung Wan LEE, Ph.D.

Editor-in-Chief

[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)

Professor Lee, Jung Wan (Lee, J.W.) Ph.D.

School of International Economics and Trade

Anhui University of Finance and Economics (AUFE)

962 Caoshan Road, Bengbu City, Anhui Province, China 233030

安徽财经大学/安徽财经大学教职工

安徽省蚌埠市曹山路962号

Email: jwlee119@bu.edu; jwlee119@qq.com; jungwan.lee@aufe.edu.cn

Skype ID: jungwan.lee

WeChat ID: Leejungwan119

ORCID Link: <http://orcid.org/0000-0002-8885-6385>

Clarivate Analytics Publons: <https://publons.com/researcher/1651430/jung-wan-lee/>

SCOPUS Author Link: <https://www.scopus.com/authid/detail.uri?authorId=27170463900>

MENDELEY Author Link: <https://www.mendelev.com/profiles/jung-wan-lee/?viewAsOther=true>

ResearchGate Link: https://www.researchgate.net/profile/Jung_Wan_Lee

SSRN Author Link: https://papers.ssrn.com/sol3/cf_dev/AbsByAuth.cfm?per_id=1904784

Google Scholars Link: <https://scholar.google.com/citations?user=OdDd964AAAAJ&hl=en&oi=ao>

Personal Homepage: <http://www.supermanlee.com>

On Monday, March 22, 2021, 11:29:33 AM GMT+9, Euis Soliha <euissoliha@edu.unisbank.ac.id> wrote:

Dear Jung Wan LEE, Ph.D.

Editor-in-Chief

Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to review and evaluate my article for publication in JAFEB Volume 8 Issue 4, April 30, 2021.

"The Effect of Trust and Customer Value on Loyalty: Testing the Mediating Role"

Here I attached the revised paper.

Thank you in advance,

Assoc. Prof. Euis SOLIHA

Gb. 3 Email Re- Revised Paper (22 Maret 2021)

IV. DECISION OF EDITOR-IN-CHIEF JAFEB AND PUBLISHING AGREEMENT FORM-APC093- JAFEB VOL.8 NO.5 MAY 2021 PUBLICATION

**Congrats! Decision of Editor-in-Chief JAFEB and Publishing Agreement Form -APC093- JAFEB Vol.8 No.5 May 2021 Publication
Email : 5 April 2021**

Dari: Prof. Lee, Jung Wan <jwlee119@yahoo.com>

Date: Sen, 5 Apr 2021 pukul 19.00

Subject: Congrats! Decision of Editor-in-Chief JAFEB and Publishing Agreement Form -APC093- JAFEB Vol.8 No.5 May 2021 Publication

To: euissoliha@edu.unisbank.ac.id <euissoliha@edu.unisbank.ac.id>

Dear Author(s),

Thank you for submitting a **signed JAFEB(APC)-Submission-Consent-Form**, a **signed Manuscript-Revision-Report-Form** and having completed revision of the manuscript meeting an acceptable standard for publication in the [*Journal of Asian Finance, Economics and Business \(JAFEB\)*](#). We have now received the comments and recommendations about content selection from the Journal's Editorial Executive Board and External Peer Review Board.

First, Congratulations! The Editorial Executive Board voted on your revised manuscript in favor of publication and the article has been **"Accepted" in its current form** for publication in the *Journal of Asian Finance, Economics and Business (JAFEB)*. From now on your article will be moving forward to **the production pipeline with a typesetter** so that your article will be published and printed in [**JAFEB Volume 8 Issue 5 on the date of May 30, 2021**](#) at the latest with DOI information and printed in hard copy [Open Access Electronic ISSN: 2288-4645]. For your information, [**Scopus SciMago CiteScore2019 \(0.5\), SJR2019 \(Q3: 0.192\), and SNIP2019 \(1.219\) scores of JAFEB has been in place on SciMago website from June 2020 \(CiteScore Tracker2020 indicates 2.5 as this date of March 2, 2021 updated\).**](#) It has been a continuous hike every month: 2020 January 1.1 à August 1.5 à September 1.7 à October 1.9 à **November 2.1 à December 2.1 à 2021 January 2.5 à February 2.5 à March 2.5).**

Second, Attached is a Copy Edited Proof of your article. The purpose of this email communication at this time point is for you to make any corrections in its final stage of the production. **Please check carefully the Copy Edited Proof** and mark all corrections directly at the appropriate place in the Copy Edited Proof (e.g., **for addition or new changes please mark in all red; for deletion any words or statement please mark strikethrough and highlight in yellow** by using word-functions in the Copy Edited file attached). As a general note, your manuscript has been corrected and edited to comply with the journal style and format and to improve English expression, if necessary, by our English editor. Please read the entire document carefully with this in mind. **Please do NOT change the format and style at this time point. A typesetter of production team of JAFEB will do the final work.** In particular, please check the followings carefully:

1) Check the accuracy of key items such as **the title, authors' full name** (must be appeared in order of First name (=Given name) and LAST NAME (=SURNAME, FAMILY NAME) for its indexing purpose correctly according to the APA format. Please indicate the authors' FAMILY NAME (=SURNAME, LAST NAME) in ALL CAPITAL letters. For example, **Prof. Lee Jung Wan in the Asian name format (i.e., Jung Wan LEE in a US form) should be indicated as Jung Wan LEE; accordingly, [Jung Wan LEE] will be indexed as of [Lee, J. W.] in Clarivate Analytics' Web of Science and Scopus).**

2) Check the acknowledgements or any disclosure statements in place, if any

3) **[Important!]** Check carefully citations in the text and reference information. Per missing or incorrect citations and references, **please provide citations in text correctly and full publication information at references complying with the APA format [If your article contains the Editor's comments with highlighted in Yellow, this issue MUST be resolved before publication. If any, your publication still requires Editor-in-Chief's final approval. Otherwise, your publication will be postponed until the issue has been resolved].** Otherwise, delete it (in this case, please make it according to the proof editing instructions above).

Third, Article Publication Charge (APC):JAFEB is an Open Access journal accessible for free on the Internet. To cover article publication costs, the journal depends on **APC (US dollar \$500 or Korean currency 600,000 Won) per article so that APC is mandatory.** For this reason, please be noted that you are receiving an **official invoice of USD500.00** as for APC for your accepted article. **Only after we have**

received a payment of APC at the Publisher's bank account, we can confirm that your article will be surely published in due course. When we have received the proof or evidence of the APC payment and when we have verified your payment of APC at the Publisher's bank, then we will issue an official acceptance letter and an official receipt for your reimbursement/administrative purpose from your institution/research supporter. Please note that if the Publisher does not confirm that the APC has been received at their end by the due date or a delayed payment, then the publication of your article would be postponed to a next issue, or your article will be a hold-up list until a payment of APC to be completed.

Please submit the following two document for further process:

- 1) a signed Journal Publishing Agreement Form (see attached),
- 2) a Copy Edited Proof with corrections (**Please mark all corrections in Red**), if any in an MS-Word document (**Please make best use of the attached**)

Please return a Corrected Proof and a signed Publishing-Agreement-Form as soon as possible (within 72 hours), but not later than April 10, 2021 KST (Seoul, Korea time) at the latest for publication in JAFEB Volume 8 Issue 5, May 30, 2021, directly to Editor-in-Chief Prof. Lee, Jung Wan at jwlee119@Yahoo.com.

[Please note that if the **two documents and APC payment evidence** are not submitted **by April 12, 2021 at the latest**, then the publication of your paper **will be cancelled automatically** in due course due to production schedule of this issue].

Thank you for your interest and support for the journal.

Jung Wan LEE, Ph.D.

Editor-in-Chief

[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)

Professor Lee, Jung Wan (Lee, J.W.) Ph.D.

School of International Economics and Trade

Anhui University of Finance and Economics (AUFE)

962 Caoshan Road, Bengbu City, Anhui Province, China 233030

安徽财经大学/安徽财经大学教职工

安徽省蚌埠市曹山路962号

Email: jwlee119@bu.edu; jwlee119@qq.com; jungwan.lee@aufe.edu.cn

Skype ID: jungwan.lee

WeChat ID: Leejungwan119

ORCID Link: <http://orcid.org/0000-0002-8885-6385>

Clarivate Analytics Publons: <https://publons.com/researcher/1651430/jung-wan-lee/>

SCOPUS Author Link: <https://www.scopus.com/authid/detail.uri?authorId=27170463900>

MENDELEY Author Link: <https://www.mendeley.com/profiles/jung-wan-lee/?viewAsOther=true>

ResearchGate Link: https://www.researchgate.net/profile/Jung_Wan_Lee

SSRN Author Link: https://papers.ssrn.com/sol3/cf_dev/AbsByAuth.cfm?per_id=1904784

Google Scholars Link: <https://scholar.google.com/citations?user=OdDd964AAAAJ&hl=en&oi=ao>

Personal Homepage: <http://www.supermanlee.com>

Congrats! Decision of Editor-in-Chief JAFEB and Publishing Agreement Form -APC093-
JAFEB Vol.8 No.5 May 2021 Publication



Kotak Masuk x



Prof. Lee, Jung Wan <jwlee119@yahoo.com>
kepada saya ▾

Sen, 5 Apr 19.00 ☆ ↶ ⋮

Inggris ▾ > Indonesia ▾ Terjemahkan pesan

Nonaktifkan untuk: Inggris x

Dear Author(s),

Thank you for submitting a signed JAFEB[APC]-Submission-Consent-Form, a signed Manuscript-Revision-Report-Form and having completed revision of the manuscript meeting an acceptable standard for publication in the *Journal of Asian Finance, Economics and Business (JAFEB)*. We have now received the comments and recommendations about content selection from the Journal's Editorial Executive Board and External Peer Review Board.

First, Congratulations! The Editorial Executive Board voted on your revised manuscript in favor of publication and the article has been **"Accepted" in its current form** for publication in the *Journal of Asian Finance, Economics and Business (JAFEB)*. From now on your article will be moving forward to the production pipeline with a typesetter so that your article will be published and printed in **JAFEB Volume 8 Issue 5 on the date of May 30, 2021** at the latest with DOI information and printed in hard copy [Open Access Electronic ISSN: 2288-4645]. For your information, **Scopus SciMaggo CiteScore2019 (0.5), SJR2019 (Q3; 0.192), and SNIP2019 (1.219) scores of JAFEB has been in place on SciMaggo website from June 2020** (CiteScore Tracker2020 indicates 2.5 as this date of **March 2, 2021** updated). It has been a continuous hike every month: 2020 January 1.1 → August 1.5 → September 1.7 → October 1.9 → November 2.1 → December 2.1 → **2021 January 2.5 → February 2.5 → March 2.5**.

Second, Attached is a Copy Edited Proof of your article. The purpose of this email communication at this time point is for you to make any corrections in its final stage of the production. **Please check carefully the Copy Edited Proof** and mark all corrections directly at the appropriate place in the Copy Edited Proof (e.g., for addition or new changes please mark in all red; for deletion any words or statement please mark strikethrough and highlight in yellow by using word-functions in the Copy Edited file attached). As a general note, your manuscript has been corrected and edited to comply with the journal style and format and to improve English expression, if necessary, by our English editor. Please read the entire document carefully with this in mind. **Please do NOT change the format and style at this time point. A typesetter of production team of JAFEB will do the final work.** In particular, please check the followings carefully:

- 1) Check the accuracy of key items such as the **title, authors' full name** (must be appeared in order of First name (=Given name) and LAST NAME (=SURNAME, FAMILY NAME) for its indexing purpose correctly according to the APA format. Please indicate the authors' FAMILY NAME (=SURNAME, LAST NAME) in ALL CAPITAL letters. For example, Prof. Lee Jung Wan in the Asian name format (i.e., Jung Wan LEE in a US form) should be indicated as Jung Wan LEE; accordingly, [Jung Wan LEE] will be indexed as of [Lee, J. W.] in Clarivate Analytics' Web of Science and Scopus).
- 2) Check the acknowledgements or any disclosure statements in place, if any
- 3) **[Important!]** Check carefully citations in the text and reference information. Per missing or incorrect citations and references, **please provide citations in text correctly and full publication information at references complying with the APA format [If your article contains the Editor's comments with highlighted in Yellow, this issue MUST be resolved before publication. If any, your publication still requires Editor-in-Chief's final approval. Otherwise, your publication will be postponed until the issue has been resolved]. Otherwise, delete it (in this case, please make it according to the proof editing instructions above).**

Third, Article Publication Charge (APC): JAFEB is an Open Access journal accessible for free on the Internet. To cover article publication costs, the journal depends on APC (US dollar \$500 or Korean currency 600,000 Won) per article so that APC is mandatory. For this reason, please be noted that you are receiving an official invoice of USD500.00 as for APC for your accepted article. **Only after we have received a payment of APC at the Publisher's bank account, we can confirm that your article will be surely published in due course.** When we have received the proof or evidence of the APC payment and when we have verified your payment of APC at the Publisher's bank, then we will issue an official acceptance letter and an official receipt for your reimbursement/administrative purpose from your institution/research supporter. Please note that if the Publisher does not confirm that the APC has been received at their end by the due date or a delayed payment, then the publication of your article would be postponed to a next issue, or your article will be a hold-up list until a payment of APC to be completed.

Please submit the following two document for further process:

- 1) a signed Journal Publishing Agreement Form (see attached),
 - 2) a Copy Edited Proof with corrections (Please mark all corrections in Red), if any in an MS-Word document (Please make best use of the attached)
- Please return a Corrected Proof and a signed Publishing-Agreement-Form as soon as possible (within 72 hours), but not later than **April 10, 2021 KST (Seoul, Korea time)** at the latest for publication in JAFEB Volume 8 Issue 5, May 30, 2021, directly to Editor-in-Chief Prof. Lee, Jung Wan at jwlee119@yahoo.com. (Please note that if the two documents and APC payment evidence are not submitted **by April 12, 2021 at the latest**, then the publication of your paper will be cancelled automatically in due course due to production schedule of this issue).

Thank you for your interest and support for the journal.

Jung Wan LEE, Ph.D.

Editor-in-Chief

[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)

Professor Lee, Jung Wan (Lee, J.W.) Ph.D.

School of International Economics and Trade

Anhui University of Finance and Economics (AUFE)

962 Caoshan Road, Bengbu City, Anhui Province, China 233030

安徽财经大学/安徽财经大学教职工

安徽省蚌埠市曹山路962号

Email: jwlee119@bu.edu; jwlee119@qq.com; jungwan.lee@aufe.edu.cn

Skype ID: jungwan.lee

WeChat ID: Leejungwan119

ORCID Link: <http://orcid.org/0000-0002-8885-6385>

Clarivate Analytics Publcons: <https://publcons.com/researcher/1651430/jung-wan-lee/>

SCOPUS Author Link: <https://www.scopus.com/authid/detail.uri?authorId=27170463900>

MENDELEY Author Link: <https://www.mendelev.com/profiles/jung-wan-lee/?viewAsOther=true>

ResearchGate Link: https://www.researchgate.net/profile/Jung_Wan_Lee

SSRN Author Link: https://papers.ssrn.com/sol3/cf_dev/AbvAuth.cfm?per_id=1904794

Google Scholars Link: <https://scholar.google.com/citations?user=QdD49644AAAJ&hl=en&oi=aq>

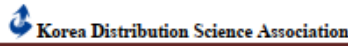
Personal Homepage: <http://www.supermanlee.com>

3 Lampiran



Gb. 4 Email 5 April 2021

Lampiran Email 5 April 2021
1. Invoice



INVOICE

INVOICE NUMBER: JAFEB-2021-VEN5-093
INVOICE DATE: April 05, 2021 **DUE DATE:** April 12, 2021

INVOICE ISSUER:
 Korea Distribution Science Association
 [KODISA]
 Tax Registration Number: 129-82-07896
 Postal Address: Hanshin Officetel Suite 1030,
 2463-4 Shinhwung-Dong Sujeong-Gu
 Seongnam-City, Gyeonggi-Do, Korea
 (Zip Code 461-720)
 Tel: +82 31 740 7292
 Email: kodisajournals@gmail.com

INVOICE RECIPIENT:
 Euis SOLIHA
 First Author and Corresponding Author,
 Associate Professor,
 Faculty of Economics and Business,
 Sribank University,
 Semarang, Indonesia
 [Postal Address: Jl. Tri Lomba Juang,
 Mugasari, Kec. Semarang Sal., Kota Semarang,
 Jawa Tengah 50241, Indonesia]
 Email: euisoliha@edu.sribank.ac.id

DESCRIPTION OF PAYMENT:

| No | Description of Work (Services) | Number | Unit | Price in USD | Amount in USD |
|----------------------------|---|--------|---------|--------------|---------------|
| 1 | For publication in JAFEB Volume 8 Issue 5, May 30, 2021 The Effect of Trust and Customer Value on Loyalty: An Empirical Study in Indonesia | 1 | article | 500.00 | 500.00 |
| Taxes and other charges | | | | | 0 |
| Total (with all inclusive) | | | | | 500.00 |

Total US\$ 500 (Five Hundred US dollars only) _

PAYMENT METHOD: Bank Wire Transfer
 Beneficiary Name: Korea Distribution Science Association
 Beneficiary Address: Hanshin Officetel Suite 1030, 2463-4 Shinhwung-Dong Sujeong-Gu Seongnam-City, Gyeonggi-Do, Korea (461-720) Tel: +82 31 740 7292
 Beneficiary Bank Account Number: 470-910003-56304 [14 digits]
 Bank Name: **KEB HANA BANK**
 SWIFT Code: **KOEX KRSE**
 Bank Address (Head Office): 35 Eulji-Ro, Jung-Gu, Seoul, Korea

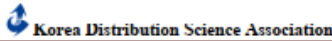
This invoice entitles that the Publisher of the Journal of Asian Finance, Economics and Business (JAFEB), Korea Distribution Science Association (KODISA) requests for the invoice recipient above to make a payment of Article Publication Charge (APC) in JAFEB indicated above and authorizes our bank to receive the payment.



Korea Distribution Science Association (KODISA) [Tax Registration Number 129-82-07896]
 Hanshin Officetel Suite 1030, 2463-4 Shinhwung-Dong Sujeong-Gu, Seongnam-City, Gyeonggi-Do, KOREA (Zip Code 461-720) Tel: +82-31-740-7292 Fax: +82-31-740-7361 E-mail: kodisajournals@gmail.com
 (사단법인) 한국유통과학회 [교육번호 129-82-07896]
 경기도 성남시 신촌동 한신오피스텔 1030호 ☎(031)740-7292 Fax (031)740-7361 <http://www.kodisajournals.org>

Gb. 5 Invoice

2. Article Publication Charge



Dear Author(s)

Congratulations!
 Please be noted that you are receiving an invoice of US dollar US\$500.00 (i.e., Korean currency 600,000 won) as for Article Publication Charge (APC) for your accepted article detailed above.

Payment Option:
 1) **By Bank Wire Transfer** (US\$500.00 or Korean local currency 600,000 won)
 Beneficiary Account Number: 470-910003-56304 [14 digits]
 Beneficiary Name: Korea Distribution Science Association
 Address: 2463-4 Shinhwung-Dong Sujeong-Gu Seongnam-City, Gyeonggi-Do, South Korea
 Bank Name: **KEB HANA BANK**
 SWIFT Code: **KOEX KRSE**
 Bank Address (Head Office): 35 Eulji-Ro, Jung-Gu, Seoul, South Korea

2) **By a Credit Card**
KODISA JOURNALS e-Payment account is provided upon request (Email: jwlee119@vnlabs.com). The Editorial Head Office will provide detailed e-Payment instructions. It is an official e-Payment System of Korea Distribution Science Association (KODISA). The e-Payment System accepts Visa/Master Card only.
Note: KODISA does NOT accept any payment through PayPal.

Notes for Payment Options:
 * For scholar/researchers in Korea, it is required to make a domestic wire/transfer APC (Korean currency 600,000 won) directly to HANA BANK KODISA's account 470-910003-56304.
 ** For international scholar/researchers and/or those who are supported by their affiliation, it is highly recommended to make an electronic payment by a Credit Card (Visa/Master only) or an international wire/transfer APC (US\$500.00) directly to **KEB HANA BANK KODISA's account 470-910003-56304.**

Important Requirements:
 When you have completed a payment of APC (by Bank Wire or e-Payment System) please send a note with a **Telex copy/screen/hoop/print/screen/proof (Note: Bank TT wire Application Form filled in by itself is not acceptable nor verifiable by the Publisher)** of the payment of APC to JAFEB Editorial Head Office (Email: jwlee119@yahoo.com). When we have received the proof or evidence on the payment and when we have verified your payment of APC at the Publisher's end, then we will issue an official acceptance letter and an official receipt for your reimbursement/administrative purpose from your institution/research supporter.
 Thank you for supporting the journal.
 Sincerely,

Jung Wan LEE, Ph.D.
 Editor-in-Chief
 Journal of Asian Finance, Economics and Business (JAFEB) <http://www.jafeb.org>

Korea Distribution Science Association (KODISA) [Tax Registration Number 129-82-07896]
 Hanshin Officetel Suite 1030, 2463-4 Shinhwung-Dong Sujeong-Gu, Seongnam-City, Gyeonggi-Do, KOREA (Zip Code 461-720) Tel: +82-31-740-7292 Fax: +82-31-740-7361 E-mail: kodisajournals@gmail.com
 (사단법인) 한국유통과학회 [교육번호 129-82-07896]
 경기도 성남시 신촌동 한신오피스텔 1030호 ☎(031)740-7292 Fax (031)740-7361 <http://www.kodisajournals.org>

Gb. 6 Article Publication Charge

V. CONFIRMATION OF RECEIPT APC093 AND ACCEPTANCE LETTER FOR JAFEB VOL.8 NO.5 MAY 2021 PUBLICATION

Email 8 April 2021

Dari :Prof. Lee, Jung Wan jwlee119@yahoo.com
balas ke : "Prof. Lee, Jung Wan" <jwlee119@yahoo.com>
kepada :Euis Soliha <euissoliha@edu.unisbank.ac.id>
tanggal :8 Apr 2021 14.05
subjek :Confirmation of receipt APC093 and acceptance letter for JAFEB Vol.8 No.5 May 2021

Dear Author(s),
Attached please find well.
We hereby confirm that the Publisher, Korea Distribution Science Association (KODISA) has received the payment of APC.
You are now all set with the Publishing Agreement Form and APC payment.
From now on your article will be moving forward to next stages of the production process with a typesetter so that your articles will be published and printed in the [Journal of Asian Finance, Economics and Business \(JAFEB\) Vol.8 No.5 Archive](#) on the date of **May 30, 2021** at the latest with DOI information and printed [Electronic ISSN: 2288-4645 Print ISSN: 2288-4637].
Please be noted that it is not acceptable any further corrections and changes of the authorship and manuscript from this time point today.
Thank you for supporting the journal.
Sincerely,

Jung Wan LEE, Ph.D.
Editor-in-Chief
[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)

Professor Lee, Jung Wan (Lee, J.W.) Ph.D.
School of International Economics and Trade
Anhui University of Finance and Economics (AUFE)
962 Caoshan Road, Bengbu City, Anhui Province, China 233030
安徽财经大学/安徽财经大学教职工
安徽省蚌埠市曹山路962号
Email: jwlee119@bu.edu; jwlee119@qq.com; jungwan.lee@aufe.edu.cn
Skype ID: jungwan.lee
WeChat ID: Leejungwan119
ORCID Link: <http://orcid.org/0000-0002-8885-6385>
Clarivate Analytics Publons: <https://publons.com/researcher/1651430/jung-wan-lee/>
SCOPUS Author Link: <https://www.scopus.com/authid/detail.uri?authorId=27170463900>
MENDELEY Author Link: <https://www.mendeley.com/profiles/jung-wan-lee/?viewAsOther=true>
ResearchGate Link: https://www.researchgate.net/profile/Jung_Wan_Lee
SSRN Author Link: https://papers.ssrn.com/sol3/cf_dev/AbsByAuth.cfm?per_id=1904784
Google Scholars Link: <https://scholar.google.com/citations?user=OdDd964AAAAJ&hl=en&oi=ao>
Personal Homepage: <http://www.supermanlee.com>

On Wednesday, April 7, 2021, 05:01:03 PM GMT+9, Euis Soliha <euissoliha@edu.unisbank.ac.id> wrote:
Dear Jung Wan LEE, Ph.D.
Editor-in-Chief
Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to publish my paper *"The Effect of Trust and Customer Value on Loyalty: An Empirical Study in Indonesia"* in JAFEB Vol.8 No.5 May 2021.

Here I attached the revised version, publishing agreement form and APC of the paper.

Thank you in advance,
Euis SOLIHA

Confirmation of receipt APC093 and acceptance letter for JAFEB Vol.8 No.5 May 2021 publication Kotak Masuk x



Prof. Lee, Jung Wan <jwlee119@yahoo.com>
kepada saya ▾

8 Apr 2021 14.05 ☆ ↶ ⋮

🇺🇸 Inggris ▾ > Indonesia ▾ [Terjemahkan pesan](#)

Nonaktifkan untuk: Inggris x

Dear Author(s),

Attached please find well.

We hereby confirm that the Publisher, Korea Distribution Science Association (KODISA) has received the payment of APC. You are now all set with the Publishing Agreement Form and APC payment.

From now on your article will be moving forward to next stages of the production process with a typesetter so that your articles will be published and printed in the [Journal of Asian Finance, Economics and Business \(JAFEB\) Vol.8 No.5 Archive](#) on the date of **May 30, 2021** at the latest with DOI information and printed [Electronic ISSN: 2288-4645 Print ISSN: 2288-4637].

Please be noted that it is not acceptable any further corrections and changes of the authorship and manuscript from this time point today.

Thank you for supporting the journal.

Sincerely,

Jung Wan LEE, Ph.D.

Editor-in-Chief

[Journal of Asian Finance, Economics and Business \(JAFEB\)](#)

Professor Lee, Jung Wan (Lee, J.W.) Ph.D.

School of International Economics and Trade

Anhui University of Finance and Economics (AUFE)

962 Caoshan Road, Bengbu City, Anhui Province, China 233030

安徽财经大学/安徽财经大学教职工

安徽省蚌埠市曹山路962号

Email: jwlee119@bu.edu; jwlee119@qq.com; jungwan.lee@aufe.edu.cn

Skype ID: jungwan.lee

WeChat ID: Leejungwan119

ORCID Link: <http://orcid.org/0000-0002-8885-6385>

Clarivate Analytics Publons: <https://publons.com/researcher/1651430/jung-wan-lee/>

SCOPUS Author Link: <https://www.scopus.com/authid/detail.uri?authorId=27170463900>

MENDELEY Author Link: <https://www.mendelev.com/profiles/jung-wan-lee/?viewAsOther=true>

ResearchGate Link: https://www.researchgate.net/profile/Jung_Wan_Lee

SSRN Author Link: https://papers.ssrn.com/sol3/cf_dev/AbxByAuth.cfm?per_id=1904784

Google Scholars Link: <https://scholar.google.com/citations?user=OdD964AAAAJ&hl=en&oi=ao>

Personal Homepage: <http://www.supermanlee.com>

On Wednesday, April 7, 2021, 05:01:03 PM GMT+9, Euis Soliha <euissolih@edu.unisbank.ac.id> wrote:

Dear Jung Wan LEE, Ph.D.

Editor-in-Chief

Journal of Asian Finance, Economics and Business

Thank you very much for the opportunity to publish my paper *"The Effect of Trust and Customer Value on Loyalty: An Empirical Study in Indonesia"* in JAFEB Vol.8 No.5 May 2021.

Here I attached the revised version, publishing agreement form and APC of the paper.

Thank you in advance,


Euis SOLIHA

2 Lampiran



Gambar 7 Email 8 April 2021

1. Letter of Acceptance

 **Journal of Asian Finance, Economics and Business**

Letter of Acceptance

AUTHORS AND TITLE:
 Author(s): Euis SOLIHA, Ali MASKUR, Suzy WIDYASARI, Eva ARIYANI
 Article Title: "The Effect of Trust and Customer Value on Loyalty: An Empirical Study in Indonesia"
 Corresponding Author: Euis SOLIHA
 Corresponding Email: euisoliha@edu.unisbank.ac.id
 Date of Issue: April 08, 2021, Seoul, South Korea

Dear Author(s),

Thank you for submitting a signed **Journal Publishing Agreement Form** and having completed proofreading of the copy edited proof meeting an acceptable standard for publication in the *Journal of Asian Finance, Economics and Business* (JAFEB). We have now received the votes and recommendations on the final version of corrected manuscript from the Journal's Editorial Executive Board.

Congratulations! The Editorial Executive Board voted on your copy edited and proofread manuscript in favor of publication and the article has been "Accepted" in its current form for publication in the *Journal of Asian Finance, Economics and Business* (JAFEB). We hereby confirm that your article will be published and printed in **JAFEB Volume 8 Issue 5 Archive** on the date of May 30, 2021 at the latest with DOI information and printed in hard copy [Electronic ISSN: 2288-4645 · Print ISSN: 2288-4637].

Elsevier's Scopus 2021 Status: JAFEB has been indexed in Elsevier's Scopus for coverage 2018-2021 onward in Scopus in Elsevier Products. The CiteScore2019 (0.50) and SJR2019 (0.192; Q3) on Scimago Journal Rankings Metrics has been obtained based on Scopus® data as of April 2020 (FYI, CiteScore Tracker2020 indicates 2.5 as of March 02, 2021 updated), we hope to achieve SJR 3.0+, mapping to Q1 or Q2 in Scopus and SciMago, in Business and Management categories, in coming years.

Clarivate Analytics' Web of Science Core Collection 2021 Status: JAFEB has been indexed in Emerging Sources Citation Index(ESCI) for coverage 2014-2021 onward in Web of Science Master Journal List [---Our strategy is to only re-evaluate ESCI Journals that map to Q1 or Q2 of the relevant flagship category. ---] All articles published on JAFEB shall be used for continued re-evaluation of the journal for possible inclusion in Web of Science - Social Sciences Citation Index® (SSCI) and Journal Citation Reports® (JCR) Impact Factor. We all hope to achieve JCR IF 5.0+, mapping to Q1 or Q2 in SSCI, Web of Science Core Collection, Business categories, in coming years.

If you require any additional information, please do not hesitate to contact the Editor-in-Chief/ the Publisher Professor LEE, Jung Wan at Email: jwlee119@yahoo.com


Sincerely,

Jung Wan LEE, Ph.D.
 Editor-in-Chief
 Journal of Asian Finance, Economics and Business <http://www.jafeb.org>

Korea Distribution Science Association (KODISA) [Tax Registration Number 129-82-07896]
 Hanshin Officetel Suite 1030, 2463-4 Shirheung-Dong, Sujeong-Gu, Seongnam-City, Gyeonggi-Do, KOREA
 (Zip Code 461-720) Tel: +82-31-740-7292 Fax: +82-31-740-7361
 E-mail: kodisa@naver.com / kodisajournals@gmail.com
 (사단법인) 한국유통과학회 [교육번호 129-82-07896]
 경기도 성남시 신동동 현산로3길 1030 호 11(031)740-7292 Fax (031)740-7361 <http://www.kodisajournals.org>

Gambar 8 Letter of Acceptance

2. Receipt

 **Korea Distribution Science Association**

RECEIPT

RECEIPT NUMBER: JAFEB-2021-V8N5-APC093
DATE OF ISSUE: April 08, 2021, Seoul, South Korea


NAME AND AFFILIATION:
 Name: Euis SOLIHA
 Affiliation: Faculty of Economics and Business,
 Stikubank University, Semarang, Indonesia
 Address: Jl. Tri Lomba Juang, Mugassari, Kec. Semarang Sel.,
 Kota Semarang, Jawa Tengah 50241, Indonesia
 Corresponding Email: euisoliha@edu.unisbank.ac.id

DESCRIPTION OF PUBLICATION:
 Title of the Journal: Journal of Asian Finance, Economics and Business
 ISSN: 2288-4637 e-ISSN: 2288-4645
 Publisher: Korea Distribution Science Association
 Publication Date: Volume 8 Issue 5, May 30, 2021
 Title of the Publication: "The Effect of Trust and Customer Value on Loyalty: An Empirical Study in Indonesia"

DESCRIPTION OF PAYMENT:
 US Dollar \$500.00 - Article Publication Charge
 Total **USD500.00** (Five Hundred US Dollars Only) _

PAYMENT METHOD:
 Bank Wire (KEB HANA Bank: 470-910003-56304)
 Credit Card (KODISA JOURNALS e-Payment System)

This receipt acknowledges that the Korea Distribution Science Association (KODISA), the Publisher of the Journal of Asian Finance, Economics and Business (JAFEB), has duly received the payment of Article Publication Charge (APC) indicated above.

 **KODISA** 

Korea Distribution Science Association (KODISA) [Tax Registration Number 129-82-07896]
 Hanshin Officetel Suite 1030, 2463-4 Shirheung-Dong, Sujeong-Gu, Seongnam-City, Gyeonggi-Do, KOREA (Zip Code 461-720) Tel: +82-31-740-7292 Fax: +82-31-740-7361
 E-mail: kodisa@naver.com / kodisajournals@gmail.com
 (사단법인) 한국유통과학회 [교육번호 129-82-07896]
 경기도 성남시 신동동 현산로3길 1030 호 11(031)740-7292 Fax (031)740-7361 <http://www.kodisajournals.org>

Gambar 9 Receipt