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Dear **Mrs. Irma M. Nawangwulan**,

Warm greetings!

Congratulation, your paper entitled: **“Value Creation on CRM: Evidence of Employee Competence in Bird’s Group Serviced Apartments in Indonesia”**, which was presented in the International Conference of Interdisciplinary Studies of Cultural Heritage (ISCH) has been accepted as one of the best 20 papers, will be published in Sampurasun ISCH International e-journal on December 4th 2015.

Attached herewith is the plagiarism analysis of your paper. In our case, 90% originality is accepted or as reported by the Plag Scan Pro Analysis, the Plag Level, 10% or less. Those words or group of words or sentences that have been detected by the software database that have been “plagiarized” or are similar to the source/s from which you took the data are in color red. Kindly work out your paper, if its Plag Level is 11% or more, to reduce it. If you look at some of those red colored group of words and there is no other way to rephrase them, it is accepted. Rephrased group of words or sentences should be highlighted with yellow color for easier reviewing of the paper. If your paper was not written in accordance with our format, kindly make the necessary revision/s to facilitate the processing of your paper. Please return your improved paper after **one week**.

If your paper’s Plag Level is within the acceptable level and has met the other requirements, just wait for your referees comments, suggestions, reaction, etc. Please send e-mail to isch2015@unpas.ac.id and yucesp@unpas.ac.id for our correspondence.

Your paper will still go through the internal and external refereeing process. This process would sometimes take quite a while because the referees’ time to review the papers are beyond our control. Patience and understanding are solicited.

Thank you for your compliance.

Very truly yours,

Yuce Sariningsih
Editor in Chief of ISCH