







## CUSTOMER SATISFACTION SURVEY

Customer's Name: PT SCHLUMBERGER

Dear valued Customer(s),

Thank you very much for your trust in our service. In order to improve our service in meeting your requirements further, please provide the appropriate answer to the available column. Once it is completed, kindly send back this survey form to us through fax no (0778) 321 388 or by email to [sales@inspektindo.com](mailto:sales@inspektindo.com)

Thank you  
PT. INSPEKTINDO SINERGI PERSADA

**INSTRUCTIONS FOR QUESTION 1 – 4:** Please put your answer in the available column by crossing the appropriate number with the scale 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.

**INSTRUCTIONS FOR QUESTION 5:** Please put your answer in the available space by crossing the appropriate number with the scale 1 = becoming much less important, 2 = becoming less important, 3 = staying about the same, 4 = becoming more important, 5 = becoming much more important.

1	How satisfied are you with the <b>quality of work and safety performance</b> that you receive from PT Inspektindo Sinergi Persada?	1	2	3	4	5
2	How satisfied are you with the <b>lead time to complete the order</b> from PT Inspektindo Sinergi Persada?	1	2	3	4	5
3	How satisfied are you with the <b>response and service</b> received from PT Inspektindo Sinergi Persada?	1	2	3	4	5
4	How satisfied are you with PT Inspektindo Sinergi Persada <b>products or/and service in overall?</b>	1	2	3	4	5
5	Are PT Inspektindo Sinergi Persada product and service services becoming more or less important to your business?	1	2	3	4	5

6. Please rate our representative personnel in handling your request on the following dimensions:

Answering your calls quickly	Excellent	Good	Average	Poor	Very Poor
Getting right person to help you	Excellent	Good	Average	Poor	Very Poor
Professionalism and courtesy	Excellent	Good	Average	Poor	Very Poor
Resolving your issue(s)	Excellent	Good	Average	Poor	Very Poor
Escalating issues when required	Excellent	Good	Average	Poor	Very Poor

7. For business relationship, which of the reasons below had the most impact on your decision to do business with PT Inspektindo Sinergi Persada? (Select all that apply).

Cost	Quality	Range of product or service	Functionality	Reputation
1	2	3	4	5

**INSTRUCTIONS FOR QUESTION 8:** Please put your answer in the available space by crossing the appropriate number with the scale 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.

ISP-F12-QC-01







### CUSTOMER SATISFACTION SURVEY



Customer's Name: \_\_\_\_\_

8. How satisfied are you with PT Inspektindo Sinergi Persada in each of the following areas:

Ease of doing business	1	2	3	4	5
Invoicing	1	2	3	4	5
Flexibility of contract terms	1	2	3	4	5
Flexibility of pricing models	1	2	3	4	5
Strategic partnering	1	2	3	4	5

#### COMMENTS

What are the most important things that PT Inspektindo Sinergi Persada could do to improve the quality of the relationship that they have with you and your business associates?

job done, without any complain - good job !!!

Survey Date: 07/01-22 Sign & Name (Customer's Repr):

Yusuf L. S. [Signature]

Thank you for your participation in our improvement



## Chargeback to Schlumberger

No	Date	Team	Description	Amount	Total
1	30-Dec-2022	Pambudhi Kristyanto	Transportation Home to Airport Sepinggan	IDR 75,000	IDR 75,000
2	30-Dec-2022	Pambudhi Kristyanto	Wrapping	IDR 65,000	IDR 65,000
3	30-Dec-2022	Pambudhi Kristyanto	Meals & Drinks	IDR 120,000	IDR 120,000
4	30-Dec-2022	Pambudhi Kristyanto	Transportation Airport Juwata to Apotik (ANTIGEN Purpose)	IDR 85,000	IDR 85,000
5	30-Dec-2022	Pambudhi Kristyanto	Antigen	IDR 109,000	IDR 109,000
6	30-Dec-2022	Pambudhi Kristyanto	Local Transportation Apotik to Pizza Hut (Lunch)	IDR 12,000	IDR 12,000
7	30-Dec-2022	Pambudhi Kristyanto	Local Transportation to Port Sengkayu (go to Bunyu)+Tiket	IDR 39,000	IDR 39,000
8	30-Dec-2022	Pambudhi Kristyanto	Ticket Boat to Bunyu	IDR 120,000	IDR 120,000
9	3-Jan-2023	Pambudhi Kristyanto	Local Transportation from Rig to Hotel	IDR 50,000	IDR 50,000
10	4-Jan-2023	Pambudhi Kristyanto	Wrapping	IDR 50,000	IDR 50,000
11	4-Jan-2023	Pambudhi Kristyanto	Local Transportation to Juwata Airport	IDR 50,000	IDR 50,000
12	4-Jan-2023	Pambudhi Kristyanto	Meals & Drinks	IDR 120,000	IDR 120,000
<b>TOTAL</b>					<b>IDR 895,000</b>

PIC : Yusep Maulana

Total (IDR)	895,000
Handling fee 5%	<u>44,750</u>
<b>Total Reimbursmeent + handling fee 5%</b>	<b>939,750</b>



# TRAVEL EXPENSES REPORT FORM

Employee Name : Pambudhi Kristyanto  
 Employee ID : 13007  
 PO Number :  
 Project Name : ADHOC TEAM BUTAR  
 SCHLUMBERGER (ID BASE 177736)

NO.	DATE	DESCRIPTION ITEMS	MEAL		TRANSPORT		HOTEL		OTHERS	
			Curr	AMOUNT	Curr	AMOUNT	Curr	AMOUNT	Curr	AMOUNT
1	30-Dec-22	Transportation from Home to Sepinggan Aiport			IDR	75,000				
2	30-Dec-22	Meal & drink	IDR	120,000						
3	30-Dec-22	Transportation from Juwata Aiport to Apotik Utama (antigen Purposes)			IDR	85,000				
4	30-Dec-22	Transportation from Apotik Utama to Pizza hut (Lunch Puposes)			IDR	12,000				
5	30-Dec-22	Transportation from Pizza hut to Pelabuhan sengkayu (go to Bunyu) + Port			IDR	39,000				
6	30-Dec-22	Ticket Boat to bunyu			IDR	120,000				
7	30-Dec-22	Wrapping							IDR	65,000.00
8	30-Dec-22	Inspection Comsumable (Paint Spray)							IDR	111,000.00
9	30-Dec-22	Inspection Comsumable (Paint Spray + Paint remover)							IDR	256,000.00
10	30-Dec-22	RAT (Rapid Anti gen)							IDR	109,000.00
11	2-Jan-23	Inspection Comsumable (Paint Spray + Paint remover)							IDR	104,000.00
12	3-Jan-23	Transportation from Rig to Diamond Hotel			IDR	50,000				
13	4-Jan-23	Wrapping							IDR	50,000.00
14	4-Jan-23	Transportation from Diamond Hotel to Juwata Aiport			IDR	50,000				
15	4-Jan-23	Meal & drink	IDR	120,000						
<b>TOTAL</b>			IDR	240,000.00		431,000.00				695,000.00

APPROVAL				
REQUESTOR DEPARTMENT			FINANCE AND ACCOUNTING	
Prepared by,	Reviewed by,	Reviewed by,	Received by,	Approved by,
Pambudhi K.	Supervisor	PM/ HOD	Accounting and Finance	Director
Date: 04 January 2023	Date:	Date:	Date:	Date:

TRIP DETAILS	
Purpose of trip :	
<input type="checkbox"/>	Business trip./Meeting
<input checked="" type="checkbox"/>	Inspection/Training
Date of Departure :	
Date of Arrival :	

Total Exp.	
Curr	Amount
	1,366,000.00

TA	-
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Balance	(1,366,000.00)
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Balance

Currency exchange	
1 USD	IDR _____
1 SGD	IDR _____

Return to the Company

Claim to the Company



Fwd: Perjalananmu bersama Gojek pada Jumat, 30 Desember 2022

Pambudhi Kristyanto <pambudhikristyanto81@gmail.com>

Sab 07/01/23 07.19

Kepada: Anton Susilo <anton@inspektindo.com>

Dear mas Anton

FYI

Ini biaya transportasi dari rumah ke airport sepinggan

Best regards

Pambudhi

----- Forwarded message -----

Dari: **Gojek Receipts** <[no-reply@invoicing.gojek.com](mailto:no-reply@invoicing.gojek.com)>

Date: Jum, 30 Des 2022 07.41

Subject: Perjalananmu bersama Gojek pada Jumat, 30 Desember 2022

To: <[pambudhikristyanto81@gmail.com](mailto:pambudhikristyanto81@gmail.com)>

Jumat, 30 Desember 2022  
ID Pesanan: RB-141010-9564876

Hai Kris,

**Makasih udah pesan GoCar**

**Total dibayar**

**Rp75.000**

#### Rincian pembayaran


Biaya perjalanan	Rp67.000
Biaya jasa aplikasi	Rp3.000
Ongkos parkir	Rp5.000
<b>Total pembayaran</b>	<b>Rp75.000</b>
Dibayar pakai GoPay	Rp75.000

#### Detail perjalanan

**Supriadi**

KT1823ZT • Daihatsu Sigra

 Distance Jarak 10.7 km

 Trip Time Waktu perjalanan 0 menit

Dijemput jam 07:35 dari

**Jl. Telogorejo No.35**

Jl. Telogorejo No.35, Telaga Sari,  
Kecamatan Balikpapan Selatan,  
Kota Balikpapan, Kalimantan Timur  
76112, Indonesia

Sampai jam 07:35 di

**Bandar Udara Sultan Aji  
Muhammad Sulaiman  
Sepinggang**

Jl. Marsma. R. Iswahyudi,  
Sepinggang Balikpapan Selatan

[Bantuan](#)

[Laporkan masalah](#)

[Tentang GoCar](#)

Perjalanan ini dijamin asuransi. Total yang tercantum adalah harga yang dibayarkan ketika pesanan selesai. Biaya tambahan seperti tip yang diberikan setelah pesanan selesai tidak dicantumkan di bukti pembayaran ini.

Kontak Gojek lewat



Pasaraya Blok M GD B, 7th Floor, Kebayoran Baru,  
DKI Jakarta Indonesia 12160





Fwd: Perjalananmu bersama Gojek pada Jumat, 30 Desember 2022

Pambudhi Kristyanto <pambudhikristyanto81@gmail.com>

Sab 07/01/23 07.21

Kepada: Anton Susilo <anton@inspektindo.com>

Dear mas Anton,

Ini biaya transportasi dari apotik utama untuk cari makan siang

Best regards

Pambudhi Kristyanto

----- Forwarded message -----

Dari: **Gojek Receipts** <[no-reply@invoicing.gojek.com](mailto:no-reply@invoicing.gojek.com)>

Date: Jum, 30 Des 2022 12.33

Subject: Perjalananmu bersama Gojek pada Jumat, 30 Desember 2022

To: <[pambudhikristyanto81@gmail.com](mailto:pambudhikristyanto81@gmail.com)>

Jumat, 30 Desember 2022  
ID pesanan: RB-116310-2777953

Hai Kris,

**Makasih udah pesan GoCar**

**Total dibayar**



**Rp12.000**

**Rincian pembayaran**

Biaya perjalanan	Rp17.000
Biaya jasa aplikasi	Rp3.000
Diskon	-Rp8.000
<b>Total pembayaran</b>	<b>Rp12.000</b>
Dibayar pakai GoPay	Rp12.000

**Detail perjalanan**

**Victory Nugraha Cahyadi**  
KU1741GA • Daihatsu Xenia

 Distance Jarak 0.9 km  
 Trip Time Waktu perjalanan 3 menit

Dijemput jam 12:24 dari

**Apotik Utama**

Jalan Jendral Sudirman, Karang Anyar, Kota Tarakan, Kalimantan Utara, Indonesia

Sampai jam 12:28 di

**Pizza Hut**

Karang Rejo, Tarakan City, North Kalimantan, Indonesia

[Bantuan](#)

[Laporkan masalah](#)

[Tentang GoCar](#)

Perjalanan ini dijamin asuransi. Total yang tercantum adalah harga yang dibayarkan ketika pesanan selesai. Biaya tambahan seperti tip yang diberikan setelah pesanan selesai tidak dicantumkan di bukti pembayaran ini.

Kontak Gojek lewat



Pasaraya Blok M GD B, 7th Floor, Kebayoran Baru,  
DKI Jakarta Indonesia 12160

Fwd: Your Grab E-Receipt

Pambudhi Kristyanto <pambudhikristyanto81@gmail.com>

Sab 07/01/23 07.24

Kepada: Anton Susilo <anton@inspektindo.com>

Dear mas Anton.

Biaya transportasi dari tempat makan siang ke pelabuhan nanti tolong ditambah ya, untuk tiket masuk ke pelabuhan tanggal 30 Jan 2023 sebesar rp 5000.

Thx

30 Dec 2022

BR

Pambudhi

----- Forwarded message -----

Dari: **Grab** <no-reply@grab.com>

Date: Jum, 30 Des 2022 13.31

Subject: Your Grab E-Receipt

To: <pambudhikristyanto81@gmail.com>

GrabCar



Semoga kamu  
menikmati  
perjalananmu ya!

Diterbitkan pada 30 Desember 2022  
Kode booking: A-4R5X0HEWVWFS0

Total

RP 34.000 + 5000


Struk diterbitkan oleh pengemudi **AGUS ZAINUDIN**.

5.0 stars  
Pujian untuk pengemudi  
**Bersih & Nyaman**

39.000



## Rincian

Tarif	31.000
Biaya Pemesanan	2.000
Tax Base	1.802
VAT	198
Biaya Ride Cover	1.000
Klik <a href="#">di sini</a> untuk keluar dari Proteksi Perjalanan.	
<b>Total</b>	<b>34.000</b>
Penumpang Pambudhi Kristyanto	Dibayar dengan
Profil Pribadi	 Tunai
	34.000

Ada masalah? Kami siap membantu kamu.

 Barang hilang

 Perjalanan yang salah

 Tarif tidak sesuai

 Dapatkan Bantuan

[Barang hilang](#)

[Perjalanan yang salah](#)

[Tarif tidak sesuai](#)

[Dapatkan Bantuan](#)

## Perjalananmu

1.69 km • 8 mins

 Ayam Geprek Mr Suprek - Karang Balik  
1:23PM

 Pelabuhan Tengayu I Sebengkok  
1:31PM

 Grab

PT Grab Teknologi Indonesia

NPWP: 74.220.169.2-071.000

RDY Tower Lantai 5-Zone D, Jl. Prof. Dr. Satrio  
Kaw. I RI, Karet Kuningan, Setiabudi Kota Jakarta  
Selatan, Jakarta Selatan, DKI Jakarta 12940



Tanggal  
01/01/2023

NOTA NO. ....

BARANG	NAMA BARANG	HARGA	JUMLAH
1	Wrapping	50.000	1

Tanda Terima



No. \_\_\_\_\_  
Telah terima dari Pambuchi Kristyanto  
Uang sejumlah lima puluh ribu.  
Untuk pembayaran transportasi dari kampung satu ke hotel diamanah.

03 Januari 2023

Rp. 50.000

Big to Hotel

7:25

Signal strength and battery icons

6 Jan 2023, 10:28 AM

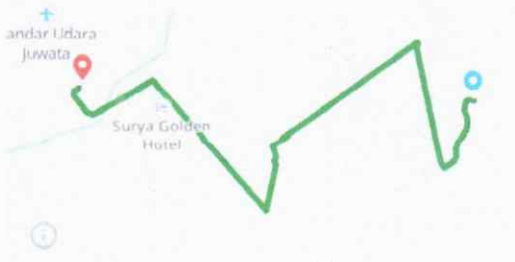
Total dibayar

Rp35.000

Tunai 5

Lihat detailnya

Pribadi



GrabCar

4 km · 21mins

W'ALLA! Food & Snacks  
10:28 AM

Bandara Internasional Juwata  
10:50 AM

Penilaian perjalanan

5 ★ • Sempurna

Laporkan Masalah

+ 15.000 tiket masuk

50.000

Transport hotel to Bandara Juwata -



TU luar 4/01/23.

2 porsi telur ben (bks) — 50  
3 porsi telur — 17

Bubur ayam to — 25

Bubur ayam — 20

Ropak mi (o) — 15

Es teh tarik — 17

2 jeruk hangat — 24

Kopi capucino pms — 15

183