

Awal submit, 16 Januari 2021

The screenshot shows a Gmail interface with a search bar at the top containing "Telusuri email". On the left sidebar, there are navigation options: "Tulis", "Kotak Masuk", "Berbintang", "Ditunda", "Terkirim", "Draf", "Meet", "Rapat baru", "Gabung ke rapat", and "Hangout" with a contact named "slamet". The main email content is from "Allied Business Academies" with the subject "Thank you for submitting Manuscript". The email body reads: "Dear Dr. Slamet, Your submission entitled **Effect of service quality and satisfaction on loyalty through mediation of zone of tolerance** has been received by Academy of Strategic Management Journal. You will be able to check on the progress of your paper by logging on to Editorial Tracking as an author. The URL is <https://www.abacademies.org/editorial-tracking/>. Username : **slamet** Password : **lgtf00tn**".

20 Januari 2021

The screenshot shows a Gmail interface with a search bar at the top containing "Telusuri email". On the left sidebar, there are navigation options: "Tulis", "Kotak Masuk", "Berbintang", "Ditunda", "Terkirim", "Draf", "Meet", "Rapat baru", "Gabung ke rapat", and "Hangout" with a contact named "slamet". The main email content is from "Academy of Strategic Management Journal" with the subject "Assigned Manuscript No-Request for Reviewers". The email body reads: "Dear Dr. Slamet, Greetings!! We would like to inform you that the internal quality evaluation for your article entitled **“Effect of service quality and satisfaction on loyalty through mediation of zone of tolerance”** has been completed and assigned the following manuscript number: **asmj-21-2108**. We request you to please note the manuscript number for future reference. The article is now under peer-review process. It will be very helpful for us if you suggest some potential reviewers (2-3) from your end so that we will invite them from our end in order to expedite the review process for your manuscript. You can follow/DM us on Twitter [@StrategicManag3](#). We're excited to move forward with your submission."

Gmail interface showing an email from the Academy of Strategic Management Journal. The email content is as follows:

Greetings!!

We would like to inform you that the internal quality evaluation for your article entitled **"Effect of service quality and satisfaction on loyalty through mediation of zone of tolerance"** has been completed and assigned the following manuscript number: **asmj-21-2108**. We request you to please note the manuscript number for future reference. The article is now under peer-review process.

It will be very helpful for us if you suggest some potential reviewers (2-3) from your end so that we will invite them from our end in order to expedite the review process for your manuscript.

**You can follow/DM us on Twitter @StrategicManag5**

We're excited to move forward with your submission.

We are looking forward to hearing from you soon.

Best Regards,  
**Julia Gillard**  
 Editorial Assistant | [Academy of Strategic Management Journal](#)  
 E mail: [managementstudy@abacademies.com](mailto:managementstudy@abacademies.com) or [managementstudy@alliedbusiness.org](mailto:managementstudy@alliedbusiness.org)  
[Allied Business Academies](#)

23 Januari 2021

Gmail interface showing a reply email from the Academy of Strategic Management Journal. The email content is as follows:

**Acknowledged suggested reviewers: asmj-21-2108** Kotak Masuk x

Academy of Strategic Management Journal <managementstudy@alliedbusiness.org>  
 kepada saya ▾ Sab, 23 Jan 14.07 ☆ ↶ ⋮

Inggris ▾ > Indonesia ▾ [Terjemahkan pesan](#) Nonaktifkan untuk: Inggris x

Dear Dr. Slamet,

Greetings!!

Thank you for your response.

We have acknowledged your suggested reviewers and will send the Reviewer Invitations to them soon.

Thank you for your support and cooperation.

Please feel free to contact us for further assistance.

Best Regards,  
**Julia Gillard**

27 Januari 2021

The screenshot shows a Gmail interface with a search bar at the top containing "Telusuri email". On the left sidebar, there are sections for "Tulis", "Kotak Masuk" (with sub-items: Berbintang, Ditunda, Terkirim, Draft), "Meet" (with sub-items: Rapat baru, Gabung ke rapat), and "Hangout" (with a contact named "slamet"). The main email content is titled "Notify Author: Author Revision Notification" and is from "Allied Business Academies <managementstudy@alliedbusiness.org>". The email body contains the following information:

**Allied Business Academies**

Ref.: Ms. No. **asmj-21-2108**

Article Title: **Effect of service quality and satisfaction on loyalty through mediation of zone of tolerance**

Journal Title: **Academy of Strategic Management Journal**

Dear Dr. **Ahmadi**

This is to inform you that Reviewers have now commented on your Ms. No. **asmj-21-2108**. You can see that they are advising that you should revise your manuscript. For your guidance, reviewers' comments are provided below.

The screenshot shows a Gmail interface with a search bar at the top containing "Telusuri email". On the left sidebar, there are sections for "Tulis", "Kotak Masuk" (with sub-items: Berbintang, Ditunda, Terkirim, Draft), "Meet" (with sub-items: Rapat baru, Gabung ke rapat), and "Hangout" (with a contact named "slamet"). The main email content is titled "Your revision is due by Wed , 03-Feb-2021" and is from "Allied Business Academies". The email body contains the following information:

Your revision is due by **Wed , 03-Feb-2021**

To submit a revision, go to <https://www.abacademies.org/editorial-tracking/> and log in as an Author. You will see a menu item call Submission Needing Revision. You will find your submission record there.

Username : **slamet**  
Password : **IgtfO0tn**

Yours sincerely,  
Manging Editor,  
**Academy of Strategic Management Journal**

Reviewers comments:  
**To Author:** correct references from journals or books in Indonesian. Replace these sources with International sources

**To Author:** Dharmayanti, D., & Husada, J. (2010). Korelasi zone-of-tolerance pada service quality terhadap customer value DI PMK (pemadam kebakaran) Surabaya. Jurnal Manajemen Dan Wirausaha, 12(2), 170-176. <https://doi.org/10.9744/jmk.12.2.pp.170-176> Ghozali, I. (2008). Model persamaan struktural konsep dan aplikasi dengan program amos 16.0. Badan Penerbit UNDIP. Hair, J., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). Multivariate data analysis (7th ed.). Pearson Prentice Hall. Sholihin, M., dan D. Ratmono. 2013. SEM-PLS analysis with Warp PLS 3.0 for Nonlinear Relationships In Social and Business Research. Yogyakarta: Publisher ANDI. not using Indonesian these references are replaced by references from international sources

4 Februari 2021

The screenshot shows a Gmail interface. On the left, there is a sidebar with navigation options: 'Tulis', 'Kotak Masuk', 'Berbintang', 'Ditunda', 'Terkirim', 'Draf', 'Meet', 'Rapat baru', 'Gabung ke rapat', and 'Hangout'. The main area displays an email titled 'RE: Confirmation' from 'Academy of Strategic Management Journal' (managementstudy@alliedbusiness.org) received on 'Kam, 4 Feb 18:35'. The email content is as follows:

Dear Dr. Slamet Ahmadi,

Greetings!!

With reference to your email regarding the Reviewer Form, please click on the link "ACCEPT\_REVIEW\_INVITATION" or login as reviewer in <https://www.abacademies.org/editorial-tracking/>, using the username and password given to you. Then, for reviewer form, please go to Action Links → Reviewer Form

We request you to send us your strong comments stating the strengths & weaknesses of article under "*Comments to Author*". It would be glad, if you could submit your review report on/before the timeline.

Please don't hesitate to contact us for any queries.

**Best Regards,**

The screenshot shows a Gmail interface with the same sidebar as above. The main area displays a follow-up email from 'Julia Gillard', Editorial Assistant at the Academy of Strategic Management Journal. The email content is as follows:

Dear Dr. Slamet Ahmadi,

Greetings!!

With reference to your email regarding the Reviewer Form, please click on the link "ACCEPT\_REVIEW\_INVITATION" or login as reviewer in <https://www.abacademies.org/editorial-tracking/>, using the username and password given to you. Then, for reviewer form, please go to Action Links → Reviewer Form

We request you to send us your strong comments stating the strengths & weaknesses of article under "*Comments to Author*". It would be glad, if you could submit your review report on/before the timeline.

Please don't hesitate to contact us for any queries.

**Best Regards,**  
**Julia Gillard**  
Editorial Assistant | [Academy of Strategic Management Journal](https://www.abacademies.org/)  
E mail: [managementstudy@abacademies.org](mailto:managementstudy@abacademies.org) or [managementstudy@alliedbusiness.org](mailto:managementstudy@alliedbusiness.org)  
[Allied Business Academies](https://www.abacademies.org/)

11 Februari 2021

This screenshot shows a Gmail interface. The left sidebar contains navigation options: 'Tulis', 'Kotak Masuk', 'Berbintang', 'Ditunda', 'Terkirim', 'Draf', 'Meet', and 'Hangout'. The main area displays an email titled 'Notify Author: Author Notification: Accept' from 'Allied Business Academies' (managementstudy@alliedbusiness.org) dated 'Kam, 11 Feb 19.51'. The email content includes the journal name 'Allied Business Academies', a reference number 'Ref.: Ms. No. asmj-21-2108', an article title 'Effect of service quality and satisfaction on loyalty through mediation of zone of tolerance', and the journal title 'Academy of Strategic Management Journal'. It is addressed to 'Dear Dr. Ahmadi' and states that the work has been accepted for publication in the 'Academy of Strategic Management Journal'.

This screenshot shows a Gmail interface with the same sidebar as the first image. The main area displays a follow-up email from 'Allied Business Academies' with the same reference number 'Ref.: Ms. No. asmj-21-2108'. The article title and journal title are repeated. It is addressed to 'Dear Dr. Ahmadi' and states that the work has been accepted for publication in the 'Academy of Strategic Management Journal'. A key detail is highlighted in a green box: 'It is accepted on 2021-02-11'. Below this, a green box contains the text: 'Congratulations on acceptance of the article. Our finance team will contact you with the galley proof and invoice within 48-72hrs. Please mail us at [accounting@galleyproofs.com](mailto:accounting@galleyproofs.com) for further queries by copying/marketing Cc to the journal mail id.' The email concludes with 'With Regards, Managing Editor, Academy of Strategic Management Journal'.

12 Februari 2021

The screenshot shows a Gmail interface with a search bar at the top containing "Telusuri email". On the left sidebar, there are sections for "Tulis", "Kotak Masuk" (with sub-items: Ber bintang, Ditunda, Terkirim, Draf), "Meet", and "Hangout". The main content area displays an email from "Finance <accounting@jopenaccess.com>" dated "Jum, 12 Feb 15.48". The subject is "1939-6104-20-2-705\_authorproof & invoice". The email body contains the following text:

**Manuscript Details:**

- » Reference number: **1939-6104-20-2-705**
- » Journal Name: **Academy of Strategic Management Journal**
- » Article Title: **Effect of service quality and satisfaction on loyalty through mediation of zone of tolerance**
- » Corresponding Author: **Dr. Slamet Ahmadi**

Dear Dr. Slamet Ahmadi,

Congratulation on acceptance of your article and we would like to thank you for choosing **Academy of Strategic Management Journal** to publish your work.

Herewith, we are sending the galley proof of your manuscript and Invoice **asmj-21-2108** as an attachment to this mail.

Please check the proof carefully and send your response within 48 hours. You are requested to correct the misprints, if any.

If you have any correction(s), please mention them in the Galley proof directly, preferably using the "comment" option in the PDF file and send it as soon as possible.

The screenshot shows the continuation of the email from the previous image. The text continues as follows:

Herewith, we are sending the galley proof of your manuscript and Invoice **asmj-21-2108** as an attachment to this mail.

Please check the proof carefully and send your response within 48 hours. You are requested to correct the misprints, if any.

If you have any correction(s), please mention them in the Galley proof directly, preferably using the "comment" option in the PDF file and send it as soon as possible.

Type the misprints in separate word file in two columns, one column for misprinted version and the other for the corrected version to be printed.

\*If you fail to intimate us regarding the corrections within 48 hours, we may assume that you agreed to publish without any further modifications/corrections.

Please complete the payment process in a week time and you may use the following link for this purpose.

Payment online link: <https://www.abacademies.org/onlinepayment/>

If you need more information, please do not hesitate to contact us.

On behalf of Academy of Strategic Management Journal,

With best regards for your ongoing research.

Rebecca  
Allied Business Academies  
P.O. Box 670

17 Februari 2021

The screenshot shows a Gmail interface. On the left, there is a sidebar with navigation options: 'Tulis', 'Kotak Masuk', 'Berbintang', 'Ditunda', 'Terkirim', 'Draf', 'Meet', 'Rapat baru', 'Gabung ke rapat', and 'Hangout'. The main area displays an email titled 'Article Online: Volume 20, Issue 2' from 'Academy of Strategic Management Journal' (managementstudy@alliedbusiness.org) received on Wednesday, February 17, 2021, at 16:55. The email content includes a greeting, a thank you for payment, and information about the article's publication. A link is provided for the article: <https://www.abacademies.org/journals/academy-of-strategic-management-journal-inpress.html>. The email concludes with a note about future publications and a warning about fraudulent emails. The signature is from Julia Gillard, Editorial Assistant.

This screenshot shows the bottom portion of the email. It contains the signature 'Best Regards, Julia Gillard' and her contact information: 'Editorial Assistant | Academy of Strategic Management Journal' and 'E mail: [managementstudy@abacademies.com](mailto:managementstudy@abacademies.com) or [managementstudy@alliedbusiness.org](mailto:managementstudy@alliedbusiness.org) Allied Business Academies'. The warning about fraudulent emails is also visible here.