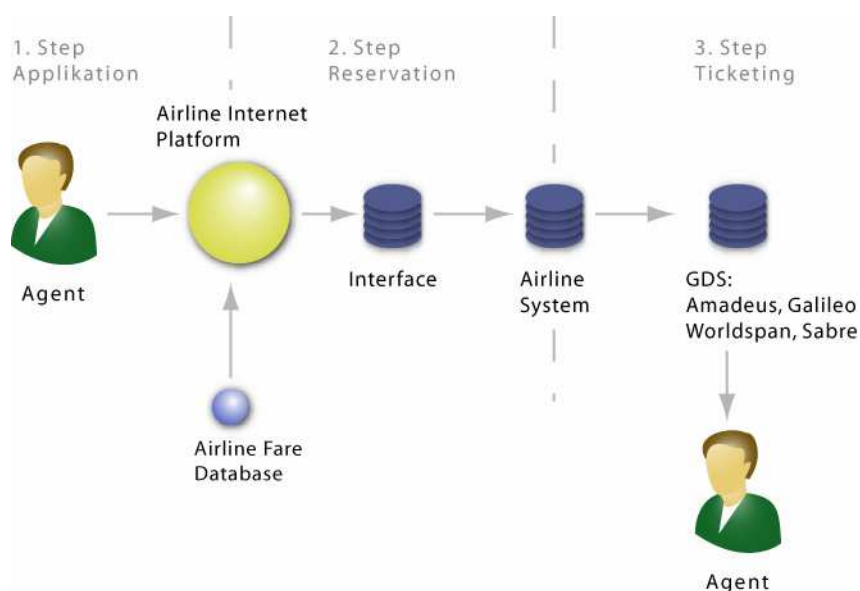


Groups Application Management

The Groups Application Management service accomplishes all group applications per phone, facsimile and e-mail. The processing of the applications and fare quotation for the travel agencies will be executed within 24 hours. Conditions and availability of seats are checked and if necessary alternative offers can be proposed to the travel agencies for different fares and availability.

Reservations are accomplished within 24 hours after agents' confirmation. We process all reminders for ticket time limits and name lists. Name changes, cancellations and rebooking are managed as well as booking of individual routing for single group passengers, if available. We support the complete ticketing process for the travel agents and assist all queries for group procedures.

With our state of art **Group Application Management internet-platform** the quality and customer satisfaction are enhanced. Through the connection with airlines flight databases, group applications are handled flexible and with fast response times. Travel agencies can easily logon to the platform and will be given immediately individual offers for their group applications. Additional information and news can be communicated to the agents.



Groups Application Management Process

Through the platform an easy control of group traffic is available. Based on historical and current traffic data, the platform tracks the behavioural characteristics of individual group requests so detailed analyses revenue management decisions is supported. The system enables the evaluation of ad hoc groups as well as series groups. The revenue enhancement from utilizing the Group Application Management is typically in the range of 1% to 2%.

Through our self developed statistical internet platform, airlines can access all statistics just-in-time from all over the world. All your staff members and divisions have fast access to all actual and historical data. Comprehensive statistics give a detailed picture of all transactions of the group management process, e.g.:

- number of group applications, reservations and issued tickets per country of sales and destination displayed weekly, monthly, per year and on daily basis
- number of passengers total and per group sorted per date of ticket issue, date of travel and arrival date
- average fare/yield per ticket, per group and total

With this information you get the perfect control device for planning and control of group sale. All Statistics can be adapted to individual and special requirements.

Your benefits are:

- quick and accurate handling of all groups applications
- optimising time intensive activities like fare quotations, check of conditions and seat availability
- reduction of internal process costs
- high level of flexibility in individual groups management requirements
- increased customer satisfaction and service levels
- no initial investments are necessary

Corporate Profile

Lamberth Airline Solutions is a service provider for the international air transport industry.

We serve over 15 airlines in more than 20 countries.

We market our **proprietary software, which our customers use to optimize their back office activities** e.g., in their accounting, sales and direct marketing departments. We also offer our customers a complete range of outsourcing services for complete back office processes, supported by software systems and a professional and highly knowledgeable staff.

Contact us

For more information please send an email to service@lamberth.de or visit our website <http://www.lamberth.de>.