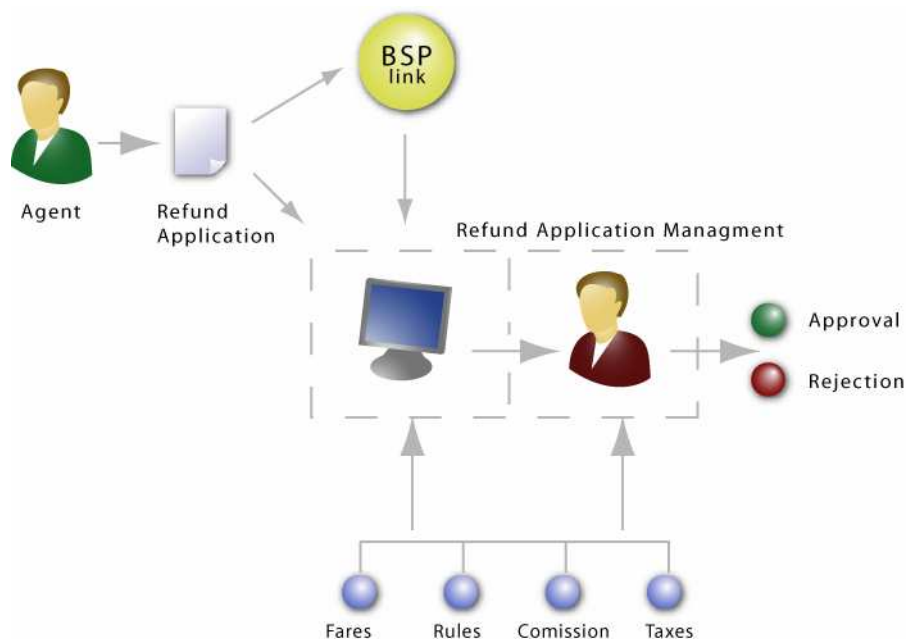


Refunds Application Management

Through the Refunds Application Management we handle all refund applications from the travel agents and passengers direct sales which are sent to the airlines. We check the BSPLink system, perform the refund calculations of full and partial refunds according to the rules and either reject or give approval to the agents.

Further we check, if mandatory documents are complete and follow up to the agents. In cases of goodwill, the airline will be contacted for approval. Refund queries of direct sales passengers are checked and managed directly in airlines own computer systems. Agents are continuously informed about the receipt of their applications and the status of processing.

Incoming refund applications are checked against sold, flown, exchanged, lost, stolen and already refunded coupons. Additional checks are performed such as if original tickets are settled correctly via BSP, if refunded tickets from other carrier etc. We enquire ticket histories and passenger lists for checking of schedule changes, cancellations, delays, special authorisations, no shows etc.



Refunds Application Management Process

Fastest response time for incoming refunds applications is guaranteed through our most automated software system. All refunds are managed with the maximum accuracy and efficiency, according to the industry standards and local regulations. The close contact of our airline industry experts and their professional interaction with agents and passengers assures a high service level and quick results. Agents' disputes are managed promptly.

All approved refund applications are checked automatically against the BSP settled refunds and agency debits are issued, if refunds were settled with incorrect amounts or without authorisations.

An easy tracking of the complete refunds management process via an exclusive internet portal is given. Comprehensive and customized management information statistics are produced at local office and head office levels and can be adapted to airlines individual needs.

Detailed information is analysed about agents' behaviour, the most common requests, historical trends etc. Refund applications can simply be searched and detected per ticket number, agency IATA-number or name, refund application date etc. via the internet portal. All data can be easily exchanged and interfaced with external systems.

Besides the general, standard procedures our Refunds Management service is fully adaptable to airlines specific requirements.

Your benefits are:

- quick and accurate handling of all refunds applications
- optimising time intensive activities like refund value calculation and interaction with suppliers
- reduction of internal process costs
- high level of flexibility in individual refund 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>.