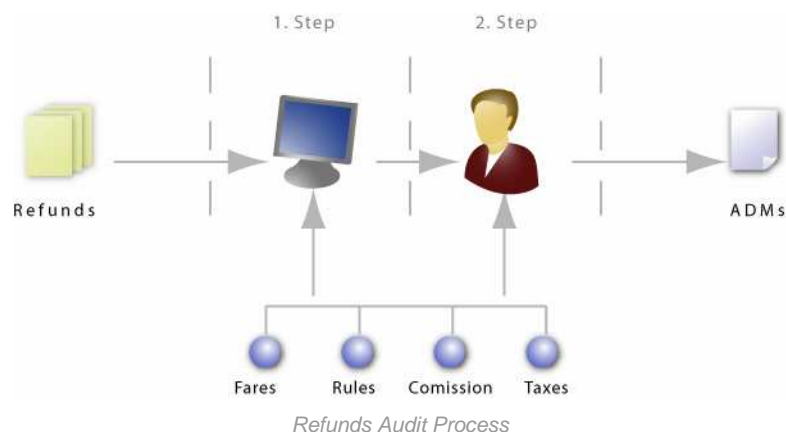


Refunds Audit

Through our Refunds Audit Service, we support our customers to increase revenue via checking all refunded documents and debiting the errors and frauds back to the agents. All unused ticket coupons, resulting in ticket cancellations or downgrades, are checked. The correctness of refund fees and penalties are audited as well as if tickets are refunded but not accounted, if the original issued document is from other carrier etc.

The Refund Audit is accomplished highly automated through precise software systems. Therefore a highly accurate audit with fastest results is executed. All cancellation, full refunds and partial refunds are balanced via the database with stored airlines fees, rules and conditions. All automatically located errors are reviewed by our professional specialists and the results are debited to the agents via ADM. Before issue of ADMs, checking against default agencies is performed.



Our standard sales audit procedures can be easily adapted to each and every airline's specific requirements. Also quick data exchange and integration with airlines internal software systems are possible through state-of-art XML-interfaces.

The results of the refunds audits are easy accessible through an exclusive internet portal. Comprehensive and customized audit reports and statistics support airlines management in decision making, market and fraud analysis. Detailed information is analysed about agents' behaviour, the most common mistakes, recovery levels, historical trends, problem areas sorted by agent, error reasons, destinations etc.

Through our market leading automated sales audit solution, your benefits are:

- quick and accurate audit results
- increased cash flows
- reduction of internal process costs
- revenue protection
- enforcing business discipline among travel agents
- high level of flexibility in audit requirements
- easy interfacing with airlines internal software systems
- no initial investments are necessary
- an inspiring investment/revenue recovery ratio

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>.