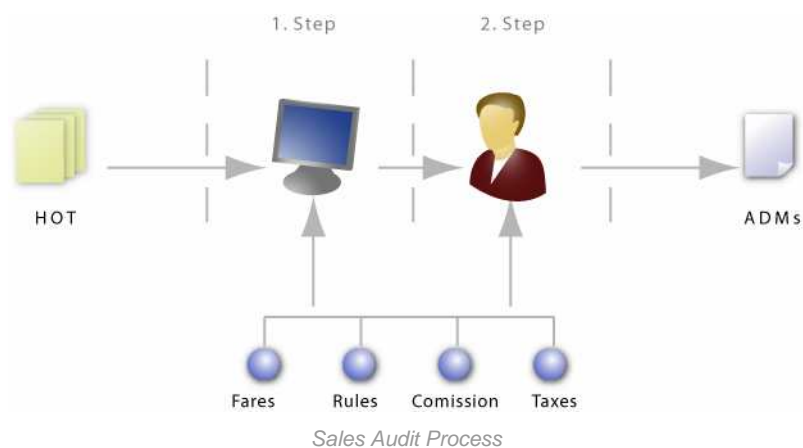


Sales Audit

The audit of sold tickets, their fares, taxes, commissions as well as refunded and exchanged documents leads to significant gains through re-debiting the travel agents for ticketing errors and frauds. IATA estimates these losses are 1-3% of airlines revenues.

Through our highly automated Sales Audit service, we are accomplishing a full audit of all sold tickets by our airline customers. With the supports our leading software systems and the commitment of our team of airline industry experts, our service is dedicated to support our customers in stopping all revenue leakages.

The complete information on the tickets is audited: ticket fares such as CRS-public fares, negotiated fares, corporate fares, specials, group fares, commissions as well as applicable fare rules and regulations. Taxes, passenger service charges and security charges are checked against the applicable published tax rules and regulations. Special authorisations can be given, tracked and analysed via our exclusive internet platform. Once authorisations are given there, agents receive an automated e-mail and it is automatic considered in the audit system. Various statistical analyses are possible.



Through our two stages audit process, most reliable Agency Debit Memos/ADMs are re-ensured: All identified errors through the automated audit process are double-checked by our industry experts to ensure the accuracy of the ADM. We debit this recovered revenue per ADM to the travel agents and take care of their settlement via BSP/BSPLink. Before

issue of ADMs, checking against default agencies is performed. Agents' disputes are handled through our experts in specialised call centre service teams.

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 sales 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.

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>.