



Philosophy of Lufthansa Revenue Services GmbH

+ Lufthansa Revenue Services GmbH is responsible as service company within Lufthansa Group for preparing and reporting all revenue and performance data from passenger business. We prepare the relevant flight Revenue Accounting information incoming from all over the world and make it available to bookkeeping and Business Intelligence systems on schedule. With its IT solutions, Lufthansa Revenue Services GmbH processes complex mass data on a highly automated basis taking into consideration all statutory and contractual requirements. Lufthansa Revenue Services GmbH is also service partner for Condor Flugdienst GmbH, Cargo Counts GmbH and Lufthansa AirPlus Servicekarten GmbH for preparing a wide range of mass data.

YOUR CONTACT⁺

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Revenue Accounting Services⁺

+ Tailor-made solutions
for your Revenue Accounting





Lufthansa Revenue Services GmbH company profile

Lufthansa Revenue Services GmbH as a member of the Lufthansa Passage provides high quality Revenue Accounting services for the airline industry. The company is located in Hamburg/Norderstedt and Berlin, Germany. Based on 45 years of experience in Revenue Accounting for Lufthansa AG, LRS has built up extensive expertise in Revenue Accounting. All services include perpetual quality assurance in order to discover the possible source of errors and thus optimise the Revenue Accounting processes to generate a maximum possible added value.

An important base for our Revenue Accounting Service+ is the expertise of our employees developed over decades in Revenue Accounting while executing the transition from a manual flown based to a state-of-the-art and highly automated sales based Revenue Accounting system. Regular training sessions designed to the needs of our clients guarantee constant know-how transfer across all functions and processes. Modern technology and effective processes are the basis for our ability to provide competitive Revenue Accounting services. Clearly defined roles, responsibilities and performance measures are an essential part of our definition of a long-term partnership with our customers. That also means that we regularly review our services with our customers to adapt to their changing needs and requirements and to continuously improve our performance.

PROFIT COUNTS+

- To ensure high quality service standards to our customer airlines, LRS
- + Employs highly qualified staff
- + Consistently invests in state-of-the-art hardware and innovative software solutions

Deutsche Lufthansa AG, RA Services
55,9 Mio Lufthansa business cases per year

Cargo Counts GmbH, RA Services
25.000 business cases per year

STA Travel International Ltd., RA Services
145.000 business cases per year

Condor Flugdienst GmbH, RA Services
400.000 documents per year

LH AirPlus Servicekarten GmbH, Proration Service
11.451.000 mio coupons per year

SALES

SIRAX COMPETENCE CENTER
+ Job steering and data input and output
+ Software transport and test data provision on demand
+ Administration of user ID and password in Sirax

KEY BENEFITS
+ Due to long time experience, high quality is guaranteed
+ Daily contact to data supplier secures outstanding deliveries

PROCESS SALES
+ sales register and calendar
+ sales input and control
+ sales evaluation (proration)

KEY BENEFITS
+ Flexibility on costs
+ Fast and accurate
+ Processing of data source

MANUAL SALES SERVICE
+ Registration of manual sales reports
+ Data capture for each document
+ Import in Sirax

KEY BENEFITS
+ Flexibility on costs
+ Fast and accurate
+ Processing of data source

FARE, TAX AND COMMISSION AUDIT
+ Fare Audit
+ Tax Audit
+ Commission Audit
+ ADM/ ADM process included

KEY BENEFITS
+ Create additional income for the client
+ Avoid fraud potential
+ Flexible reports and statistics

UPLIFT

PROCESS UPLIFT
+ Data capture of special documents manually
+ Check and correct non readable tickets
+ Clarify inconsistencies
+ Closing of processed flights manually (after corrections) or automatically
+ Match own coupons against own sales data
+ Capture mismatched coupons from image in Sirax

KEY BENEFITS
+ Flexibility on costs
+ Fast and accurate processing of data source

CLARIFY UPLIFT ERRORS
+ Select manual workload as agreed
+ Check match error case with images or data
+ Correction of error case (e.g. incorrect routings, incorrect document number, double use, coupon void)
+ Dunning of missing sales report after an agreed period and inform the responsible department for further processing as agreed.

KEY BENEFITS
+ Avoid fraud potential (e.g. double usage)
+ Protect the revenue from all E-Ticket coupons
+ Deliver quick and accurate management information

E-TICKET HELPDESK SERVICE
+ Retroactive boarding of E-Ticket
+ Check Sirax data against information coming from the E-Ticketing data base
+ Consulting of E-Ticket questions concerning accountings for stations and sales points

INTERLINE

FIM SERVICE
+ Data capturing of control-FIMs for incoming invoices
+ Processing of FIMs from OAL incoming invoices
+ FIM rejections
+ Processing of FIMs for outgoing invoices
+ Generate LTB for missing OAL documents

KEY BENEFITS
+ Make provisions on time and automatically
+ Liquidate provisions fastly
+ Avoid fraud potential (e.g. double usage)

OUTGOING INVOICE SERVICE
+ Capture and process outgoing invoices
+ Rejection/ rebilling processing

KEY BENEFITS
+ Create additional income for the client
+ Avoid higher rejection quote and underbillings

INCOMING INVOICE SERVICE
+ Capture and process incoming invoices
+ Rejection/rebiling processing

KEY BENEFITS
+ Determine exact coupon values
+ Minimise loss of money
+ Generate added value

ACCOUNTING

DIFFERENCES SERVICE
+ Clearing irregularities between sales and use
+ Verifying on routings and values
+ Creating of debit memos

KEY BENEFITS
+ Determine exact coupon values
+ Minimise loss of money of missing sales
+ Generate added value

SIRAX ACCOUNTING SERVICE
+ Manual closing of coupons as it is needed for the requested services
+ Run years end programs to close open coupons by criteria's
+ Permanent monitoring of Sirax accounts with regards to quality assurance

MASTER DATA MAINTENANCE

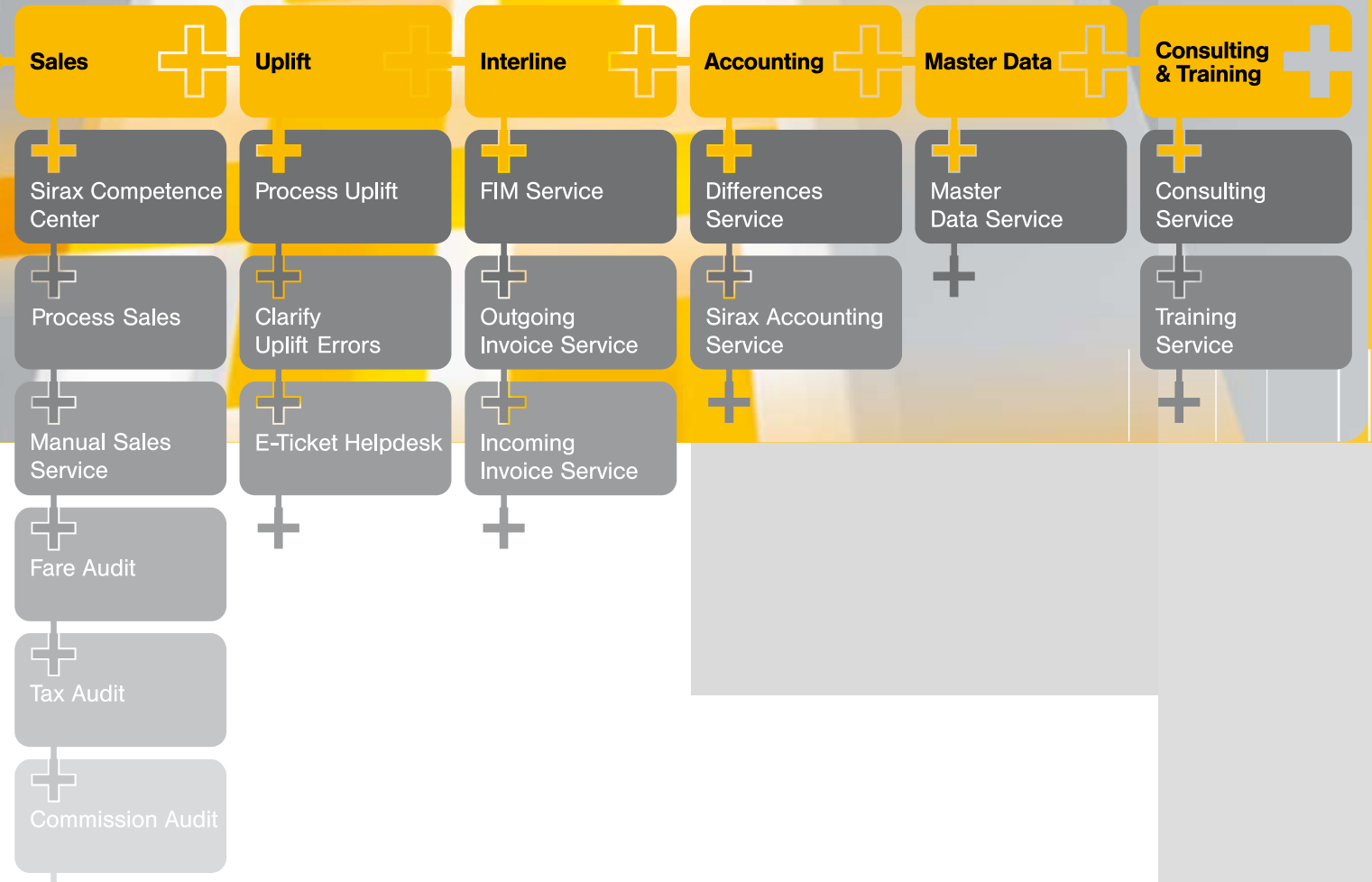
MASTER DATA SERVICE
+ Maintenance of all carrier neutral and specific master data with regard on the restrictions of IATA and ATPCO

KEY BENEFITS
+ All published tax rules are integrated and ensure high quality
+ Revenue protection due to strong audits
+ Cost saving by reducing of administrative and operative work

CONSULTING & TRAINING

CONSULTING & TRAINING SERVICE
+ Consulting service to airline revenue accounting operations, processes, support go-live
+ Various trainings or preparation like proration courses, processing of incoming and outgoing invoices etc.

KEY BENEFITS
+ Build up internal know how
+ Know how of efficient use of Sirax



TAILOR-MADE SOLUTIONS FOR YOUR REVENUE ACCOUNTING

Lufthansa Revenue Services GmbH (LRS) as transport services accounting specialist offers service solutions in Revenue Accounting. The product Revenue Accounting Services+ has been subdivided innovatively into six partial processes. You are thus able to select between a full service and partial processes, which can be combined to provide an optimal solution meeting your individual requirements. Lufthansa Revenue Services GmbH provides support with the selection and combination of the partial processes and, of course, with adjustment to customer-specific workflow.

KEY BENEFITS

- + Added value
- + Cost flexibility
- + No transition cost for training, etc.
- + Enables fast implementation of industrial requirements
- + Full production transparency with service level agreements
- + Compensation of seasonal fluctuations
- + Internal demand of head count reduction