



**Revenue Accounting Services,
Lufthansa Revenue Services GmbH
+ SIRAX USER Conference, 2007-06-13**

Lufthansa Revenue Services (LRS) Position within Lufthansa Airlines



LRS – an overview

- + Until 1997 head department of the LH passage AG
- + Since 1998 100% subsidiary LH passage AG
- + Head office in Norderstedt near Hamburg
- + 518 employees located in Berlin and Norderstedt
- + 50 years Airline Revenue Accounting know how
- + Development SAP system SIRAX 1998-2000
- + Management:
 - + Klaus Furck, Chairman of the Board
 - + Reinhard Schäfer, Managing Director LRS



Facts and figures 2006

+ Sales

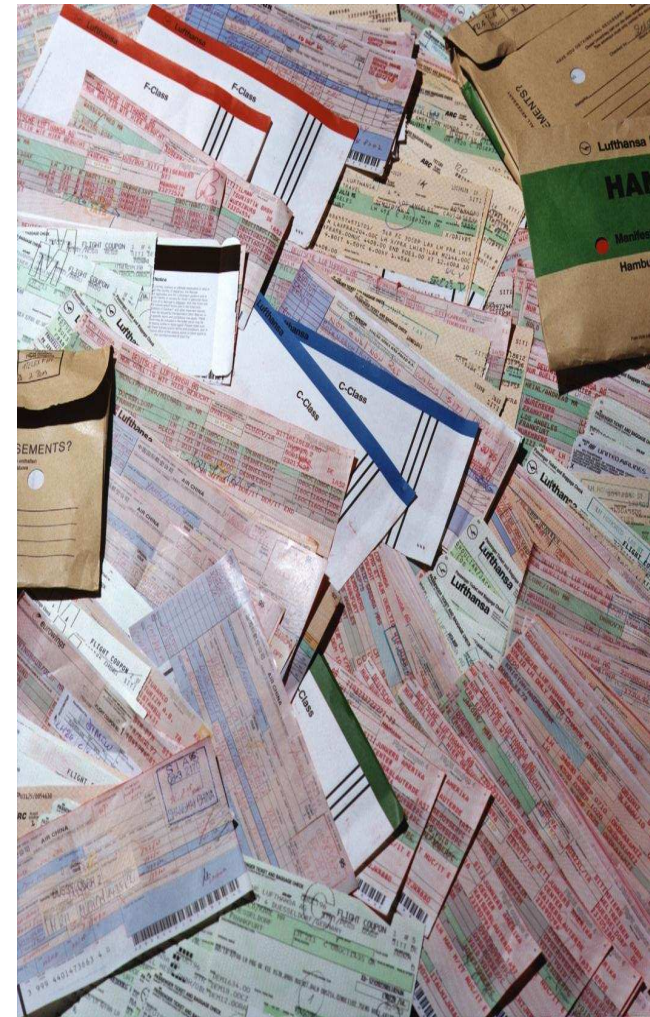
- + 24,1m Lufthansa sales data/journeys
- + 11,2bn EUR gross sales

+ Traffic

- + 54,6m coupons utilized on Lufthansa flights
- + 10,4bn EUR gross revenue

+ Interline

- + Incoming Invoices: 7,2m Lufthansa coupon; value 1,6bn EUR
- + Outgoing Invoices: 9,3m coupons in the value of 1,8bn EUR



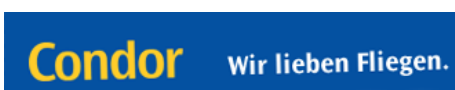
Clients and partners



Revenue Accounting services
Added value services



Revenue Accounting Services



Revenue Accounting services
for scheduled flight



Airway Bill (AWB) data capturing and proration



Scanning, data capture and archiving of personnel
documents



SIRAX Sales Partners
Process Center



Center of Data Capturing



Managing Documents

Products on demand

Sales	Uplift	Interline	Accounting	Master Data	Consulting & Training
Sirax Competence Center	Eticket Help desk	FIM Service	Differences service	Master data service	Consulting service
Manual sales service		Outward billing service	Sirax accounting service		Training service
Fare audit		Inward billing service			
Tax audit					
Commission audit					

Why should you listen to a service provider?



- + **Compensation of seasonal fluctuations**
- + **Internal demand of head count reduction**
- + **Additional value services e.g.**
 - + e.g. help desk on electronic ticket
 - + Tariff check on outgoing invoices
- + **Back-up services**
- + **Easy communication with off-shoring**

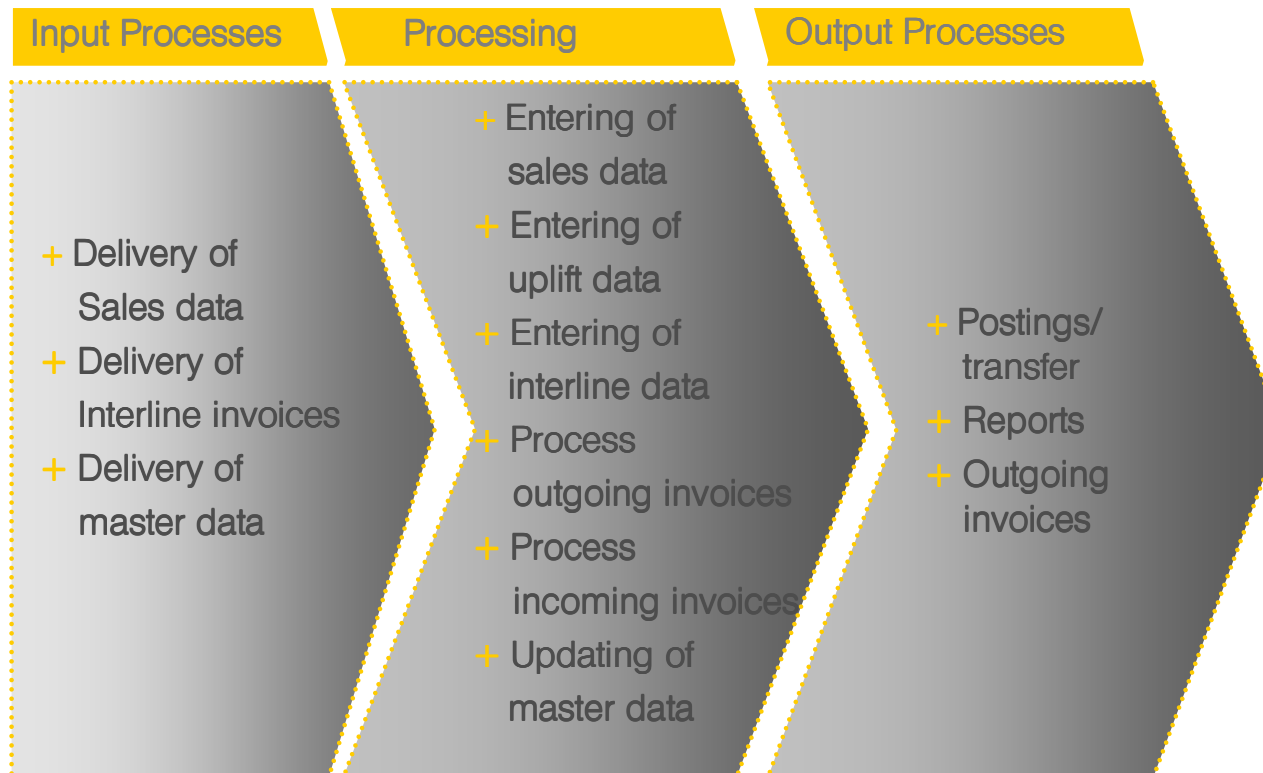
Key benefits of outsourcing parts of your services



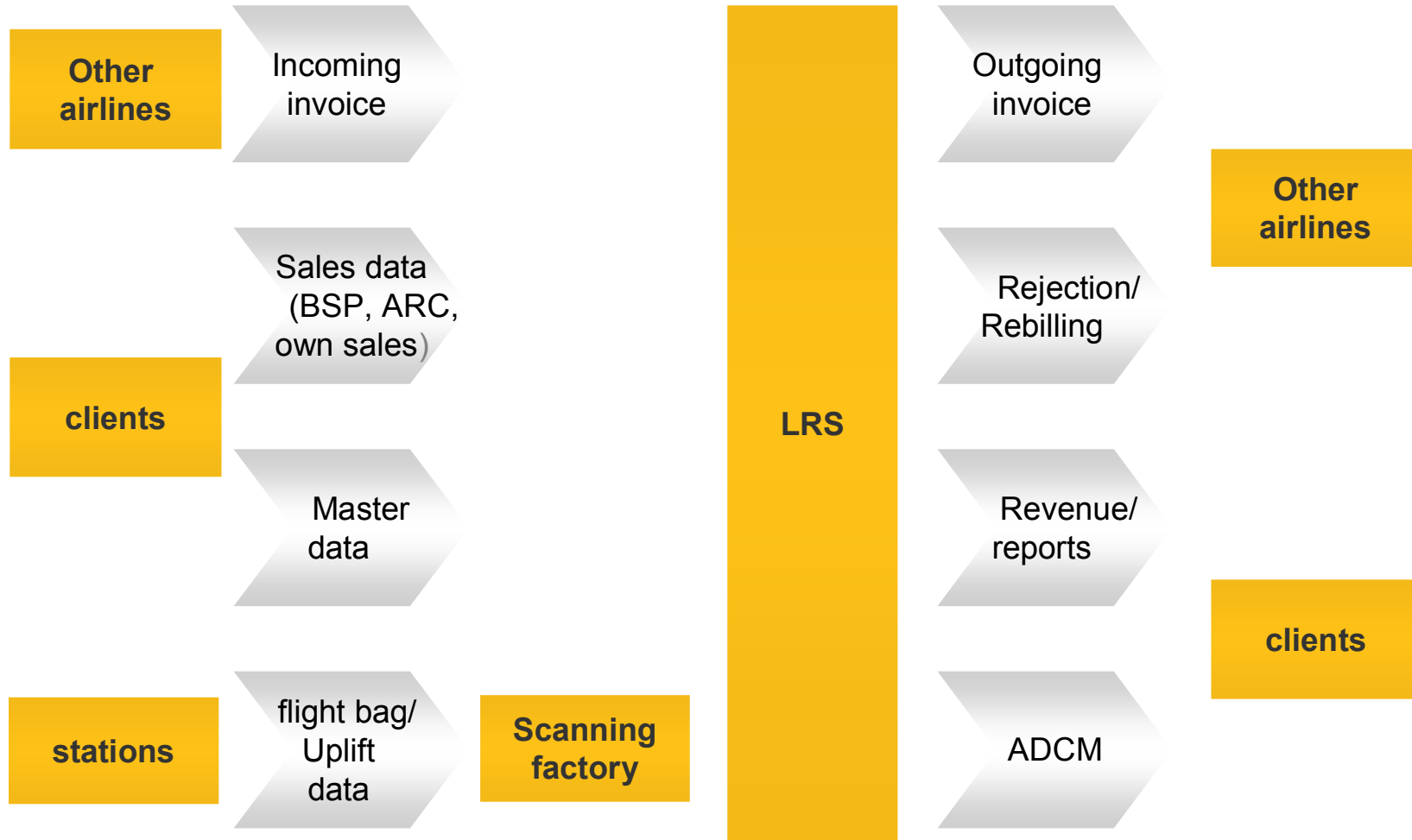
- + **Additional value**
- + **No transition cost for training, etc.**
- + **Enables fast implementation of industrial requirements**
- + **Time savings due to**
 - + Effective processes
 - + Same technology
- + **Cost flexibility**
- + **Full production transparency with service level agreements**

Quality assurance concept

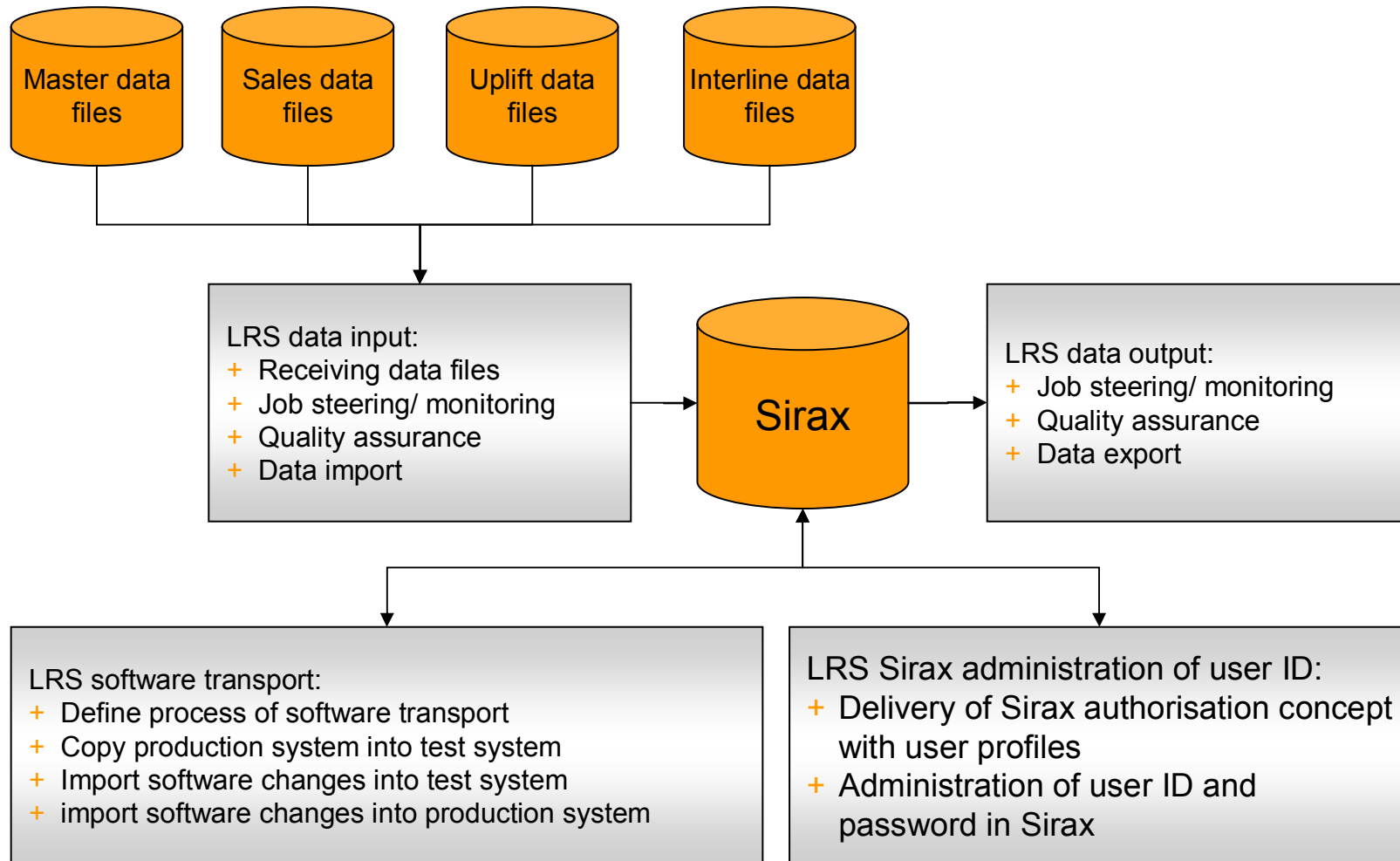
- + **Quality concept for the entire process will be implemented**
 - + Measuring Key Performance Indicator (KPI's)



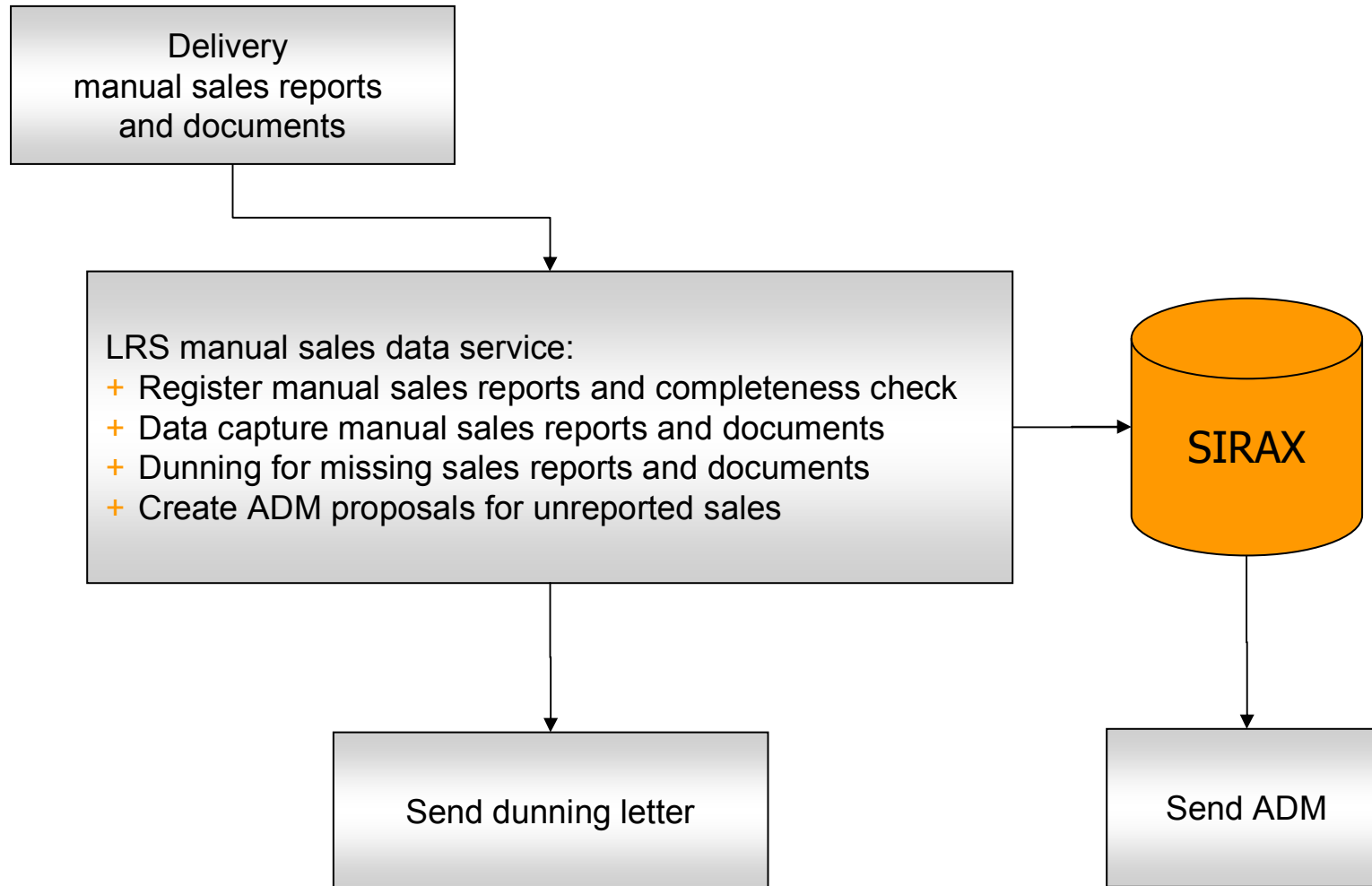
Overview workflow



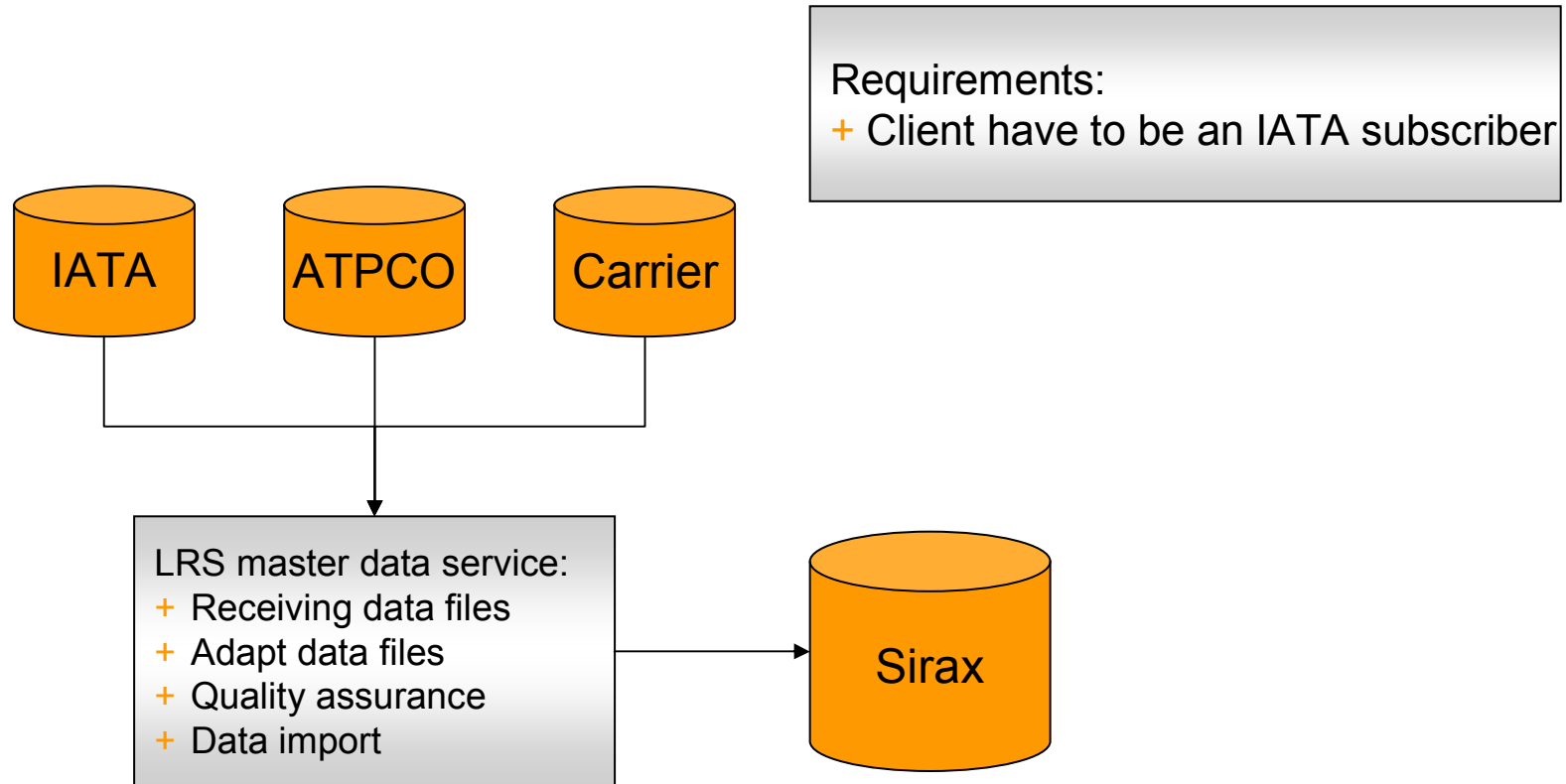
Process Sirax Competence Center



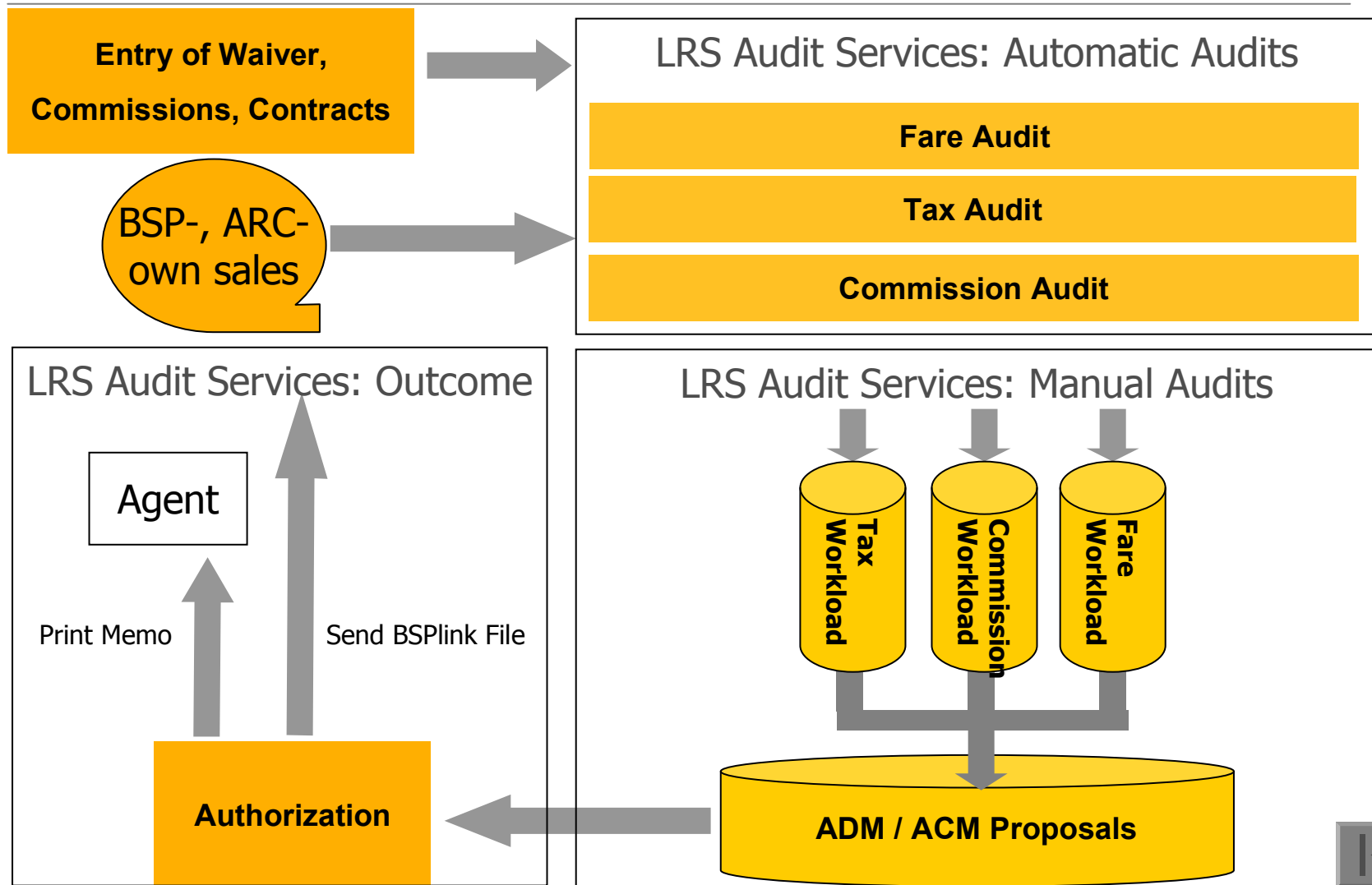
Process manual sales



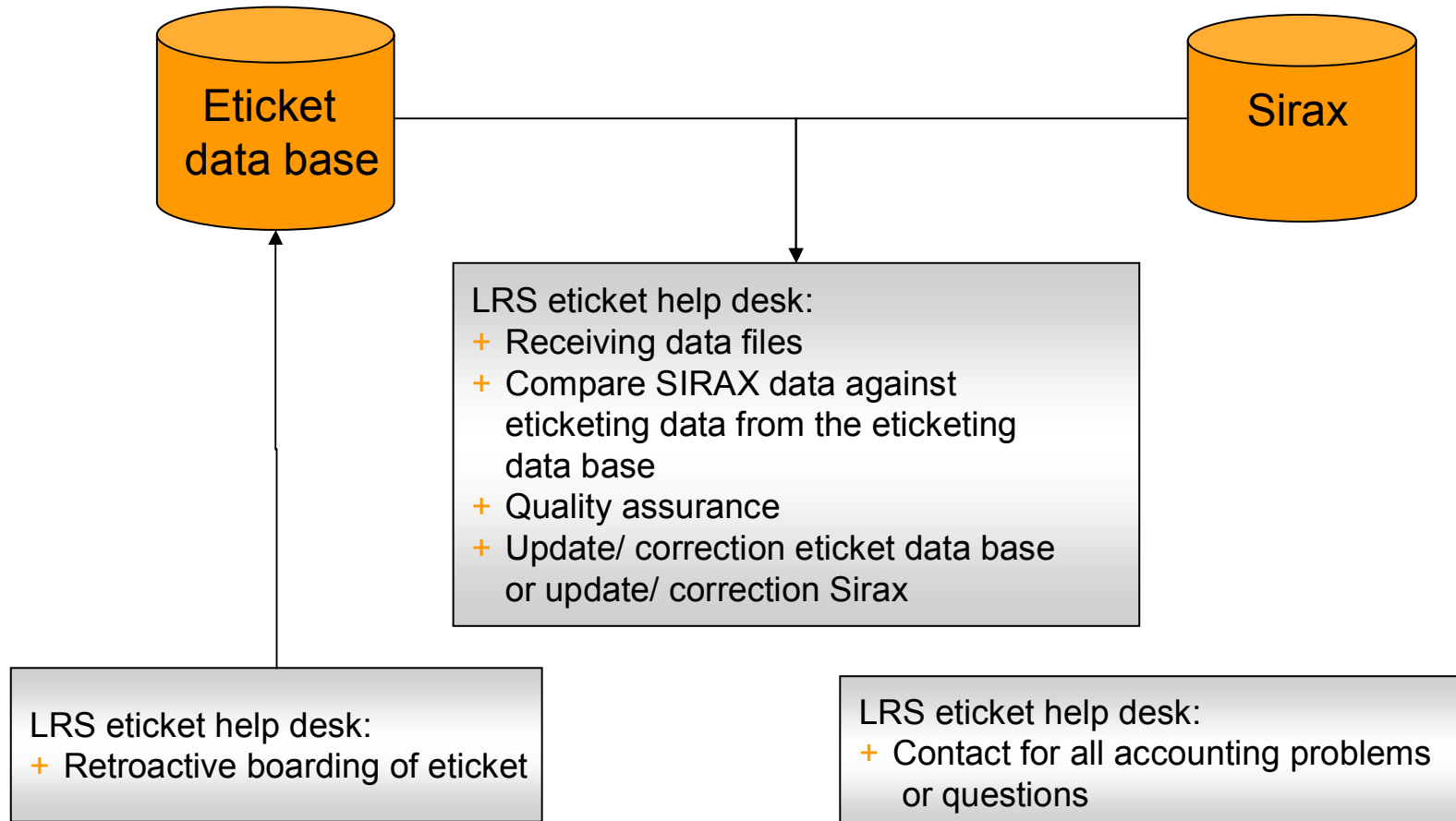
Process master data service



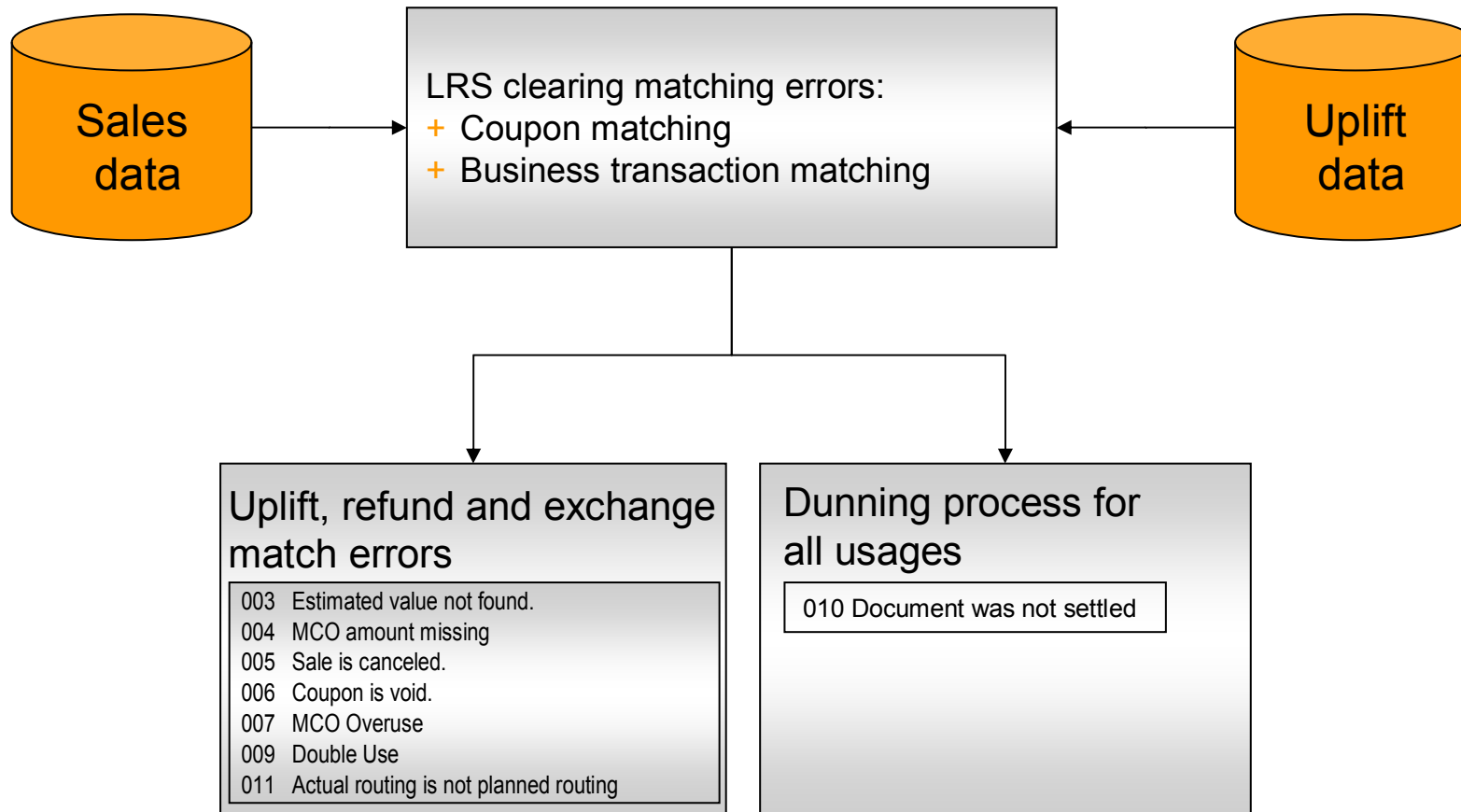
Process audit services



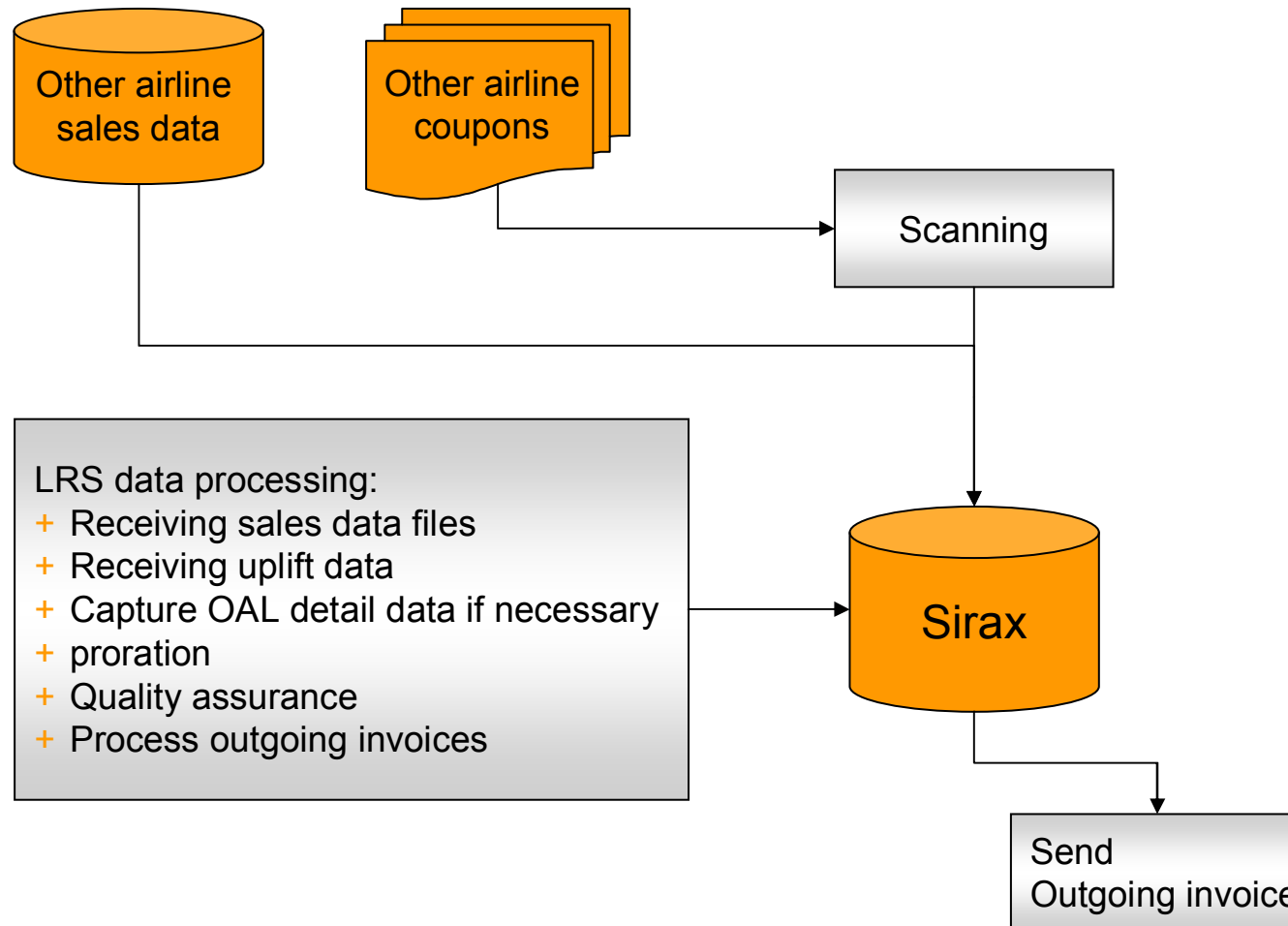
Process eticket help desk



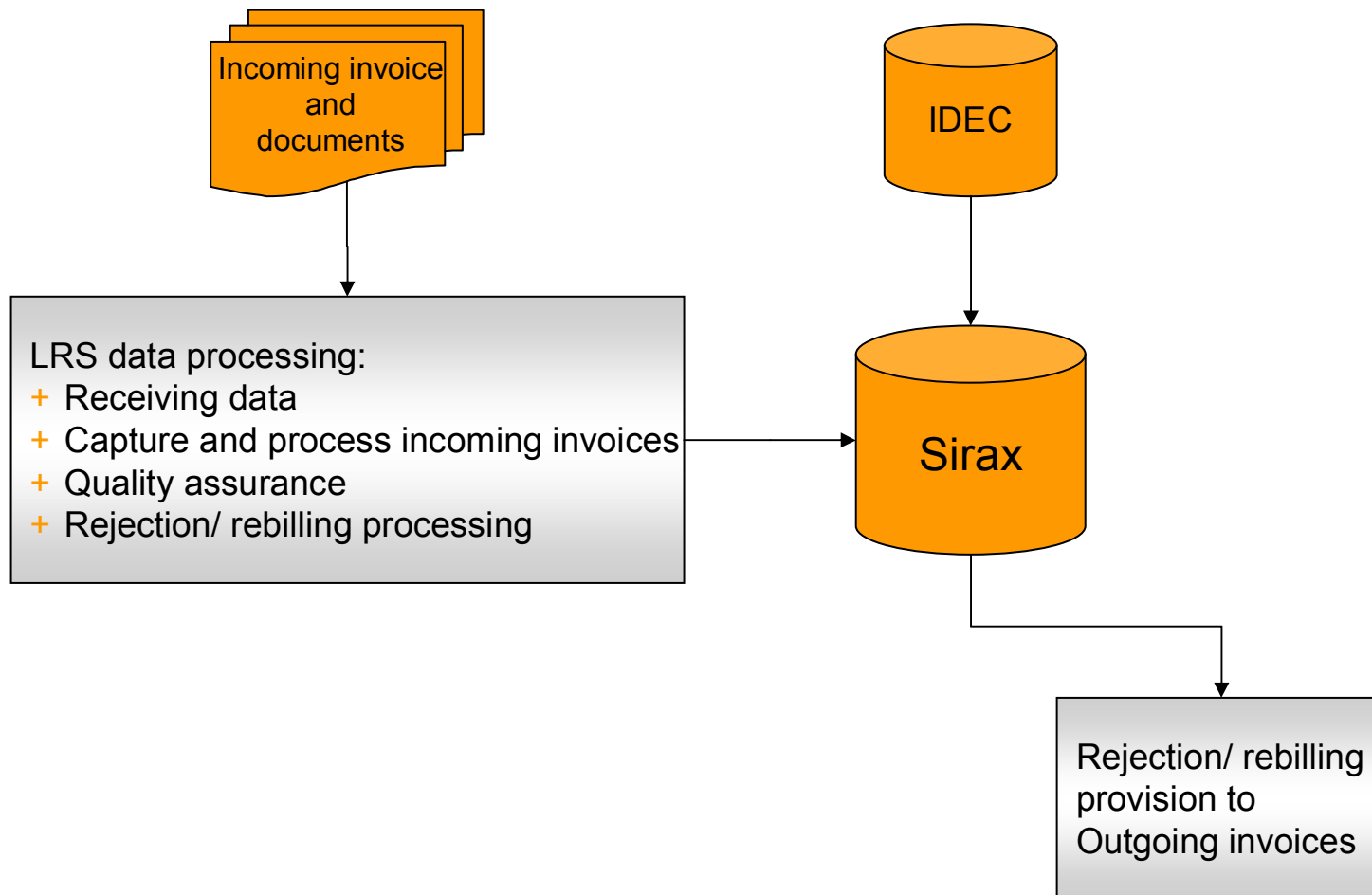
Matching process generates matching errors / differences / missing sales



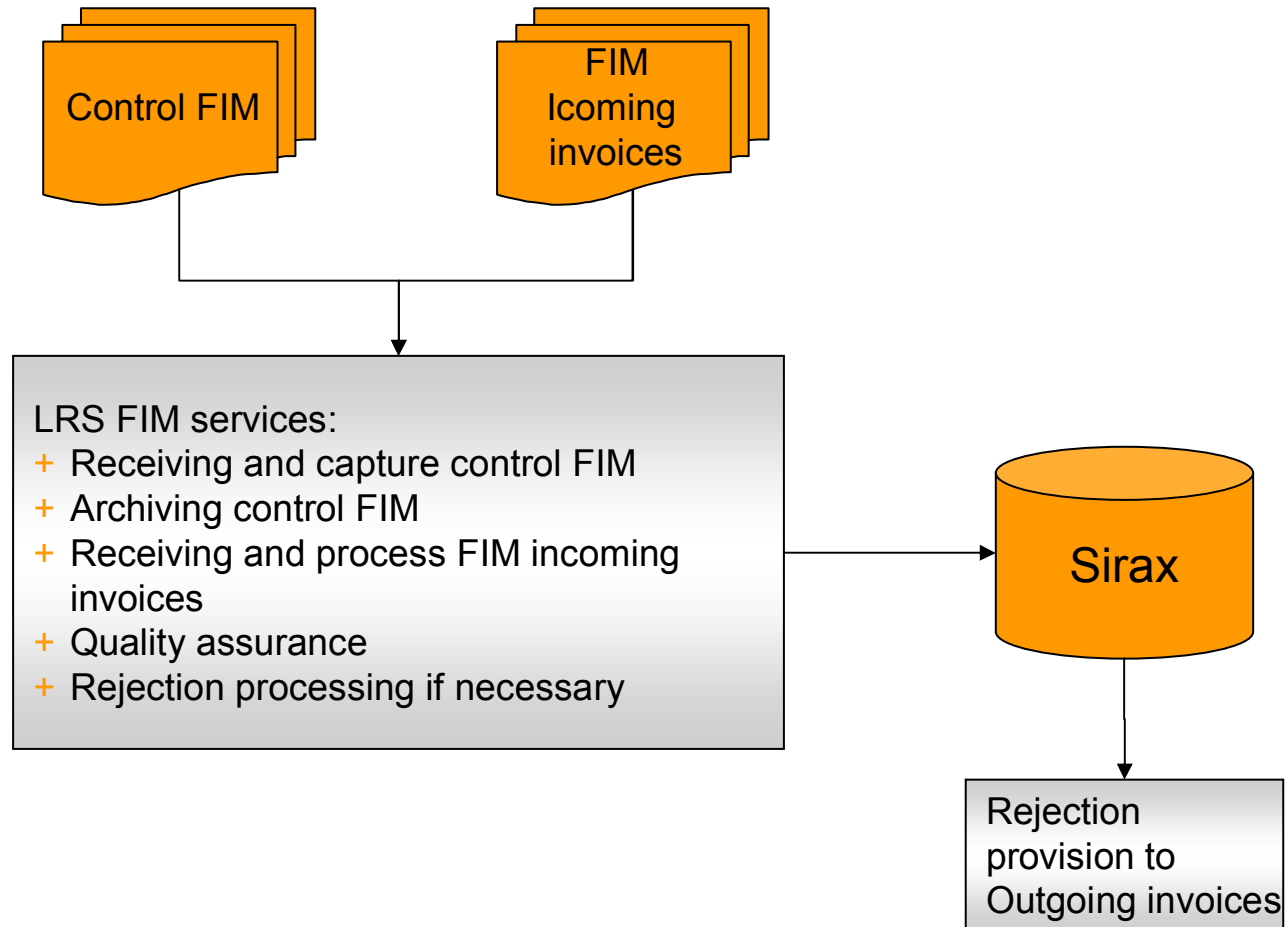
Process outgoing invoices



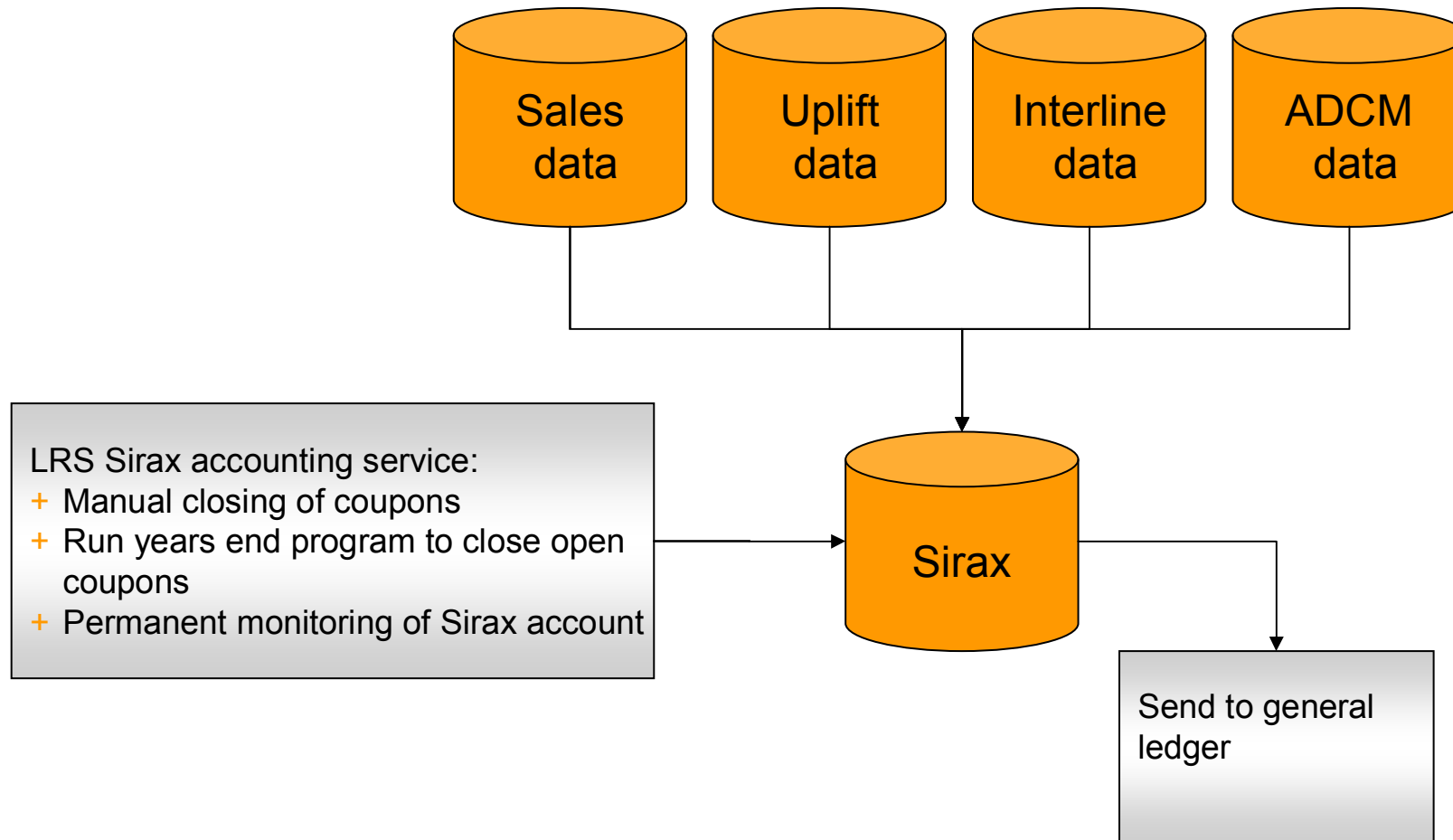
Process incoming invoices service



Process FIM service



Process Sirax accounting service



Contact persons at LRS

Thank you for your attention !



- + **Dagmar Strobel**
General Manager
Marketing & Sales
Tel.: +49 40 50 70 7510

- + **Sabine Aust**
Account Manager
Marketing & Sales
Tel.: +49 40 50 70 65797