- **Can you split the transactions/number of invoices between ATLAS and UMOJA financial system**
  - UMOJA: 70%
  - ATLAS: 25%
  - Other (ex. FABS, GSM): 5%

- **Can you split the transactions between GDS and Non-GDS transactions?**
  Non-GDS less than 10 %

- **What is your cancellation/refund rate for Air?**
  Approx. 5 %

- **What is your change rate for Air?**
  Varies very much from Agency to Agency but average 10-20 %

- **Your approval windows is as an average 3 days → what is the workflow for changed rates due to late approval? Does any changed rate/fare needs to be re-approved?**
  Depends very much on each agency and on fare increase.
  In some agencies if below 300USD, or within 10% buffer same day approval. If beyond then re-approval may be required.
  3 days is an average. In some agencies approval is done the same day.

- **Do you have any soft dollar programs in place. If so, who manages them currently?**
  Some agencies participate in Lufthansa Partner Plus Benefit Program – managed by the TMC.

- **Section 3: Bid Security → should refer to 12. Not to 14. , correct ?**
  Correct