



2006 User Survey Results

September 30, 2006

This document is protected under the copyright laws of the United States and other countries. This document contains information that is proprietary and confidential to BearingPoint, Inc., its subsidiaries, or its alliance partners, which shall not be disclosed outside or duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate BearingPoint, Inc. Any use or disclosure in whole or in part of this information without the express written permission of BearingPoint, Inc. is prohibited.

© 2006 BearingPoint, Inc. All rights reserved.

Methodology and Comments



Users of IATA InvoiceWorks who have accessed the service within the past 6 months were invited to participate in the survey, which was conducted online using the Zoomerang web-based survey tool.

Respondents were asked a series of questions based on their experience using IATA InvoiceWorks and their views of the service compared to traditional paper-based invoicing.

8% of invited suppliers (274/3463) completed the survey in full.

27% of invited airline (customer) users (1136/4156) completed the survey in full.

Results were consistent across all demographic categories.

Key Findings



Airlines and Suppliers

- Prefer processing of invoices via IATA InvoiceWorks compared to traditional paper-based processes
- Found that electronic invoicing reduces time, costs and effort associated with the invoice process
- Found that errors are identified faster and disputes resolved faster with the service
- Found the service intuitive and easy to use

Airlines

- Notice that invoices are approved faster when using the service
- Would like for more suppliers to adopt the service

Suppliers:

- Notice significantly fewer payment delays when using the service
- Would like for more customers to adopt the service

User Views

Executive Summary



	Airline	Supplier
Prefer IATA InvoiceWorks to traditional paper-based invoicing	90%	81%
Would like to receive invoices from more suppliers via IATA InvoiceWorks	81%	n/a
Would like to invoice more customers via IATA InvoiceWorks	n/a	68%

Effectiveness Details



	Airline	Supplier
Invoices are delivered/received faster	90%	95%
Invoices are less likely to be lost or misplaced	91%	93%
Invoices are approved faster	92%	n/a
Fewer payment delays	n/a	79%
Production costs are lower	n/a	78%
Delivery costs are lower	n/a	88%
Errors are identified earlier	73%	77%
Disputes are resolved faster	69%	69%
Invoice status is easier to track	n/a	91%
Access, search and retrieval of historical invoices is easier	82%	87%
Electronic invoicing reduces time, effort and cost	89%	75%

Application and Services



	Airline	Supplier
Account activation is simple and easy	92%	88%
Use of IATA InvoiceWorks is intuitive and easy	87%	87%
Accessed online training documentation	22%	31%
Found online training material helpful	90%	89%
Called the help desk	29%	67%
Issue was resolved promptly and satisfactorily by help desk	89%	82%

Respondent Demographics

Supplier Demographics



Number of Respondents: 274

Location of Respondents:

North America: 98%
Other: 2%

Frequency of Access:

Daily: 13%
Weekly: 36%
Monthly: 38%
Periodically (Ad Hoc): 13%

History of Use:

Less than 1 month: 4%
Between 1 and 6 months: 12%
Between 6 and 12 months: 24%
More than 1 year: 60%

Company Profile (Annual Sales):

Less than \$10 million: 53%
Between \$10 and \$100 million: 26%
Between \$100 and \$500 million: 7%
Between \$500 million and \$1 billion: 5%
Greater than \$1 billion: 9%

Average number of invoices sent via IATA InvoiceWorks per month:

Less than 100: 90%
Between 100 and 500: 9%
Greater than 500: 1%

Invoice Submission Method:

Online Entry (manual): 91%
File Upload (semi-automatic): 7%
FTP (automatic): 2%

Percentage of all invoices (paper and electronic) sent via IATA InvoiceWorks per month:

Less than 10%: 63%
Between 10% and 25%: 7%
Between 25% and 50%: 7%
Between 50% and 75%: 2%
Between 75% and 100%: 4%
All (100%): 17%

Airline (Customer) Demographics



Number of Respondents: 1136

Location of Respondents:

North America: 96%
 Central & South America: 2%
 Asia/Pacific: 1%
 Europe: 1%

Frequency of Access:

Daily: 19%
 Weekly: 43%
 Monthly: 20%
 Periodically (Ad Hoc): 18%

History of Use:

Less than 1 month: 2%
 Between 1 and 6 months: 8%
 Between 6 and 12 months: 19%
 More than 1 year: 71%

Average number of invoices received and processed via IATA InvoiceWorks per month:

Less than 10: 49%
 Between 10 and 25: 23%
 Between 25 and 50: 14%
 Between 50 and 100: 8%
 More than 100: 6%

Percentage of all invoices (paper and electronic) received via IATA InvoiceWorks per month:

Less than 10%: 19%
 Between 10% and 25%: 7%
 Between 25% and 50%: 7%
 Between 50% and 75%: 10%
 Between 75% and 100%: 24%
 All (100%): 33%