

CONTACT: Louis Smyth  
N. America Toll-Free: (800) 231-5600 x 5713  
Worldwide Direct: (713) 947-5713  
Mobile: (713) 306-3269  
[lsmyth@univ-wea.com](mailto:lsmyth@univ-wea.com)

## **Universal Continues to Improve Trip Experience with Enhanced Online Resources** *Trip Status Provides Flexibility for Accessing Trip Details*

**Houston (Jan. 26, 2010)** – Universal Weather and Aviation, Inc. has enhanced its Trip Status tool, allowing users to quickly and easily manage their trip details with the ability to view and print only the information needed. Trip Status is an online window into client trip status details, which include current service requests, confirmations, support documents and crew and passenger manifests.

With the enhanced Trip Status, users can go directly to their trip summary and drill down to the level of detail required with just a few clicks. Trip Support Service customers can access Trip Status as part of their enhanced experience via Universal's secure Registered Users interface.

“The Trip Status enhancements are the latest in a series of online tools and services we've designed to improve clients' user experience,” said Jeff Briand, Senior Vice President, Product Services and Business Ventures, Universal®. “Our clients have been instrumental in the development of this recent Trip Status enhancement by providing critical feedback through one-on-one interviews, client surveys and serving on our Customer Advisory Board. Looking ahead in 2010, we have many additional new releases planned that will provide increased flexibility and options for clients to easily manage trips with their Trip Support Services team such as an online fuel manager, real-time fuel pricing, automated fuel tankering analysis and more.”

Additional new features of the enhanced Trip Status include:

- Improved navigation
- Faster access to trip information
- View vendor messages
- Clearer status terminology
- Customize printing and viewing options

Since 2009, Universal has worked closely with clients launching nearly 20 user-requested enhancements, upgrades and new technological products and services designed to facilitate improved decision making and ease of workflow.

### **UVflightplanner.com<sup>sm</sup> Enhancements**

UVflightplanner.com is Universal's comprehensive Web-based flight planning system that allows users to quickly and easily create, review, and file optimized flight plans for wherever they fly worldwide. Recent enhancements include:

- View Curfew Alerts, Stage Restrictions & Peak Hours Advisements in UVflightplanner.com, Universal's international flight planning system that allows you to create and file your own flight plans online
- GPS RAIM prediction
- FIR Avoidance
- Calculate Weight and Balance

### **UVdatalink<sup>®</sup> Enhancements**

UVdatalink provides Global VHF and SATCOM data link communication services for ACARS-equipped aircraft. Recent enhancements include:

- Redesign of UVdatalink Fleet Status, UVdatalink's online flight tracking and communications application

“Universal understands that in today's increasingly mobile world and work environment, automation and the ability to do more on your own is critical,” said Suzanne Baker, Director, Client Relationship Management, Product Services and Business Ventures, Universal. “We are committed to our clients and listening to their input and feedback as we develop new technology that will provide them flexibility to work with us how they prefer, whether it is online, a mobile device, or through the traditional manner of picking up the phone and giving us a call. We look forward to the remaining releases planned for 2010 and continuing to perfect and improve our clients' experience through our online offerings.”

For more information on Trip Status, visit Universal at exhibit #1008 at National Business Aviation Association's 21st Annual Schedulers & Dispatchers Conference, or e-mail [triplink@univ-wea.com](mailto:triplink@univ-wea.com).

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*As we celebrate our 50th anniversary, Universal Weather and Aviation, Inc. is proud to continue helping our clients achieve successful trips. With more than two million trip legs facilitated since our inception in 1959, Universal<sup>®</sup> has more trips, more knowledge, and more experience than any other provider. Named Best International Trip Planner by the readers of a leading industry publication, Universal's suite of products and services includes flight planning, weather, the UVair<sup>®</sup> Fueling Card, worldwide ground support from the award-winning Universal Aviation<sup>sm</sup>, online trip tools, air-to-ground communications, and more.*