

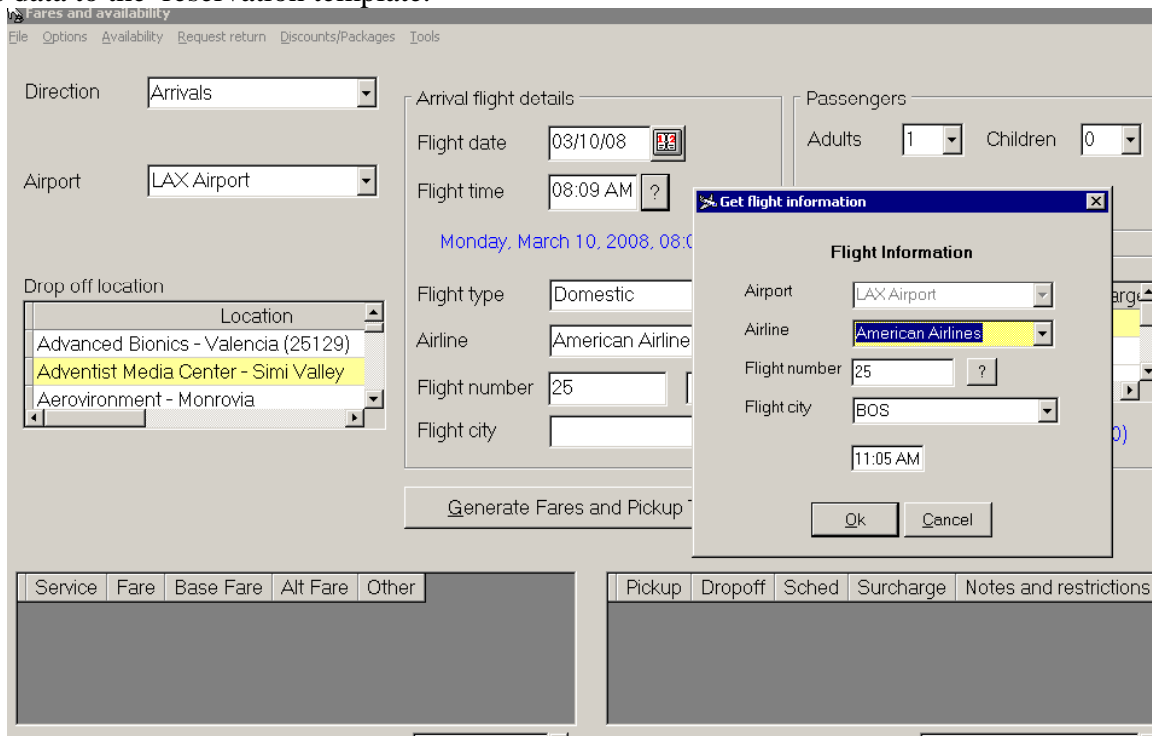
Screen Shots from HWeb Agent and HWeb Dispatcher
Showing Integration of RLM FlightView Data

The Hudson Group was an early integrator of RLM's FlightView XML flight status tracking technology. With this enhancement to Hudson's Dispatch Application HWeb Dispatcher, transportation companies can now add real time flight status data to any part of their dispatch screens. This same functionality allows Reservations staff to monitor, in real-time, the status of a clients inbound flight, from within the Hudson reservation entry system, HWeb Agent.

With the advent of RLM's advanced schedule lookup feature, Hudson clients now also have the ability to lookup the clients flight details, while still on the phone with the client and entering the reservation. When clients call and provide the date of travel and the flight number, the agent can lookup the details in real-time and ensure that correct arrival and departure times are captured and auto-entered into the reservation. This greatly increases the accuracy of reservations, eliminating flight number or flight time errors.

Here are some representative screen shots of how FlightView has been integrated into Hudson's Reservation and Dispatching technologies.

- 1) When reservations are being entered, an option pop-up screen allows the agent to enter the Airline and Flight number and the FlightView XML system will display the flight city and correct (arrival/departure) flight time. Clicking OK copies this data to the reservation template.



Here is a larger view of the Flight Information lookup window displayed above:

Get flight information [X]

Flight Information

Airport: LAX Airport

Airline: American Airlines

Flight number: 25 ?

Flight city: BOS

11:05 AM

Ok Cancel

2) The flight details are displayed on a section the main screen for the Reservations staff to review and check at any time. Clicking the“?”symbol to the right of the FlightType field allows the Agent to lookup the flight again and note any changes in arrival or departure time.

Flight information		<input type="checkbox"/> Ready to go
Flight time	11:05 AM 03/10/08 (Mon)	
Flight type	Domestic	<input data-bbox="1136 520 1185 588" type="button" value="?"/>
Airline	American Airlines	
Flight number	25	
Flight city	BOS	

3) From within the Reservations system, an agent can look up the status of all flights for any airport, and airline as needed. This is a wonderful customer service tool, allowing an Agent in say MFR (Medford Oregon), to be able to look up the status of their clients flight which is currently enroute to LAX.quickly and easily from within the clients reservation.

General flight information ✕

Airport:

Airline:

Flight number:

Direction:

Time:

Clear flights displayed from last status

Connection to xml.flightview.com complete

Flight	Status	Dep airport	Dep time	Arr airport	Arr time
AA7601	InAir	EUG	06:08 AM	LAX	08:06 AM
AA3060	Landed	SAN	07:57 AM	LAX	08:27 AM
AA2409	InAir	DFW	07:34 AM	LAX	08:35 AM
AA7590	Landed	MFR	07:05 AM	LAX	08:26 AM
AA8310	Unknown	MTY	07:45 AM	LAX	08:55 AM
AA1055	InAir	DEN	08:06 AM	LAX	09:09 AM
AA7015	InAir	SEA	06:53 AM	LAX	08:47 AM
AA3003	Proposed	SAN	08:35 AM	LAX	09:03 AM
AA1929	InAir	SFO	08:00 AM	LAX	08:51 AM
AA2099	InAir	ORD	07:08 AM	LAX	09:17 AM
AA6775	InAir	PDX	07:17 AM	LAX	09:00 AM
AA7122	InAir	SFO	08:26 AM	LAX	09:15 AM

4) Full integration of real-time flight data is also included in the Hudson Dispatching system. Real time flight status for flights is obtained automatically, as often as desired. This data is then displayed on the Dispatchers screen and can be color coded, to allow dispatchers at a glance to see the status of all arriving flights.

Flights for 03/05/08 FlightViewEnabled *										
ResID	Airport	Driver	Name	oTime	Actual ARR	Airline	FLT City	FLT #	PAX	
55863	BUR	RodB	Allison Mcsaul	09:29	InAir 09:16	Alaska Airlines	Seattle	516	1	Vale
CR088567	LAX	NickL	Sharon Higgins	09:50	Scheduled 09:48	United Airlines	MCO Orlan...	0273	3	We-
55742	LAX	KemH	Juan Carlos Ulaje	10:05	Unknown 10:05	Mexicana Airlines	Mexico	900	1	Gler
55971	LAX	DavidB	Clay Oliphant	10:10	InAir 10:02	American Airlines	Austin	379	1	Wo-
CR089417	LAX	MarkF	Cameron McDonald	12:10	Proposed 12:02	American Airlines	Dallas	2421	1	Vale
CR090050	LAX	NickL	Rick Hasselbeck	17:55	Scheduled 17:56	Delta Airlines	Salt Lake	3808	1	Tho
55787	LAX	DavidB	Piero Susino	19:00	Scheduled 19:00	United Airlines	San Diego	5419	1	Sau
55914	LAX	KemH	Eid Aldhafeeri	19:55	Scheduled 19:55	American Airlines	Washingto...	75	1	Vale
54053	LAX	BillD	Krista Shierts	20:05	Scheduled 20:26	United Airlines	Washingto...	947	8	Stev
56009	BUR	YanK	James Flagg	21:10		Southwest Airlines	Las Vegas	1625	1	Vale
55991	BUR	RodB	Kathy Schell	21:16		Alaska Airlines	Seattle	358	1	Vale
55503	BUR	HoraceL	Terry Bucknall	21:55	Scheduled 21:55	Southwest Airlines	Las Vegas	114	1	Vale
55946	LAX	GaryP	Steve Grasset	22:40	Scheduled 22:40	Air Canada	Toronto	793	1	Vale

5) Slightly closer view of the same flight fields. Notice that the Scheduled PickupTime (oTime in this clients screen) is displayed just to the left of the Actual arrival time as returned by FlightView.

Flights for 03/05/08 FlightViewEnabled *										
ResID	Airport	Driver	Name	oTime	Actual ARR	Airline	FLT City	FLT #	PAX	
55863	BUR	RodB	Allison Mcsaul	09:29	InAir 09:16	Alaska Airlines	Seattle	516	1	Vale
8567	LAX	NickL	Sharon Higgins	09:50	Scheduled 09:48	United Airlines	MCO Orlan...	0273	3	We-
55742	LAX	KemH	Juan Carlos Ulaje	10:05	Unknown 10:05	Mexicana Airlines	Mexico	900	1	Gler
55971	LAX	DavidB	Clay Oliphant	10:10	InAir 10:02	American Airlines	Austin	379	1	Wo-
9417	LAX	MarkF	Cameron McDonald	12:10	Proposed 12:02	American Airlines	Dallas	2421	1	Vale
0050	LAX	NickL	Rick Hasselbeck	17:55	Scheduled 17:56	Delta Airlines	Salt Lake	3808	1	Tho
55787	LAX	DavidB	Piero Susino	19:00	Scheduled 19:00	United Airlines	San Diego	5419	1	Sau
55914	LAX	KemH	Eid Aldhafeeri	19:55	Scheduled 19:55	American Airlines	Washingto...	75	1	Vale
54053	LAX	BillD	Krista Shierts	20:05	Scheduled 20:26	United Airlines	Washingto...	947	8	Stev
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6) Hudsons Dispatch Screens are 100% customizable and are constructed according to the clients needs. Flight status can be included in multiple screens, and formatted in a variety of ways, as dictated by the clients desires. Here are 2 separate and adjacent "grids" on a a Dispatcher screen, both of which are displaying flight status.

	Curb	Px	Cs	oTime	Airline	FlightInfo	Flt#	FlightCity	Tp	Drive
Jlaje		1		10:05	Mexicana A...	Unknown 10:05	900	Mexico	S	KemH
:		1		10:10	American Ai...	InAir 10:00	379	Austin	S	DavidB
:		1		10:15	Southwest ...		720	Albuqu...	S	MarkF
chaiz		3		10:45	LAN Chile	Scheduled ...	603	Santi...	V	EmilioS
kman		5		11:15					V	BillD
Don...		1		12:10	American Ai...	Proposed 12:02	2421	Dallas	S	MarkF
		1		16:15	Southwest ...	Scheduled 20:05	503	Oakland	S	Yank

	Name	Px	Airline	Flight#	FlightCity	FlightInfo	Type	G
alen...	Allison Mcsaul	1	Alaska Airl...	516	Seattle	InAir 09:18	S	P
. Sa...	Sharon Higgins	3	United Airli...	0273	MCO Orla...	Scheduled 09:48	S	

7) And yet another clients customized view of live flight status..

e	PT	Flight Info	Airl...	Flt #	City
Dumrauf	DB	InAir 10:54	AA	1362	MSP
Kreitz	DB	Delayed 10:43	UA	539	CLE
House Photo...	DB	InAir 11:10	UA	1533	PBI
Kliman	CC	InAir 12:20	AA	1053	BOS
ames Christoph...	DB	InAir 14:38	VS	39	LHR
eed	DB	Scheduled 14...	UA	6740	IAH
Fisher	CC	Proposed 14:51	AA	1238	SEA
Tapson	DB		AA	425	RDU
obin	DB		AA	358	MCI
w Bailey	DB		UA	1109	YYZ

8) Dispatchers can simply click on a reservation on the dispatch screen and force an immediate update of the status of that flight. This is the window that opens and allows the Dispatcher to make an adjustment to flight information, if warranted, before getting an instant update.

The screenshot shows a software window titled "Flight information for 53173". The window is divided into two main sections: "Flight" and "Status".

Flight Section:

- Airport:** A dropdown menu showing "O'Hare - ORD".
- Airline:** A dropdown menu showing "United Airlines".
- Flight number:** A text input field containing "6740".
- Direction:** A dropdown menu showing "Arrival".

Status Section:

Connection to xml.flightview.com complete

Flight: UA6740
Status: Scheduled
Departure time from IAH: 12:23
Arrival time at ORD: 14:59

At the bottom of the window, there are two buttons: "Get Status" and "Exit".

9) A default Flight Overview grid for the day, will display flight history, and current flight status for all arrival reservations for the day. This can be sorted or customized per airport, per airline, per flight city, etc.

Flights for 03/05/08 FlightViewEnabled *									
ResID	Pickup TOD	Sched ARR	Actual ARR	Airport	FLT #	Airline	FLT City	PAX	TripStatus
55641	08:15 AM	Wed 08:15	Landed 08:25	ORD	2247	American Airlines	MSP	1	XS
55643	08:20 AM	Wed 08:20	InAir 08:25	ORD	1224	United Airlines	MSP	2	OB
55822	08:25 AM	Wed 08:25	Landed 08:00	ORD	1243	American Airlines	RDU	1	CM
55645	09:00 AM	Wed 08:59	Landed 08:41	ORD	4330	American Airlines	BWI	2	XS
55649	09:25 AM	Wed 09:25	Landed 09:32	ORD	3915	American Airlines	IND	1	CM
55651	09:35 AM	Wed 09:35	Landed 09:16	ORD	4289	American Airlines	CVG	1	XS
56268	10:00 AM	Wed 09:59	Landed 10:15	ORD	1610	American Airlines	STL	1	OB
55647	10:15 AM	Wed 10:15	Landed 10:08	ORD	348	Northwest Airlines	MEM	1	CM
56289	10:30 AM	Wed 10:30	InAir 10:54	ORD	1362	American Airlines	MSP	1	Not routed
55653	10:45 AM	Wed 10:43	Delayed 10:43	ORD	539	United Airlines	CLE	1	Not routed
55601	11:30 AM	Wed 11:30	Landed 11:11	ORD	1533	United Airlines	PBI	14	Not routed
23713	12:55 PM	Wed 12:55	InAir 12:20	ORD	1053	American Airlines	BOS	1	Not routed
205148	12:55 PM	Wed 12:55	Proposed 12:27	MDW	2735	Southwest	MCI	1	Not routed
1866653	02:20 PM	Wed 14:20	InAir 14:38	ORD	39	Virgin Atlantic Airways	LHR	1	Not routed
53173	03:00 PM	Wed 14:59	Scheduled 14:59	ORD	6740	United Airlines	IAH	1	Not routed
18065	03:00 PM	Wed 15:00	Proposed 14:51	ORD	1238	American Airlines	SEA	2	Not routed
204618	03:40 PM	Wed 15:40		ORD	425	American Airlines	RDU	1	Not routed
21225	03:55 PM	Wed 15:55		ORD	358	American Airlines	MCI	1	Not routed
665166	03:55 PM	Wed 15:53		ORD	1109	United Airlines	YYZ	1	Not routed