

Press Release

SCHIPHOL, 9 OCTOBER 2023

Air France KLM Martinair Cargo enhances its cargo solutions with new PLUS Service Level

Air France KLM Martinair Cargo is delighted to launch a new PLUS service level, reflecting its ongoing commitment to improving product quality and service standards. Available with immediate effect, this new service is specifically intended for cargo shipments requiring extra priority. It seamlessly complements our existing product range and provides a wide array of benefits for key customers.

The main benefits of our PLUS service are:

- High priority: PLUS customers are given priority when booking shipments.
- Extra care: PLUS shipments get preferential treatment during loading and unloading.

“The PLUS service level perfectly completes our product portfolio, offering an intermediate option between our General Cargo and Express products. This extra option has long been on our customers’ wish list.” **Mathieu Fleisch, VP Products & Verticals at Air France KLM Martinair Cargo**

Our Express product remains the optimum choice for shipments requiring late delivery, early pick-up, or shorter connection times.

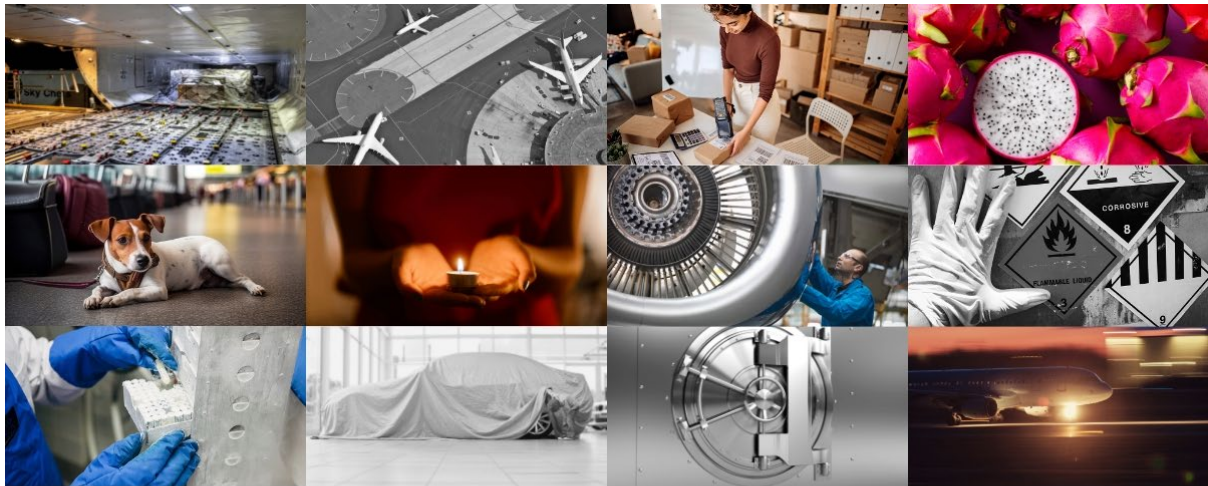
Booking a PLUS shipment is a hassle-free process. Customers can book PLUS easily and flexibly online via our myCargo customer portal or by contacting our dedicated customer service team.

“The introduction of our new PLUS service level is a new step in our commercial transformation, which is intended to deliver a best-in-class customer experience. Last month, we achieved a record 78% online bookings. This new service offers an extra alternative and enhances our online customer journey, making it even easier for customers to do business with us.” **GertJan Roelands, SVP Commercial at Air France KLM Martinair Cargo**

The new PLUS service level is equally available for bookings on CMA CGM AIR CARGO to destinations within the scope of our joint venture.

Air France KLM Martinair Cargo is committed to constantly improving and delivering excellence in airfreight solutions.

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About Air France KLM Martinair Cargo

The Air France-KLM Group is a global airline group with a strong European base. Its main areas of business are passenger transport, cargo transport and aeronautical maintenance. Air France KLM Martinair Cargo is the Air France-KLM Group's dedicated air cargo business. Air France Cargo and KLM Cargo are members of SkyTeam Cargo (www.skyteamcargo.com) offering even larger network coverage.

Please click [here](#) to go to our press releases online or visit www.afklcargo.com for more information about Air France KLM Martinair Cargo

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