

## Instructions

1. Access and log-in to Roambee portal:
  - US portal: [portal.roambee.com](https://portal.roambee.com)
  - EU portal: [portal.roambee.de](https://portal.roambee.de)
2. Find your shipment related to AF/KLM network.
3. Add AF/KLM account as a user to your shipment (3<sup>rd</sup> step of the creation/editing shipment process).
4. Select the shipment by clicking on it and the shipment overview appears.
5. Copy the URL link.
6. Paste the link into an email addressed to your AF/KLM local customer service contact.
  - To enable a quick and efficient navigation, the email should contain the following information:
    - Account and name of the customer
    - AWB
    - Link to the shipment's live information

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3120 De La Cruz Blvd Suite 210, Santa Clara, California 95054



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