

Customer Newsletter

September 3rd, 2013

One Air Waybill (074) for all KLM and Martinair shipments - update

Dear customer,

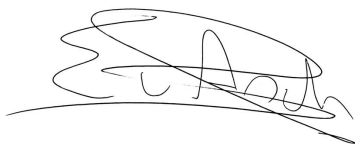
On May 1st 2013, we implemented one Air Waybill for all KLM and Martinair shipments. Our products and commercial processes have been aligned and E-booking possibilities have been enabled for shipments on Martinair operated flights. We appreciate your efforts to manage this change and want to thank you for your cooperation.

An integrated system will offer you "One Stop Shop": it will simplify making your bookings, meanwhile making our network more accessible to you. The implementation of this project is an important part of our commercial approach: being closer to you by increasing the accessibility and making it easier and more beneficial for you to do business with us.

Please note that the old Martinair (129) Air Waybills are void and cannot be used in our systems anymore. These Air Waybills can be destroyed or returned to your respective Sales representative.

Should you have remarks or questions, please do not hesitate to contact your local Sales- or Customer Service representative for further information.

Yours sincerely,



Eelco van Asch
Senior Vice President Sales & Distribution
Air France-KLM-Martinair Cargo