

Press Release

SCHIPHOL / ROISSY, 14 JUNE 2022

Unique MODIFY MY BOOKING feature now available in AFKLMP Cargo's customer portal myCargo

- **Modify booking 24/7 at customers' convenience;**
- **Confirmed capacity retained while modifying booking;**
- **Immediate access to alternatives at the best rate if space cannot be confirmed;**
- **Select an existing booking in myCargo and modify all booking elements, except the AWB number;**
- **Build better quality together.**

Collaboration is the key to affordable, reliable and efficient shipping. That's why Air France KLM Martinair Cargo (AFKLMP) wants to make it easy for customers to do business with them. As part of an ongoing effort to fulfil this promise, AFKLMP is launching a new feature in myCargo called "Modify my booking".

"Modify my booking" is a new self-service solution in myCargo that gives customers an easy option to alter their booking anytime, anywhere. MyCargo allows AFKLMP customers to create quotes, make bookings, track shipments, manage claims and access general information.

"Modify my booking" is the latest addition to AFKLMP's ever-evolving myCargo platform and is a unique product within the industry. The purpose of this new feature is to allow airline and freight forwarders to cooperate on ensuring the quality of the booking process. Reliable booking information is the key to a better end product and, consequently, to delivering the best experience to all customers.

From now on, customers will no longer have to cancel their booking in order to resubmit altered data such as date/time, weight/size or shipment destination. The updated booking will not be executed until all necessary capacity for the updated booking has been confirmed, otherwise one can always go back to the original booking during the modification process, eliminating any risk of losing the shipping slot.

"In recent years we've transformed our commercial strategy and organisation and invested in systems and digital solutions with the clear goal of providing our customers the best possible service in the most sustainable way."

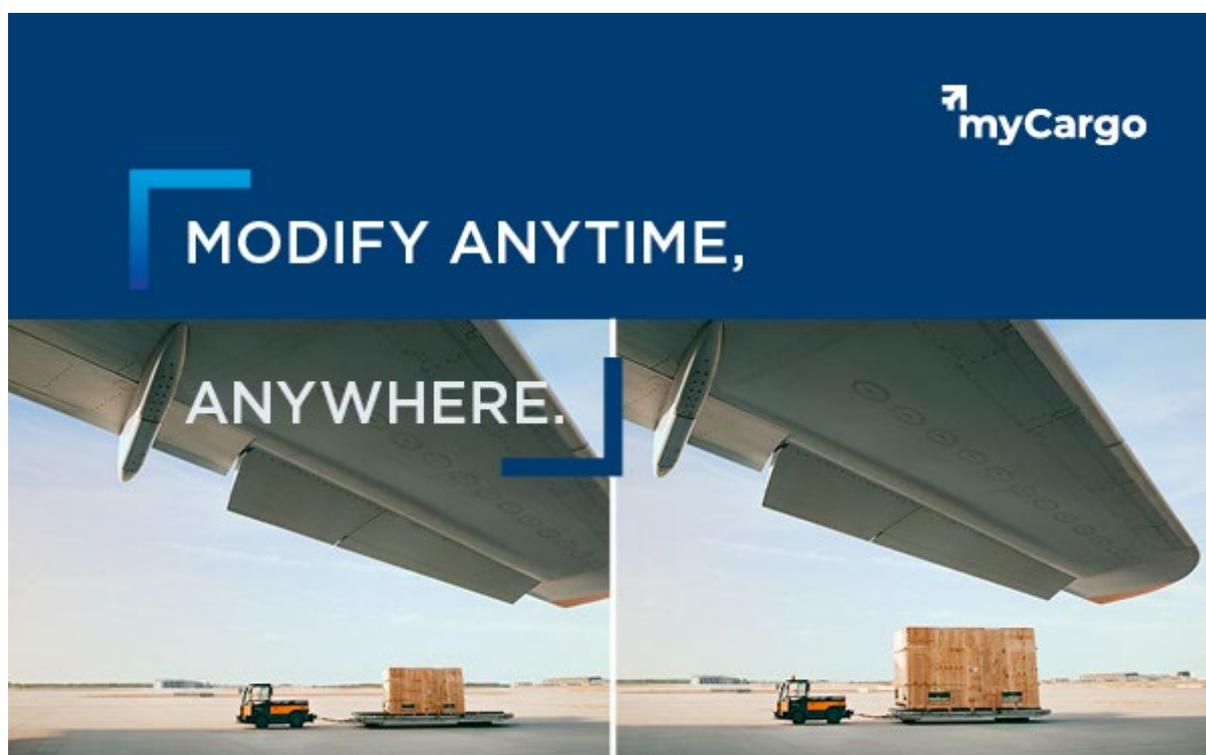
Our teams have worked hard to develop ‘Modify my booking’, which gives our customers even more control over the way they want to do business with us. Online interaction with our customers is increasing rapidly. Last month we saw a record 70% of bookings coming in via our online channels.

We will continue to invest in digital services, as well as in our people and in sustainability-related initiatives to continuously improve the value we offer customers. Naturally, our experienced teams remain ready to assist our customers whenever they need support.”
GertJan Roelands, senior vice president of Sales & Distribution.

AFKLMP Cargo is constantly striving to optimise customer experience. Our aim is to make myCargo as efficient as possible. In short, “Modify my booking” is by no means a final step. Further plans to expand and improve the features of myCargo, e.g. with regard to sustainability, are in the pipeline.

[Link to our “Modify my booking” promo!](#)

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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

Media contact

Gerard A. Roelfzema - E: gerard.roelfzema@klm.com - M: +31(0)6 53 66 30 29