

PRESS RELEASE

Schiphol, June 16, 2026

Air France KLM Martinair Cargo accelerates commercial transformation through AI

Artificial intelligence (AI) is becoming a strategic enabler across the commercial organization. From booking and pricing to customer service, sales support, forecasting, and decision-making, AI is helping unlock new levels of automation, efficiency, personalization, and data-driven insight.

The objective remains unchanged: making it easier for customers to do business while empowering employees to focus on higher-value activities through the optimal combination of human expertise and technology. Air France KLM Martinair Cargo refers to this approach as its bionic model.

A recent example of this strategy is the introduction of the new AI-powered Auto-Fill feature within myCargo.

The feature allows customers to simply copy shipment information from an email or other unstructured text source and paste it directly into myCargo. The AI engine automatically identifies, interprets, and extracts relevant shipment details — including dimensions, weight, and number of pieces — and instantly populates the required booking fields.

By eliminating manual data entry, customers can create bookings faster, reduce administrative effort, improve accuracy, and increase productivity.

This innovation represents another important step in Air France KLM Martinair Cargo's ambition to deliver a truly digital B2B customer experience with the simplicity, convenience, and intelligence customers increasingly expect from leading digital platforms.

GertJan Roelands, SVP Commercial at Air France KLM Martinair Cargo, commented:

"AI will be one of the key accelerators of the next phase of our commercial transformation. We believe AI has the potential to fundamentally reshape how customers search, book, manage, and interact with air cargo services."

The introduction of AI-powered capabilities such as Auto-Fill demonstrates how technology can simplify complex processes, improve speed and accuracy, and create a more seamless customer experience.

However, this is only the beginning. We see AI playing an increasingly important role across the entire customer journey, from personalized recommendations to predictive service and intelligent decision support. By combining advanced technology with the expertise of our people, we are building the next generation of customer experience in air cargo while creating greater value for both our customers and our business.”

AFKLMP is currently developing additional AI-driven solutions that will be introduced over time as part of its ongoing commitment to innovation, customer centricity, and commercial excellence.



DISCOVER THE NEW
AUTO-FILL FEATURE
POWERED BY AI





About Air France KLM Martinair Cargo

Air France KLM Martinair Cargo serves as the Air France-KLM Group's dedicated air cargo business and a leading global provider of air cargo services, offering a wide range of reliable and innovative cargo solutions. With an extensive network spanning over 210 destinations worldwide, Air France KLM Martinair Cargo leverages the combined fleet (passenger and freighter) and expertise of Air France, KLM Royal Dutch Airlines, and Martinair to deliver seamless airfreight services.

Our commitment to excellence is reflected in state-of-the-art facilities, dedicated cargo aircraft, and industry-leading technologies. We prioritise safety, efficiency, and sustainability in all operations, ensuring that its customers' cargo reaches its destination on time and in perfect condition. Whether for general cargo transport or specialised shipments such as perishables, pharmaceuticals, or high-value goods, Air France KLM Martinair Cargo provides bespoke solutions tailored to specific requirements.

Our experienced team of professionals is dedicated to delivering exceptional customer service and support, establishing us as a trusted leader in air cargo logistics.

Air France Cargo and KLM Cargo are members of SkyTeam Cargo (www.skyteamcargo.com).

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