CRITICAL APPLICATION

TUTORIAL



AIRFRANCE KLM Martinair CARGO | HERE TO CONNECT

SUMMARY

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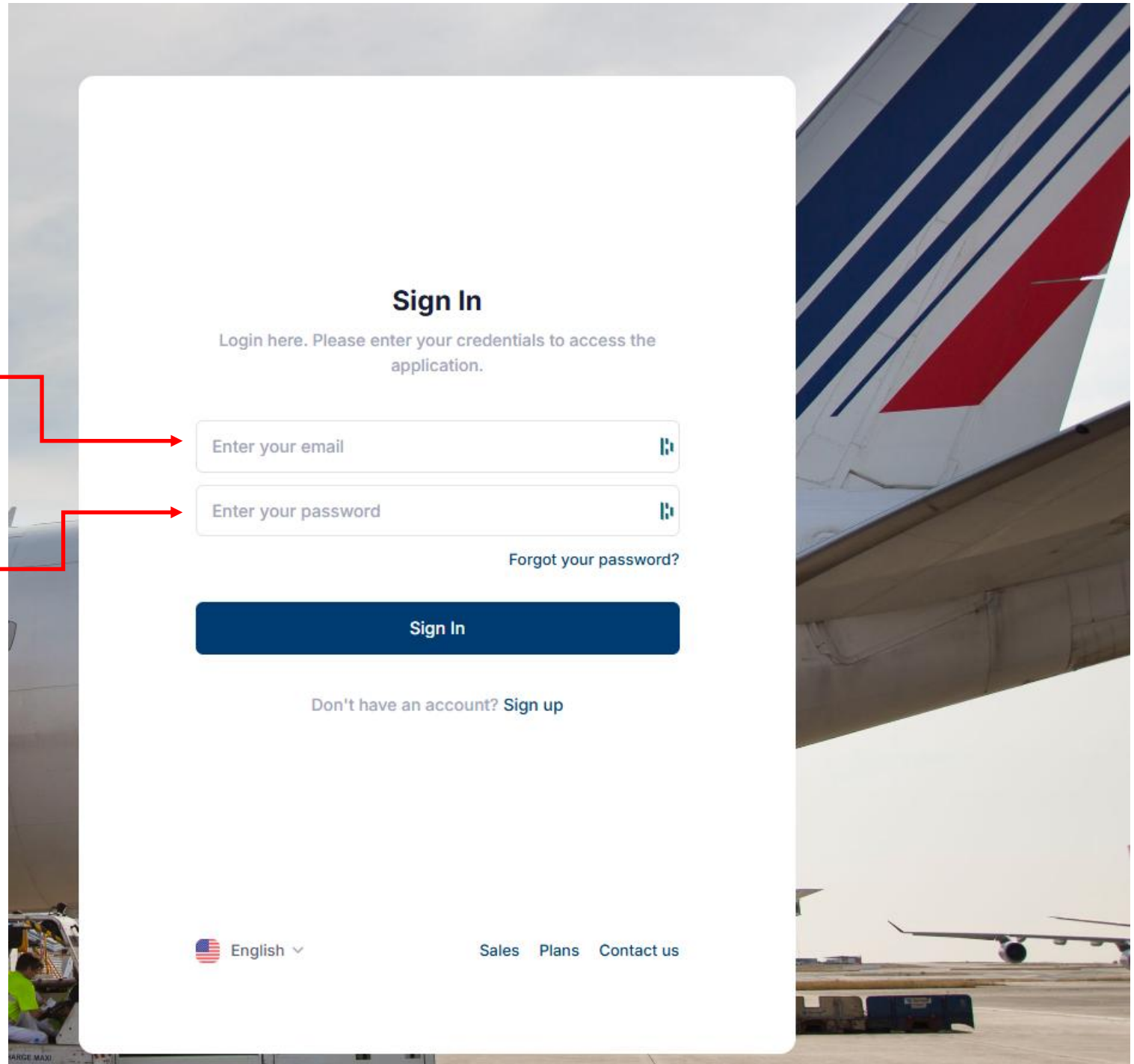
LOG IN TO A CUSTOMER ACCOUNT



Log in to a customer account

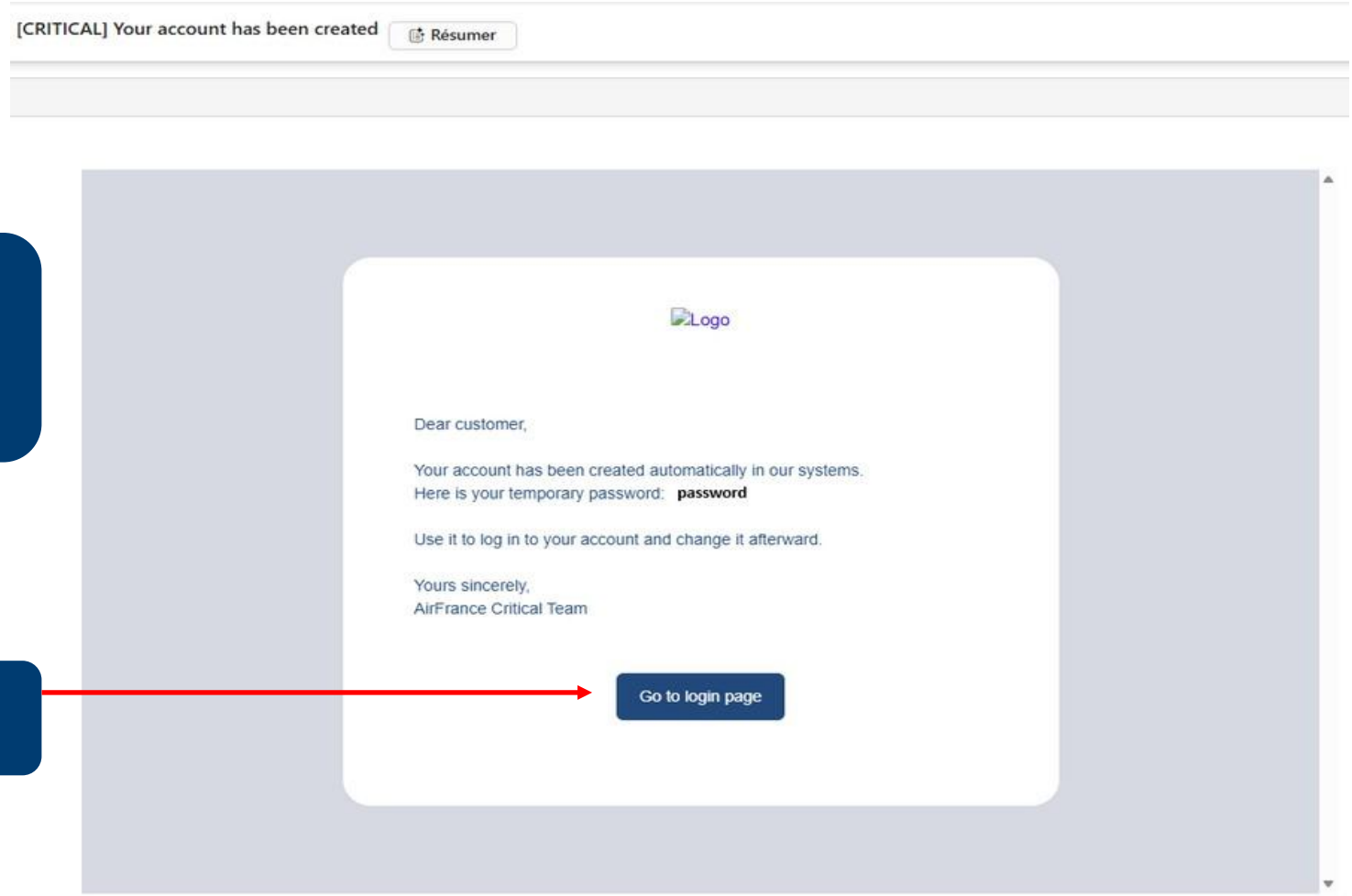
1. Enter the email address used on MyCargo and use your temporary password.

2. Then, click on ‘‘sign in‘‘



3. After the “Critical” order is entered in MyCargo, you’ll receive a confirmation email, followed by your temporary password in a second email

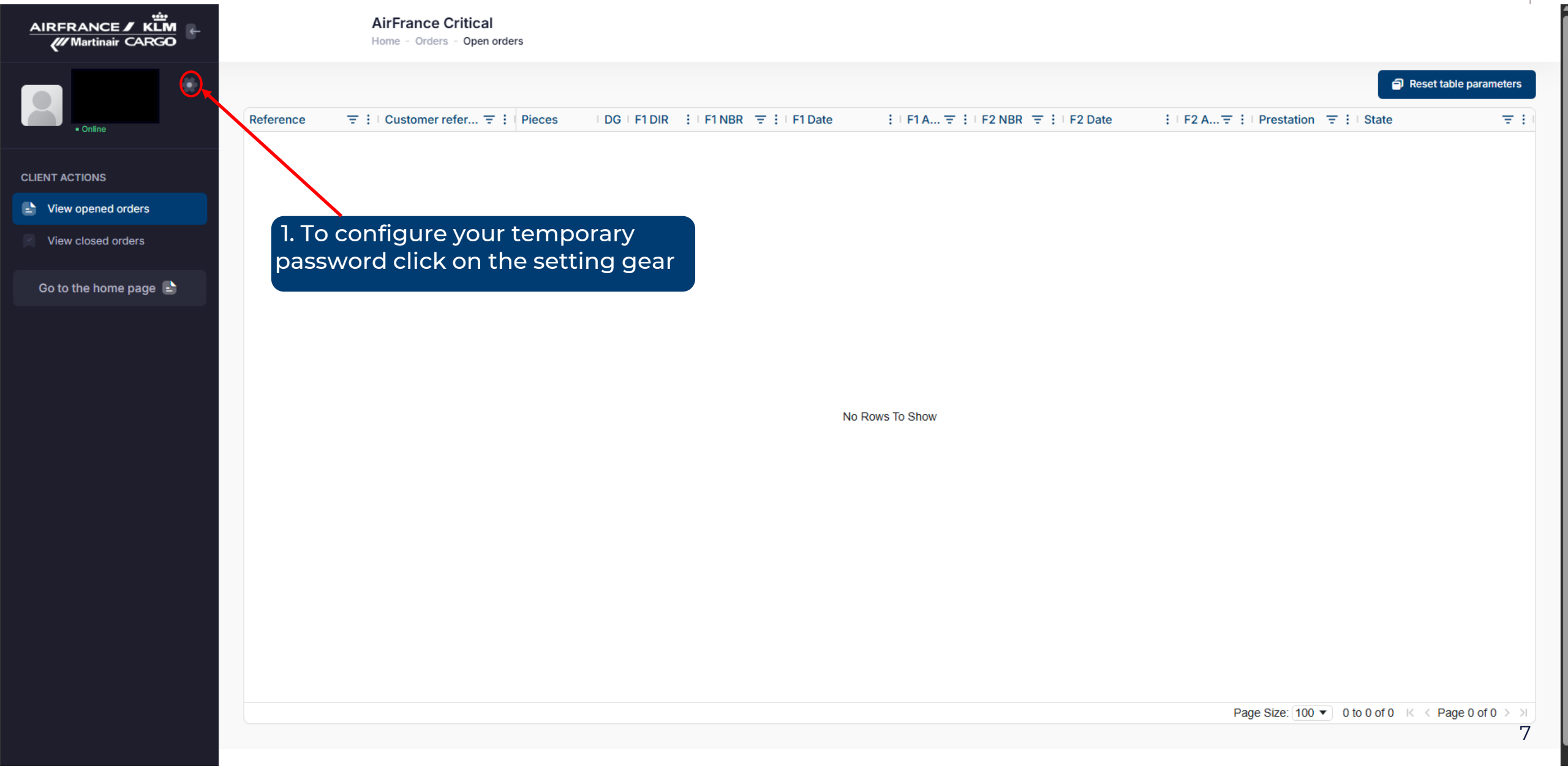
4. Click on ‘’ Go to login page ‘’



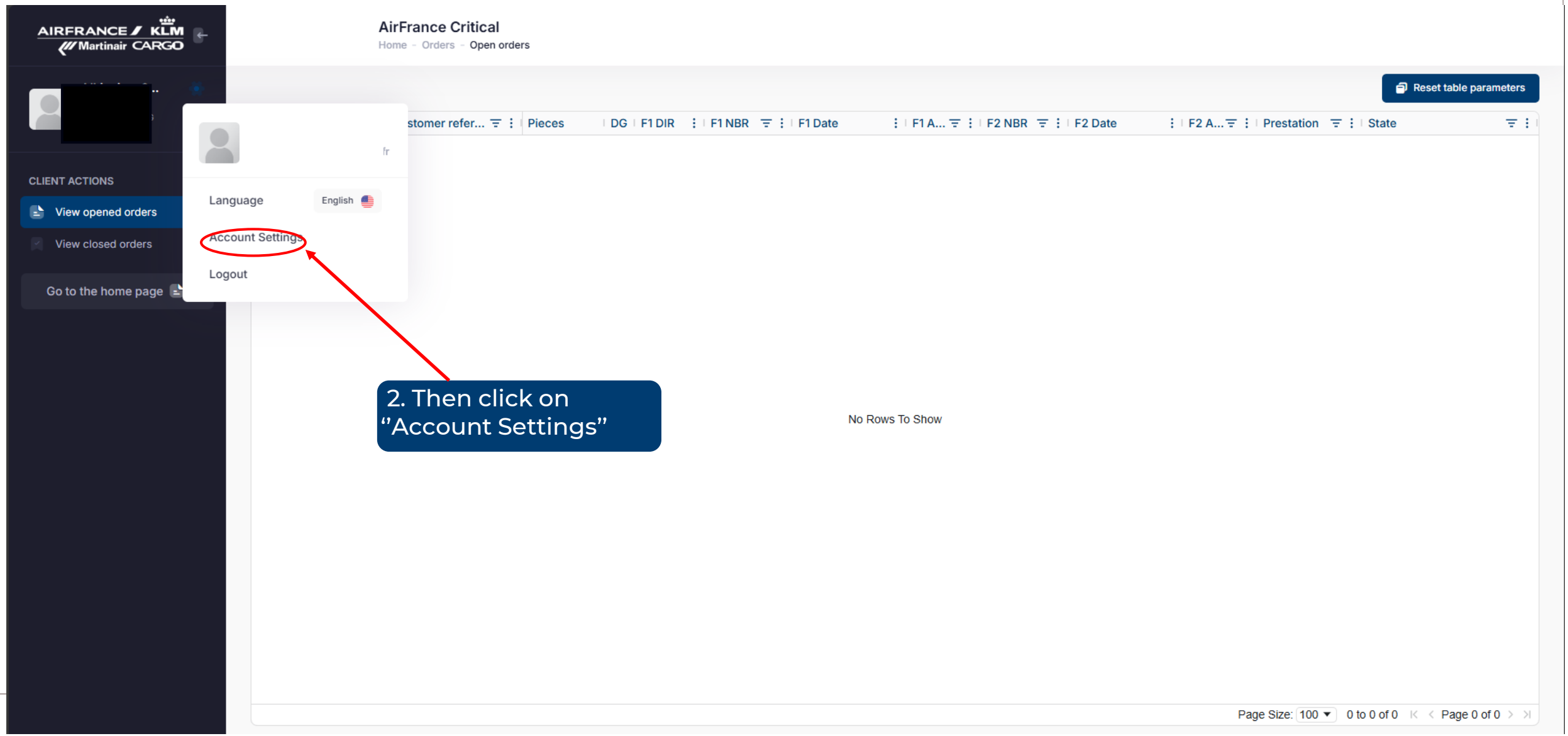
HOW TO SET YOUR TEMPORARY PASSWORD



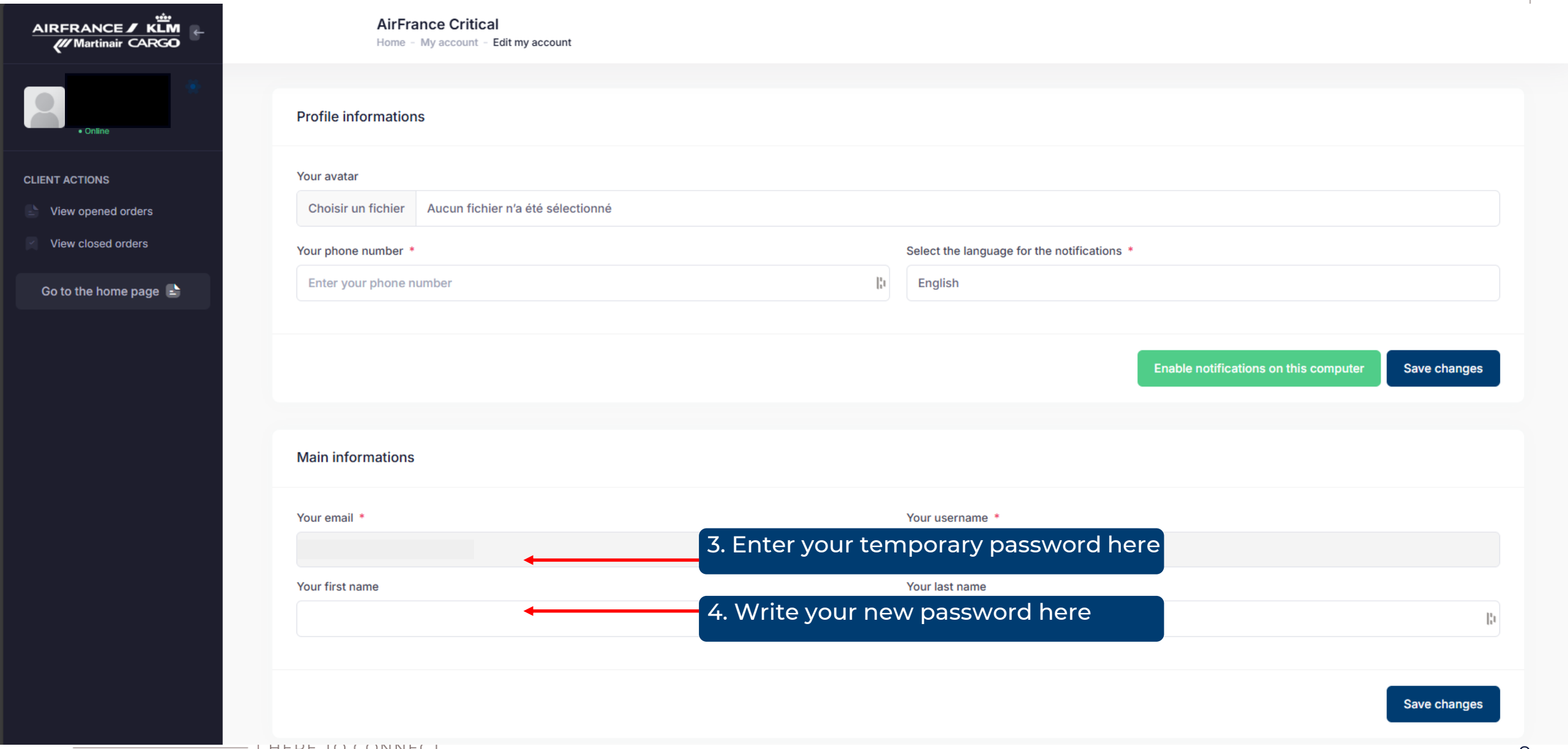
How to set your temporary password



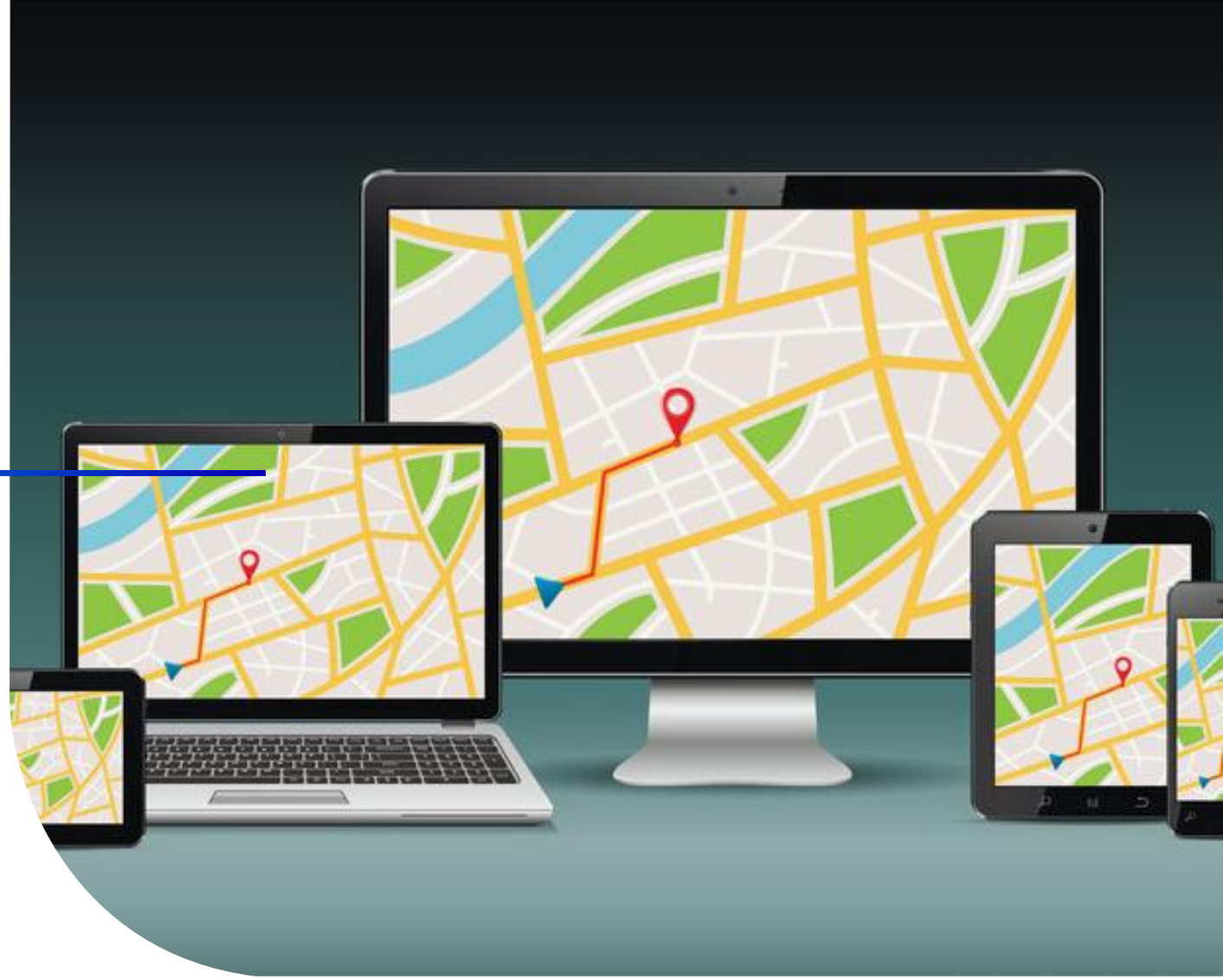
How to set your temporary password



How to set your temporary password



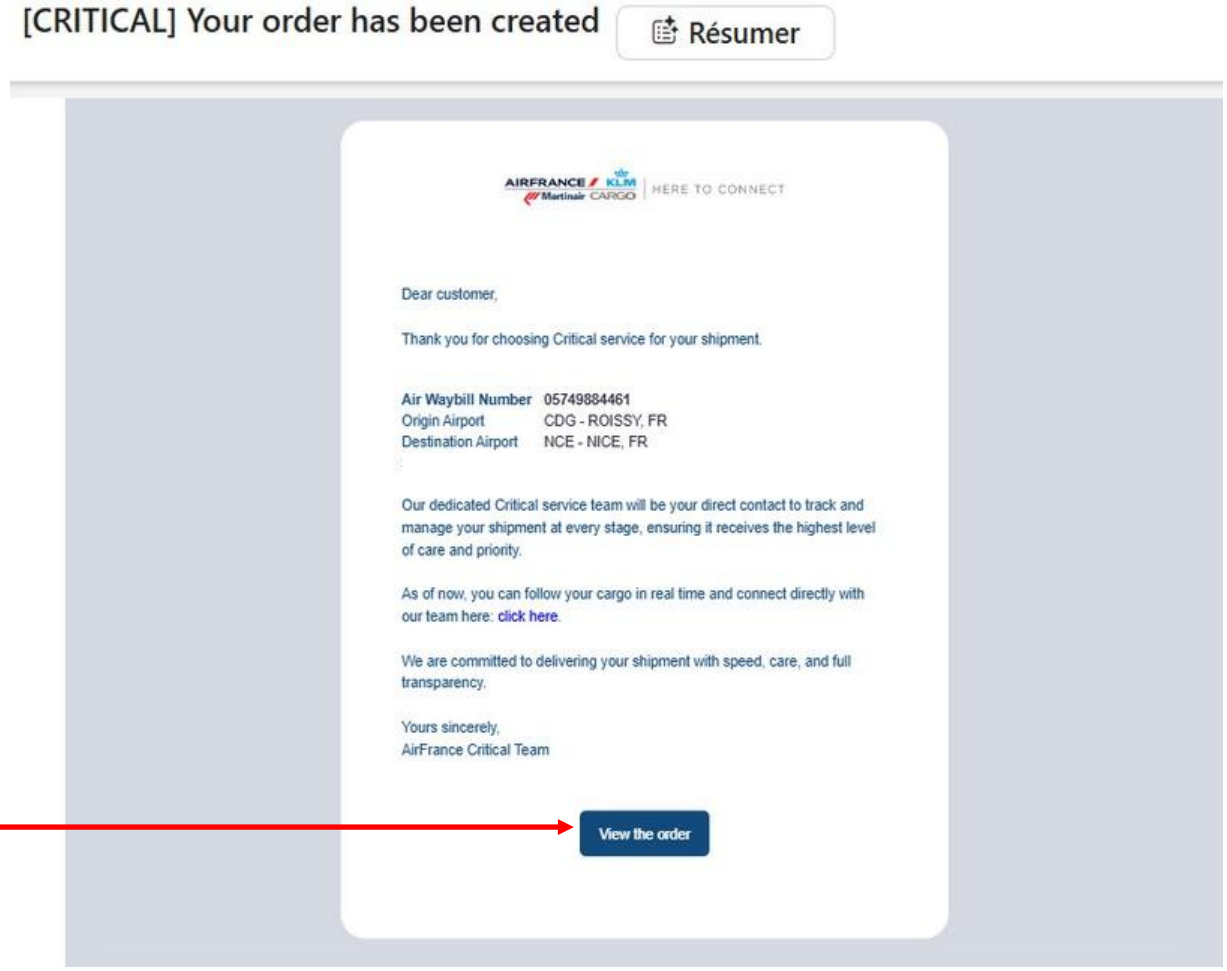
TRACK YOUR ORDER



Track your order

1. Open your email and go to your order notification

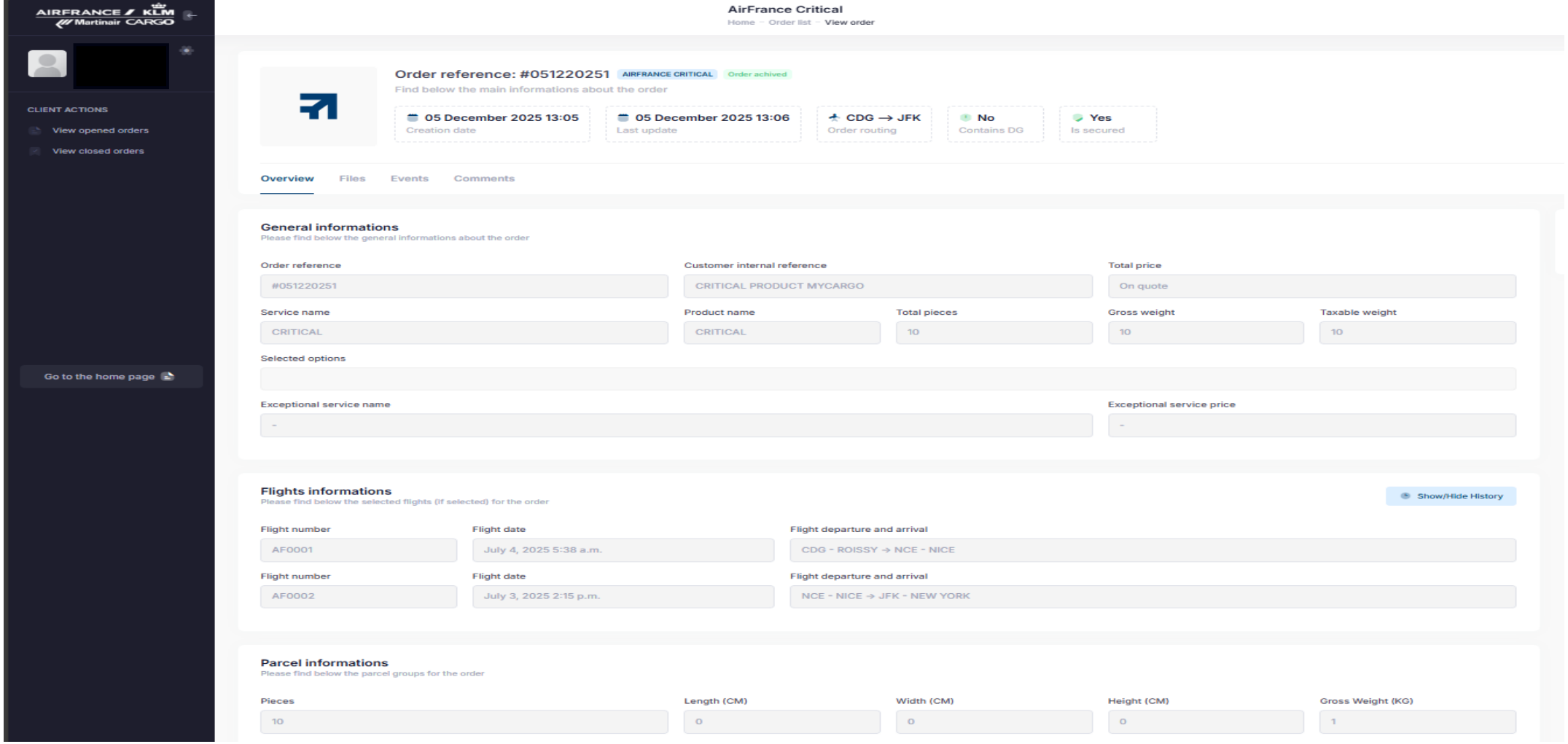
2. Click “View the order” to open your order in the Critical Application



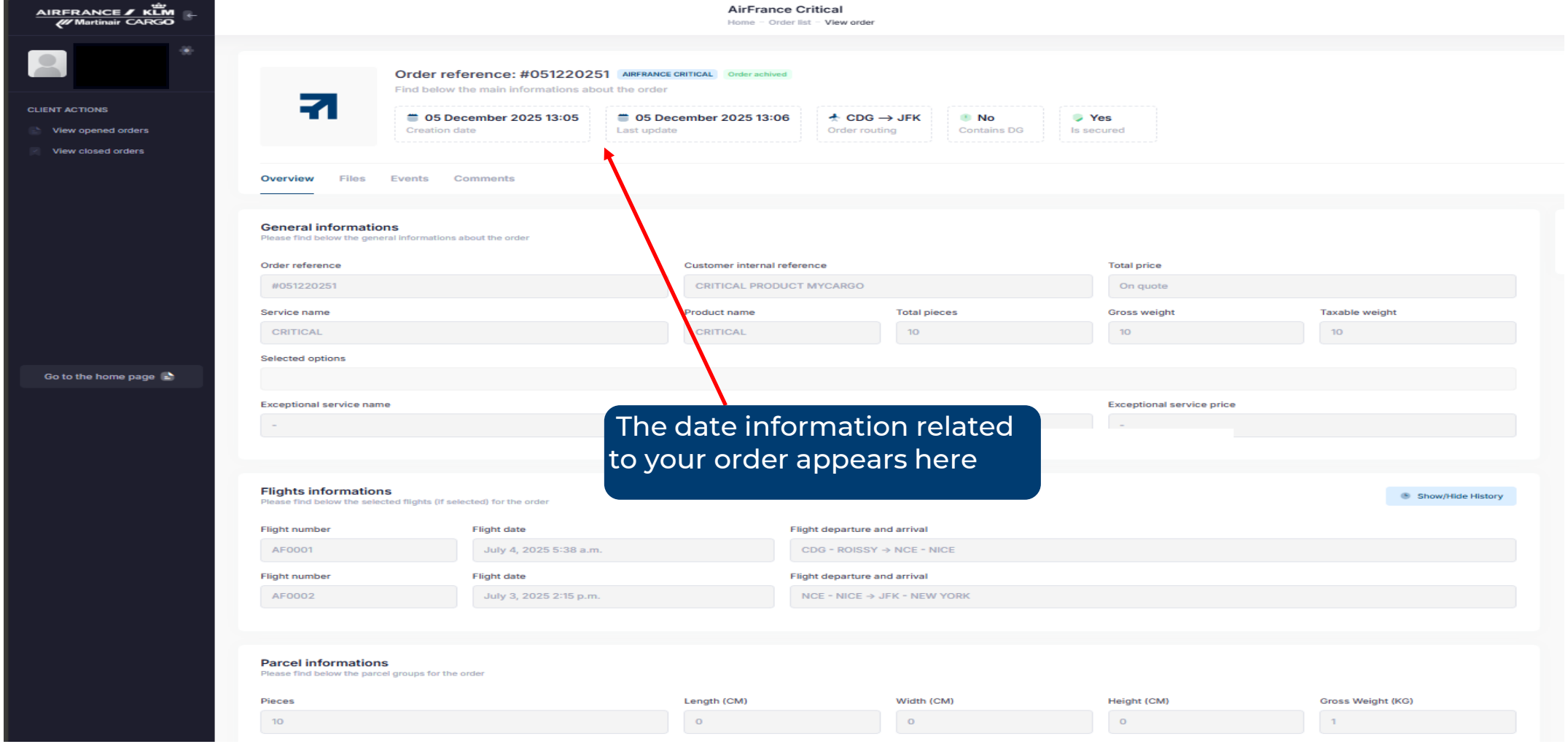
FOLLOW YOUR

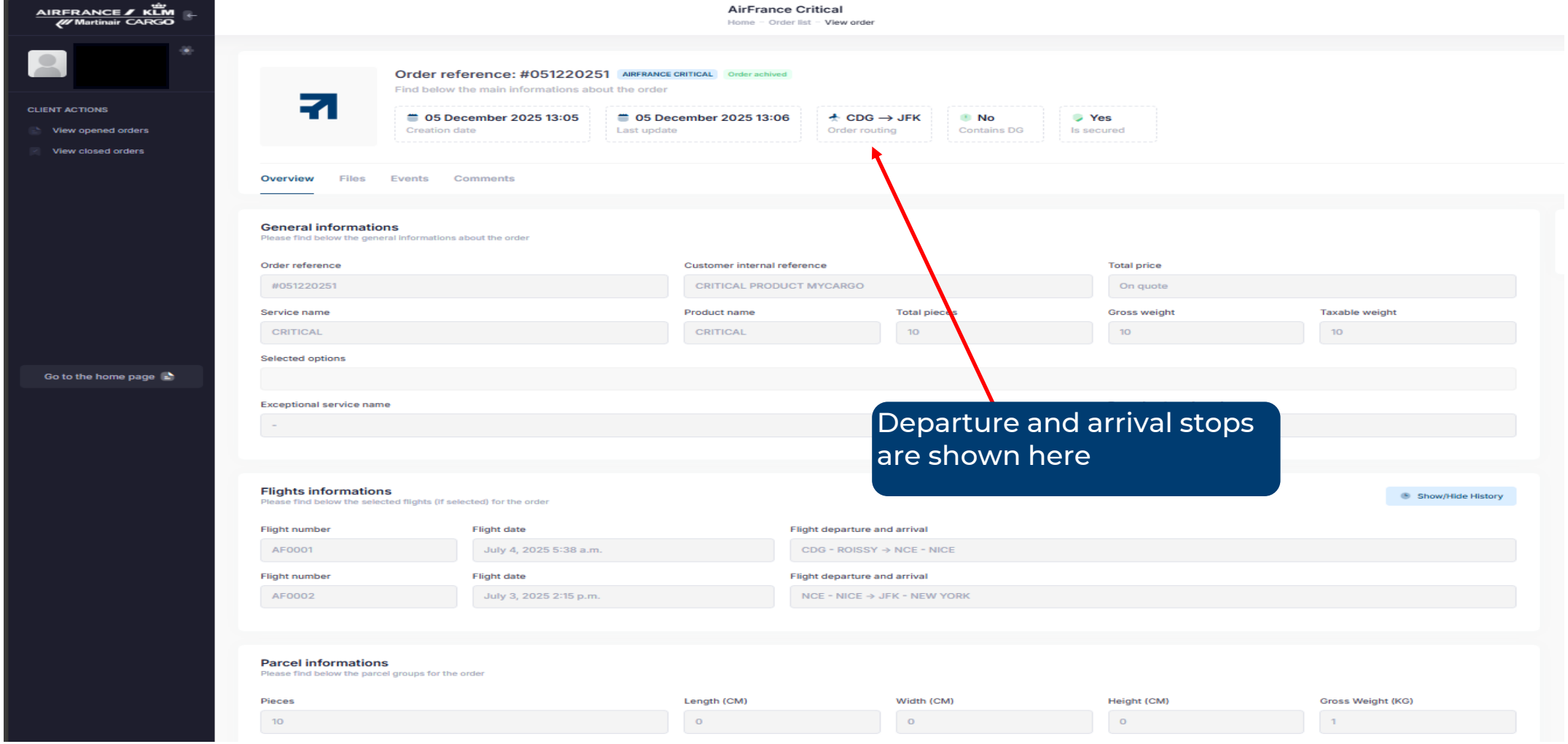
EMAIL ORDERS

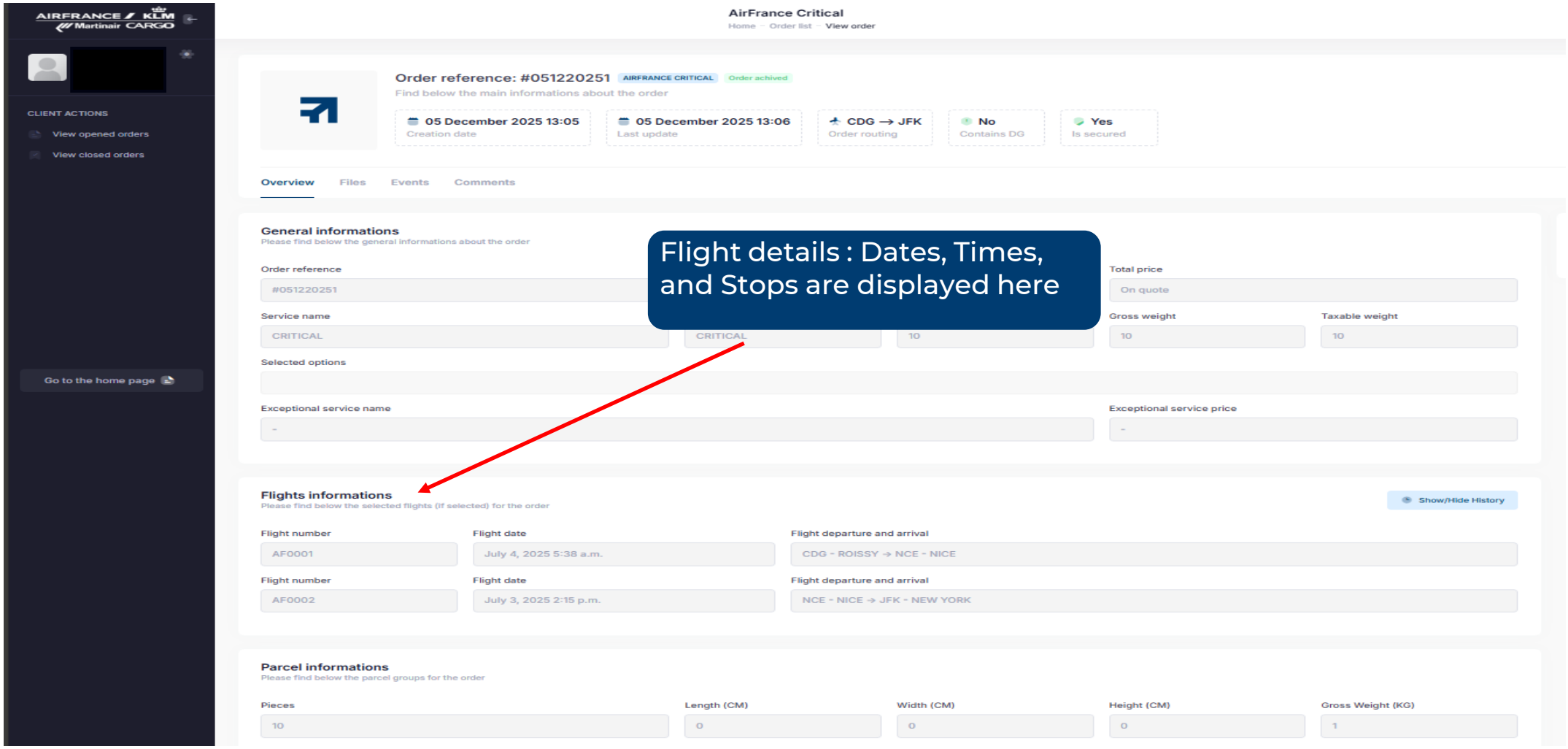


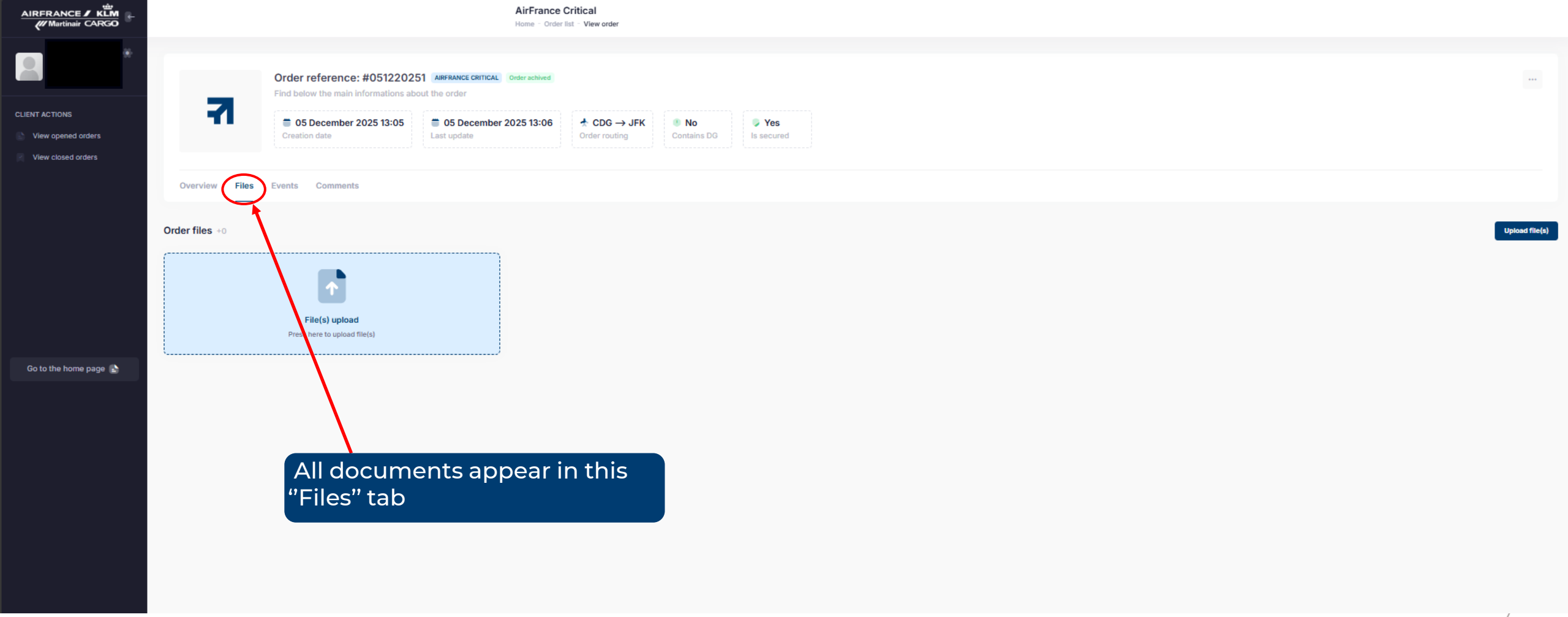


When you click on ‘’View the order’’, as in the previous step, you will be redirected to this page, wich displays the full summary of your order


AirFrance Critical
Home – Order list – View order
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
Order reference: #051220251
AIRFRANCE CRITICAL
Order achived
Find below the main informations about the order
05 December 2025 13:05
Creation date
05 December 2025 13:06
Last update
CDG → JFK
Order routing
No
Contains DG
Yes
Is secured
Overview
Files
Events
Comments
General informations
Please find below the general informations about the order
Order reference
#051220251
Customer internal reference
CRITICAL PRODUCT MYCARGO
Total price
On quote
Service name
CRITICAL
Product name
CRITICAL
Total pieces
10
Gross weight
10
Taxable weight
10
Selected options
Exceptional service name
Exceptional service price
The date information related to your order appears here
Flights informations
Please find below the selected flights (if selected) for the order
Show/Hide History
Flight number
AF0001
Flight date
July 4, 2025 5:38 a.m.
Flight departure and arrival
CDG - ROISSY → NCE - NICE
Flight number
AF0002
Flight date
July 3, 2025 2:15 p.m.
Flight departure and arrival
NCE - NICE → JFK - NEW YORK
Parcel informations
Please find below the parcel groups for the order
Pieces
10
Length (CM)
0
Width (CM)
0
Height (CM)
0
Gross Weight (KG)
1


AirFrance Critical
Home – Order list – View order
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
Order reference: #051220251
AIRFRANCE CRITICAL
Order achived
Find below the main informations about the order
05 December 2025 13:05
Creation date
05 December 2025 13:06
Last update
CDG → JFK
Order routing
No
Contains DG
Yes
Is secured
Overview
Files
Events
Comments
General informations
Please find below the general informations about the order
Order reference
#051220251
Customer internal reference
CRITICAL PRODUCT MYCARGO
Total price
On quote
Service name
CRITICAL
Product name
CRITICAL
Total pieces
10
Gross weight
10
Taxable weight
10
Selected options
Exceptional service name
-
Departure and arrival stops are shown here
Flights informations
Please find below the selected flights (if selected) for the order
Show/Hide History
Flight number
AF0001
Flight date
July 4, 2025 5:38 a.m.
Flight departure and arrival
CDG - ROISSY → NCE - NICE
Flight number
AF0002
Flight date
July 3, 2025 2:15 p.m.
Flight departure and arrival
NCE - NICE → JFK - NEW YORK
Parcel informations
Please find below the parcel groups for the order
Pieces
10
Length (CM)
0
Width (CM)
0
Height (CM)
0
Gross Weight (KG)
1

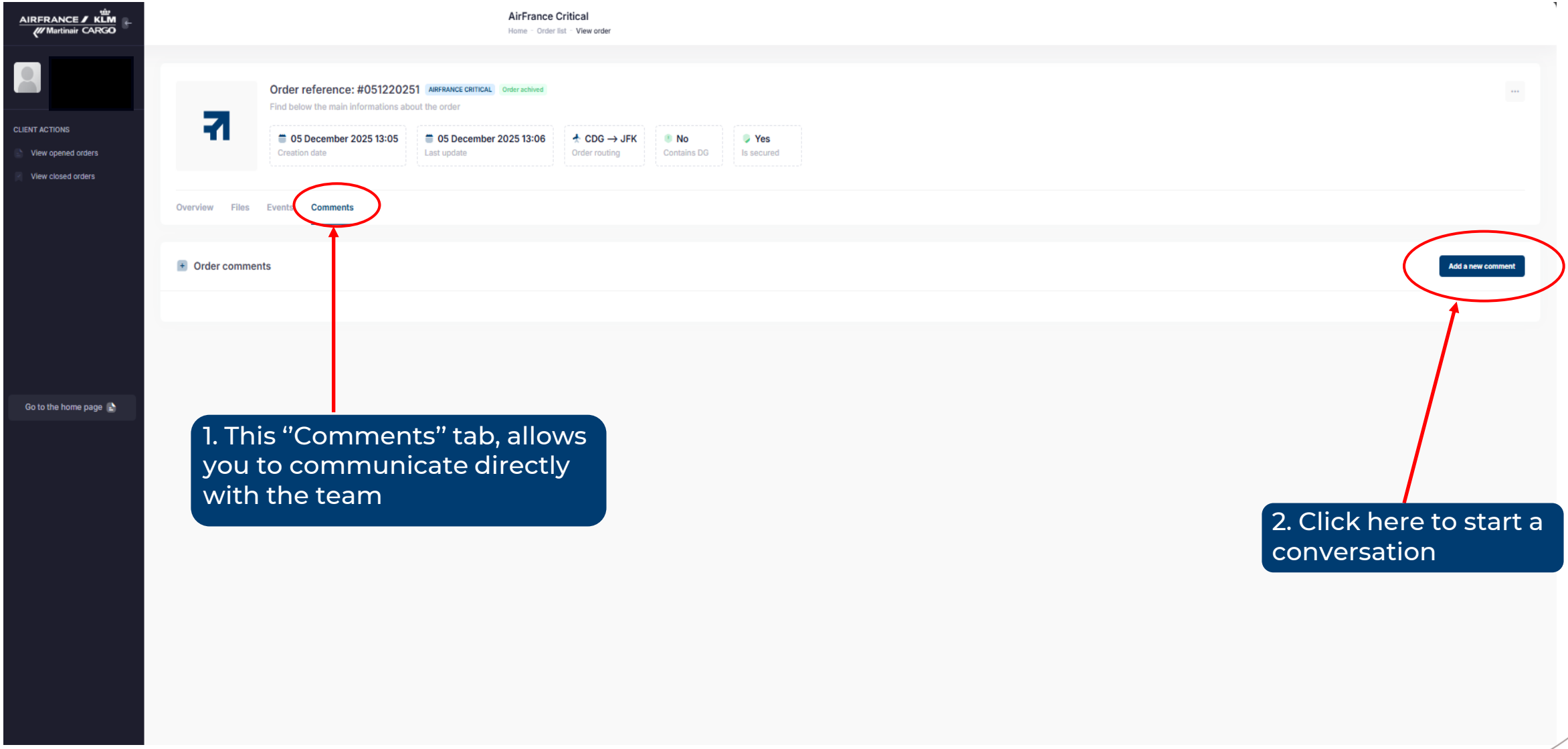

AirFrance Critical
Home – Order list – View order
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
Order reference: #051220251
AIRFRANCE CRITICAL
Order achived
Find below the main informations about the order
05 December 2025 13:05
Creation date
05 December 2025 13:06
Last update
CDG → JFK
Order routing
No
Contains DG
Yes
Is secured
Overview
Files
Events
Comments
General informations
Please find below the general informations about the order
Order reference
#051220251
Total price
On quote
Service name
CRITICAL
Gross weight
Taxable weight
Selected options
Exceptional service name
Exceptional service price
Flight details : Dates, Times, and Stops are displayed here
Flights informations
Please find below the selected flights (if selected) for the order
Show/Hide History
Flight number
Flight date
Flight departure and arrival
AF0001
July 4, 2025 5:38 a.m.
CDG - ROISSY → NCE - NICE
AF0002
July 3, 2025 2:15 p.m.
NCE - NICE → JFK - NEW YORK
Parcel informations
Please find below the parcel groups for the order
Pieces
Length (CM)
Width (CM)
Height (CM)
Gross Weight (KG)

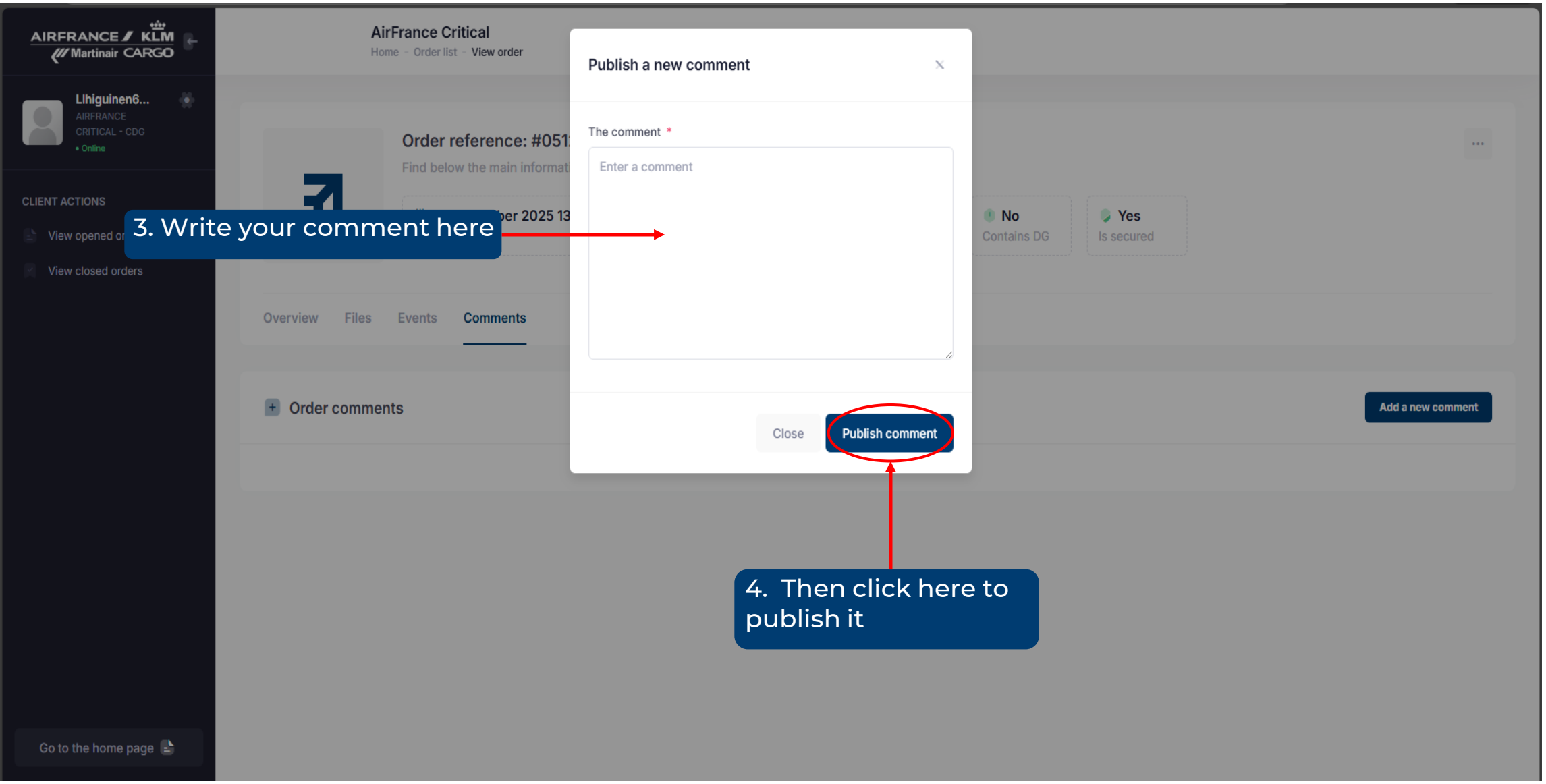

AirFrance Critical
Home - Order list - View order
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
Order reference: #051220251
AIRFRANCE CRITICAL
Order achived
Find below the main informations about the order
05 December 2025 13:05
Creation date
05 December 2025 13:06
Last update
CDG → JFK
Order routing
No
Contains DG
Yes
Is secured
Overview
Files
Events
Comments
Order files +0
Upload file(s)
File(s) upload
Press here to upload file(s)
All documents appear in this "Files" tab

HOW TO ADD

A COMMENT



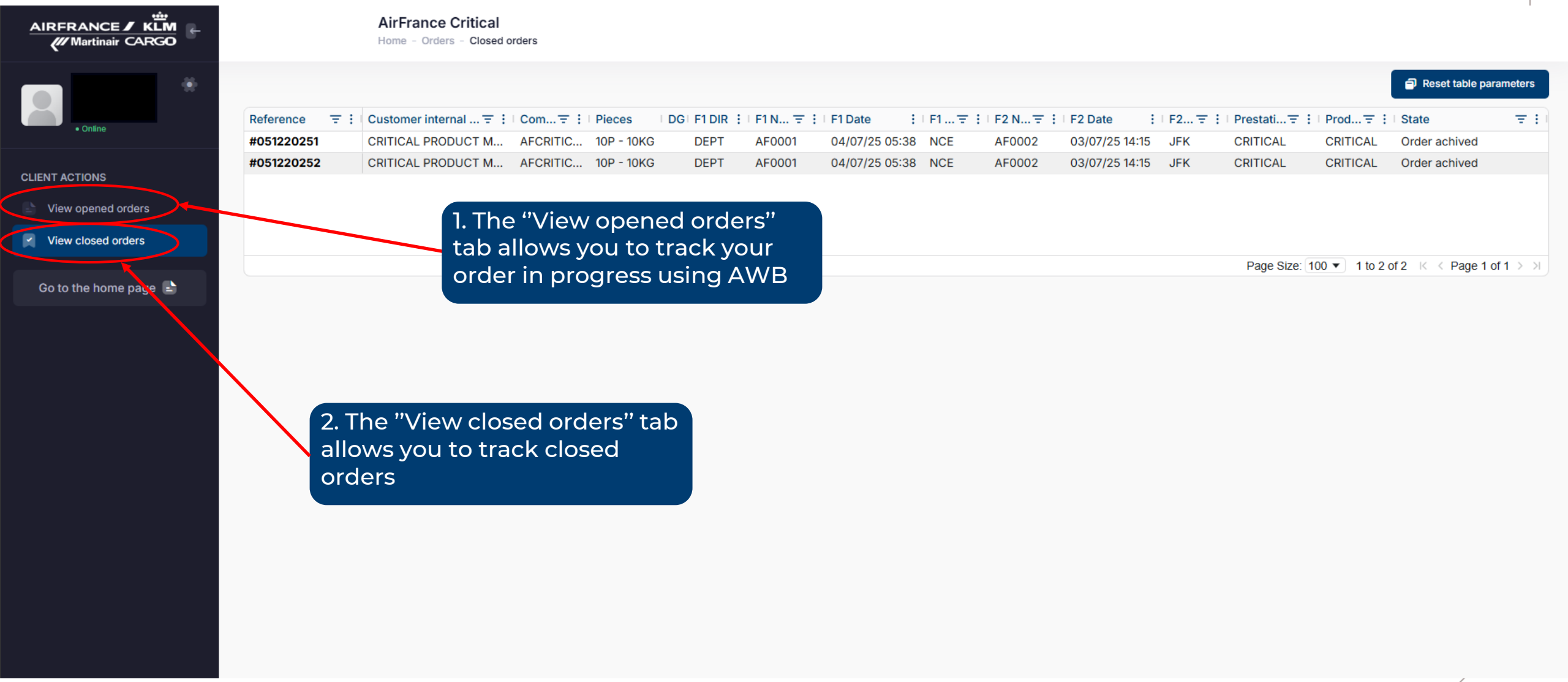

AIRFRANCE KLM Martinair CARGO
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
AirFrance Critical
Home · Order list · View order
Order reference: #051220251
AIRFRANCE CRITICAL
Order achived
Find below the main informations about the order
05 December 2025 13:05
Creation date
05 December 2025 13:06
Last update
CDG → JFK
Order routing
No
Contains DG
Yes
Is secured
Overview
Files
Events
Comments
Order comments
Add a new comment
1. This "Comments" tab, allows you to communicate directly with the team
2. Click here to start a conversation

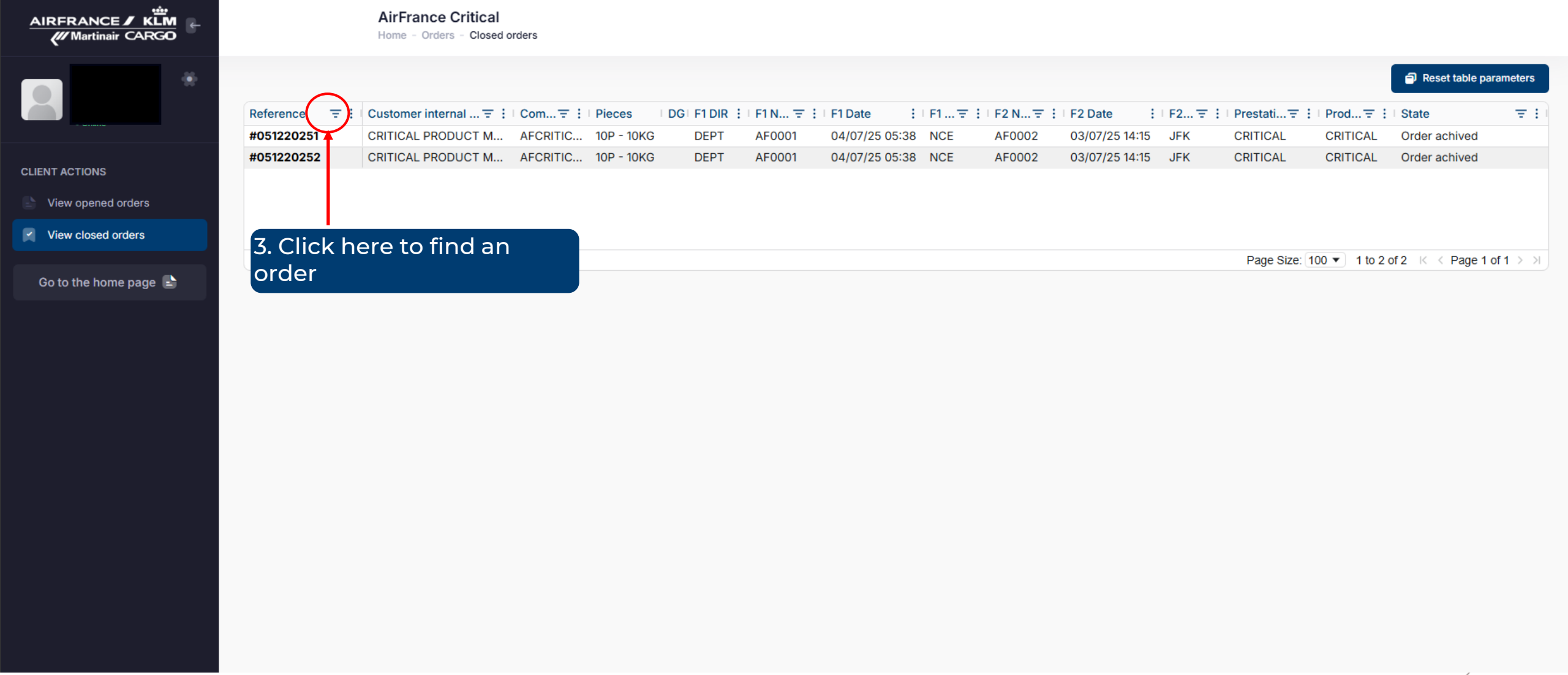

AIRFRANCE KLM Martinair CARGO
AirFrance Critical
Home - Order list - View order
Llhiguinen6...
AIRFRANCE
CRITICAL - CDG
Online
CLIENT ACTIONS
View opened or
View closed orders
Go to the home page
Order reference: #051
Find below the main informat
No
Contains DG
Yes
Is secured
Overview
Files
Events
Comments
Order comments
Add a new comment
3. Write your comment here
Publish a new comment
The comment *
Enter a comment
Close
Publish comment
4. Then click here to publish it

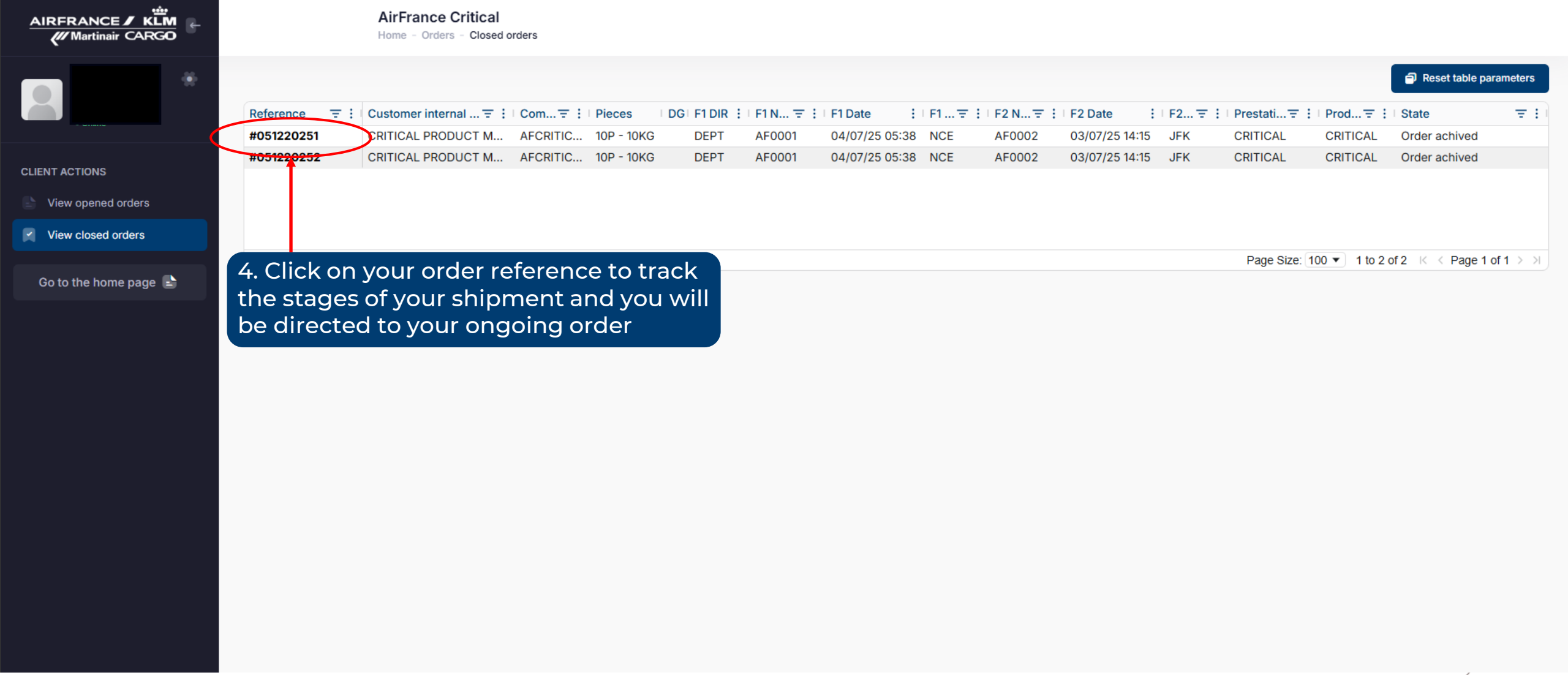
THE

DASHBOARD




AIRFRANCE KLM
Martinair CARGO
AirFrance Critical
Home - Orders - Closed orders
Reset table parameters
Reference
Customer internal ...
Com...
Pieces
DG
F1 DIR
F1 N...
F1 Date
F1 ...
F2 N...
F2 Date
F2...
Prestati...
Prod...
State
#051220251 CRITICAL PRODUCT M... AFCRITIC... 10P - 10KG DEPT AF0001 04/07/25 05:38 NCE AF0002 03/07/25 14:15 JFK CRITICAL CRITICAL Order achived
#051220252 CRITICAL PRODUCT M... AFCRITIC... 10P - 10KG DEPT AF0001 04/07/25 05:38 NCE AF0002 03/07/25 14:15 JFK CRITICAL CRITICAL Order achived
Page Size: 100
1 to 2 of 2
Page 1 of 1
Online
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
1. The "View opened orders" tab allows you to track your order in progress using AWB
2. The "View closed orders" tab allows you to track closed orders

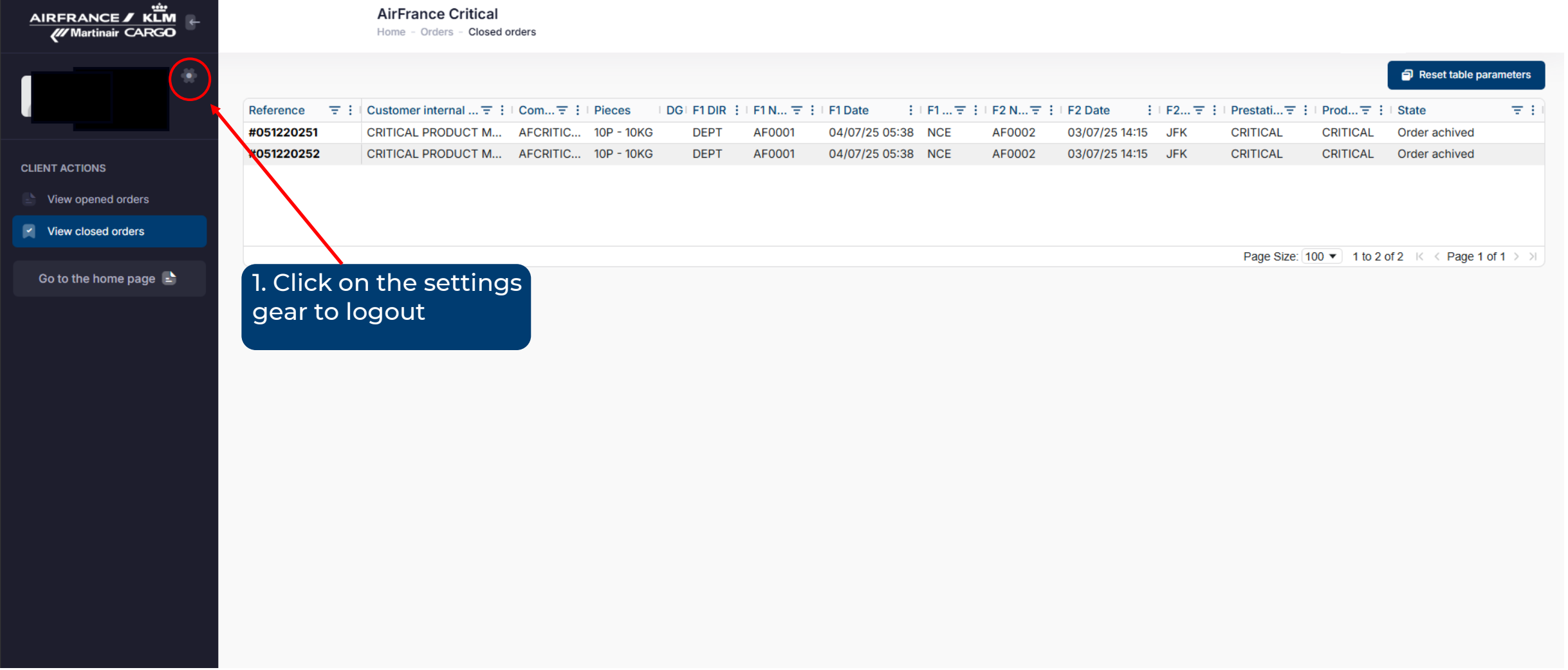

AIRFRANCE KLM
Martinair CARGO
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
AirFrance Critical
Home - Orders - Closed orders
Reset table parameters
Reference
Customer internal ...
Com...
Pieces
DG
F1 DIR
F1 N...
F1 Date
F1 ...
F2 N...
F2 Date
F2...
Prestati...
Prod...
State
#051220251 CRITICAL PRODUCT M... AFCRITIC... 10P - 10KG DEPT AF0001 04/07/25 05:38 NCE AF0002 03/07/25 14:15 JFK CRITICAL CRITICAL Order achived
#051220252 CRITICAL PRODUCT M... AFCRITIC... 10P - 10KG DEPT AF0001 04/07/25 05:38 NCE AF0002 03/07/25 14:15 JFK CRITICAL CRITICAL Order achived
3. Click here to find an order
Page Size: 100
1 to 2 of 2
Page 1 of 1


AIRFRANCE KLM
Martinair CARGO
AirFrance Critical
Home - Orders - Closed orders
Reset table parameters
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
Reference
Customer internal ...
Com...
Pieces
DG
F1 DIR
F1 N...
F1 Date
F1 ...
F2 N...
F2 Date
F2...
Prestati...
Prod...
State
#051220251
CRITICAL PRODUCT M...
AFCRITIC...
10P - 10KG
DEPT
AF0001
04/07/25 05:38
NCE
AF0002
03/07/25 14:15
JFK
CRITICAL
CRITICAL
Order achived
#051220252
CRITICAL PRODUCT M...
AFCRITIC...
10P - 10KG
DEPT
AF0001
04/07/25 05:38
NCE
AF0002
03/07/25 14:15
JFK
CRITICAL
CRITICAL
Order achived
Page Size: 100
1 to 2 of 2
Page 1 of 1
4. Click on your order reference to track the stages of your shipment and you will be directed to your ongoing order

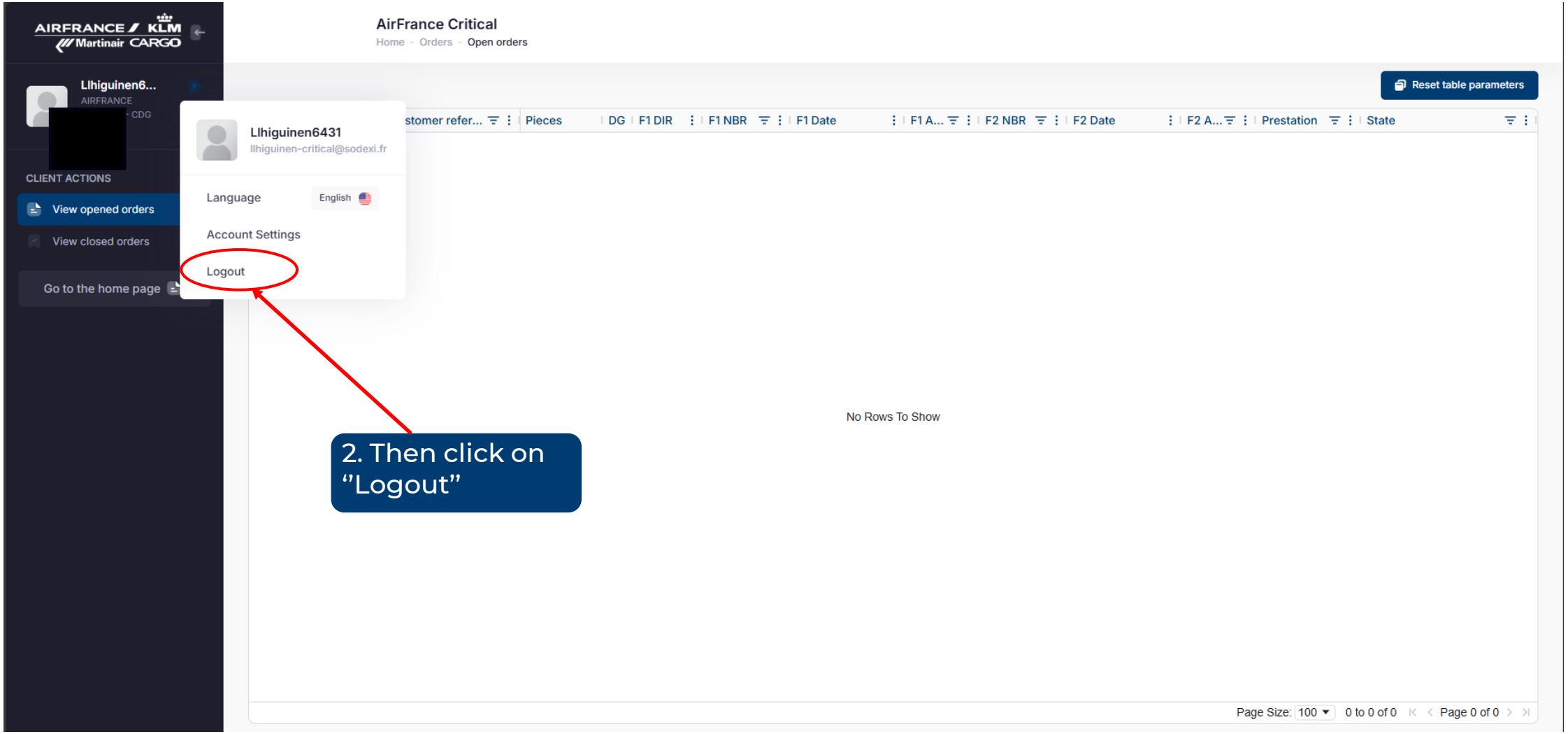
HOW TO

LOG OUT




AirFrance Critical
Home - Orders - Closed orders
Reset table parameters
Reference
Customer internal ...
Com...
Pieces
DG
F1 DIR
F1 N...
F1 Date
F1 ...
F2 N...
F2 Date
F2...
Prestati...
Prod...
State
#051220251
CRITICAL PRODUCT M...
AFCRITIC...
10P - 10KG
DEPT
AF0001
04/07/25 05:38
NCE
AF0002
03/07/25 14:15
JFK
CRITICAL
CRITICAL
Order achived
#051220252
CRITICAL PRODUCT M...
AFCRITIC...
10P - 10KG
DEPT
AF0001
04/07/25 05:38
NCE
AF0002
03/07/25 14:15
JFK
CRITICAL
CRITICAL
Order achived
Page Size: 100
1 to 2 of 2
Page 1 of 1
CLIENT ACTIONS
View opened orders
View closed orders
Go to the home page
1. Click on the settings gear to logout

How to set your temporary password



THANK YOU

AIRFRANCE KLM Martinair CARGO | HERE TO CONNECT