

## Q&A

- KL Core app  
v9.4

IMO Mobile

Royal Dutch Airlines



V4.3  
(18/04/18)



# Content

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- Known issues Flying Blue / login
  - Known issues Plan and Book
  - Known issues Flight Strip
  - Known issues My Trips
  - Known issues Boarding Pass
  - Wear (Android)
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# KL Core App: Introduction

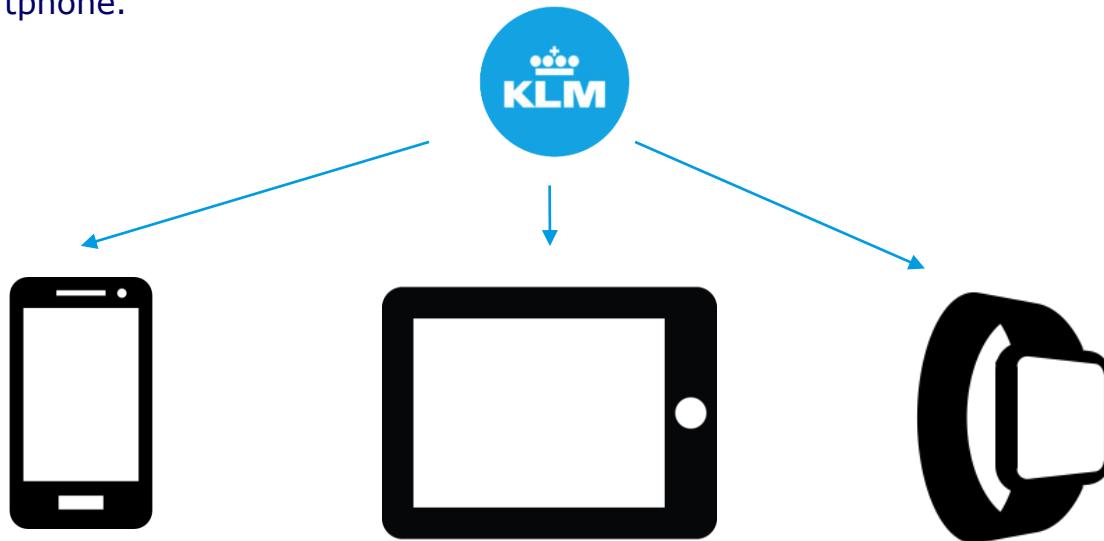
## KI core App

The KLM Core app is suitable for iOS and Android operating systems and on several devices.

The app works on **Smartphones, Tablets and Smartwatches**.

Passengers can install the SAME app on a smartphone, tablet and watch, and the design and interaction will be almost identical.

There are some small differences between the smartphone and tablet functionality. The tablet app has an inspiration section with articles on themes and destinations – not available on smartphone.



# KLM Core App: Native vs. Webview

## WEBVIEW

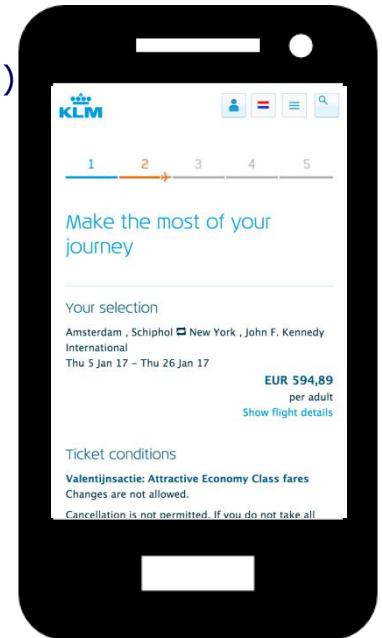
The KLM Core app is 99% native. It uses very little HTML (website code) in it.

There are some sections of the app that make use of the klm.com website.

A website inside an app is called a Webview.

The only places in the app where we use webviews are:

- Payment/Check-out for tickets in Android(not for seat changes or baggage!)
- Campaign pages
- Check-in for flights from the USA to AMS (due to use of other DC systems)
- Linking to Airbnb website (tablet only)
- Linking to Booking.com website



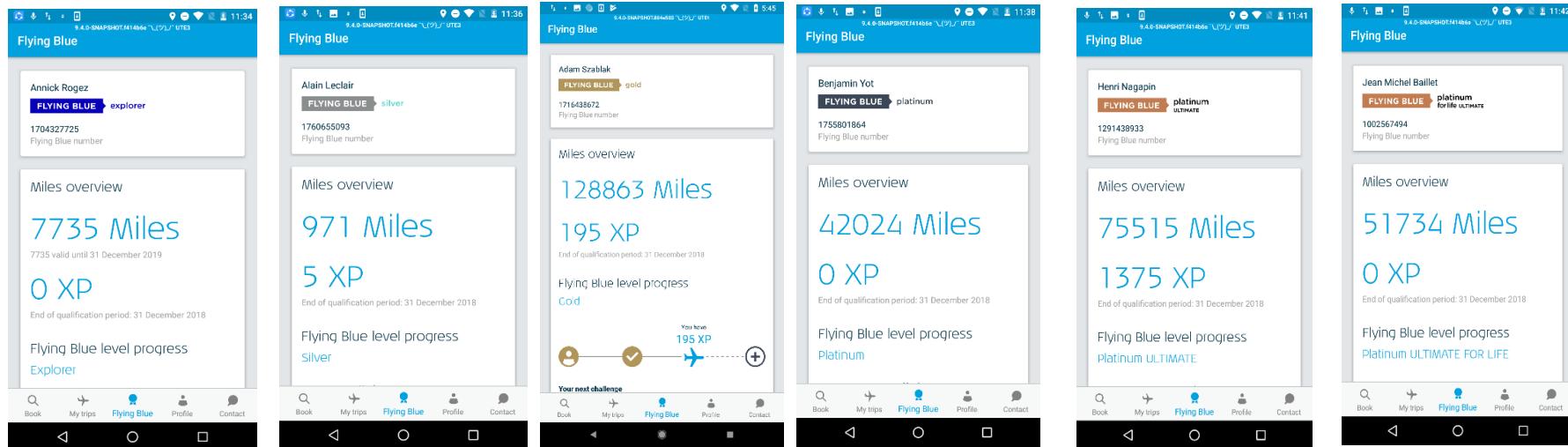
# What's new

- What's New screen is displayed on launching the app, and is immediately displayed after the splash screen, when the user updates to new app from the old version.



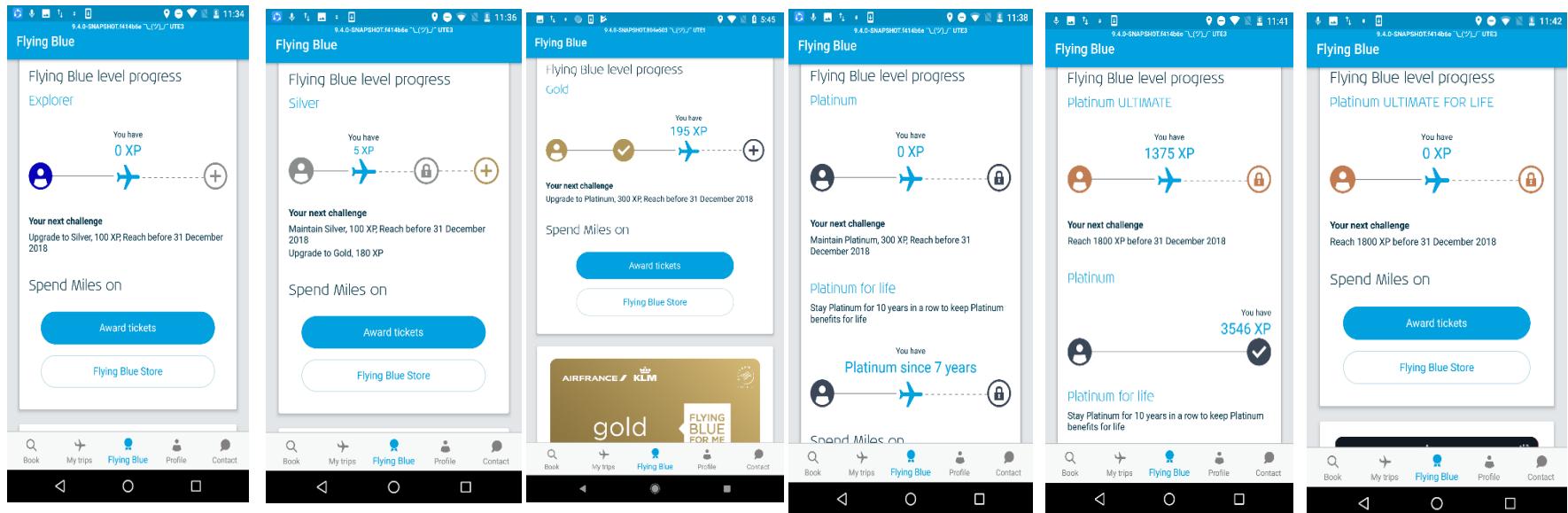
# New Flying Blue Design

1. As on 1<sup>st</sup> April, all the users (android and iOS) would be migrated to the new Flying Blue screen.
2. The Ivory tier level is now called as "Explorer" in the new flying blue design.
3. The Flying blue screen for all tier levels contains the following information,
  1. XP
    - This is the new term replacing "Level miles".
  2. Award Miles
    - No change in this functionality. It displays the total awarded miles.
  3. Validity date for XP and Award Miles
    - The duration by when the miles gets expired will be mentioned.
  4. The Flying Blue section can be found in the bottom navigation menu.



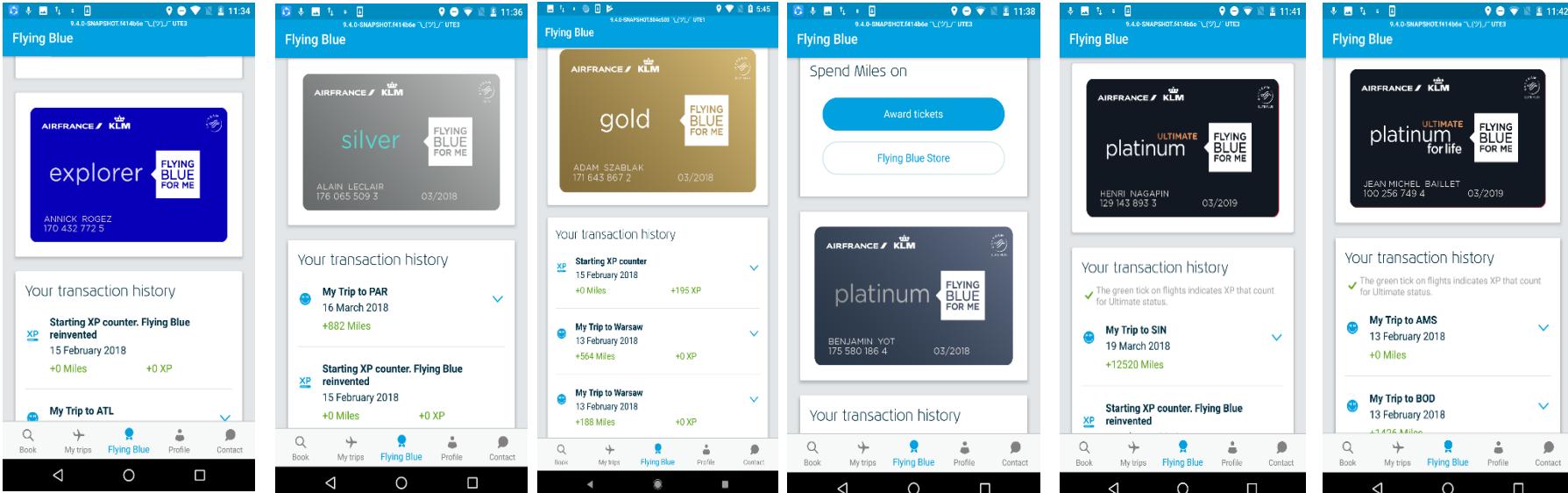
5. The new Flying blue design has the progress bar to indicate the next tier level

- a. For Explorer, Silver, Gold & Platinum Accounts there will be only one progress bar. For each level except Explorer, User has to gain specified XP miles to maintain the current tier level.
- b. Current and Next tier level challenge with validity date
- c. For Platinum for life Ultimate, Club 2000 Ultimate, there will be only one progress bar ie. Ultimate XP counter.
- d. For Club 2000, Platinum for Life, Skipper accounts, there will not be any progress bar.
- e. For Platinum Ultimate accounts, there will be 3 progress bar if the user is maintaining the platinum level for more than 5 yrs.
  - i. Platinum Ultimate progress bar (This progress will be shown if there is any ultimate XP available)
  - ii. Platinum progress bar (with XP)
  - iii. Platinum for life (This will show the number of years to become PlatinumFL)

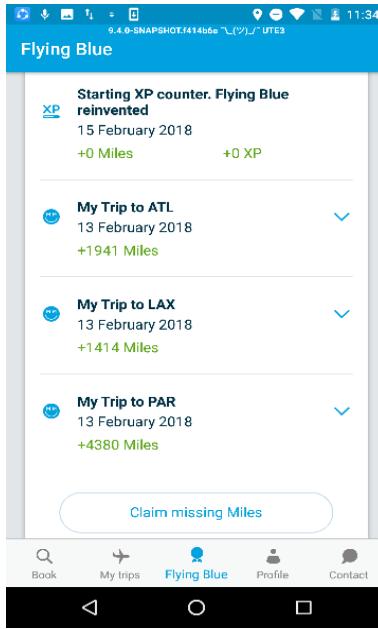


## 6. Virtual card: Flying blue overview screen has a virtual card that is tappable.

- In iOS, user can tap on the card and see front and back side of the card in new screen and also can add that card to wallet.
- In Android, new screen will open on tapping the card. In that screen, user can tap again to flip the card front & Back.



## 7. Transaction history with Miles, XP, Ultimate XP.(Ultimate XP is applicable only for ultimate accounts)



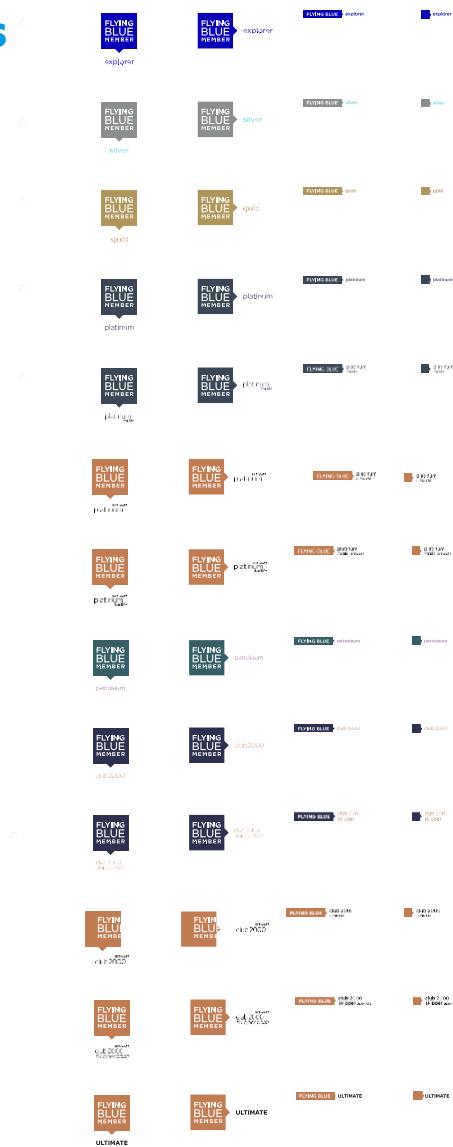
## 8. Current tier level benefits and next tier level benefits.

The image displays six screenshots of the Flying Blue mobile application interface, arranged horizontally. Each screenshot shows a different benefit level:

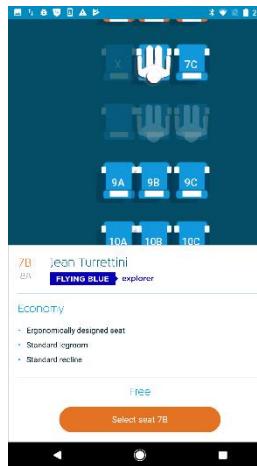
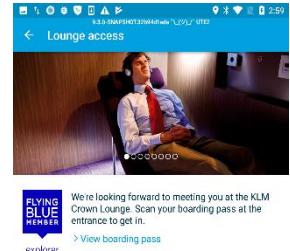
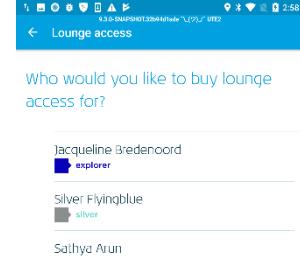
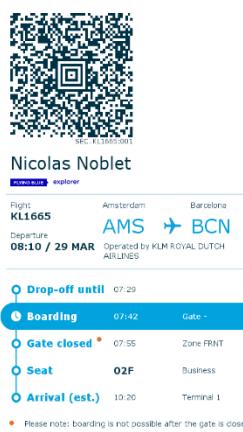
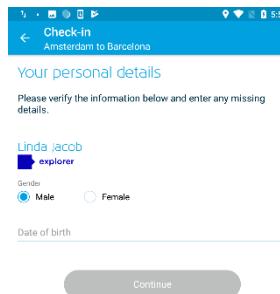
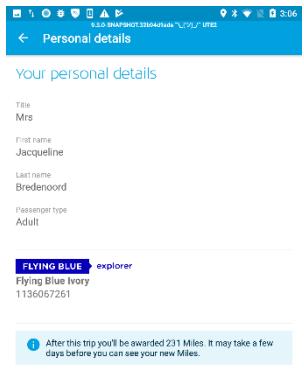
- EXPLORER:** Shows basic benefits like earning 4 miles per euro spent and up to €10 off first paid bag.
- SILVER:** Shows benefits like 6 miles per euro spent, priority check-in, and 25% discount on seat options.
- GOLD:** Shows benefits like 7 miles per euro spent, free access to SkyTeam lounges, and SkyPriority.
- PLATINUM:** Shows benefits like 8 miles per euro spent, free access to SkyTeam lounges with a guest, and SkyPriority.
- PLATINUM FOR LIFE:** Shows benefits like 8 miles per euro spent, free access to SkyTeam lounges worldwide with a guest, and SkyPriority.
- PLATINUM FOR LIFE ULTIMATE:** Shows the most advanced benefits including a Dedicated Travel Assistant, priority status, and extra baggage allowance.

Each screenshot includes a header with the Flying Blue logo and a footer with navigation icons: Book, My trips, Flying Blue (highlighted in blue), Profile, and Contact.

# New Flying Blue Logos

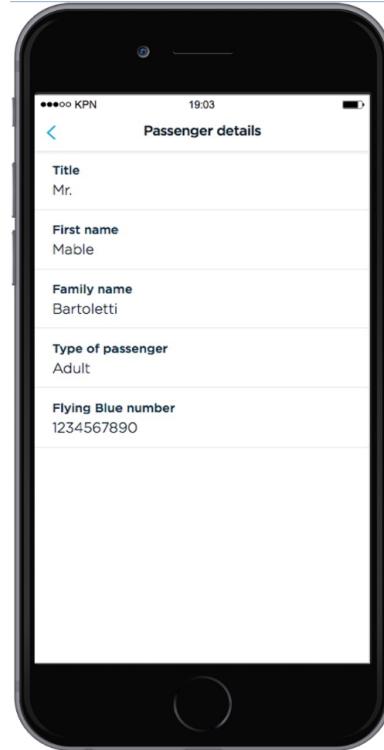
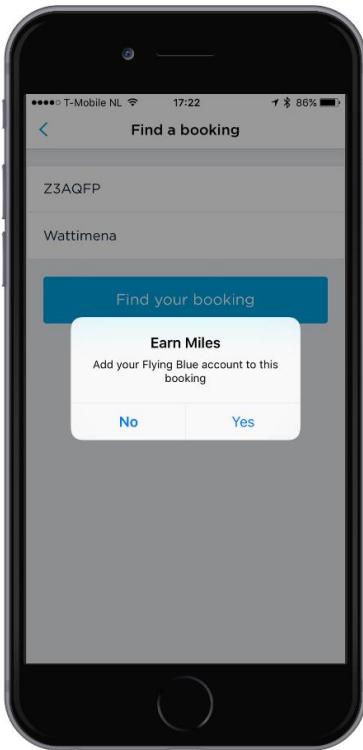


The respective flying blue icons will be displayed in all the user flows as per the below format.



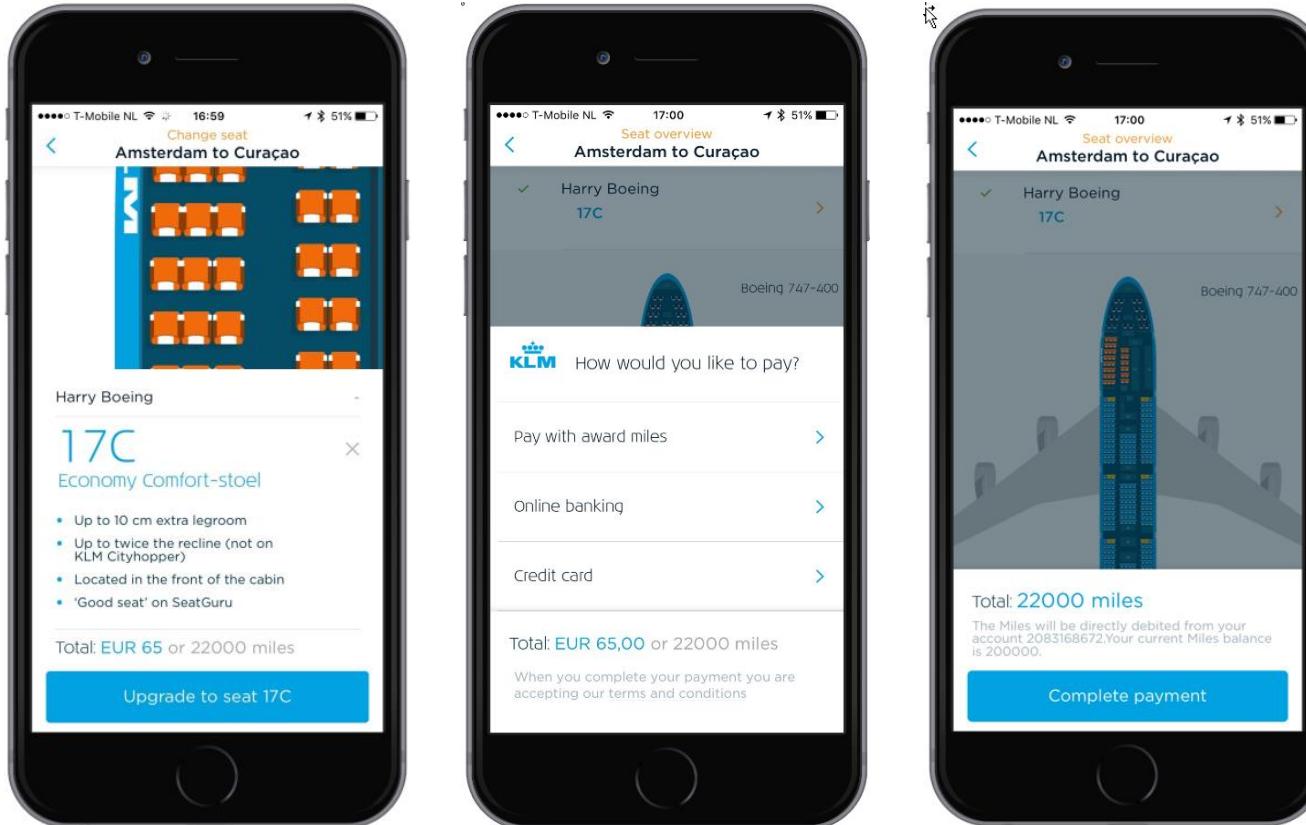
# Flying Blue (Add FB number to booking)

- We offer the possibility to add Flying Blue number to the booking.
- Via 'Find a booking' or via 'Passenger Details'.



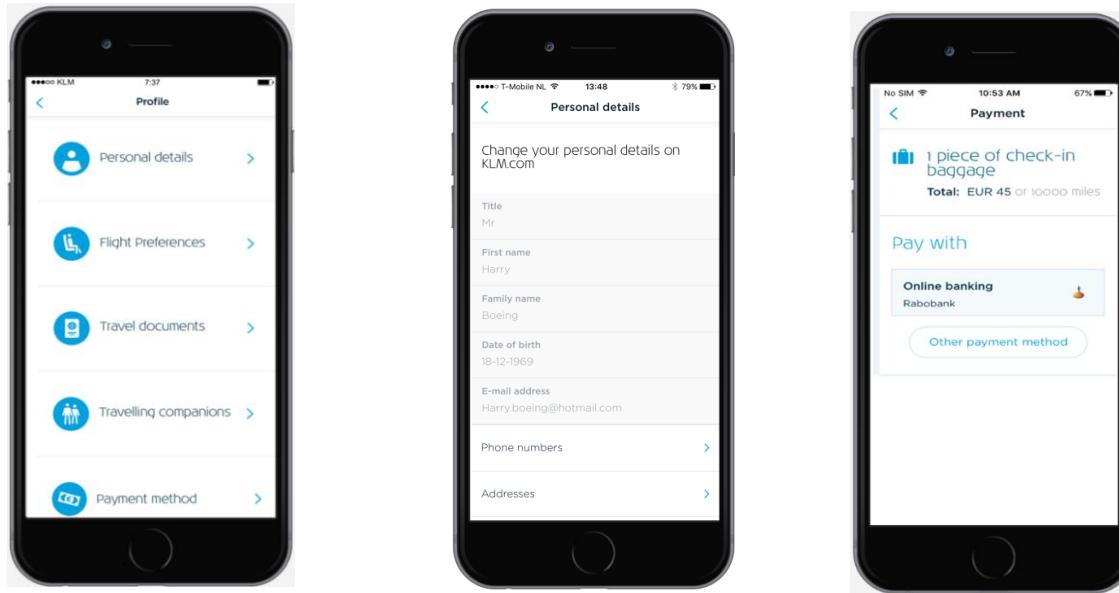
# Flying Blue (Pay with Miles Ancillaries)

- We offer the possibility to Flying Blue members to pay with miles for Ancillaries.



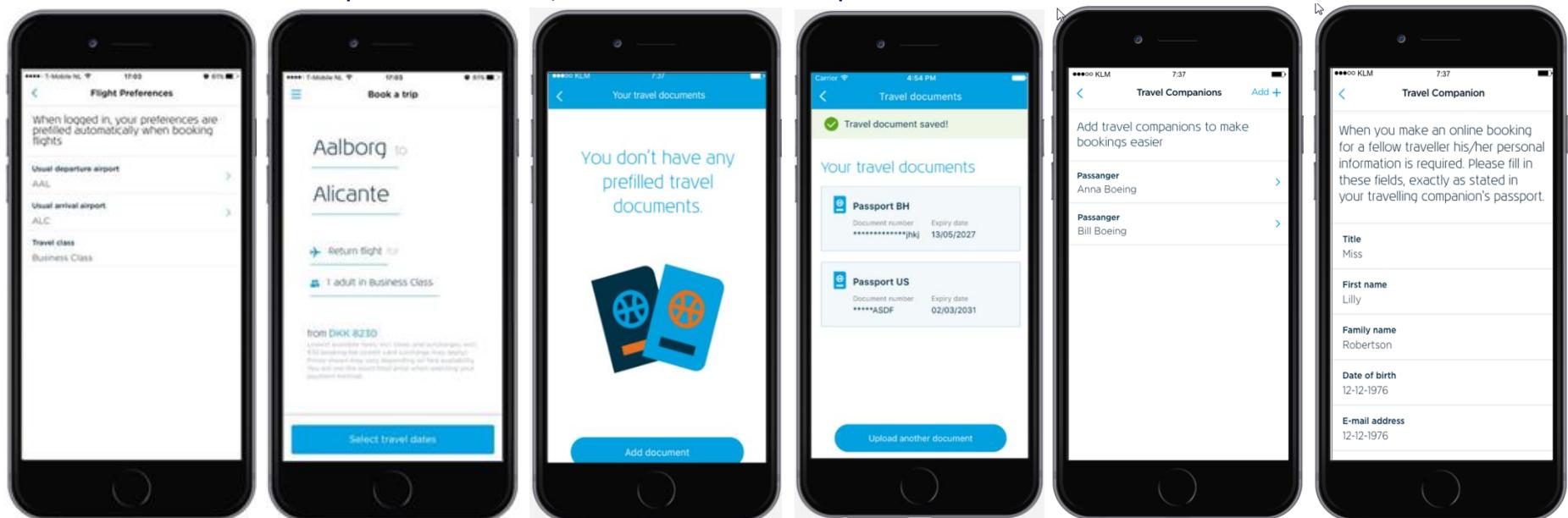
# Flying Blue (Preferences-1)

- It is possible to add and view preferences off your profile.
  - Personal Details (view and edit)
  - Flight Preferences (view and edit)
  - Travel Documents (view and edit)
  - Travel Companions (view and edit)
  - Payment method (view and edit, iOS only)
- Personal Details: Personal details which are in your profile are visible here. It is also possible to edit the details. When you have set payment preference it is possible to change this during the payment flow. You can choose another payment for that particular payment you are doing, it will not be changed in your profile settings.



# Flying Blue (Preferences-2)

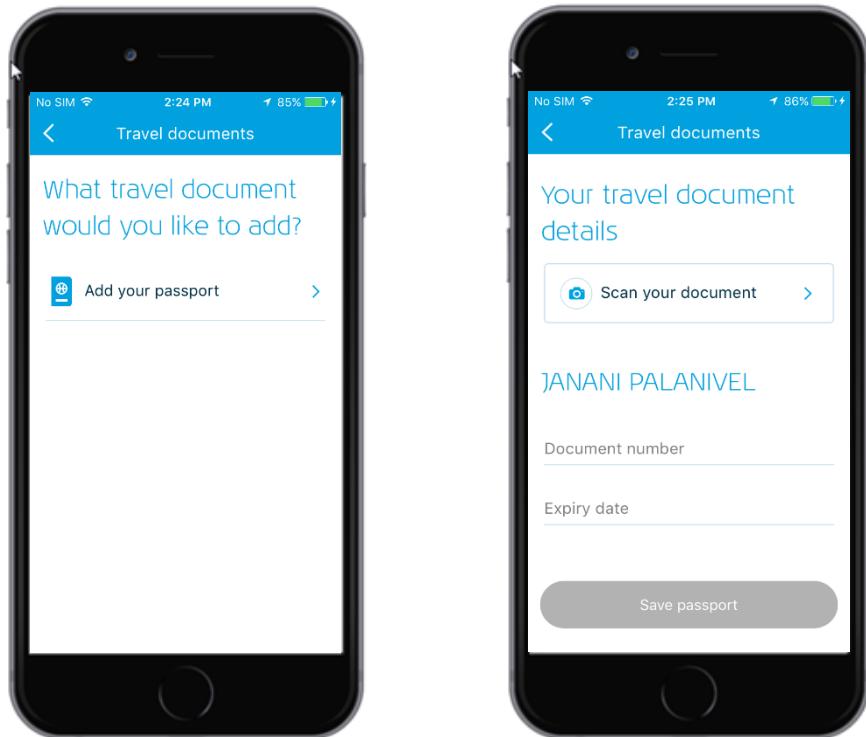
- **Flight Preferences:** Departure & Arrival airports and Travel Class can be added here. When you go to Book a Trip and you are logged in, the airports and travel class will be prefilled.
- **Travel Documents:** Advance passenger information which is added to your profile are visible here. **It is possible to add/edit travel documents in the app.**
- **Travel Companions:** Travel companions which are added to your profile are visible here. It is also possible to add, edit or remove companion details.



# Flying Blue (Preferences-3)

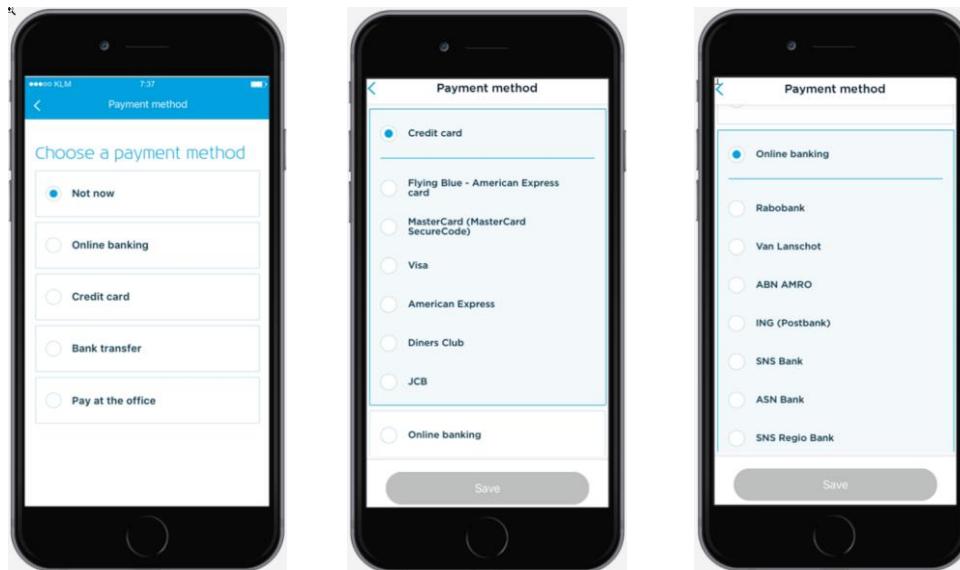
## Scanning document option

- From 8.3 release there is an option to scan your passport/ID when adding docs in my profile.



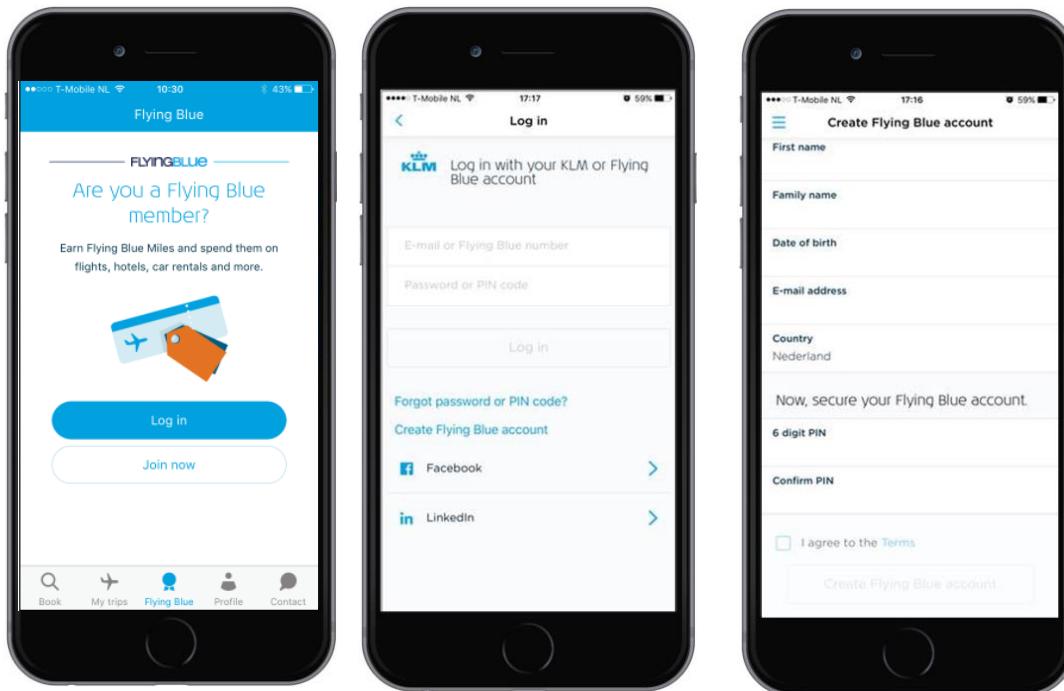
# Flying Blue (Preferences-4)

- **Payment method:** App will allow the users to add, show & delete the payment preferences in My profile section for the logged in user. There will be multiple options available inside every selection depending on the payment partners of KLM in different Point of sales which is mapped to Country of residence selected by the user.
- This is a new feature introduced in the KLM App which will give logged in user an opportunity to save his payment preference for smoother future ancillary purchases. This option will only be available for Online Banking option selected by customer.



# Flying Blue (Create Account)

- It is possible to create an account in the app. In the bottom navigation is a button Flying Blue and when enter this an button is shown with "Join now" to 'create account'.
- Also on the login screen is a link 'Create Flying Blue account'.
- Both the link and the button redirect you to the screen to fill out all your details and pin.



# Claim your missing miles(iOS & Android)

- With this feature we allow the customer to claim the miles for any of the flights he has taken in past and has forgot to add that booking to the app

The image consists of three screenshots of the Flying Blue mobile application interface, showing the process of claiming missing miles.

**Screenshot 1: Home Screen**  
Shows the main dashboard with flight history:

- Starting XP counter. Flying Blue reinvented (XP icon)
- 15 February 2018 +0 Miles
- My Trip to ATL (13 February 2018, +1941 Miles)
- My Trip to LAX (13 February 2018, +1414 Miles)
- My Trip to PAR (13 February 2018, +4380 Miles)

A "Claim missing Miles" button is at the bottom.

**Screenshot 2: Claim Miles Step 1**  
A modal window titled "Claim Miles" asks for booking code or ticket number. It contains:

Please enter your booking code or ticket number.

Missing your recently earned Miles? Claim them by providing your flight details. It's as easy as that.

Booking code or ticketnumber  
0571403346665

**Claim missing Miles** button

**Screenshot 3: Claim Miles Step 2**  
The modal shows a green checkmark icon and the message:

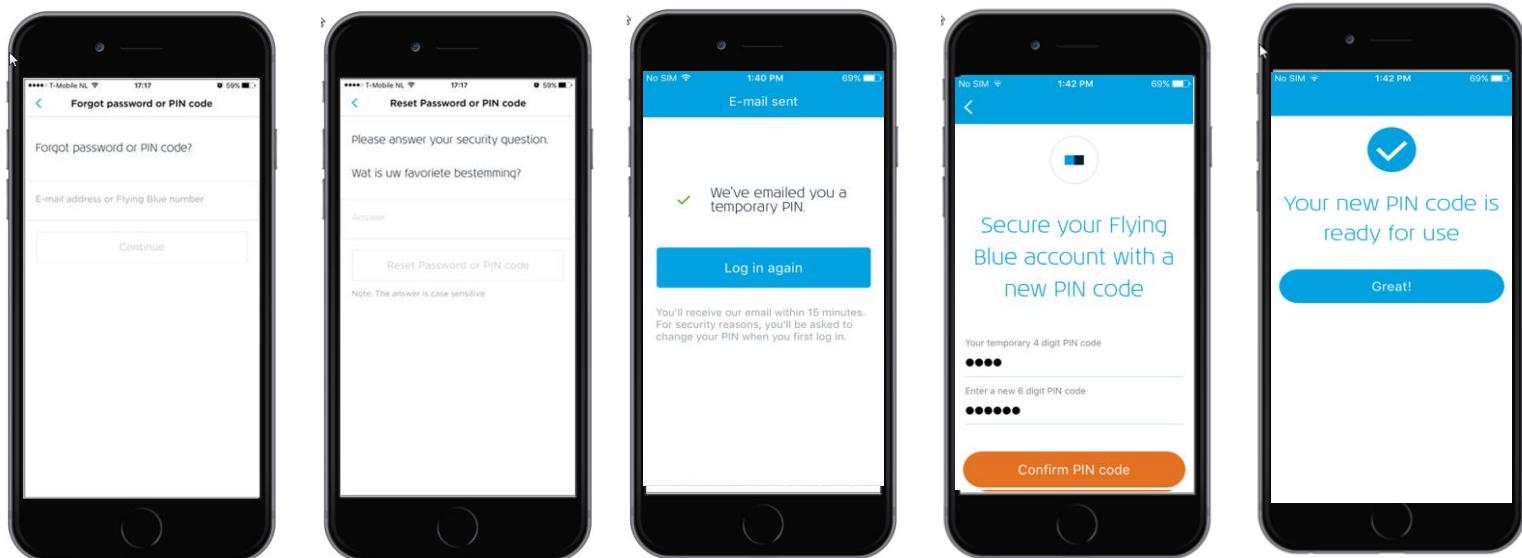
Your claim was successful!

You now have 4851 Miles.

Your new Miles will be visible in your profile in a few days.

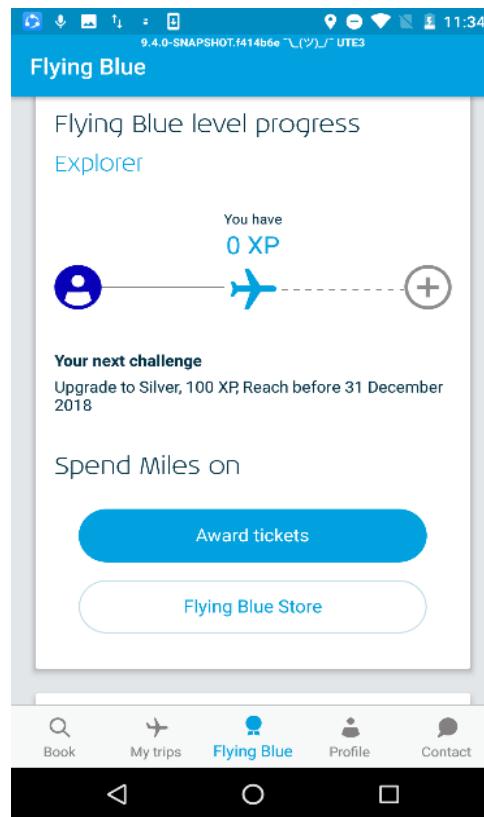
# Flying Blue (Recover Account)

- It is possible to Recover your account. On the login screen is a link 'Forgot password or PIN code'.
- By filling out your email address and secret question you will get a new temporary password/PIN via email. User need to set the new password/PIN via the app. Only with the new password/PIN they can login in the app.
- User name = e-mail address or Flying Blue number.
- Temporary password = 4 digits
- New password = 6 digits



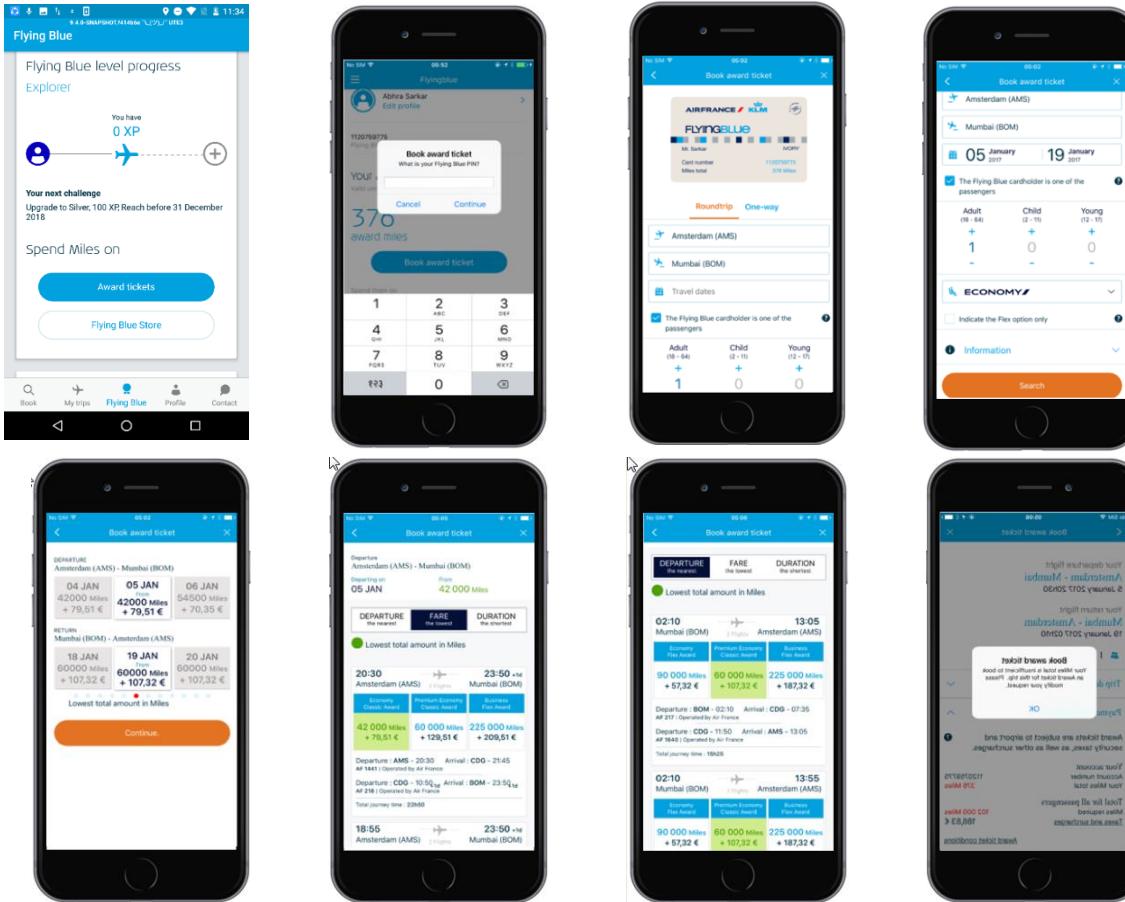
# Flying Blue (Shop integration)

- **Flying blue shop integration** – users are now linked to the FB shop from the app where they can spend miles. This shop sells the items sold during intercontinental flights.
- The button is visible in the Profile.

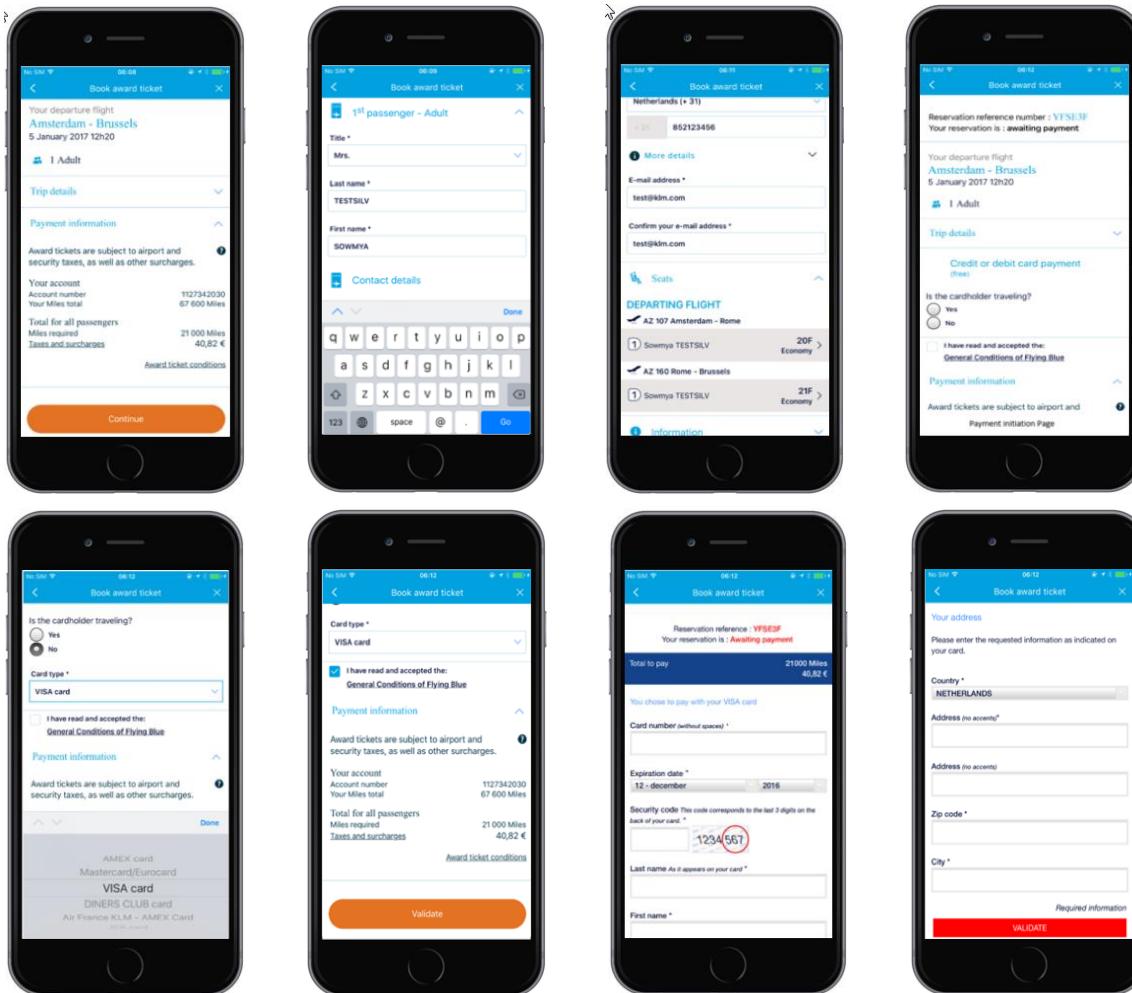


# Flying Blue: Book ticket with Award Miles

- This feature is a complete AF web view which will be launched from KLM App. The booking will get redirected to the KLM App's My Trip section with the updated Trip card.



# Flying Blue: Book ticket with Award Miles(2)



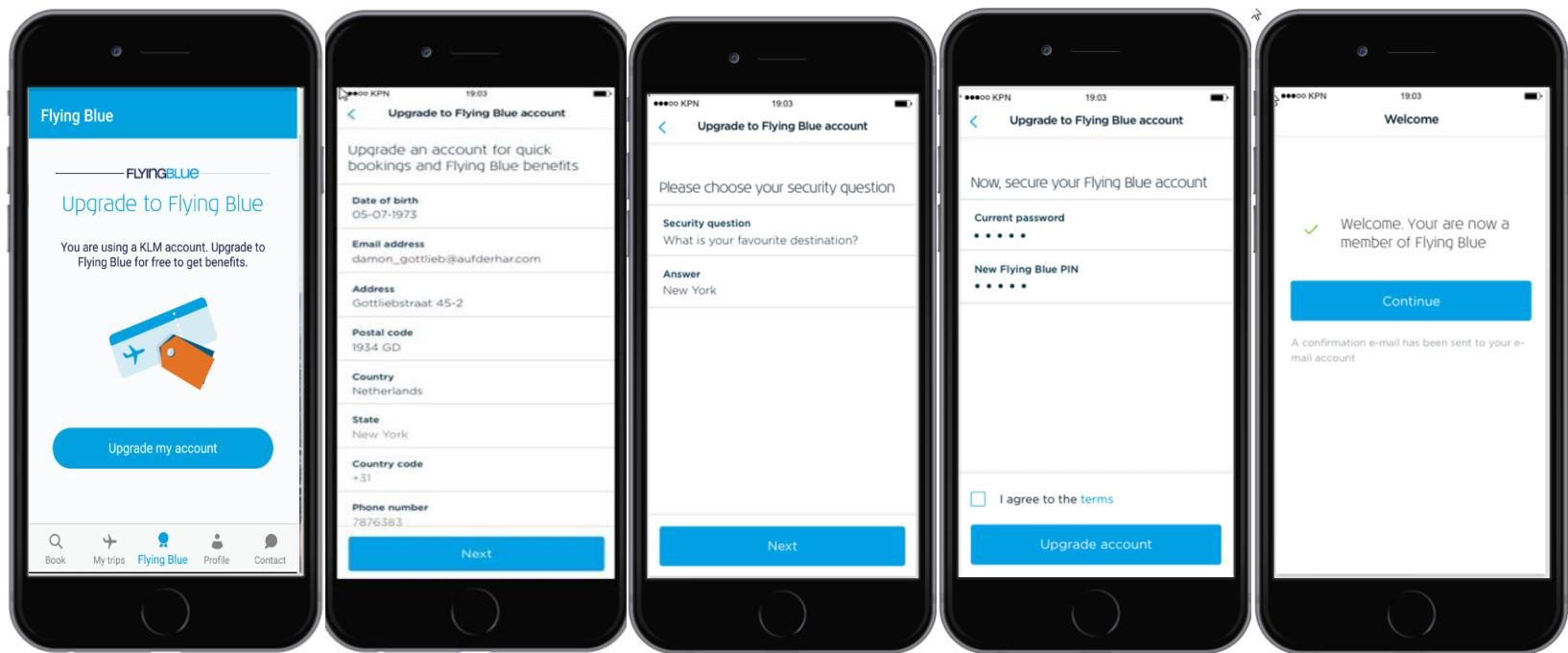
# Add Virtual Flying Blue card to Wallet (iOS only)

- As a user I would like to add my Flying Blue card to My Apple Wallet.
- This feature is available **only for the Ivory users** so only Ivory customers can add their Flying Blue cards to the Apple Wallet from the profile



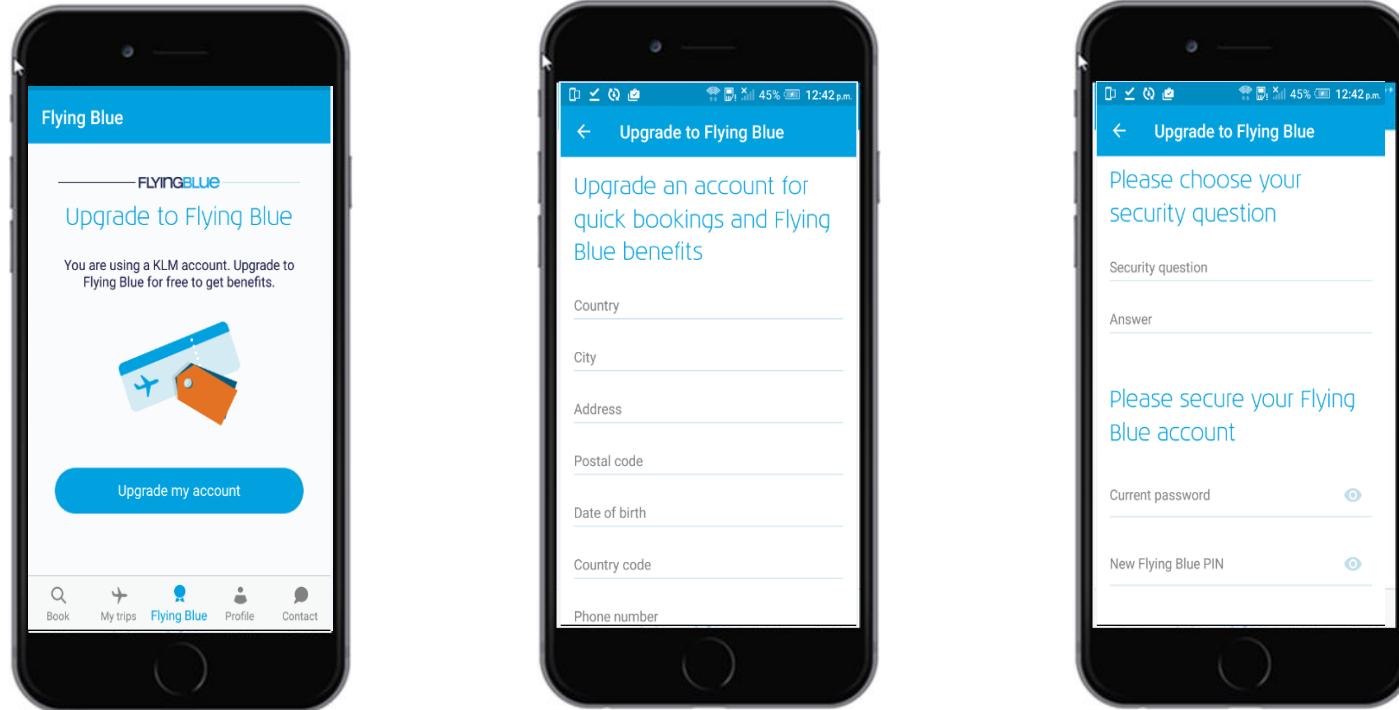
# MyAccount (upgrade account)

- It is possible to upgrade your MyAccount to Flying Blue account.
- When you are logged in as MyAccount you can find the upgrade button via the Flying Blue button in the Bottom navigation.



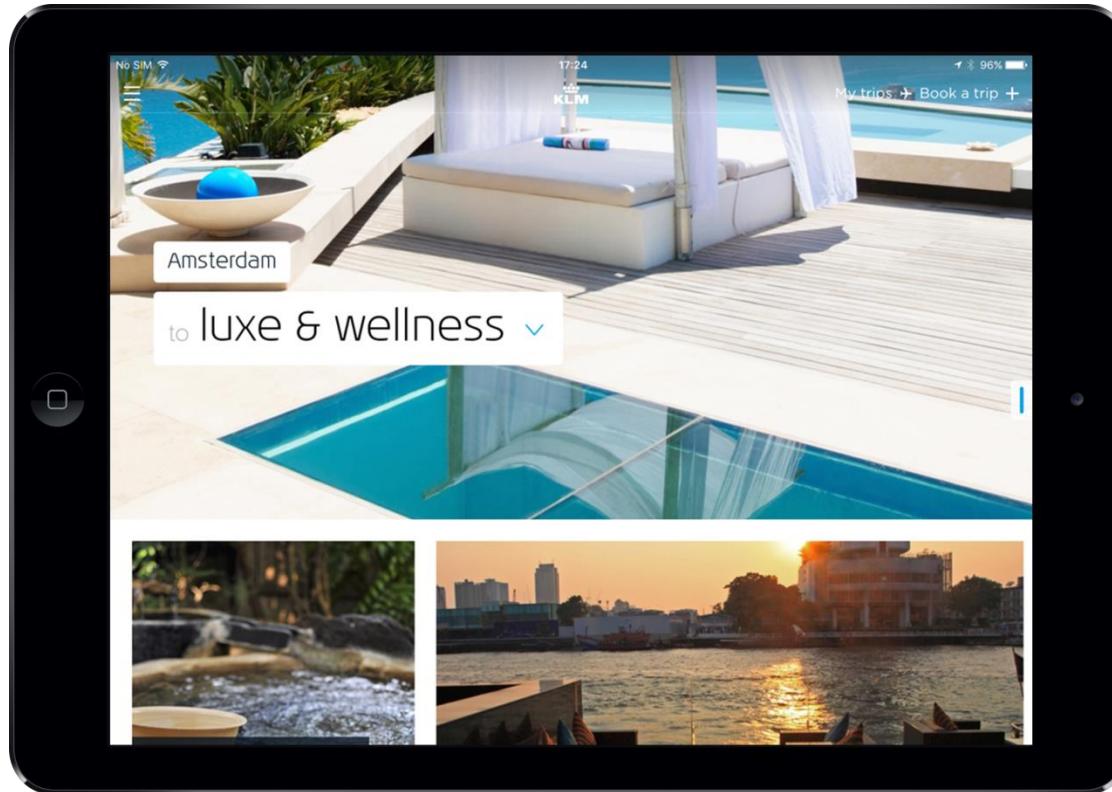
# Flying Blue Upgrade for Android Users.

- Like iOS, An Android user will also be able to Upgrade his old My Account to Flying Blue program in his KLM Android App to enjoy Flying Blue benefits.
- Post Login using My Account credentials, if the user taps on Flying Blue button in Bottom Navigation, he will be able to observe the below mentioned page.



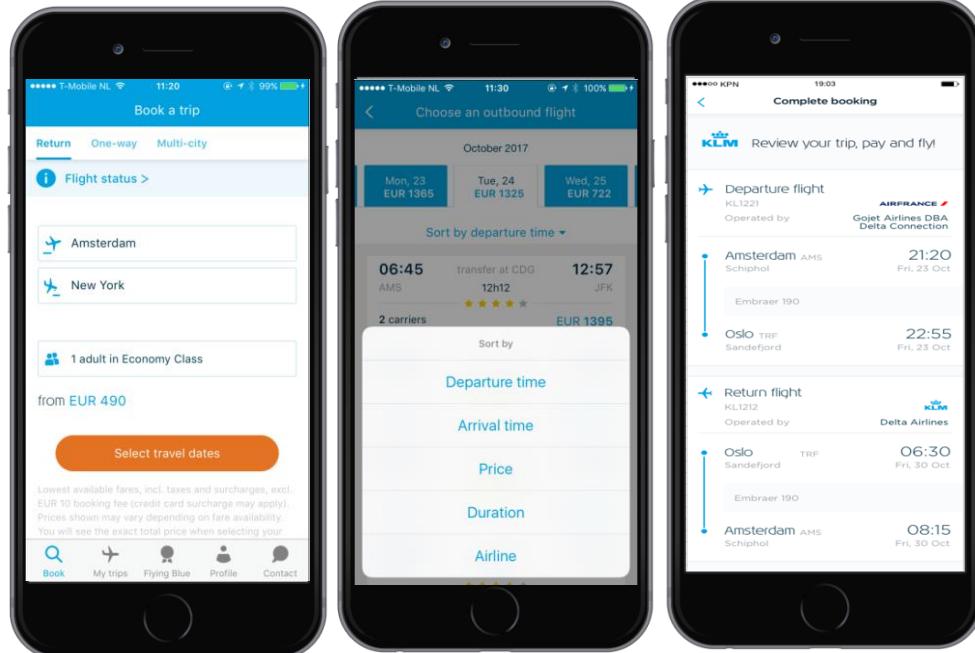
# Inspiration (only on tablet)

- When you open the KLM Universal app on your tablet, you will see the Inspiration section.
- Click on the theme and you will get the possibility to select a city or a theme.
- Select one of them and you will get a couple of articles which gets you inspired.



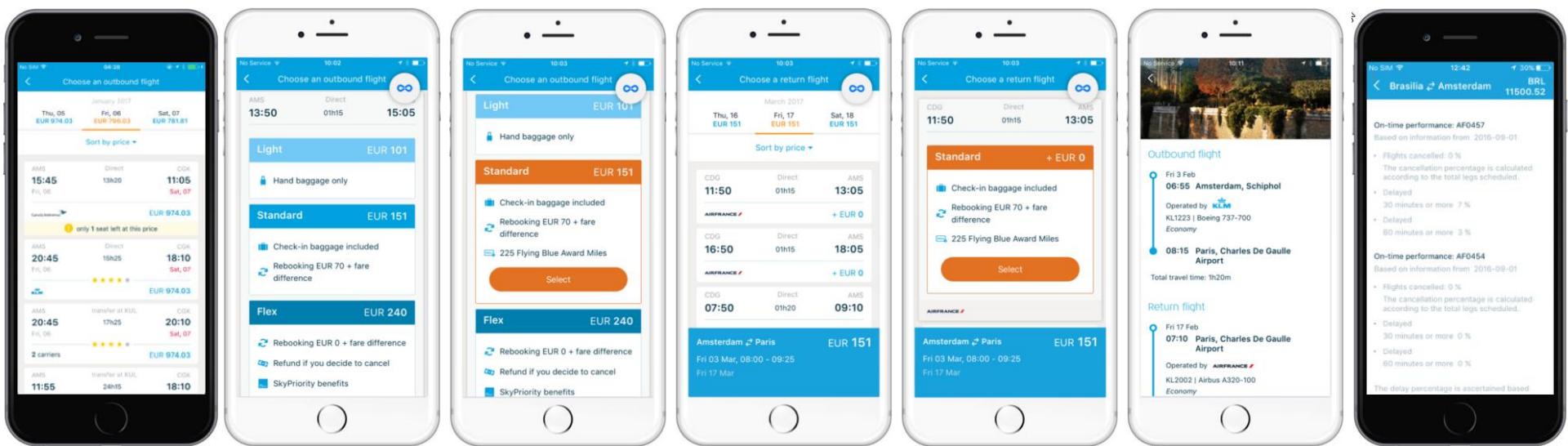
# Book a Trip

- Book a flight
- Open departure box
- Return or one way
- Click on 1 adult if needed to add more adults or children / baby's
- Change from Economy Class to Business Class
- Select travel date(s)
- Offered flights can be sorted as follows:
  - Flights by departure time
  - Flights by arrival time
  - Flights by price
  - Flights by duration
  - Flights by carrier
- Show that flight is operated by multiple carriers when applicable.
- Show marketing and operating carrier on complete booking screen.



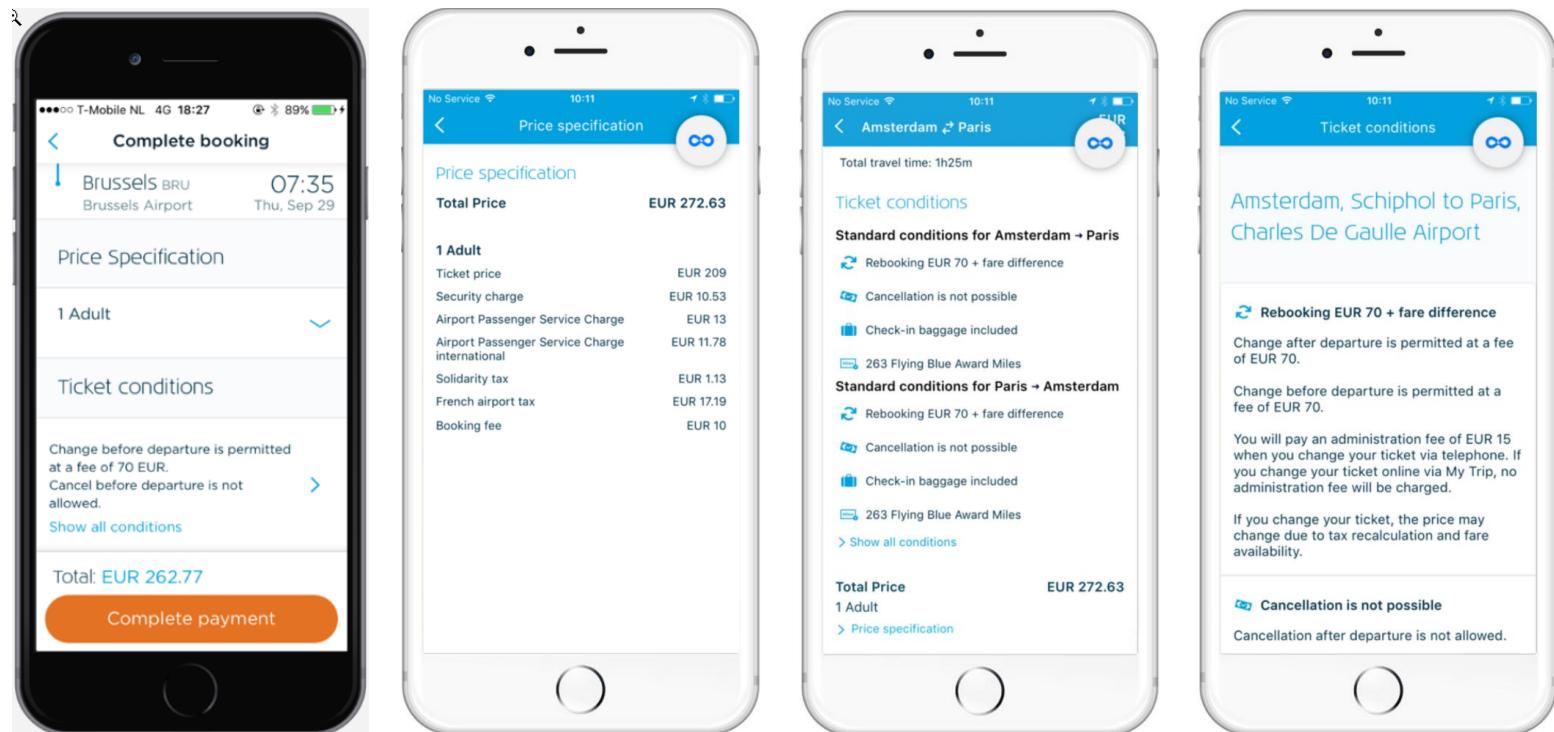
# Book a trip (2)

- Star Ratings are visible for AF & KL Flights.
- Show how many seats are left for the flights matching the selected search criteria.
- Show that a flight arrives a different day than the departure day.
- Show logo for AF/KL and SkyTeam members
- Show that a flight has a technical stop (when applicable). F.e. Amsterdam to Jakarta has a technical stop in Kuala Lumpur.
- Show flight statistics (Brazil) in the passenger details screen.



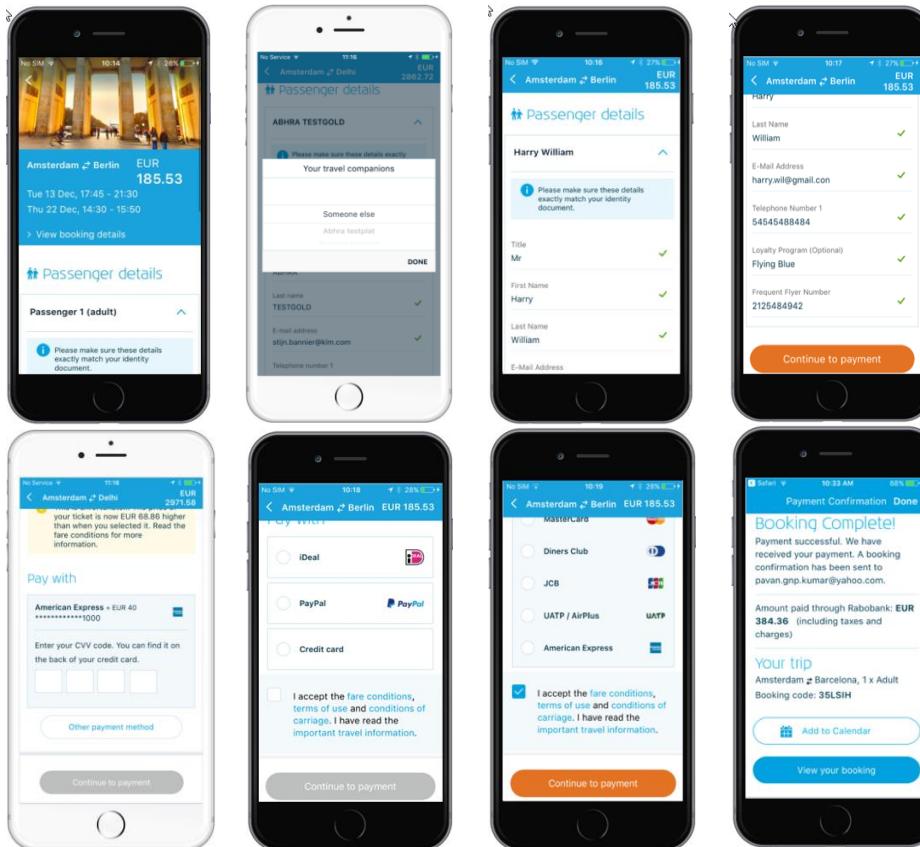
# Book a Trip (3)

- The Ticket conditions will be visible in the app iso the webview. From September 20<sup>th</sup> Checkout will replace Pos by Pos the service in which they offer the ticket conditions. So now we offer them in the app if it is not offered in the webview anymore.



# Book a Trip (4)

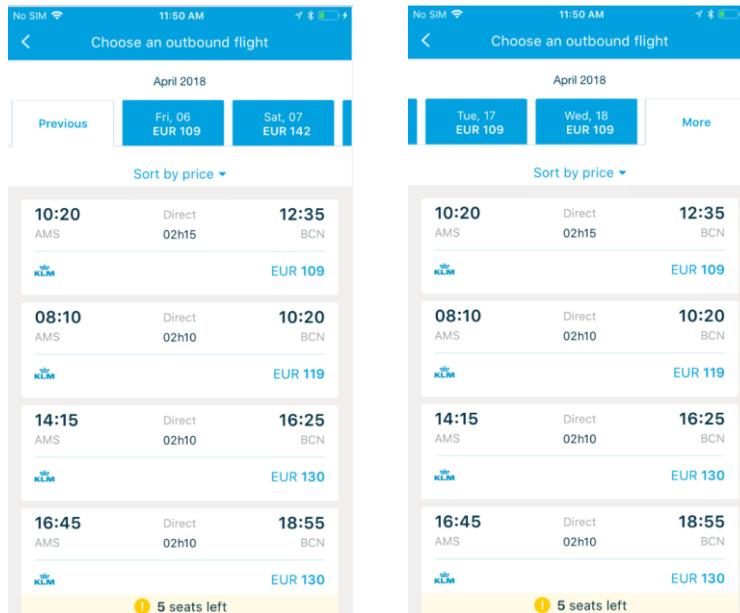
- We offer native checkout. No web views anymore, everything in-app.
- When you have travel companions added in your profile they will be visible in a dropdown in the passenger details page.



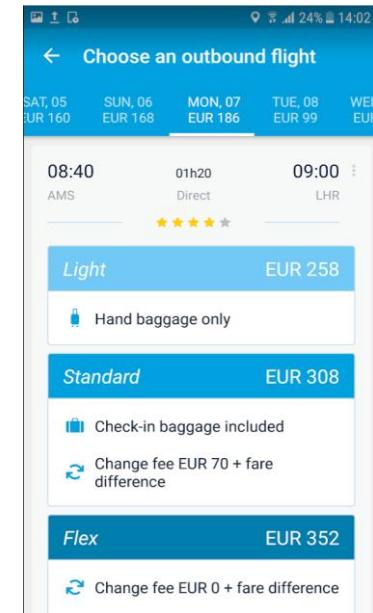
# Flight Selection Screen – Swipeable lowest fares

- Now it is possible to swipe to 6 days earlier or 6 days later than selected date. Total 13 days of lowest fares are displayed at the top section of select flights screen.
- User can swipe between the dates and view the lowest fares.
- If the user wants to view the lowest fares beyond these dates, there are “More” and “Previous” buttons are in the lowest fare section.
- When the user taps on “More” button, lowest fares for next 6 days will be loaded and similarly lowest fares of previous 6 days are loaded when the user taps on “Previous” button.

iOS Screens

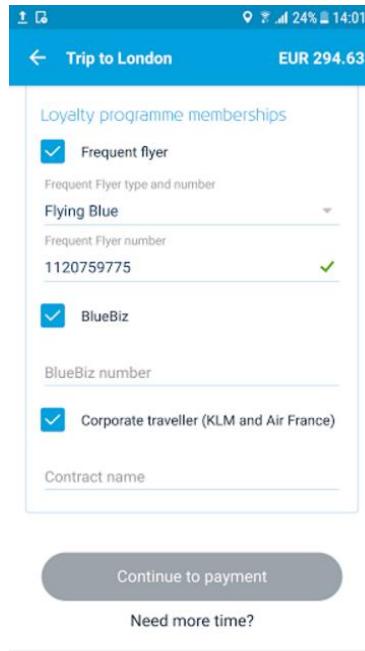


Android Screen



# Loyalty Membership Programme

- A Corporate or a Bluebiz customer will be able to add his/her numbers during the booking flow through the App which will register their corporate Identity in the PNR created & will assist other teams to know upfront about how many bluebiz or corporate customers are booking tickets through Mobile channel. This is not a mandatory field to select , so if the user does not want to specify his corporate account details, he can still go ahead & book a ticket via app.



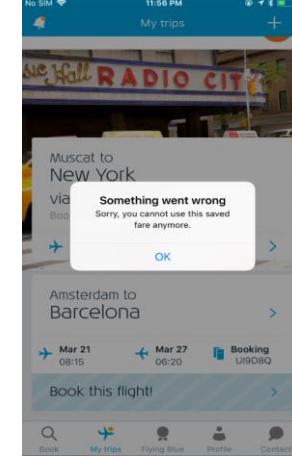
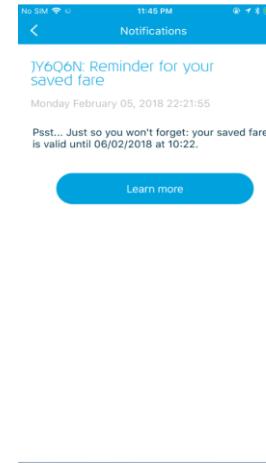
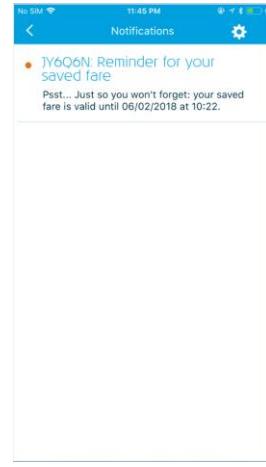
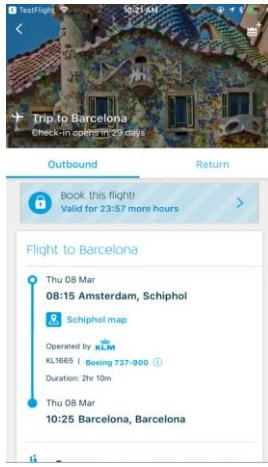
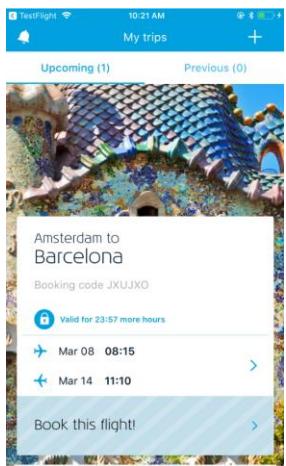
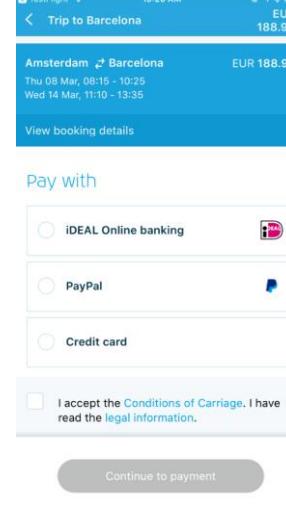
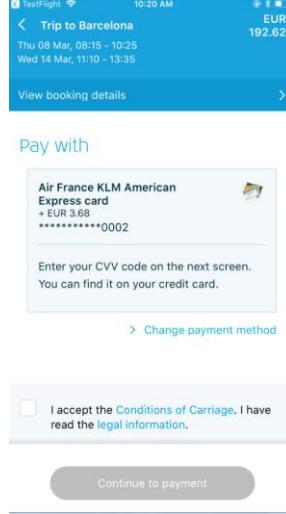
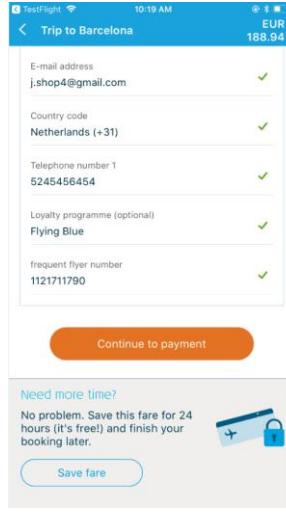
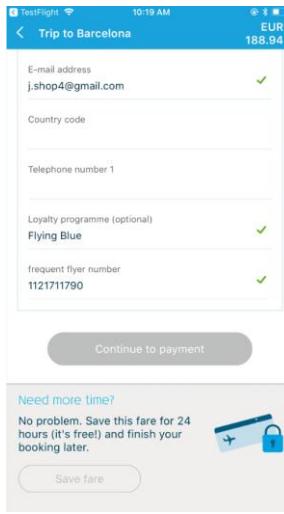
# Ancillaries in Book A trip [iOS Only]

- Users can buy seat and baggage in book a trip flow. Based on the tier level users may get discount on seat and baggage prices.
- After the flight selection (outbound & inbound), the app navigates to another screen as per below to choose the Seats and Baggages with Skip option.
- User can select the Seats or baggages through this screen or even skip and land on the personal details.
- If seats or baggages are selected, then the amount will be added with the total amount.



# PNR On Hold

- With PNR on hold, customers are given opportunity to reserve a booking for 24 hours without costs.
- PNR on hold option is present in the Passenger details screen, for the bookings whose departure date is more than 10 days from the current date.
- PNR on hold option("Save Fare" button) will be enabled in the passenger details screen, when the user fills all the details.
- When the user saves fare, PNR on hold confirmation screen will be displayed with "Continue to Payment" option and "Done" button.
- User can either continue to payment from PNR on hold confirmation screen directly or can save the fare and can do the payment for the booking from "My Trips" or "Trip details" screen.
- In app notifications will be sent to the user in the 12th hour after your booking and also 2 hours prior to PNR on hold expiry time(if the user hasn't done the payment).Notifications will be sent with PNR of the booking mentioned in the title of the notifications.
- PNR on hold booking will become useless when the user navigates till the 3rd party or DCP payment options screen and navigates back without paying.
- An alert message will be displayed saying the booking will be useless, when the user taps on PNR on hold NBA card for these PNRs.



# Sorting of Flights

- A new sorting option is added in the “Select Flights” screen, to give the users most relevant sorting of flights as a default option.
- Customer can choose any of the payment options from the available sorting options.

## iOS

- New sorting option “Direct” is added in the “Select Flights” screen, which makes the sorting based on number of stops, Departure time and Price.
- Following options are displayed in the select flights screen.
  - 1st: Direct (number stops, departure time, price) (default)
  - 2nd: Airline (KL, AF, AF/KL, 3rd parties)
  - 3rd: Duration
  - 4th: Departure time
  - 5th: Arrival time
  - 6th: Price

## Android

- The Best option gives priority to KL flights first. Then , Direct AF, KL+ AF, AF+AF & third party gets priority in decreasing order. For 2 KL flights, the second level of sorting happens on Direct/ Duration/Departure time.

# Sorting of Flights (iOS)

The image displays two side-by-side screenshots of the KLM Core app's flight search interface on iOS. Both screens show a list of flights from Amsterdam (AMS) to Barcelona (BCN) on March 20, 2018, sorted by direct flights.

**Left Screen (Current View):**

- Header: "Choose an outbound flight" at 11:46 PM, No SIM signal.
- Date: March 2018.
- Flight Options:

  - Tue, 20 EUR 137
  - Wed, 21 EUR 116
  - Thu, 22 EUR 146

- Sort by: "Sort by direct flights ▾".
- Flight Data:
  - 08:15 Direct 02h10 10:25 AMS BCN ★★★★☆ EUR 116 (KLM)
  - 10:15 Direct 02h10 12:25 AMS BCN ★★★★☆ EUR 116 (KLM)
  - 14:25 Direct 02h10 16:35 AMS BCN ★★★★☆ EUR 116 (KLM)
  - 17:00 Direct 02h10 19:10 AMS BCN ★★★★☆ EUR 136 (KLM)

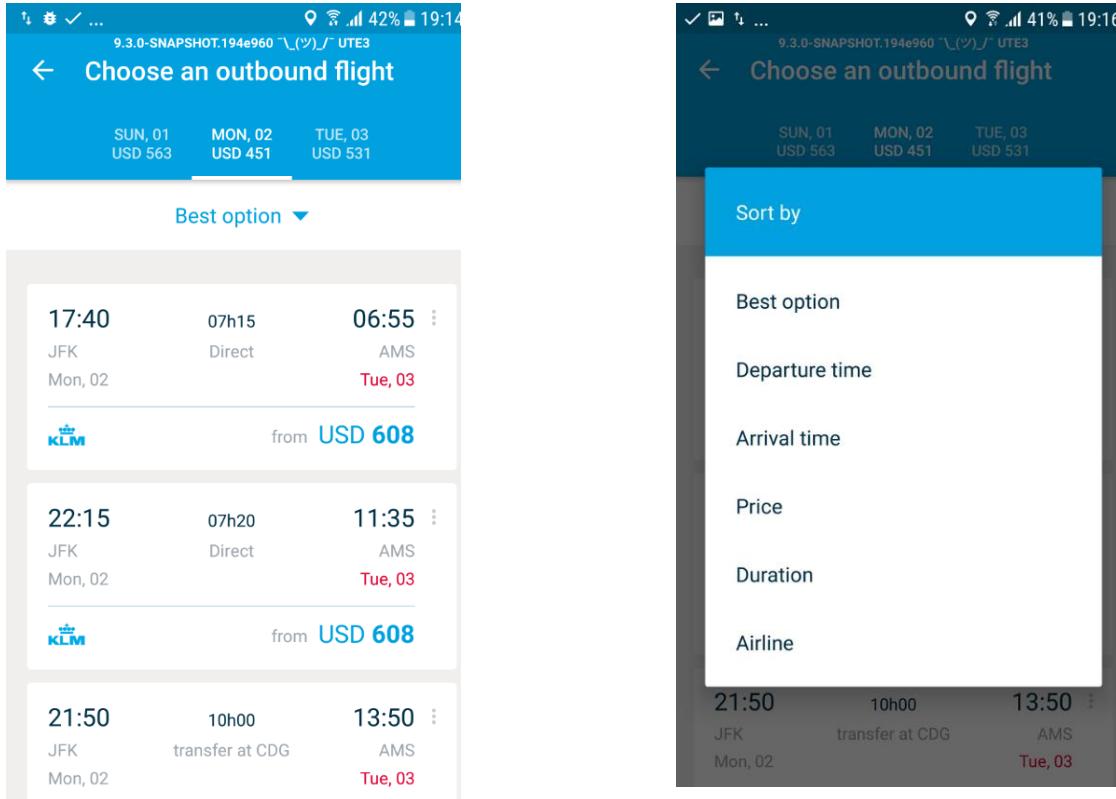
**Right Screen (Sort Options):**

- Header: "Choose an outbound flight" at 11:46 PM, No SIM signal.
- Date: March 2018.
- Flight Options:

  - Tue, 20 EUR 137
  - Wed, 21 EUR 116
  - Thu, 22 EUR 146

- Sort by: "Sort by" dropdown menu.
- Options in dropdown:
  - Direct
  - Airline
  - Duration
  - Departure time
  - Arrival time
  - Price

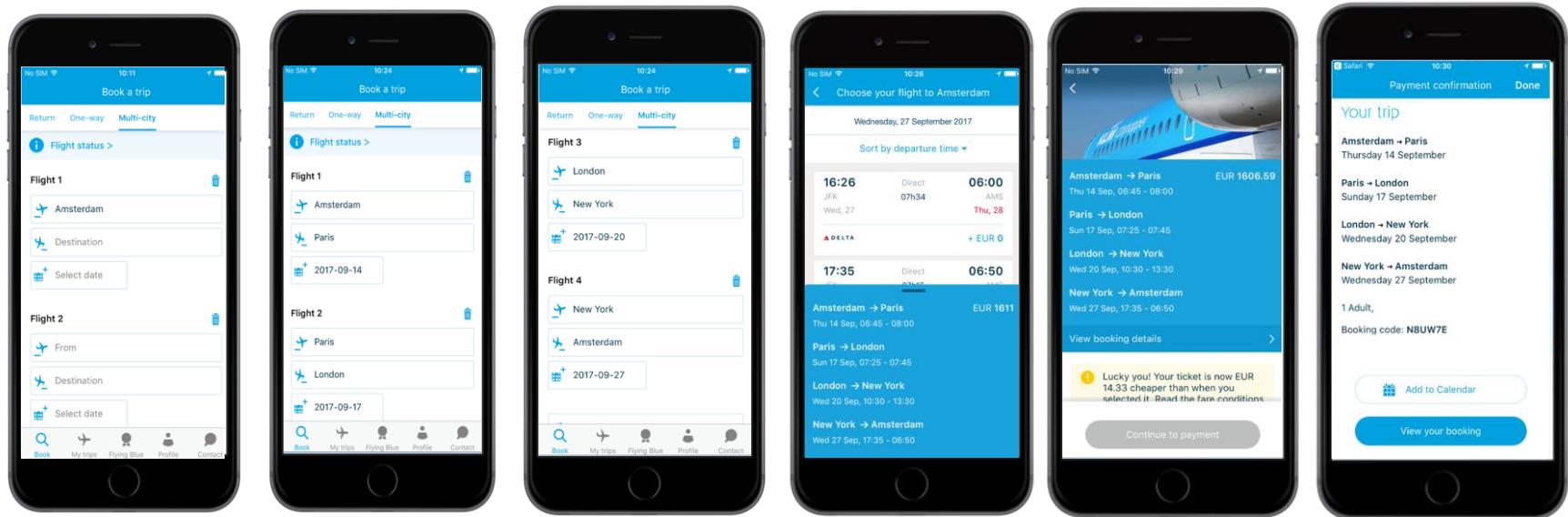
# Sorting of Flights (Android)



# Multi City option in the Book A Trip Search Page.

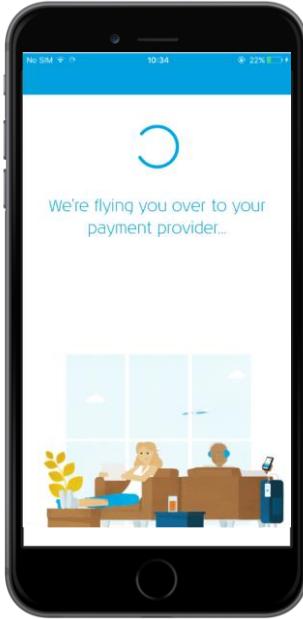
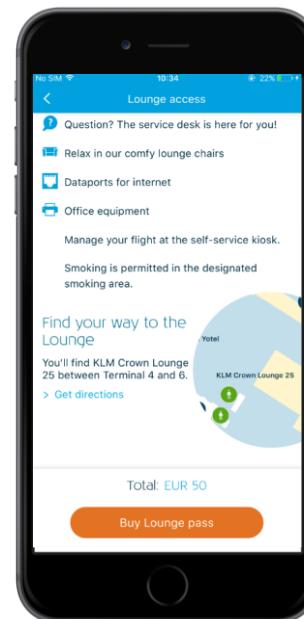
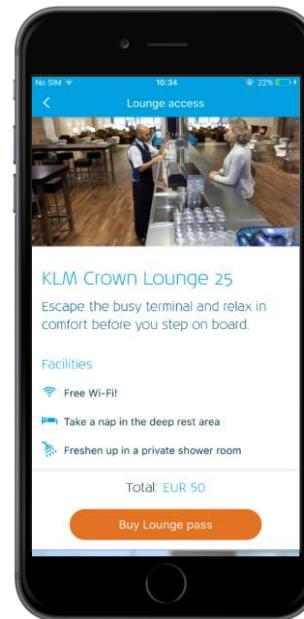
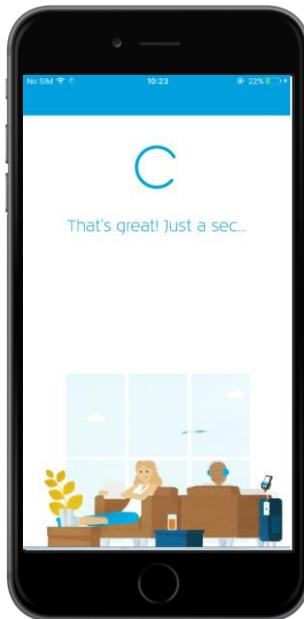
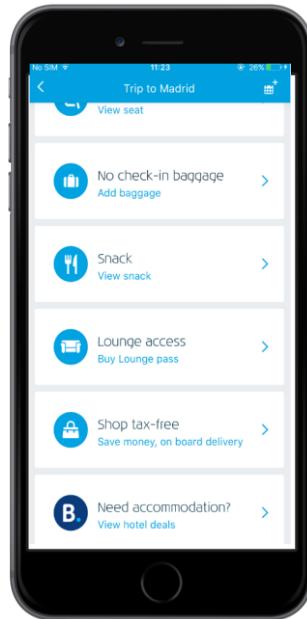
Few considerations to be mentioned to the customer:

- There will be **no** 3 day minimum fare concept.
- There will be **no** Upsell/Branded fare possible to be selected in this flow.
- The overall minimum fare which used to be visible in the search home page will **not be** available anymore for this flow.
- If there are more than 2 connections are booked, in the Ticket details page, Ticket conditions of Connection 1 & 2 will be visible.
- For all connections' conditions, customer need to tap on show all conditions.

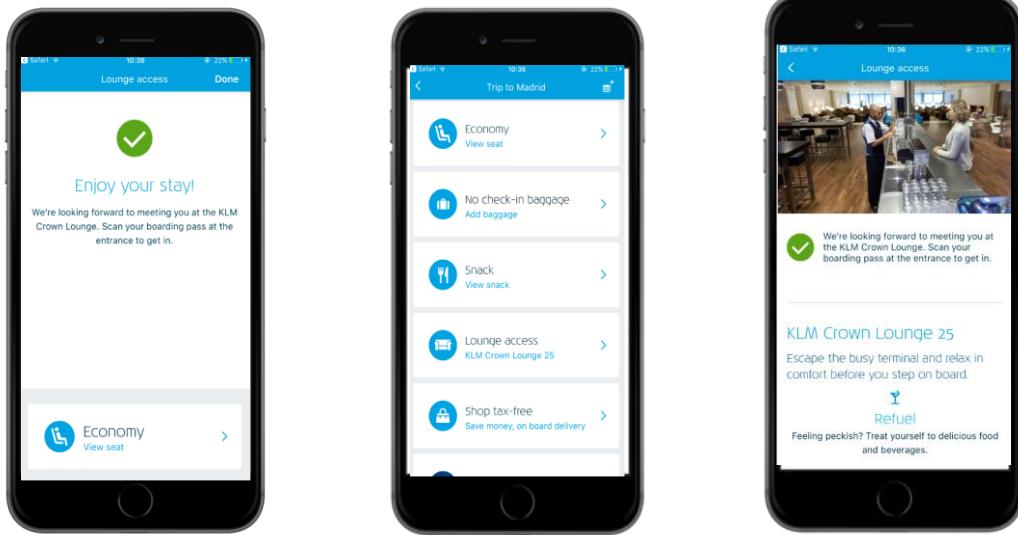


# Lounge as ancillary for Single customers

- Customers can purchase lounge access from the application.
- Lounge is offered for the flights departing or having transfer at Amsterdam.
- Lounge is offered only for flights departing or having transfer at Amsterdam and if destination is one of the Schengen countries.
- Lounge is offered for Single customers.



# Lounge as ancillary for Single customers (2)



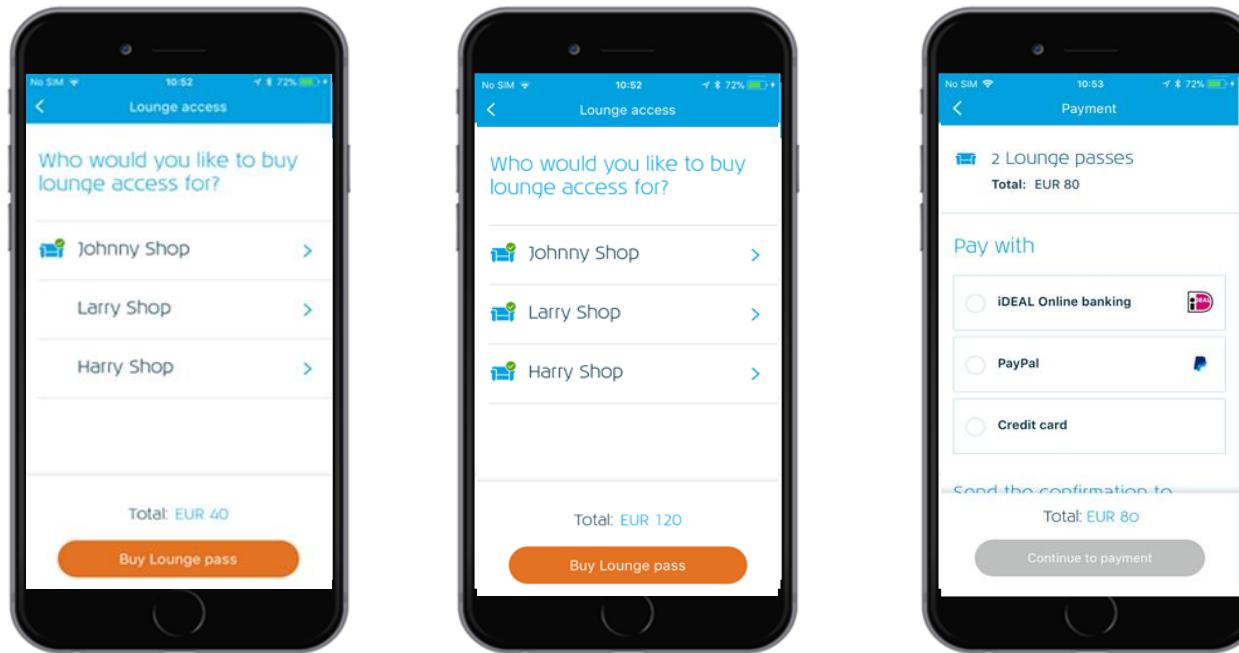
# Lounge as ancillary for Multi customers (3)

- **Single passengers Lounge** is also offered for **Multi passengers bookings**. It is offered for bookings with Transit or Departure at Amsterdam and destination should be one of the Schengen locations.

- **Lounge** is now offered for **Multi passengers bookings** in both Check In context and Reservation context.

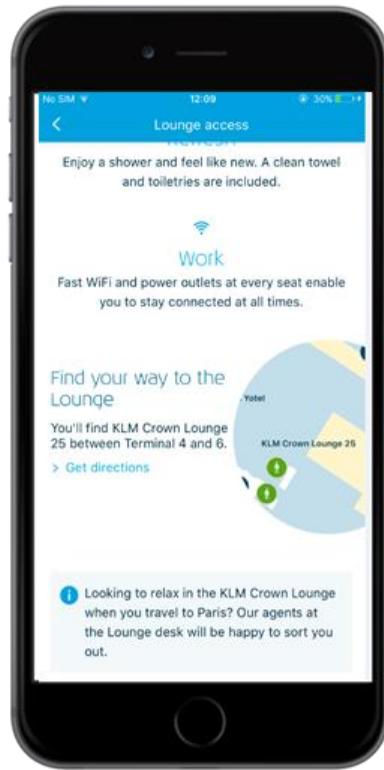
- Lounge is purchasable for **Guest user, Ivory, Silver tier level & For Business Class**, KLM Crown lounge card with all amenities are shown.

- Lounge card will **not be** displayed, if Gold or higher tier level passengers are part of the booking.



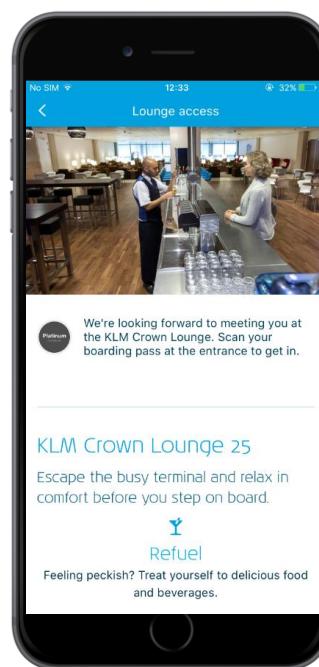
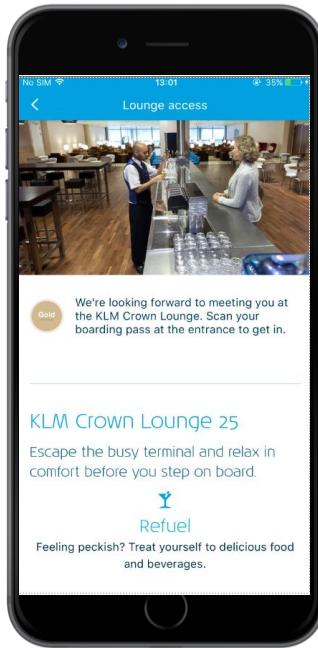
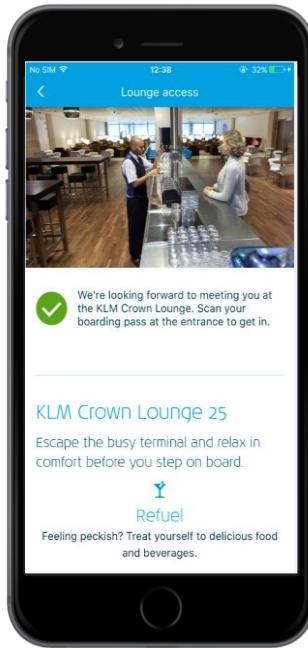
# Lounge overview screen when there is no lounge offer (4)

- When there are no Lounge offers, error message will be displayed in the Lounge overview screen.



# Lounge access for Business class, Gold and Platinum users (5)

- Customers of Business class, Gold and Platinum tier levels will have Lounge access by default. We will show Lounge confirmation screen for these customers.
- A; Business class
- B; Gold
- C; Platinum



# Lounge Invite [iOS Only]

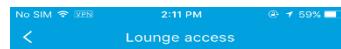
- If a gold or higher tier level member has logged in to the app and has a multipax pnr, then user(host) can send a lounge invite to other passengers (non-FB member, explorer, silver flying blue member) in the same PNR.
- The host, if logged in to his/her Flying blue account, can also cancel the invitation.
- As a Guest (Invitee), if logged in, user can cancel the invitation he/she has received.
- The host, if not logged in, can only view the list of passengers in that PNR.
- The invitee, if not logged in, can only view the received invite.
- The Guest, who got the invitation, can use the lounge only with the host's presence.

# Lounge Invite Host flow (Invite and Cancel)



Who would you like to get lounge access for?

- Club Flyingblue >
- club 2000
- One Guest >
- Two Guest >



We're looking forward to meeting you at the KLM Crown Lounge. Scan your boarding pass at the entrance to get in.

club 2000

Surprise your partner, friend or colleague with lounge access

You're welcome to invite a guest to the KLM Crown Lounge. Once you've scanned your boarding pass at the entrance, your guest can use their own to get access. Just make yourself comfortable pending your guest's arrival.

[Invite a guest](#) >

KLM Crown Lounge 25



Choose a travel companion

As a Flying Blue CLUB 2000 member, you're allowed to bring 2 guests to the KLM Crown

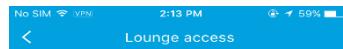
One Guest

Two Guest

[Send an invitation](#)

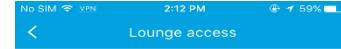


The invitation has been sent successfully!



Who would you like to get lounge access for?

- Club Flyingblue >
- club 2000
- One Guest >
- Two Guest >



Surprise your partner, friend or colleague with lounge access

You're welcome to invite a guest to the KLM Crown Lounge. Once you've scanned your boarding pass at the entrance, your guest can use their own to get access. Just make yourself comfortable pending your guest's arrival.

Two Guest

[Send an invitation](#)

You have invited

One Guest

KLM Crown Lounge 25

Escape the busy terminal and relax in comfort before you step on board.



youself comfortable pending your guest's arrival.

Two Guest

[Send an invitation](#)

You have invited

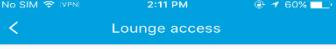
**Are you sure?**  
Once you cancel this invitation, your guest cannot access the KLM Crown Lounge.

[KLM](#) [Back](#) [Continue](#)

Escape the busy terminal and relax in comfort before you step on board.



Refuel  
Feeling peckish? Treat yourself to delicious food and beverages.

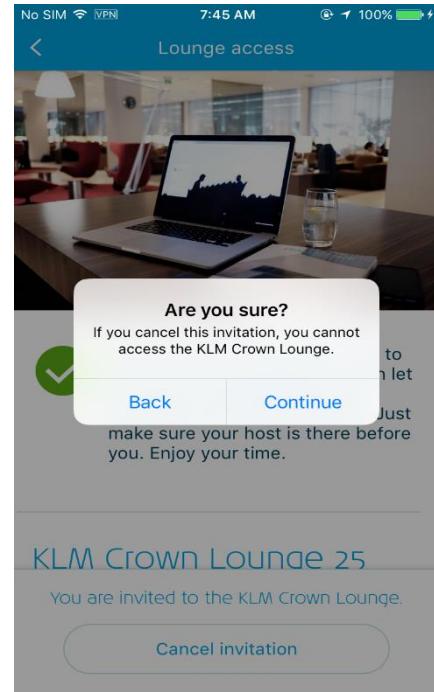
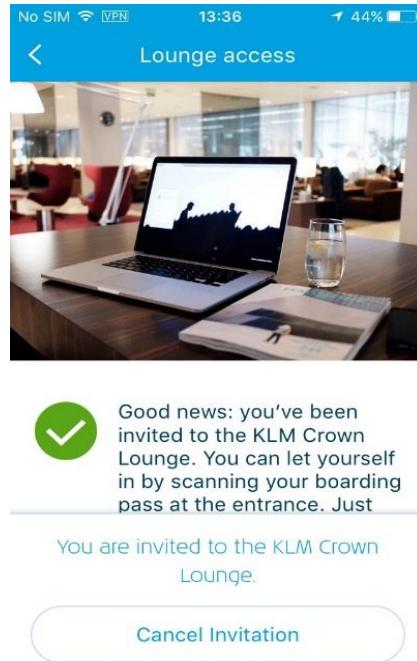
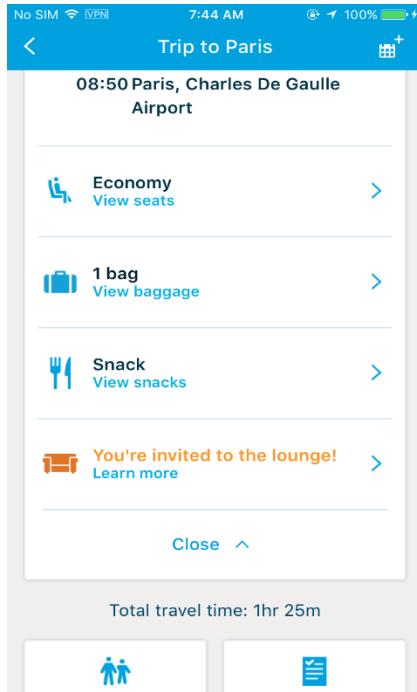


Who would you like to get lounge access for?

- Club Flyingblue >
- club 2000
- One Guest >
- Two Guest >

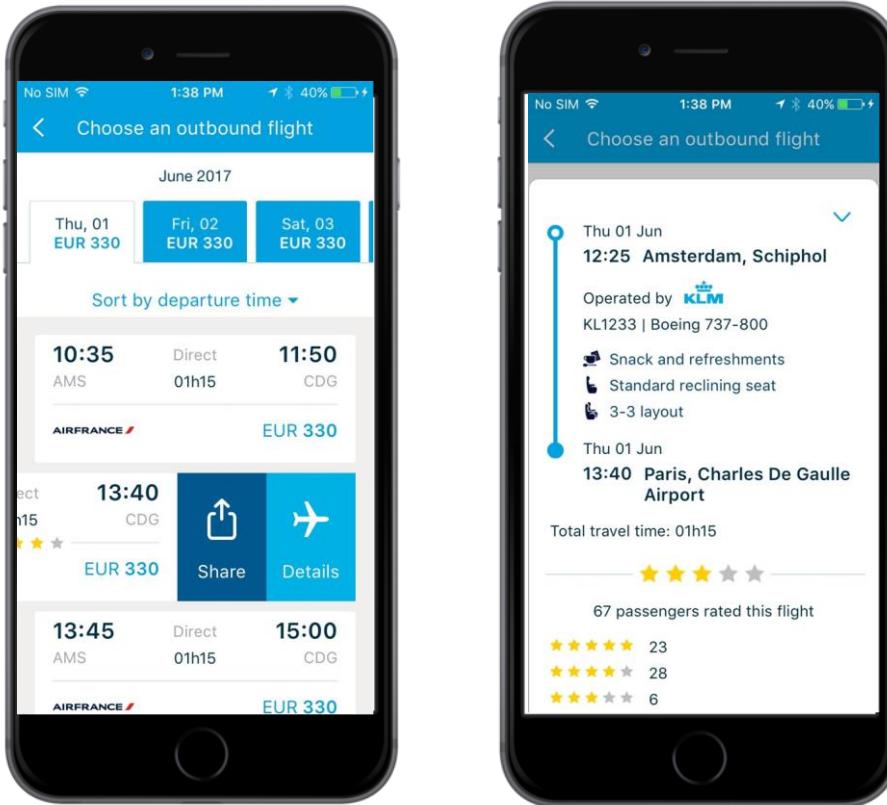


# Lounge Invite Guest flow (invite received and cancel invitation)



# Flight Amenities

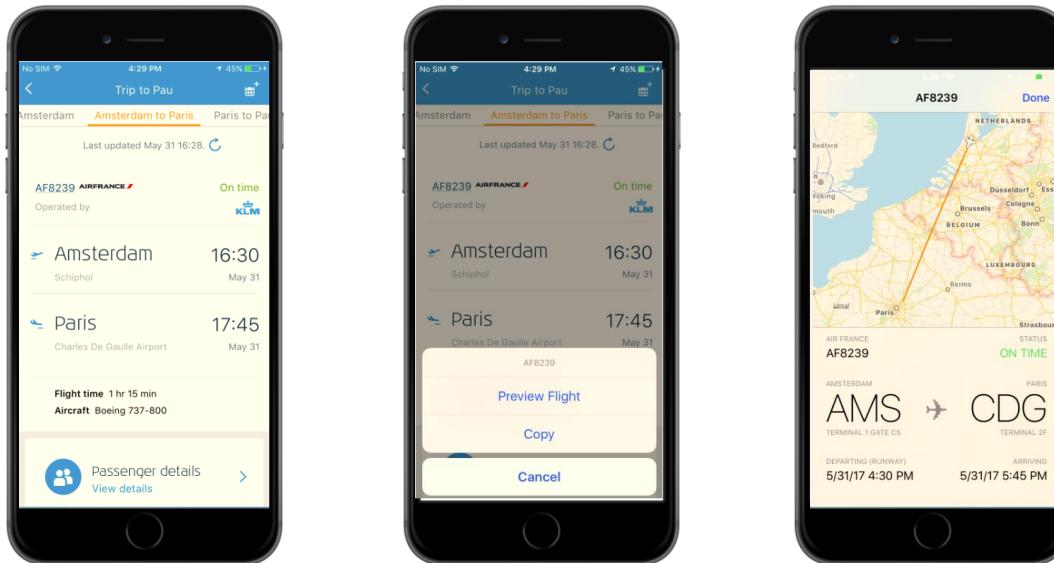
- As a user I want to see more flight information with the flight amenities, so that I can make a good choice why to select a certain flight
- There are different type amenities eg; Full flat seat-bed, USB outlets, Press, meals, power outlets. This list of amenities, is different for each class and flight.



- Full flat seat-bed
- USB outlets
- In-flight entertainment
- Meals and refreshments
- Press
- 2-2-2 layout
- Power outlets
- Bassinets

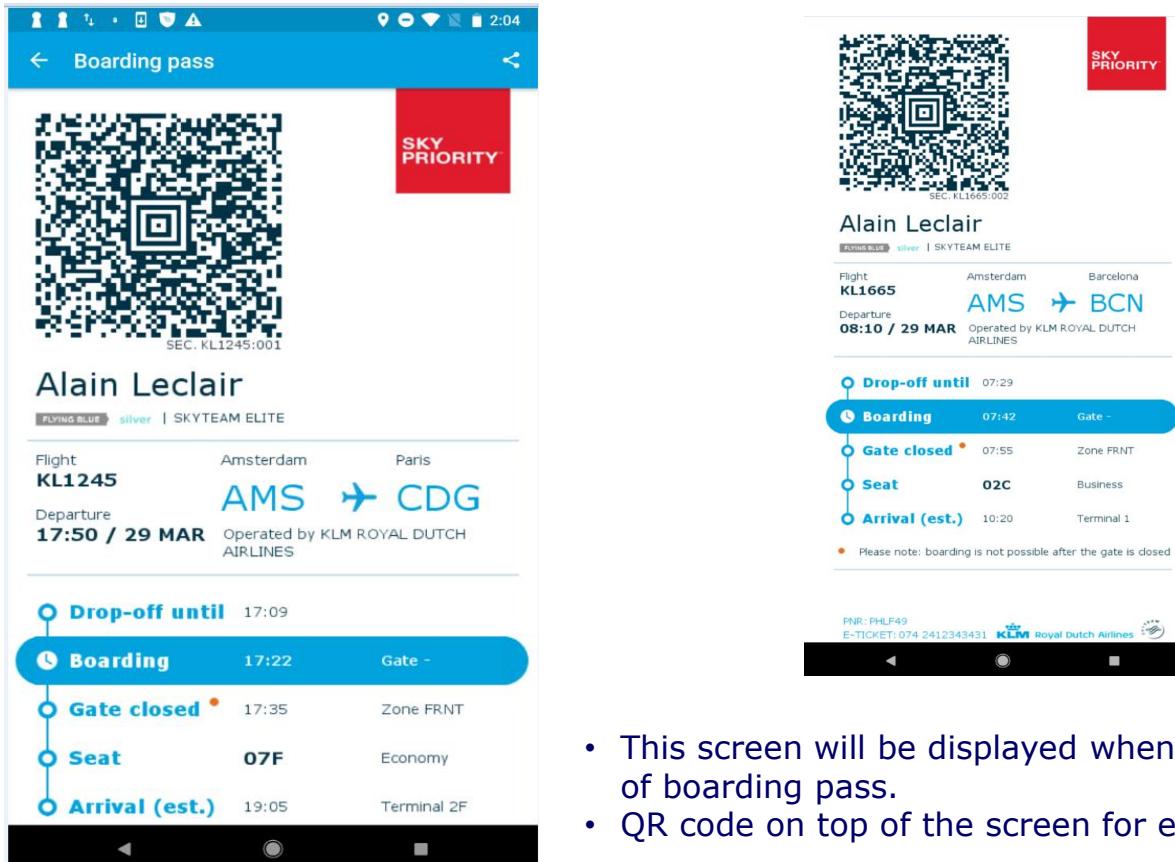
# Actionable Flight number (iOS only)

- With this feature, we have an underline displayed below the flight number and the flight number is clickable.
- On selecting the flight number, we see 2 options (Preview and Copy).
- When we select the preview option, Apple maps open which tells the flight status.



# Boarding Pass

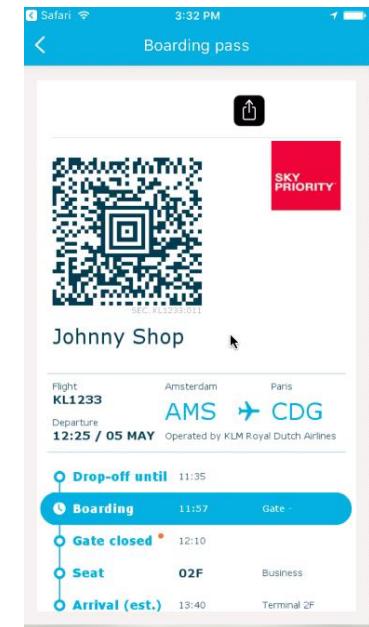
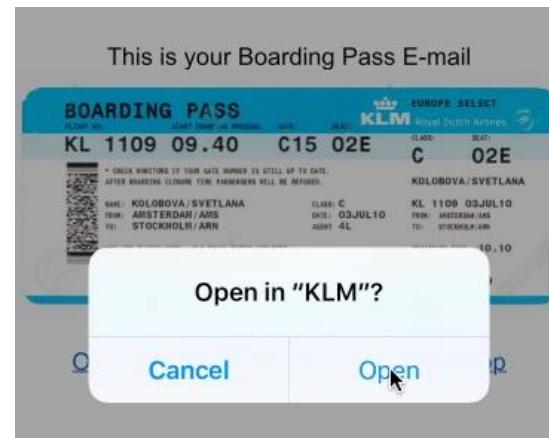
- a consistent boarding pass on all KLM touchpoints, so that I have all the information for my flight on one place.
- There is an option for add to Wallet (iOS) and a Share option for email.



- This screen will be displayed when tapping on QR code of boarding pass.
- QR code on top of the screen for easy scanning.

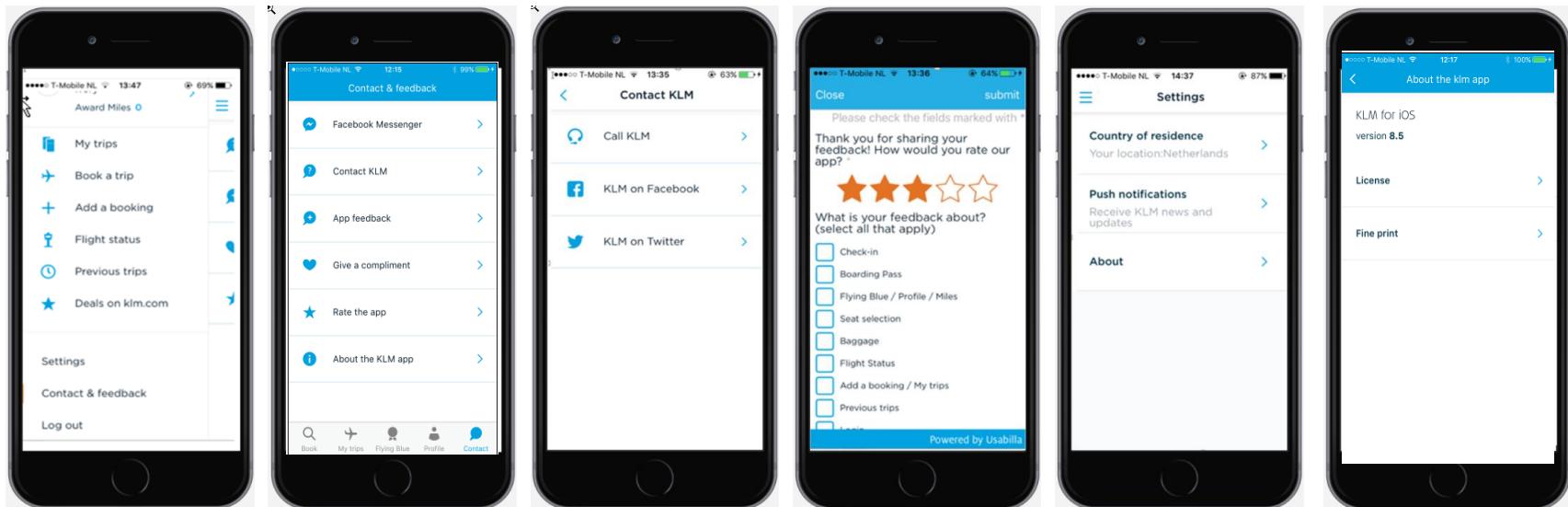
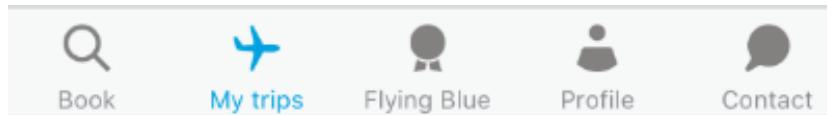
# Boarding pass Deeplink (iOS only)

- With this feature of the Boarding pass Deeplink, clickable link, from your email. Customer can directly reach the Boarding pass of a particular flight in the KLM application.
- We are also adding the booking to the KLM Application and displaying the Boarding pass in case the booking is not added in the app.



# Bottom navigation

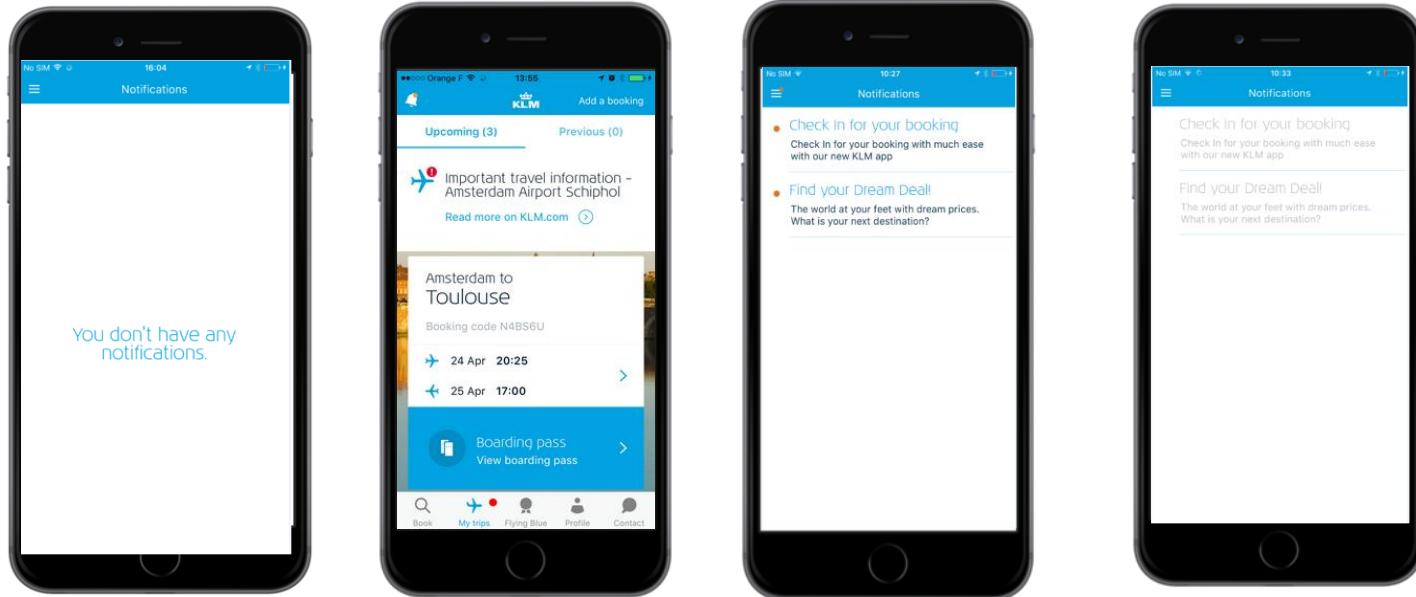
- Via the bottom navigation you can go to Book, My Trips, Flying Blue, Profile and Contact.
- Via contact you can find the Feedback button. It is possible to Rate the app, share feedback and leave your email address if you want to get in touch with us. There is also a possibility to add screenshots.
- Information about the app version can be found under "Contact".



# Bottom navigation 2

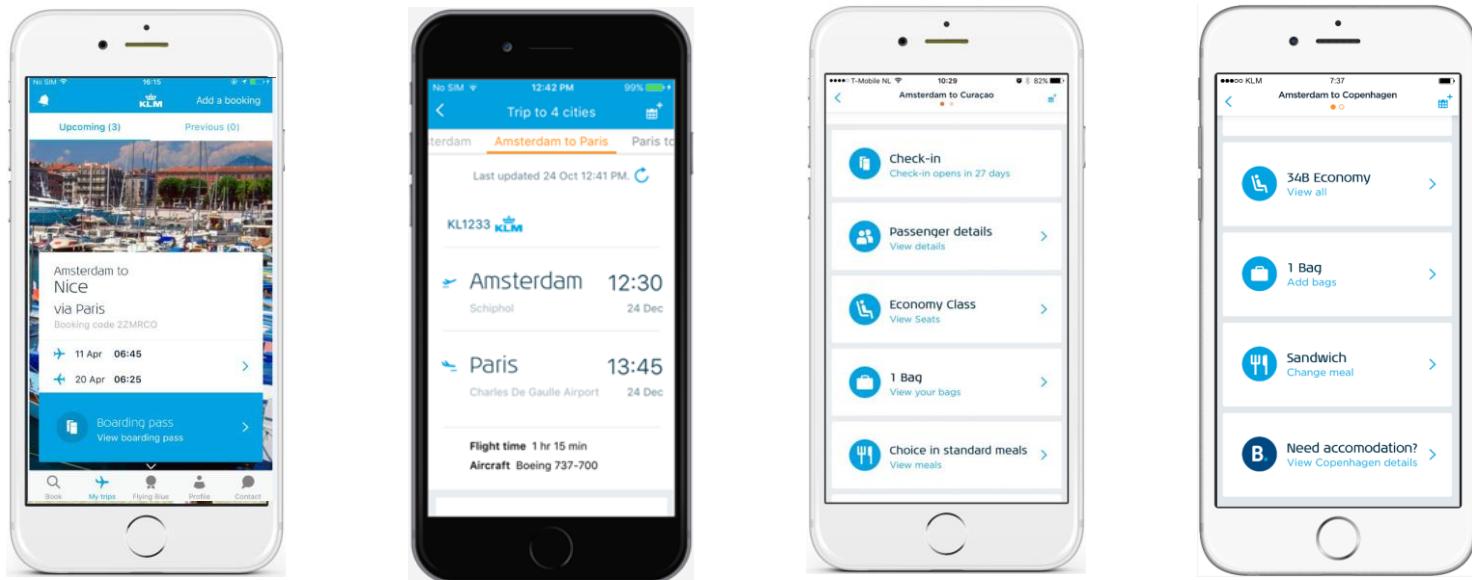
## Notifications:

- Now customer can find the received Push notification messages in the "Notifications" section in the bottom navigation. Screen 2
- Up to 10 messages are stored in the "Notifications" section. Screen 3.
- When a new message is received after 10 messages, the oldest message will be removed from the Notifications screen.



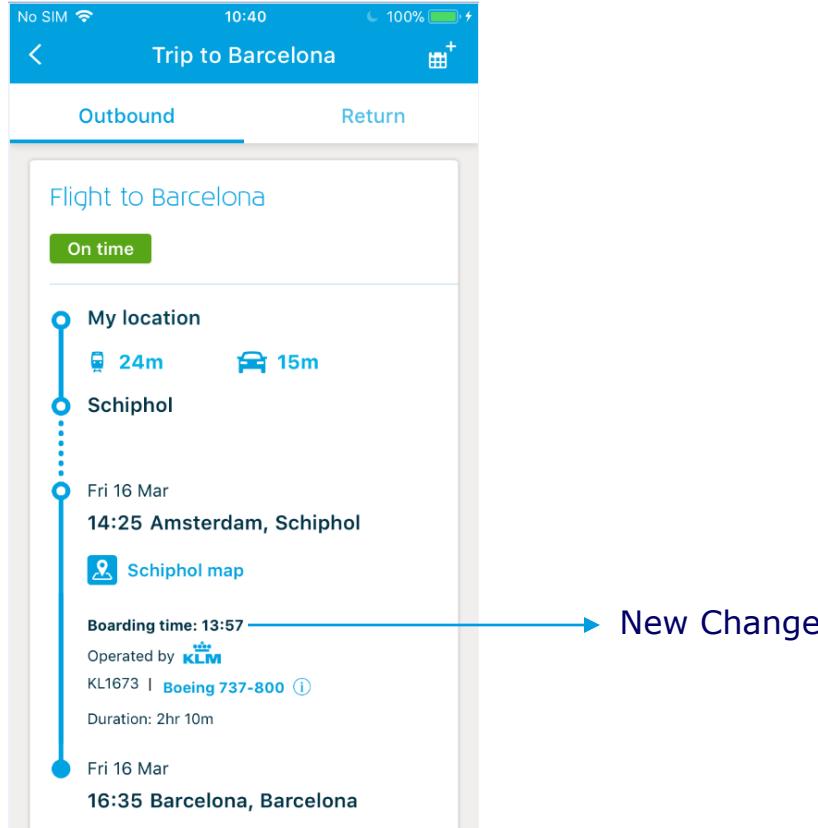
# Flight strip

- Tapping the arrow on the MyTrips (1<sup>st</sup> screen) will get you to the flight strip. We show the customer that there is a stop on a 'direct' flight (if applicable).
- We show the aircraft type. In case of bus/train/taxi we show: Please note that you will travel by bus (or train or taxi, whatever is applicable) on this part of the journey.
- You can arrange everything in context of your flight like check-in, view boarding pass, seat selection, buying baggage, get an Uber ride, book accommodation via Booking.com.
- You can get to your next flight/return flight by sliding to the left. To see all the information on your page, you can swipe up.



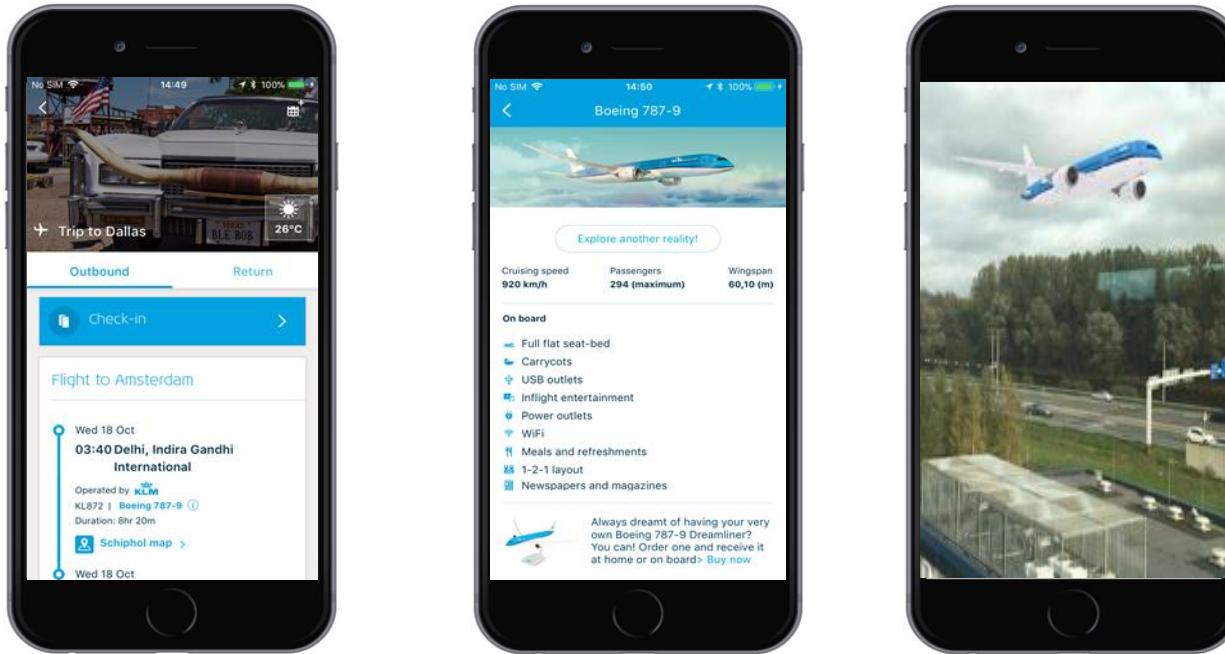
# Flight Strip Screen - Boarding Time [iOS Only]

We have done improvement to show the boarding time on the flight strip screen.



# AR Augmented Reality (iOS only) And for Dreamliner only.

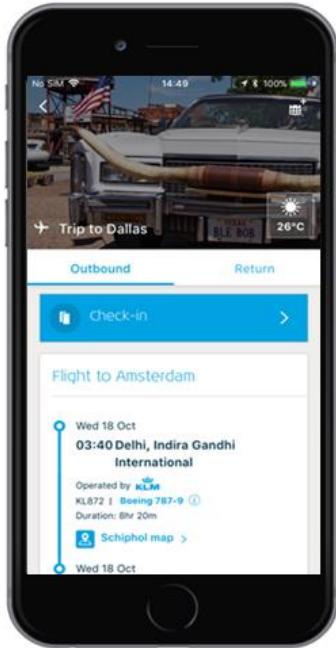
- Customer with iOS11 and AR supported devices can spot the Augmented Reality aircraft!
- Just find a Boeing-787 Dreamliner and go to the flight details or tap on the aircraft name in the flight strip screen.
- For devices with iOS 10 or less, we do only show the amenities.
- Happy searching!



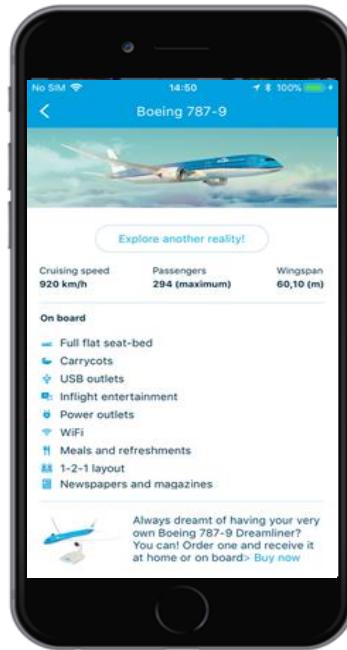
# Flight information from flight strip (ios only)

- We are providing more details about the flight in which the user is travelling.
- Customer will be able to find them by clicking on the aircraft type in the flight strip screen.
- When customer clicks on the aircraft, he can see the Amenities for that flight.

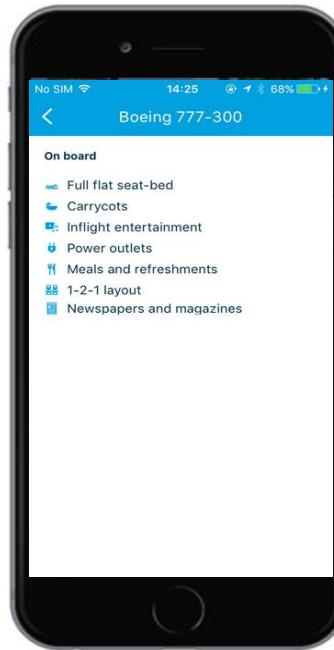
A. Tap on aircraft type  
Eg. Boeing 787



B. Details and amenities  
are shown.

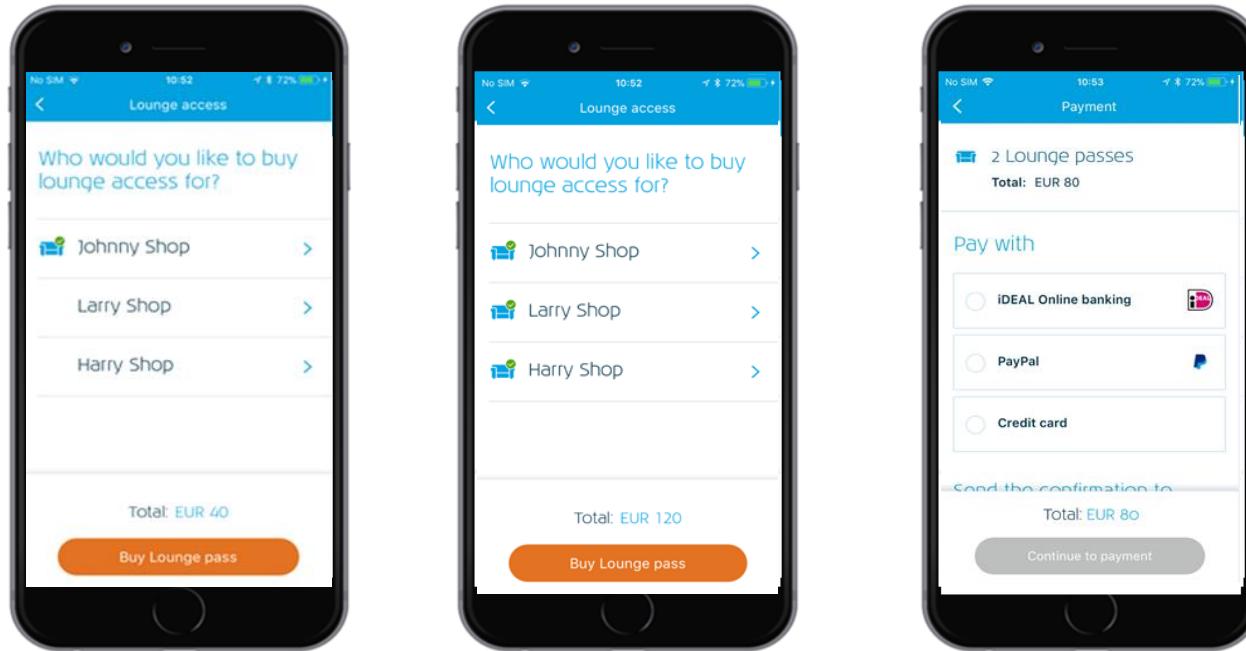


C. For all other aircraft types  
We show only amenities.



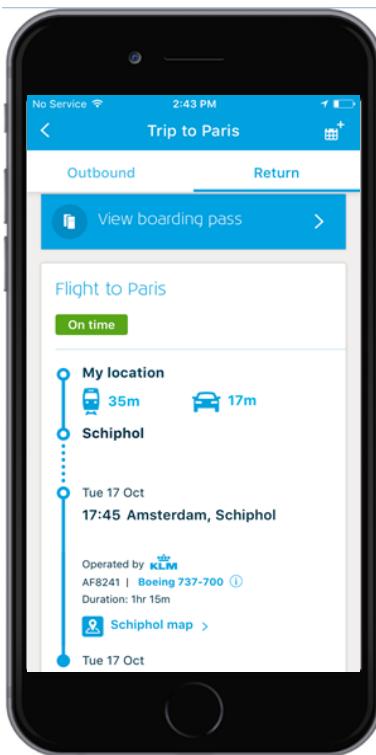
# Multi passenger for Lounge (Android & ios)

- **Single passengers Lounge** is also offered for **Multi passengers bookings**. It is offered for bookings with Transit or Departure at Amsterdam and destination should be one of the Schengen locations.
- **Lounge** is now offered for **Multi passengers bookings** in both Check In context and Reservation context.
- Lounge is purchasable for **Guest user, Ivory, Silver tier level & For Business Class**, KLM Crown lounge card with all amenities are shown.
- Lounge card will **not be** displayed, if Gold or higher tier level passengers are part of the booking.



# Time to airport

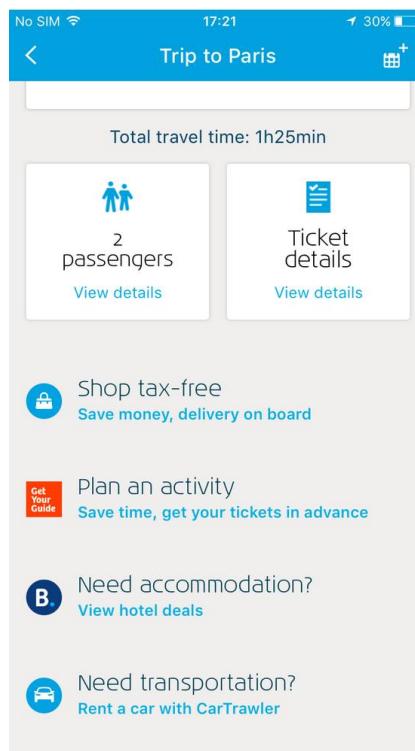
- We show the customer, how long it takes to go to the airport.
- However, we will only show it from 8 hours before departure until the customer has reached the airport.
- For the customer to be able to see the time to airport, Location has to be shared by the user and the distance from airport is between 5-350 km.



## Flight strip 2. Get Your guide: book a tour or activity for your journey. (ios only!)

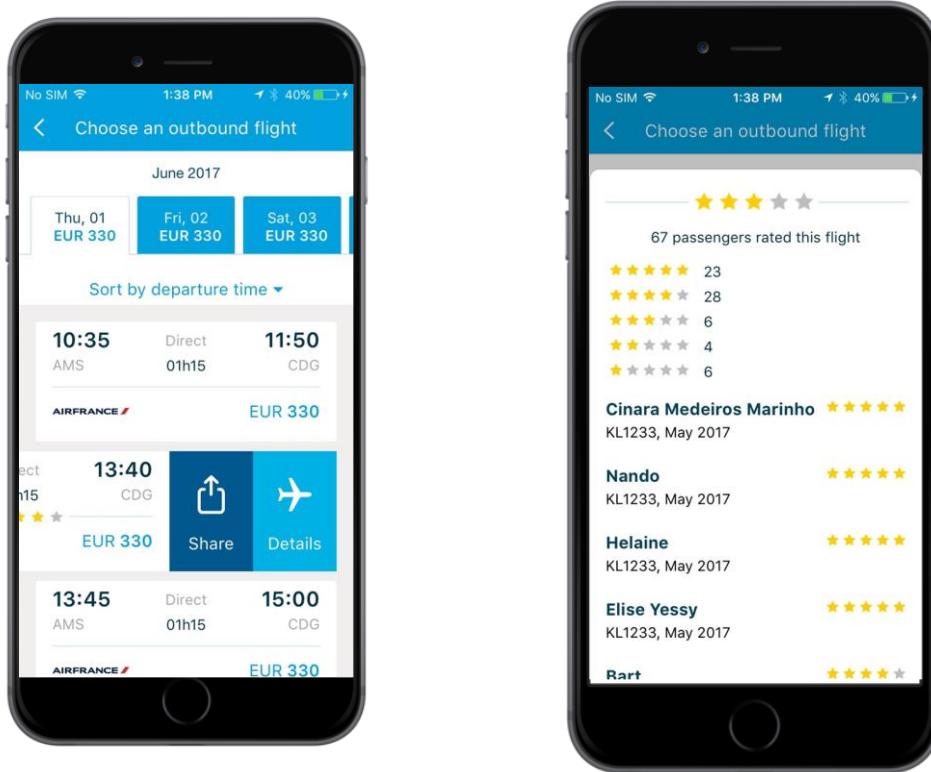
### Get Your Guide:

- We want to show the tours & activities a customer can do after reaching the destination.
- We show it for all the connections except the last one.
- On clicking the Get your guide, customer will be navigated to the 3<sup>rd</sup> party website and can view all the attractions in the destination.



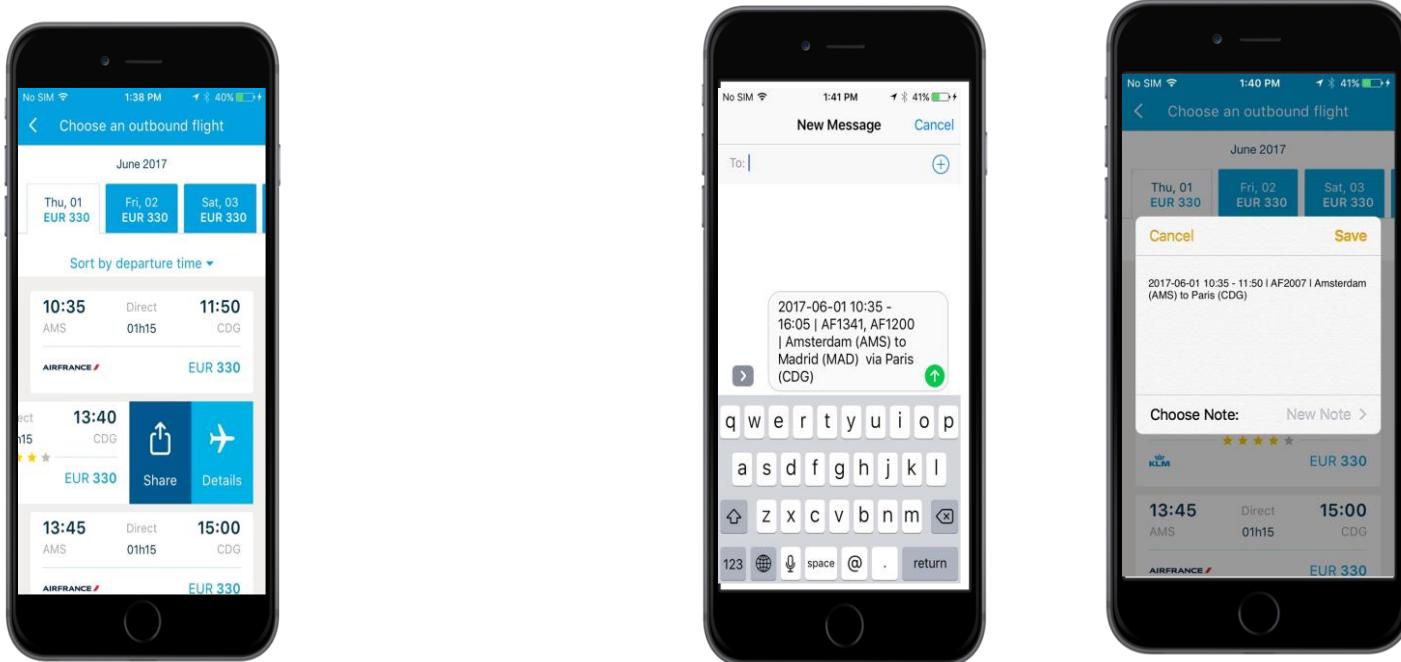
# Star rating for the flight

- As a customer I want to see more about the star rating of the flight in the flight information, so that I know why the flight got the stars.



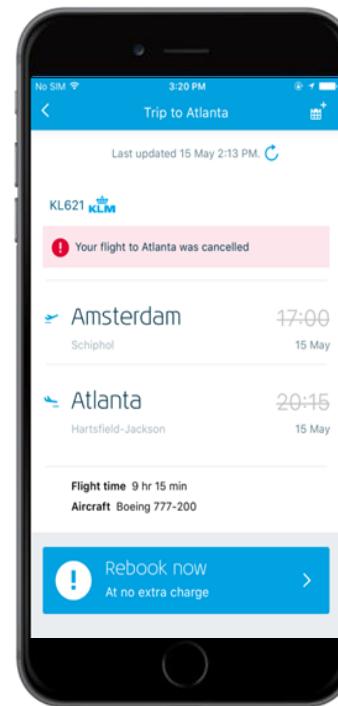
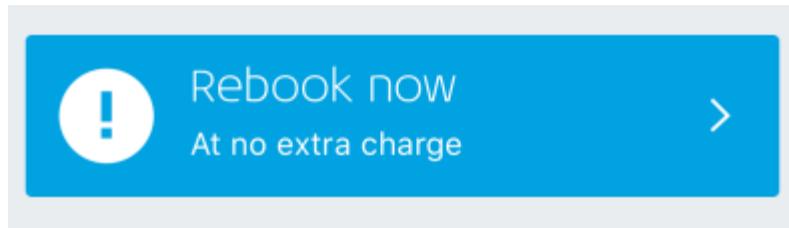
# Share Flight Details

- As a customer I want to share my flight information, so that I can inform others about the details of my flight.

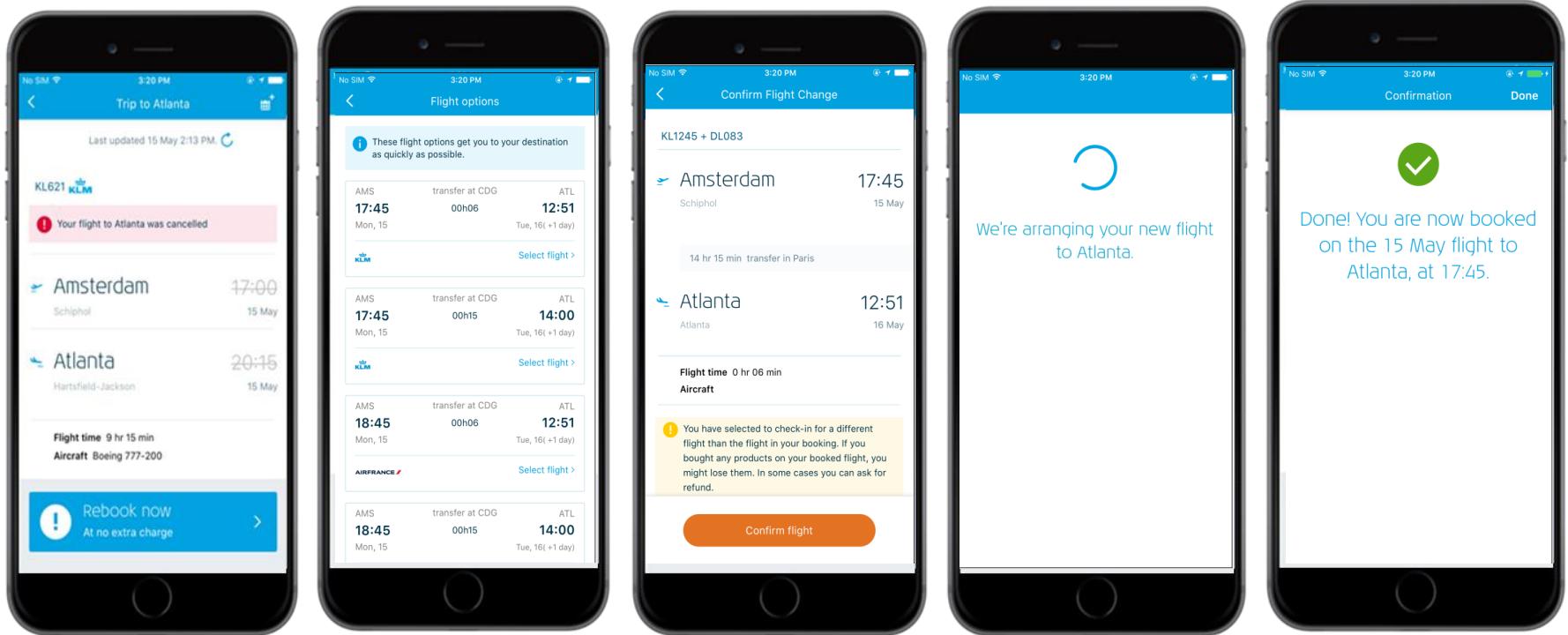


# SSCOP - Rebooking to a new flight when a flight got cancelled due to a disruption (1)

- SSCOP allows customer to rebook on to a new flight when his flight got cancelled due to a disruption.
- Rebooking can be done before or after Check-in
- In case customer is already checked in to his flight and then his flight has got cancelled, he can still rebook to a new flight and retrieve his Boarding pass.
- In case the customer has not checked in and his flight got cancelled, he can rebook to a new flight and then complete his check-in process and retrieve Boarding pass of the new flight.

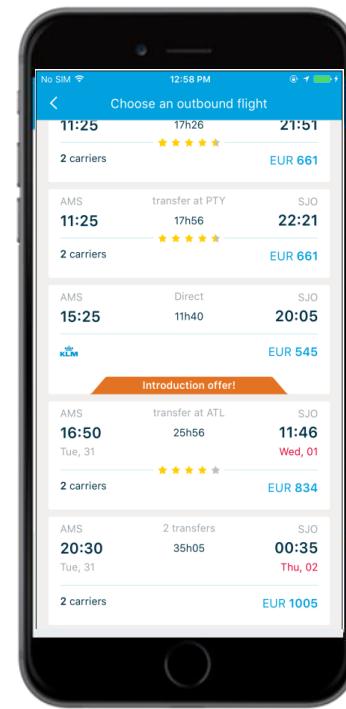
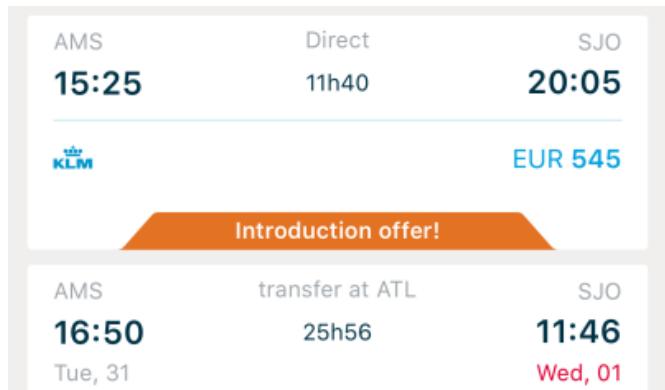


# SSCOP - Rebooking flow to a new flight when a flight got cancelled due to a disruption (2)



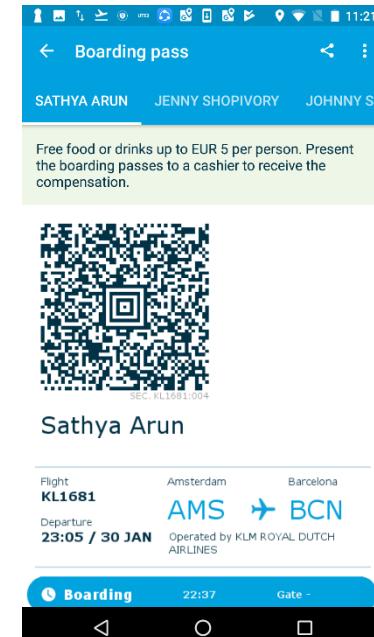
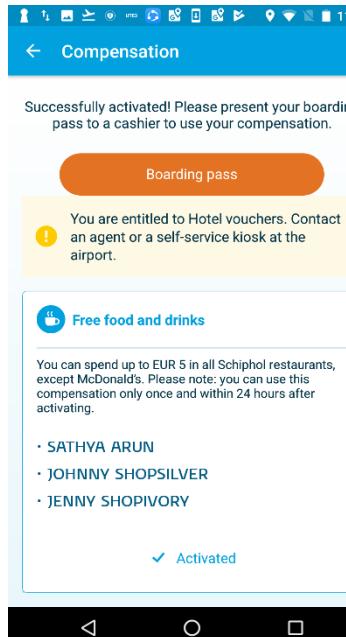
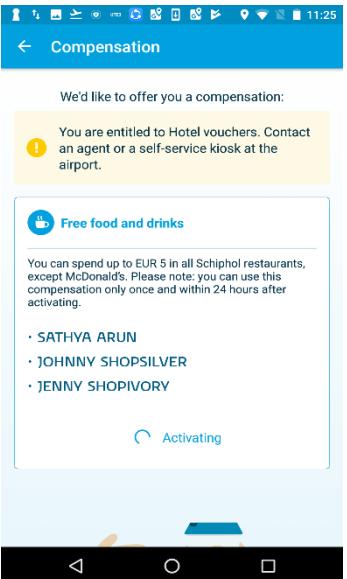
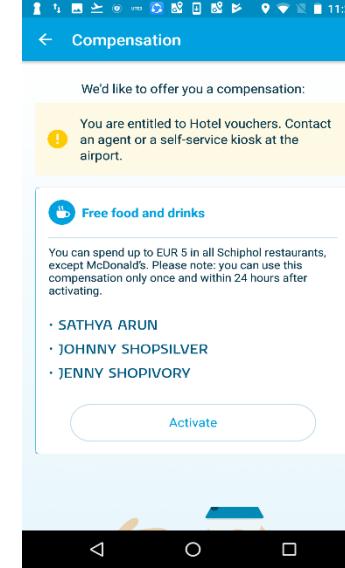
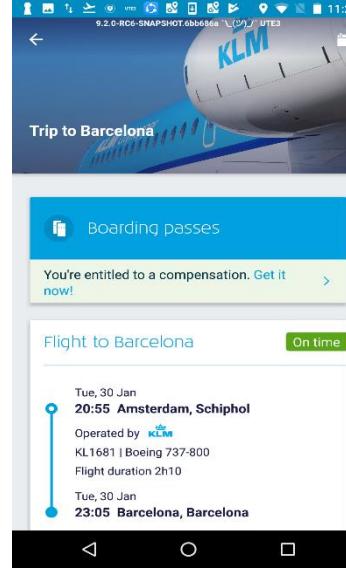
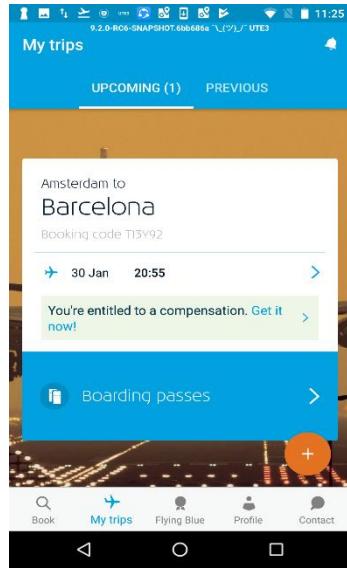
# Promotion banner displayed for the flights with Promotion/Discounts (iOS only)

During the Book a trip flow, we show a banner in orange color with promotional text for the flights which have the promotion or discounts so that customer will be aware that there is discount offer for a particular flight.



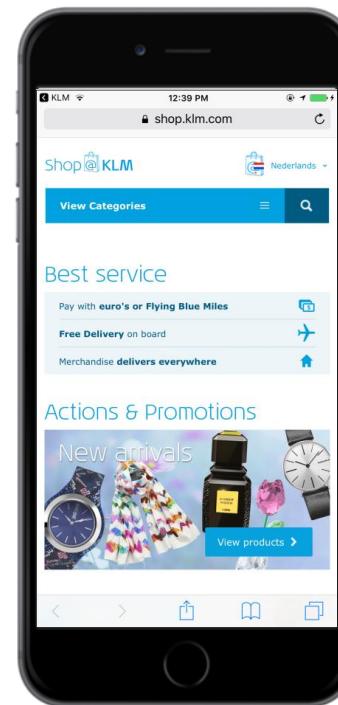
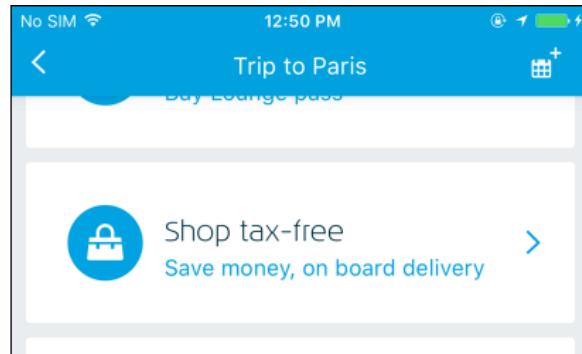
# Digital Vouchers

- Customer will get Meal/snack/drink Vouchers when the flight is delayed or cancelled. If the delay is more than user will get hotel accommodation as well.
- Voucher entitlement will be shown in My trips as well as in flight strip of that particular trip. Only Checked in passenger will get voucher notification.
- User has to activate the voucher in the mobile app to make use of it. In case of Multiple passengers, voucher will get activated for all passengers at once.
- Once the voucher is activated, voucher entitlement text will be available in the Boarding pass and it will be cached in the device.
- User can show this digital voucher even in Offline, once activated.
- User can see the activated voucher text in Boarding pass, only in the device in which it is activated, since it is stored in device cache.
- User can scan the Boarding pass in the applicable restaurants and get the meal/snack/drink based on voucher limit. Vouchers are applicable only in Schiphol restaurants.
- Hotel accommodation voucher cannot be activated via the mobile app. The customer can show the voucher notification to the agent or self-service kiosk and can make use of the facility.
- In case of user does not have electronic boarding pass in the app, user will not get digital voucher entitlement.



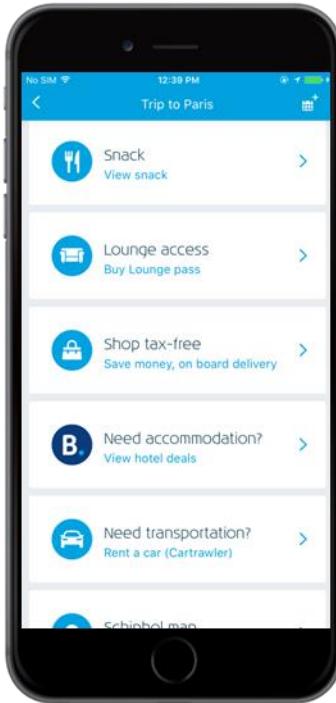
# Shop Tax Free card for the KL operated flights.

- This feature/option in our app will redirect the customer to Shop@KLM link so that he can pre-order duty free items and can collect them in his flight.
- In order to make them available during the journey, we allow them to pre-order them within a particular time window.
- If departure Airport is AMS, we show the card until 48h before the flight
- If departure Airport is not AMS, we show the card until 130h before the flight



# Renting a car via Car Trawler

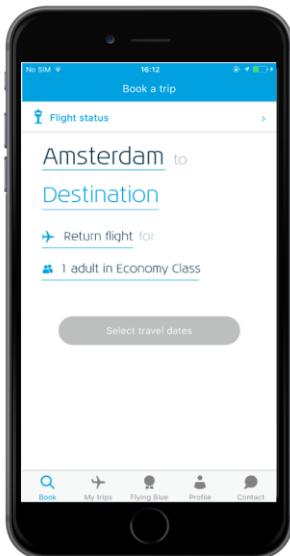
- With this option in our KLM app, we are allowing the customer to rent a car once he arrives at the airport



# Flight status

## Book a Trip screen with bottom navigation.

- “Flight Status” link is displayed at the top of the “Book a Trip” screen.
- We show several different status:
  - On time, In transit (green color),
  - Cancelled, delayed departure, early arrival or Delayed arrival (all in red color)!

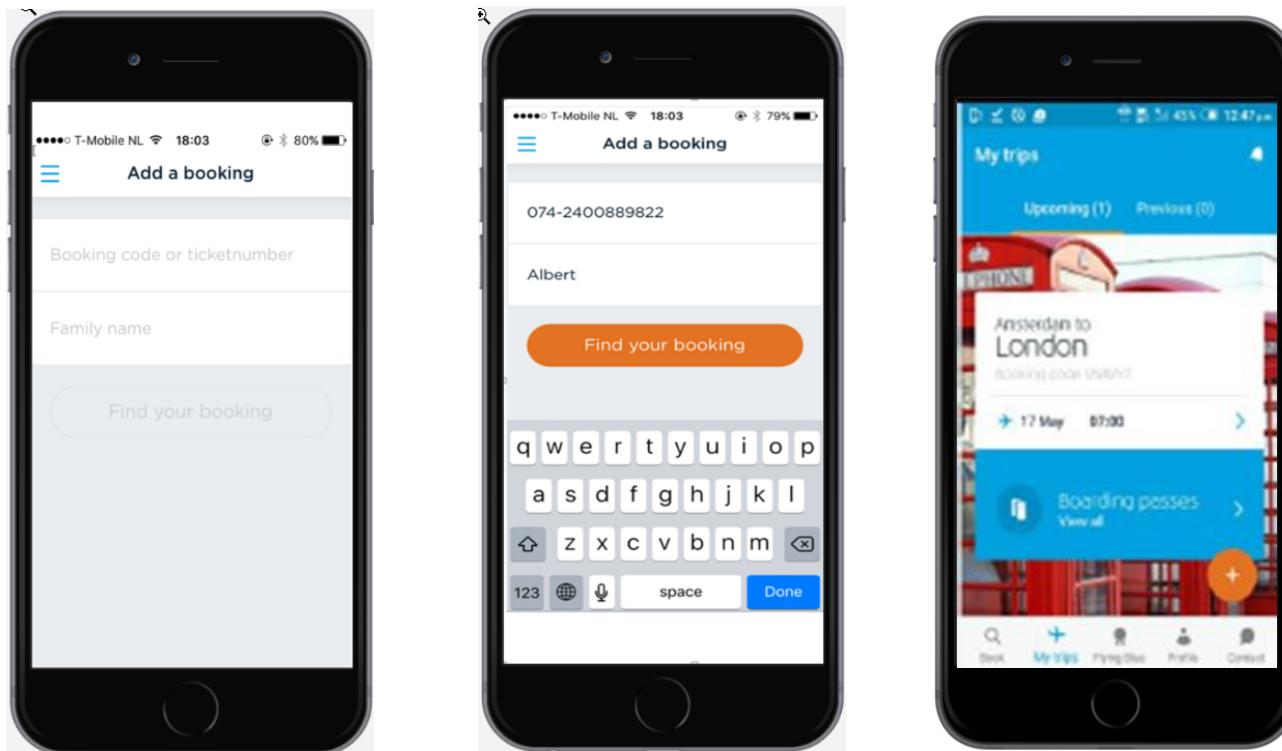


The screenshots illustrate the 'Flight status' screen for different trips:

- Trip to Amsterdam:** Shows an Outbound flight from Amsterdam (Schiphol) to Nairobi (Jomo Kenyatta Intl.) on KL0566 at 23:55 on 17 May, labeled "On time".
- Trip to Copenhagen:** Shows an Outbound flight from Copenhagen (Copenhagen Airport) to Amsterdam (Schiphol) on KL1125 at 08:00 on 18 May, labeled "Delayed arrival".
- Trip to Hong Kong:** Shows an Outbound flight from Zurich (Zurich Airport) to Amsterdam (Schiphol) on KL1958 at 07:05 on 18 May, labeled "In transit".
- Trip to Amsterdam:** Shows an Outbound flight from Marseille (Provence) to Amsterdam (Schiphol) on KL2036 at 06:50 on 18 May, labeled "Cancelled". A message states: "Your flight to Amsterdam was cancelled."
- Trip to Bilbao:** Shows an Outbound flight from Marseille (Provence) to Bilbao (Bilbao) on KL1685 at 10:10 on 18 May, labeled "Delayed departure".
- Trip to Delhi:** Shows an Outbound flight from Durham (Durham Tees Valley) to Amsterdam (Schiphol) on KL1534 at 10:12 on 17 May, labeled "Early arrival".

# Add a booking

- Customer is able to add the booking using “Ticket Number, Last name” or “Booking Code, Last name” combinations to add the booking in the application.
- KLM Android App users, There will be an Orange + button on the Bottom right half on the My Trips screen which can be used by the customers to add a booking into the App. When tapped on the + sign, the user will be redirected to Add Booking page only.



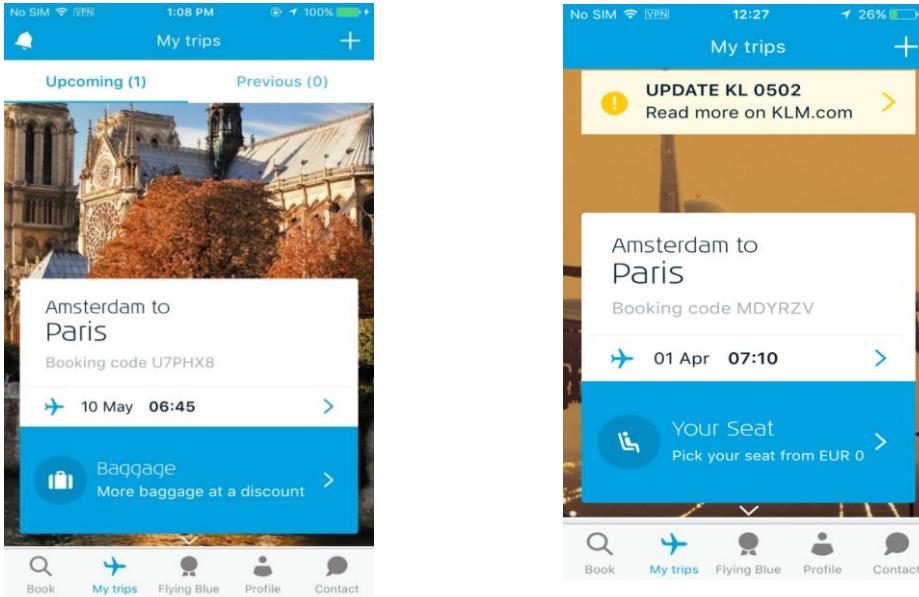
# MyTrips

- Upon opening the app you will see the MyTrips overview. When you are logged in you will see the bookings related to your account. We show the Upcoming and previous flights, on top, so the customer can choose.
- It is possible to manually refresh the MyTrips overview, so new bookings will become visible.
- Also the manual added bookings will be visible here.
- When there is more than 1 booking, the other bookings will be visible in a cropped view on the smartphone. On the tablet we are showing the expanded view.



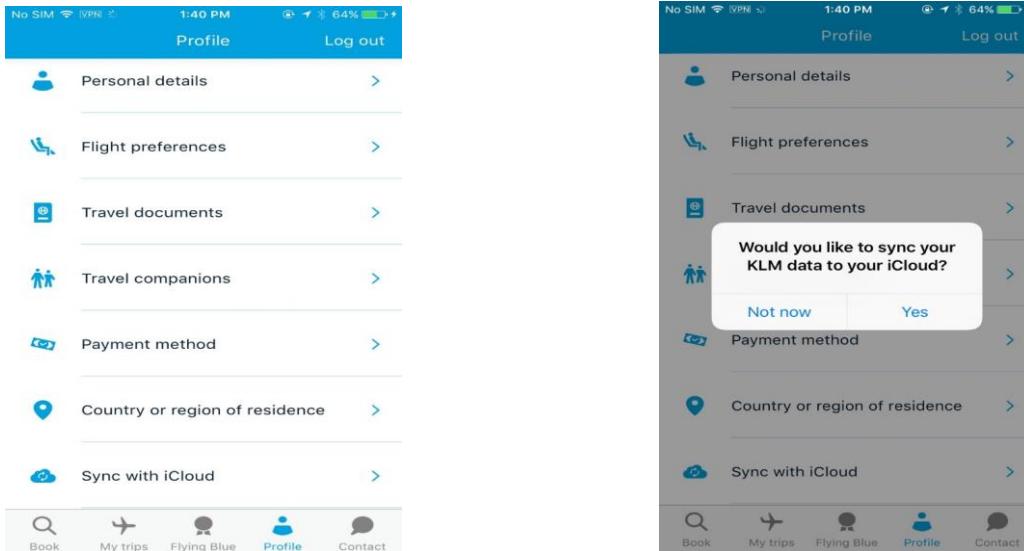
# Ancillaries in NBA [iOS Only]

- For the first upcoming trip, only logged in users can buy seat or baggage from NBA card in my trips screen in reservation context.
- Users will be recommended with available seat or baggage offers if their country of residence is set to UK or US.
- On selecting the Baggage card, the baggage overview screen will be displayed. On selecting Seat card, seat overview will be displayed.



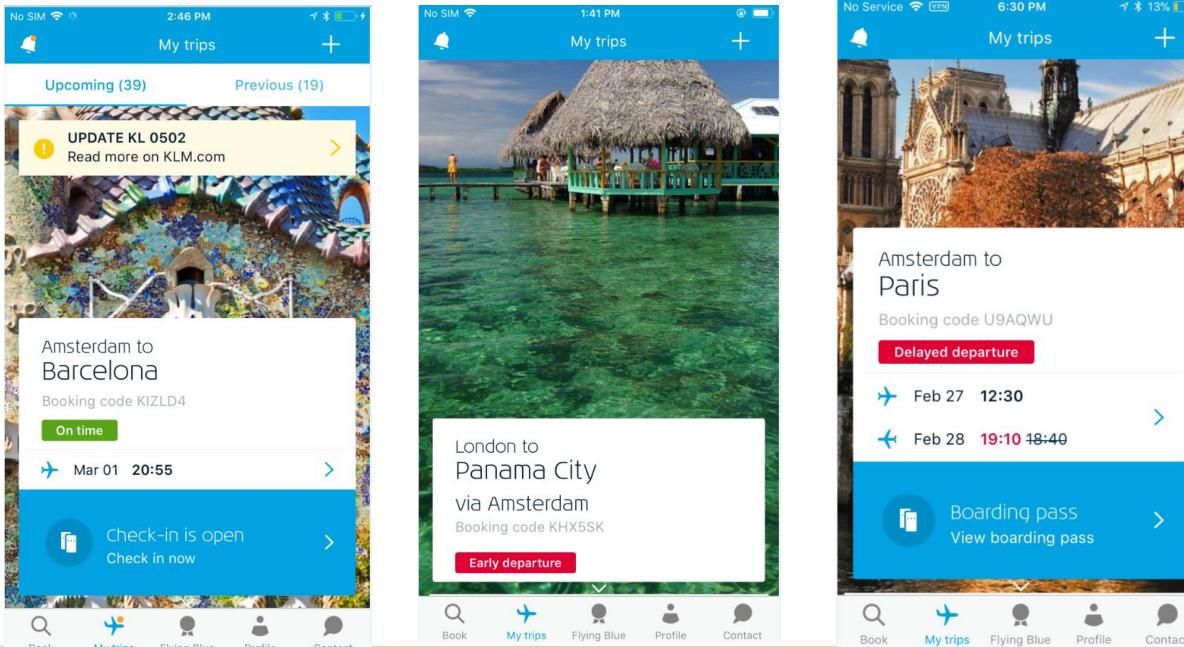
# iCloud Sync [iOS Only]

- iOS users can now take a backup of their trips by syncing it with their iCloud account. On every login, the iCloud sync pop-up is displayed. Also, user can manually sync using the iCloud sync option in the profile.
- Once the data is synced, the user can login in with their iCloud account in another devices and can retrieve the synced data.
- User can retrieve their past trips boarding passes, if they had already stored it in iCloud by syncing. Maximum of 12 months data will be available in iCloud
- Also, only ticketed PNRs get synced with iCloud.



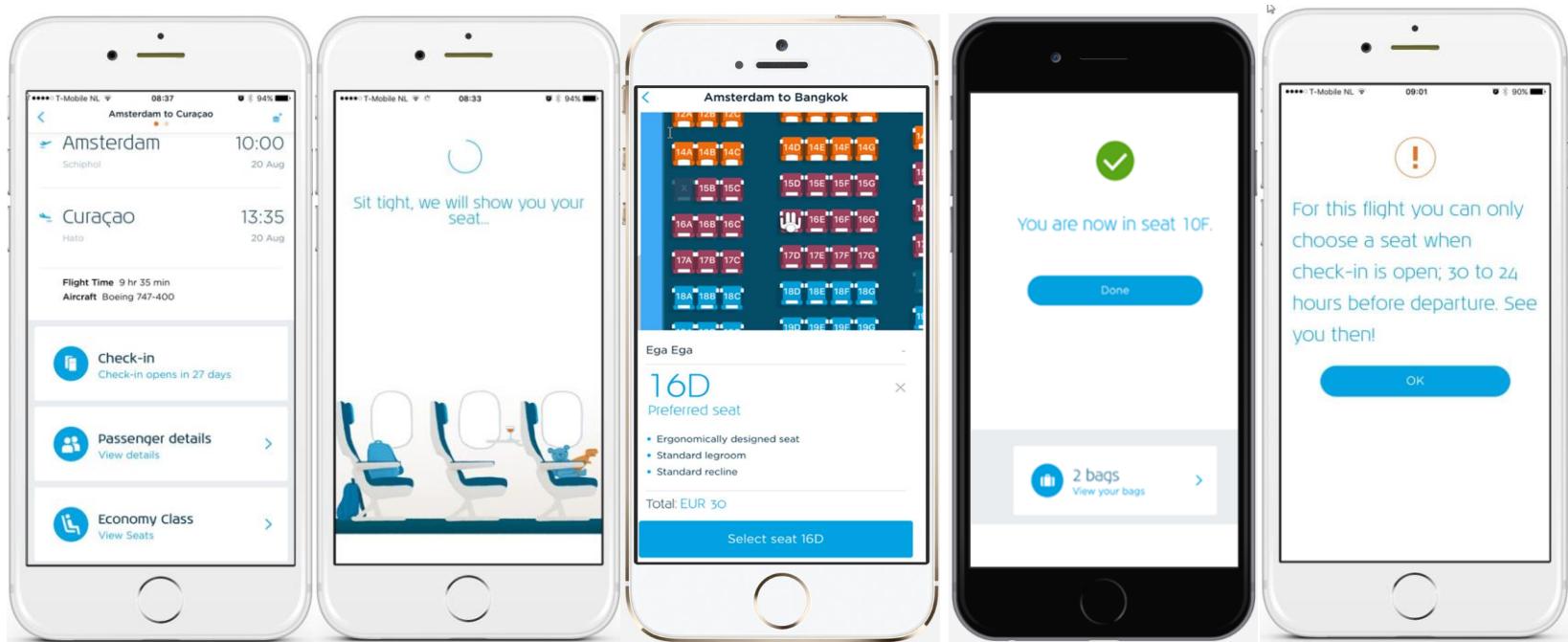
# Flight Status on My Trips screen [iOS Only]

- Now we are going to display flight status in My Trips screen as well in addition to displaying it flight strip screen.
- Flight status will be displayed in the My Trips screen only for the first trip in the My Trips screen.
- If the user is travelling with multi segment PNR, flight status of the upcoming segment will be displayed in the My Trips screen.
- In addition to the status we are displaying time changes as well in My Trip card, if there are any flight time changes for first segment of departure connection and first segment of return connection.



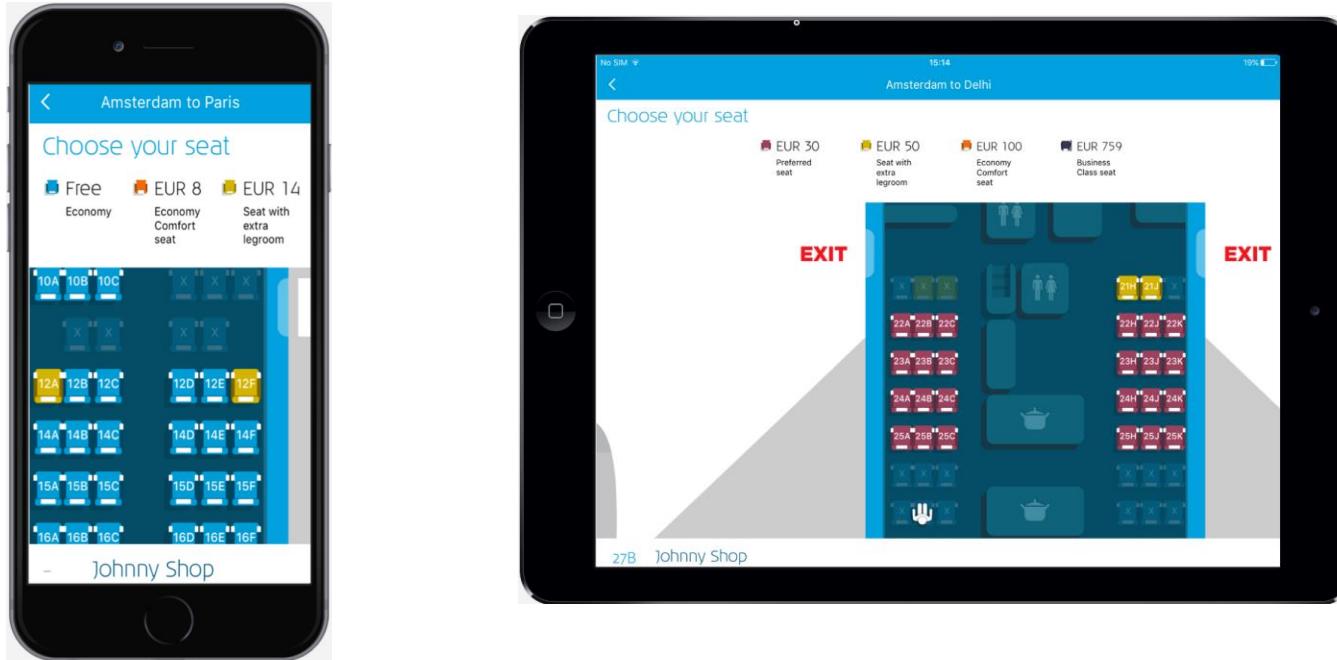
# Seating

- Click on the 'view seat' button to enter the seat map. (screenshot 1)
- Double click on the seat map or change seat button to change your seat. (screenshot 3)
- When it's not possible to change the seat anymore in reservation window, a notification screen will be shown that seat change can only be done during check-in. (screenshot 5)



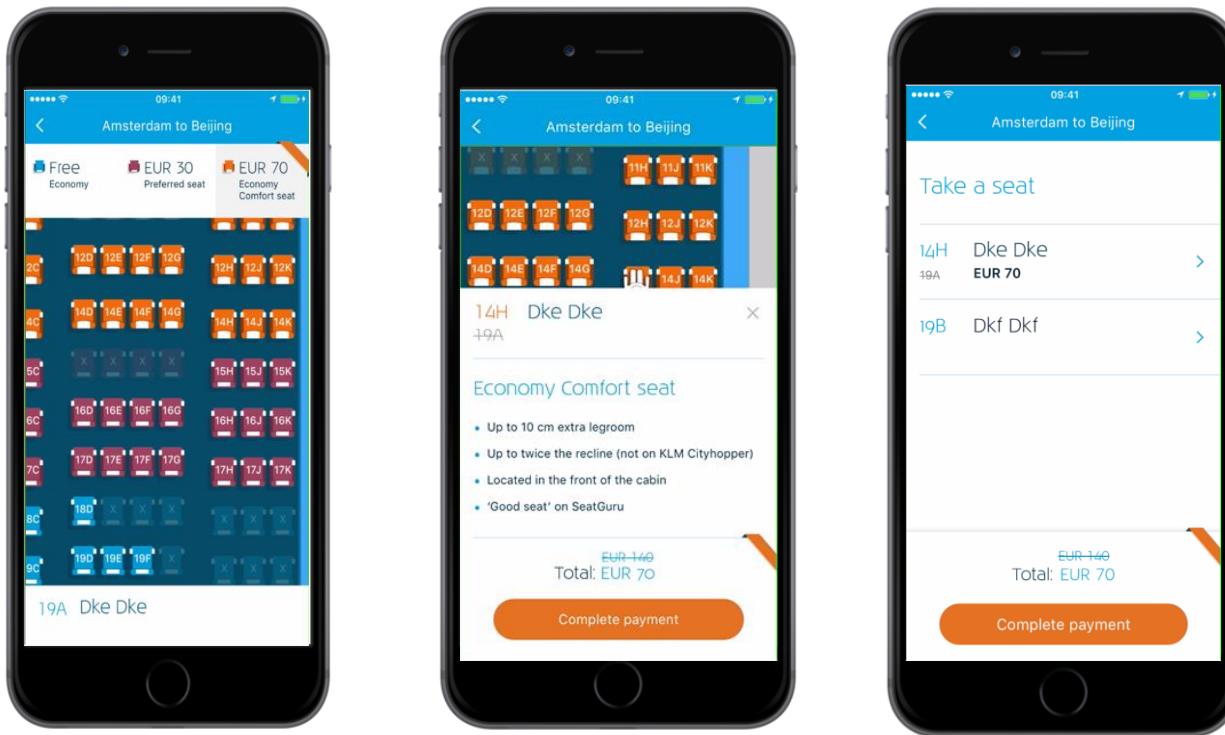
# Seating (2)

- In phone a legend for 3 cheapest available seats will be displayed. In case of tablet a legend will be displayed for all the available seats in the seat map. (iOS only)
- If the traveler is in Business class, seat map legend will not be displayed.
- The order of the legend in the seat map is from cheapest to expensive, from left to right.
- In case of more free classes (e.g Platinum member), only the classes that costs money will be displayed, as downgrading of seats is not supported.



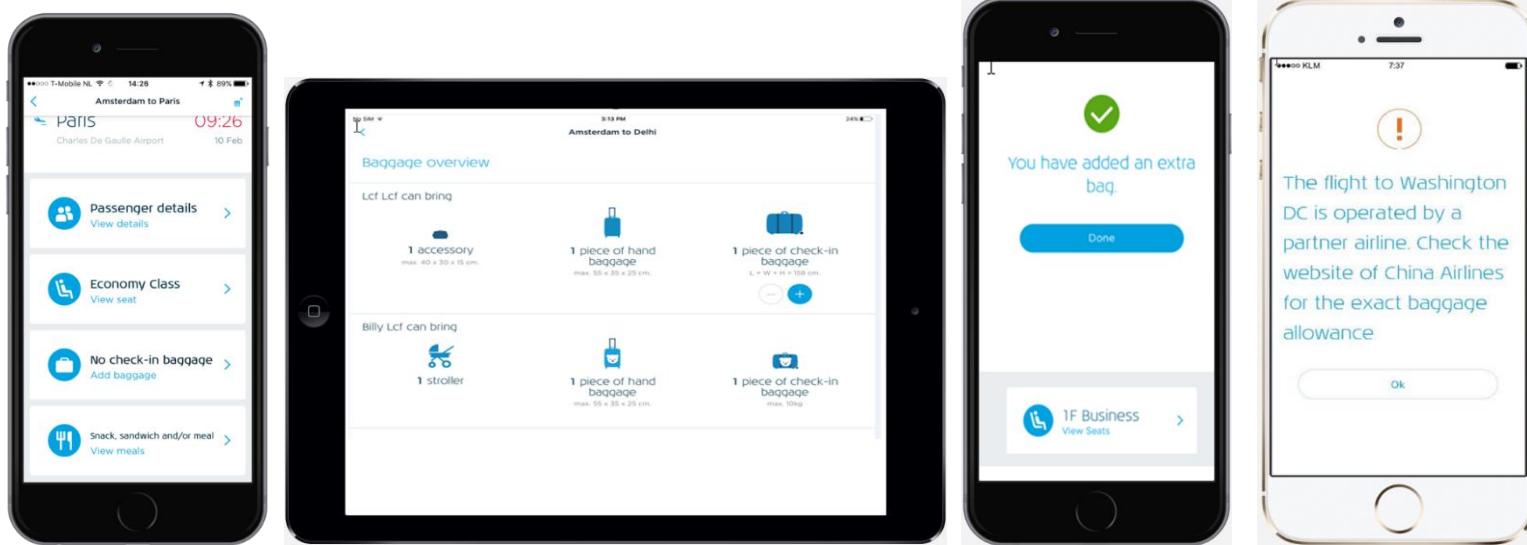
## Seating(3) As a customer I want to see a discounted offer for seats so that I feel assured that I'm getting a good deal.

- If there is discounted price for Seats, discount price will be displayed in the Seat overview screen.
- Original price of the Seat will be displayed above Discounted price.



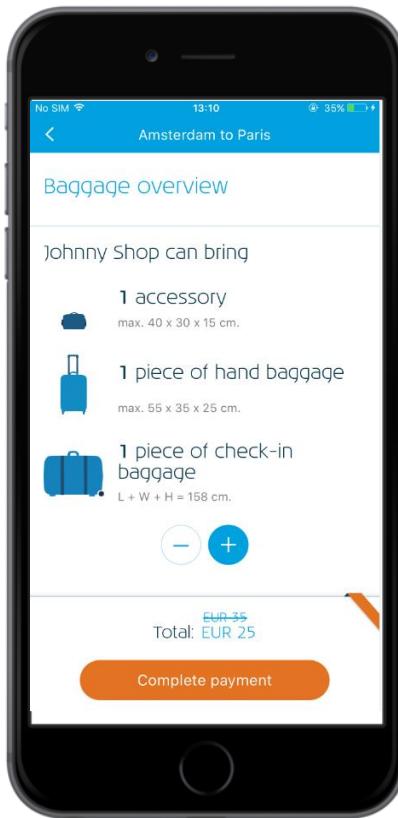
# Baggage

- By clicking the baggage card 'Add baggage' you enter the baggage mini-app in which you can buy additional baggage. Also baggage allowance is shown for infants.
- A clear error message is displayed to the user for 3<sup>rd</sup> party flights, if the baggage allowance for the 3<sup>rd</sup> party airline is not known.



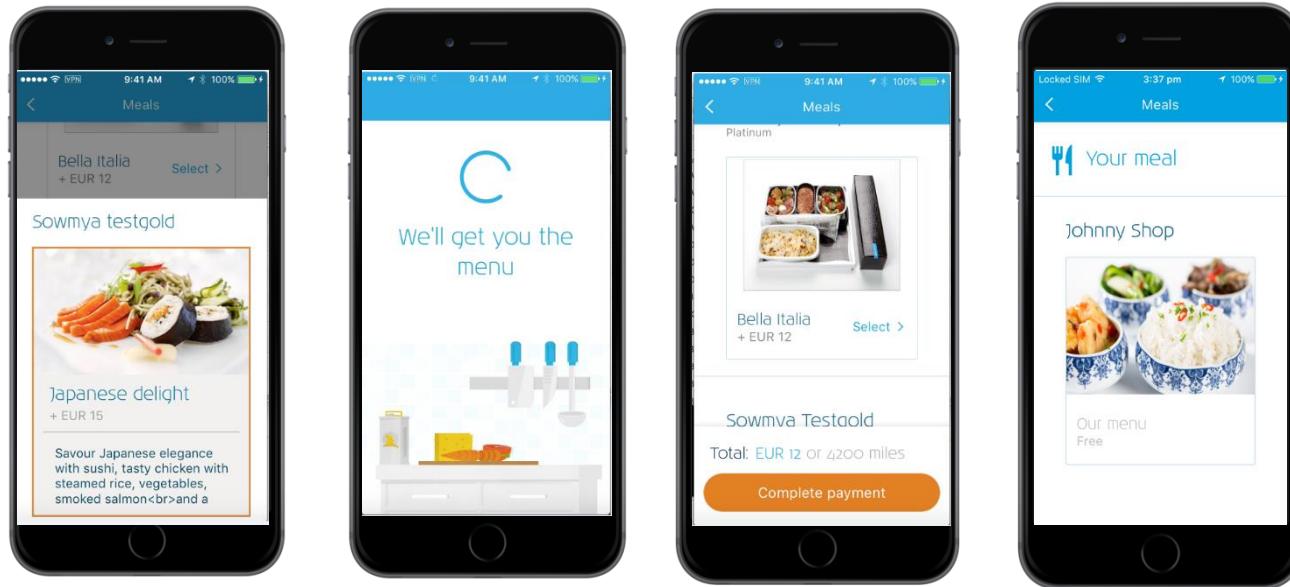
# As a customer I want to see a discounted offer for baggage so that I feel assured that I'm getting a good deal

- If there is discount price for Baggage, discount price will be displayed in the Baggage overview screen.
- Original price of the Baggage will be displayed above Discounted price.



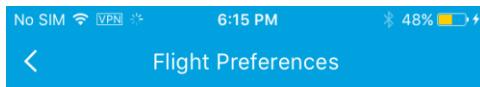
# Meals (iOS only)

- From 8.2 release, it is possible to buy à la carte meals.(only Intercontinental flights)
- You can choose via a carousel from the following paid meals; Indonesian rice dishes, Bella Italia, Japanese delight, Captains choice and Champagne delight.
- Within 24 hours to departure for flight, no meal offers will be shown anymore.
- Business class passengers can see their free meals.

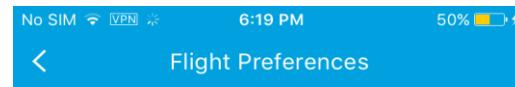


# Set Meal Preferences(Only iOS)

- Logged in user can now set their meal preference in flight preferences in the profile tab



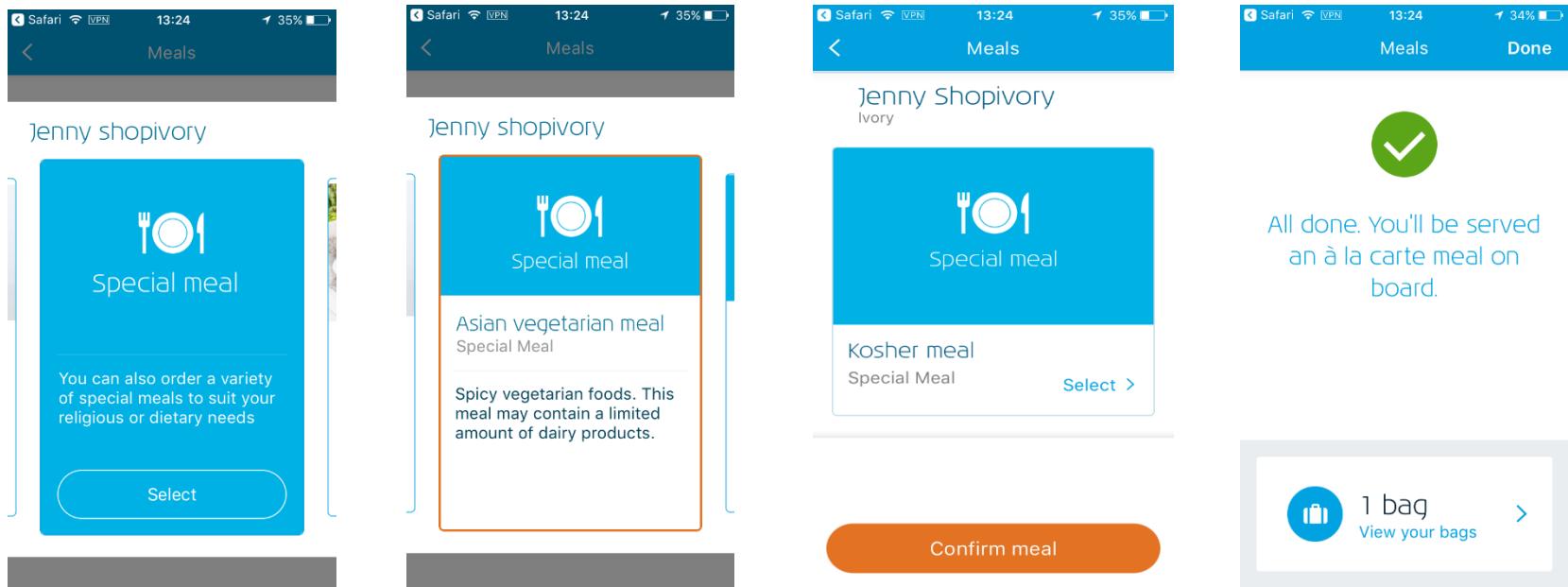
Save your travel preferences for  
effortless trip search



Save your travel preferences for  
effortless trip search

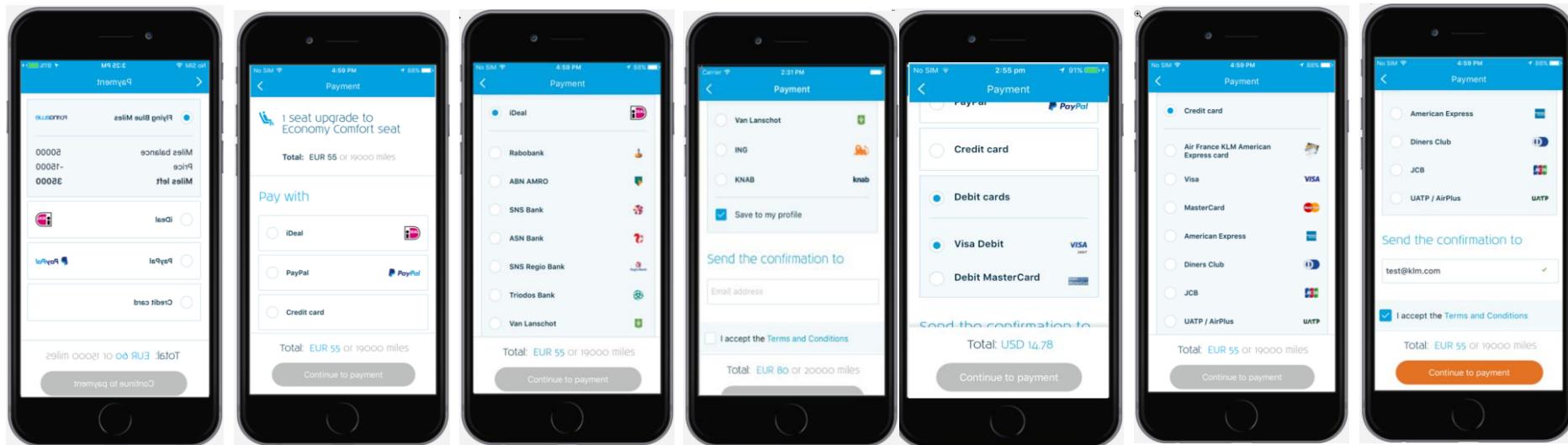
# Special Meals (iOS Only)

- User will be able to see a new card called special meals at the end of the paid meals.
- On selecting the special meals, user will be able to see the list of all available special meals and will be able to select one among them for free of cost.
- Once if the meal is already selected, it cannot be changed similar to that of the paid meals



# Payments 1.

- It is possible to pay with **PayPal**.  
Other payment options are: Online banking, Credit cards and Pay with miles (when logged in as Flying Blue member).
- **Debit card;** Debit card, eg. for POS US and GB, is included as payment option during Ancillary and Book a Trip flow. Screen 5.



# Payment 2. More payment options

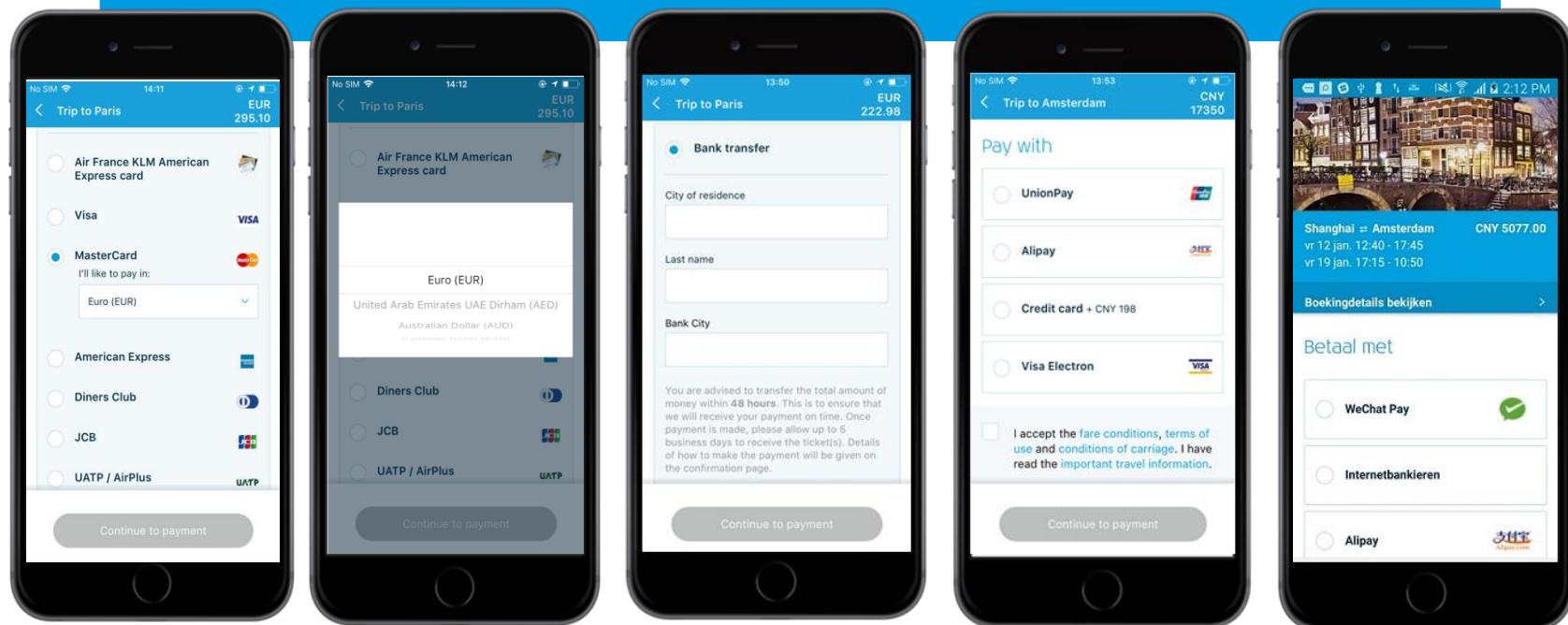
**Multi Currency:** We provide the customer an option to pay with any of his desired currency during the ticket purchase or during the ancillary purchase. We can make the payment with different currency. By default user will be able to see the currency of the origin.

**Bank transfer:** We are now providing Bank transfer as one of the payment option. Bank transfer will be applicable when we try to book tickets 7 days before the travel date. PNR will be generated and ticket number will be issued only after making the payment through the bank within next 2 days

In the booking confirmation screen, we will see the bank transfer details. We will be able to share the bank details as well

**AliPay:** Customer will be able to complete payment with AliPay option when the booking is made from any location from China.

**WeChat:** Customer will be able to complete payment with WeChat option when the booking is made from any location from China.



# Payment surcharge (PSD) implementation for Credit cards

- New Payment surcharge calculation has been implemented in Mobile app for Book A Trip flow which meets the adjusted AF/KL policy for credit card surcharging (effective since 11.01.2018)
- Customer needs to enter first 6 digits of Credit card. Based on that surcharge will be calculated and displayed corresponding to the credit card.
- Currently payment surcharge is displayed for Visa and Master Credit cards.
- For preferred payment users who has corporate CCs linked, there will be a possibility of direct price surge as surcharge is already included in the ticket price.
- First 6 digits credit card numbers entered in Payment options page, will be prepopulated in the Credit card details web page. User won't be able to edit the numbers in the Credit card details web page.
- If the first 6 digits of credit card number entered in Payment options page are not valid, error message will be displayed in the screen.

No Service 8:05 PM EUR 868.23

Credit card

MasterCard I'll like to pay in: Euro (EUR)

Please enter the first 6 digits of your credit card to calculate the possible fee. ⓘ

up to EUR 16.93

Visa VISA

Diners Club + EUR 16.93

**Continue to payment**

No Service 8:05 PM EUR 885.16

MasterCard I'll like to pay in: Euro (EUR)

Please enter the first 6 digits of your credit card to calculate the possible fee. ⓘ

5  2  7  6  9

EUR 16.93

Visa VISA

Diners Club + EUR 16.93

JCB + EUR 16.93

**Continue to payment**

No Service 9:39 PM EUR 780.53

Bank transfer

Credit card

MasterCard

Visa I'll like to pay in: Euro (EUR)

Please enter the first 6 digits of your credit card to calculate the possible fee. ⓘ

up to EUR 15.22

**Continue to payment**

No Service 8:05 PM EUR 885.16

MasterCard I'll like to pay in: Euro (EUR)

Please enter the first 6 digits of your credit card to calculate the possible fee. ⓘ

Something went wrong. Please try again.

Visa VISA

Diners Club + EUR 16.93

JCB + EUR 16.93

**Continue to payment**

No Service 9:39 PM EUR 780.53

Bank transfer

Credit card

MasterCard

Visa I'll like to pay in: Euro (EUR)

Please enter the first 6 digits of your credit card to calculate the possible fee. ⓘ

up to EUR 15.22

**Continue to payment**

No Service 9:39 PM EUR 780.53

Bank transfer

Credit card

MasterCard

Visa ⓘ Extra fee Some credit cards may be subjected to an extra fee. This will be calculated before payment.

Continue

Please enter the first 6 digits of your credit card to calculate the possible fee. ⓘ

up to EUR 15.22

**Continue to payment**

No Service 9:40 PM EUR 780.53

Credit card

MasterCard

Visa I'll like to pay in: Euro (EUR)

Please enter the first 6 digits of your credit card to calculate the possible fee. ⓘ

4  0  0  8  4  9

EUR 0.00

Diners Club + EUR 16.22

**Continue to payment**

No Service 9:47 PM Pay

**Visa**

Choose another payment method

First name \*

ⓘ Enter your name exactly as stated on your card.

Last name \*

ⓘ Enter your name exactly as stated on your card.

Card number \*

477259

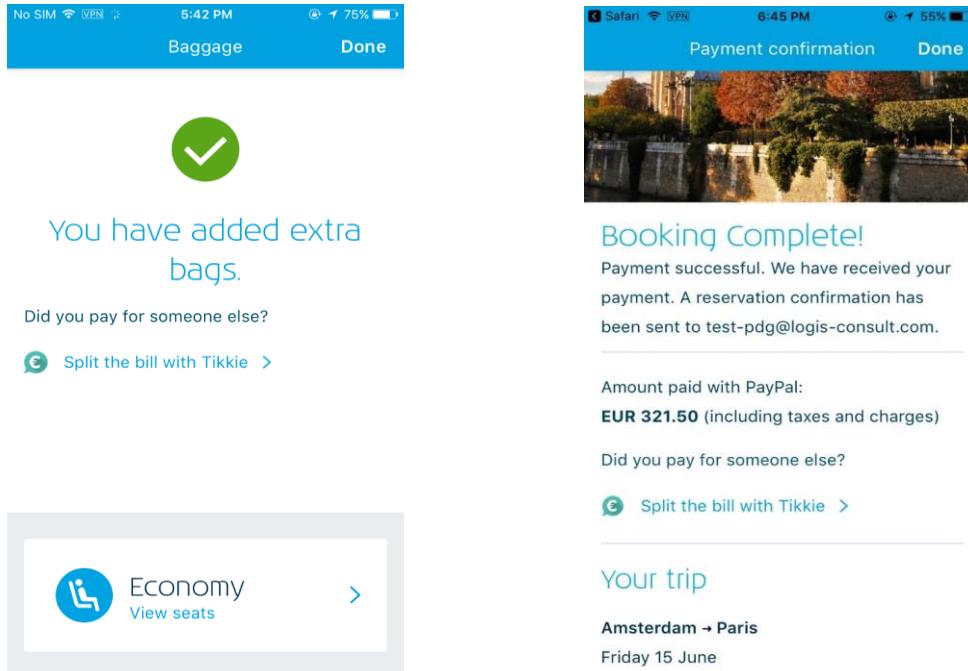
Expiration date \*

CVV code \*

ⓘ Where can I find this?

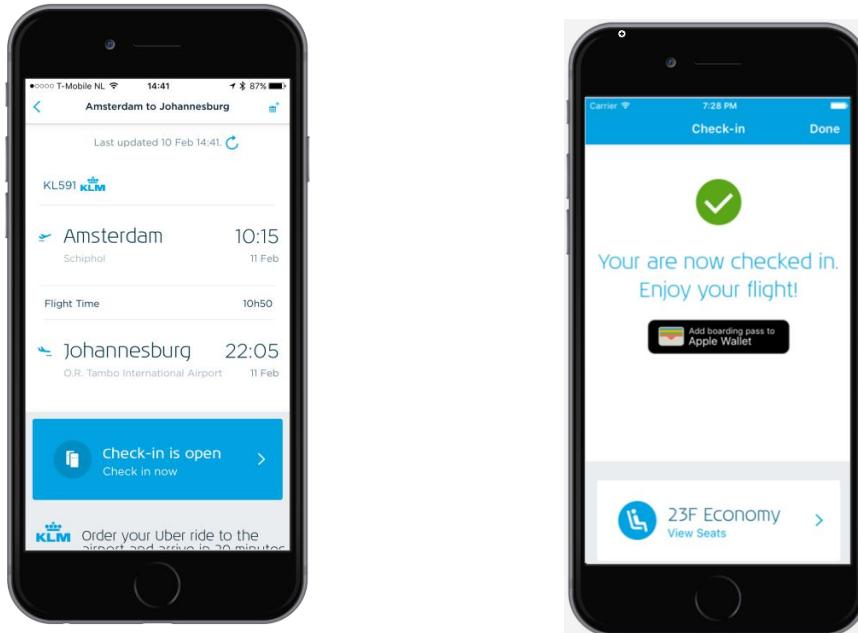
# Tikkie Integration [iOS & Android]

- Users can share the money spent for booking and buying ancillaries using Tikkie app when the country of residence is set to Netherlands and when payment is done in Euros
- The Tikkie link is displayed in the payment confirmation screen only when the total amount is less than 750 Euros for bookings with more than one passenger count..



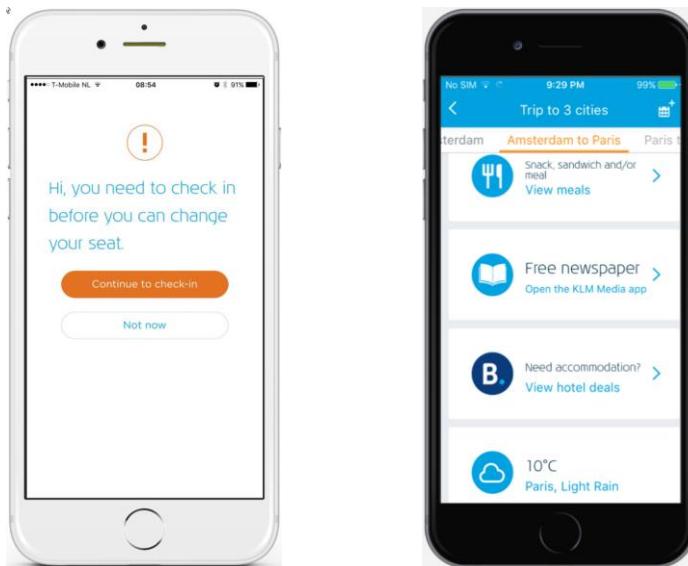
# Check-in

- It is possible to prefill the API details during the Check-in flow. The details are coming from the Flying Blue profile. This means that passengers **don't** need to keep entering their passport details during every check-in.
- It is also possible to do check-in when travelling with an infant. For Non-API destinations. For API destinations it is only possible when passport details are prefilled in the Flying Blue profile.
- When no boarding pass is available, the check-in confirmation can be shared as PDF.
- When partially Check-in is done, it is possible now for Checked-in passengers of the booking, to buy seats or baggage. Non-Checked-in passengers can check-in and buy seat or baggage.



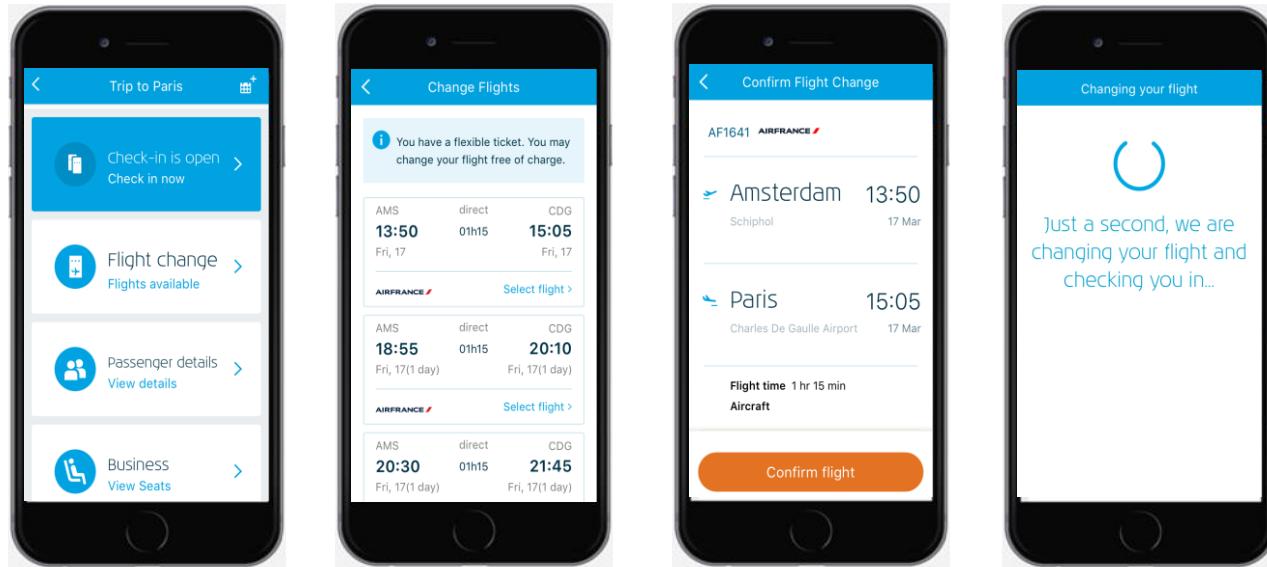
# Check-in / KLM Media app (2)

- When the customer is in the check-in window and wants to book a seat or buy baggage or meals, but is not checked in yet, a screen will appear which redirects you to check-in first.
- A link to the KLM media app is added to the app. A card in the flight strip informs customers that they can read free newspapers in the KLM media app. This card is displayed for Check In context bookings. Flight marketing carrier should be KL. Operating carrier should be AF, DL or KL. If the KLM media app is already installed in the device, the customer taps on "KLM media app" card in the flight strip, application will direct to "KLM media app" installed in the device. If the KLM media app is not installed in the device, the customer taps on "KLM media app" card in the flight strip, application will direct to App store or Play store. Customer can download the KLM media app from there.



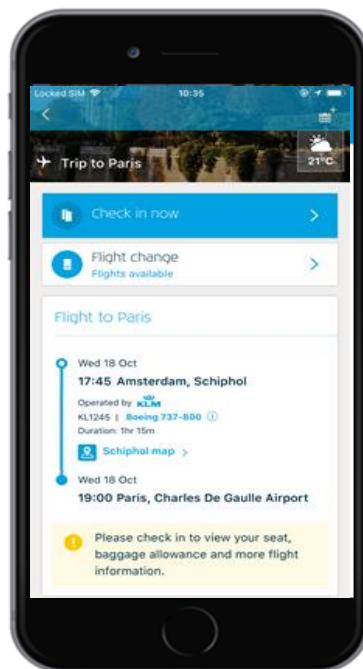
# Check-in (3)

- Change Flight
- It is possible to **change your flight.**



## CI notification (ios only)

- We do not show the ancillaries in the flight strip in case the CI is open and user has not checked in yet.
- In the place of ancillaries we show a notification stating that the user has to CI, to be able to select any of his ancillaries.



## Auto Check-in (iOS Only)

- On launching the mobile app, if the first upcoming trip of a logged in user to a Non-API destination is in check-in window, then the check-in will happen automatically.
- Also, the booking should consist of only single passenger.
- User is automatically redirected to the Terms and Conditions screen

your flight to Paris. ■

You're not allowed to bring the following items on board:

-  Charged batteries > 160Wh
-  Self-balancing devices
-  Corrosive substances
-  Flammable liquid and gas
-  Fireworks
-  Toxic substances

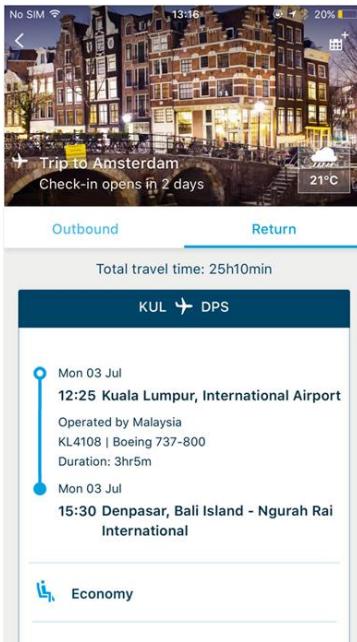
Please check the complete overview if you're not sure.

[Check-in](#)

[Not now](#)

# Redesign Check-in: a faster and more intuitive check-in and flight selection.

- Reservation context



## Single customer

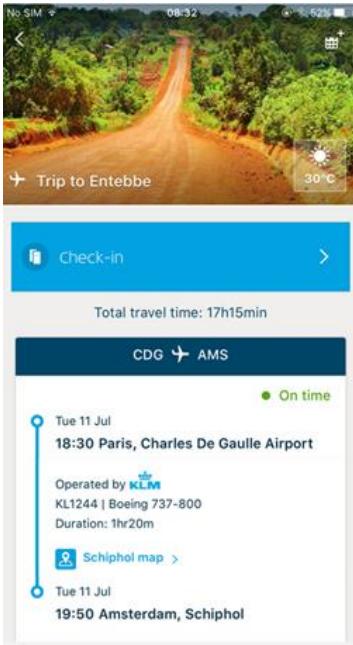
This screenshot shows the "Check-in" screen for a single customer named "JOHNNY SHOP". The screen asks the user to verify personal details and enter missing information. It includes fields for gender (Male selected), date of birth (11-07-1994), nationality (Andorra), and a "Edit documents" section with a document number (\*\*\*\*9854) and expiry date (10-10-2021). A large orange "Check in" button is at the bottom.

## Multi Customers

This screenshot shows the "Check-in" screen for multiple customers. It lists "LARRY SHOP" (selected) and "HARRY SHOP". For each customer, it shows gender (Male selected), date of birth (11-07-2003 and 12-07-2018 respectively), nationality (Argentina), and a "Edit documents" section. The "Edit documents" section for Harry shows a document number (\*\*T566) and expiry date (12-07-2018).

# Redesign Check-in: a faster and more intuitive check-in and flight selection. 2

- Check-in context



- Continue check-in

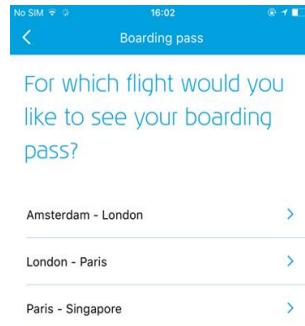
- Missing details

- Edit function

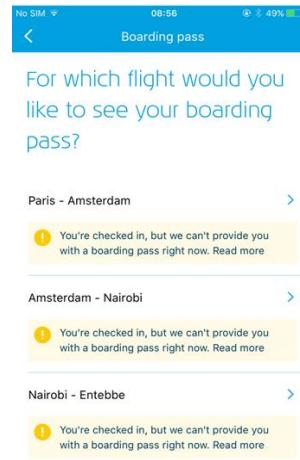
# Redesign Check-in: a faster and more intuitive check-in and flight selection. 3

- Boarding pass after check-in

- E-boarding pass shown.

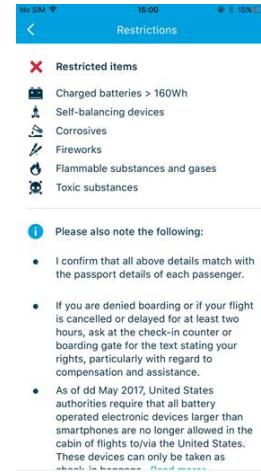
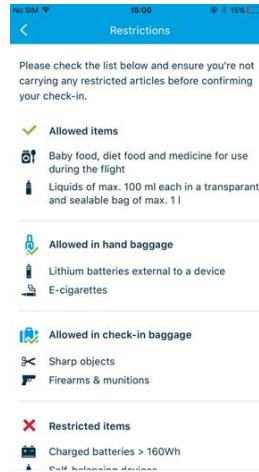
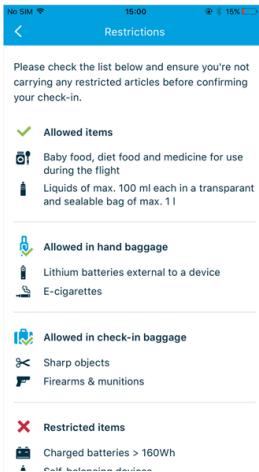


- E-boarding pass not provided, possible to share as an PDF.



# Redesign Check-in: a faster and more intuitive check-in and flight selection. 4

- Restrictions (Dangerous Goods)
- Allowed items and restricted items
- By clicking "I agree" you're checked-in.



This screenshot shows the 'Restrictions' page. It includes a note about not carrying restricted articles, a list of restricted items with icons, a note about confirming passport details, a note about rights in case of delays, and a note about US regulations for electronic devices. At the bottom, there is an orange 'I agree' button with a tooltip explaining that agreeing accepts terms and conditions and confirms reading regulations.

**Please also note the following:**

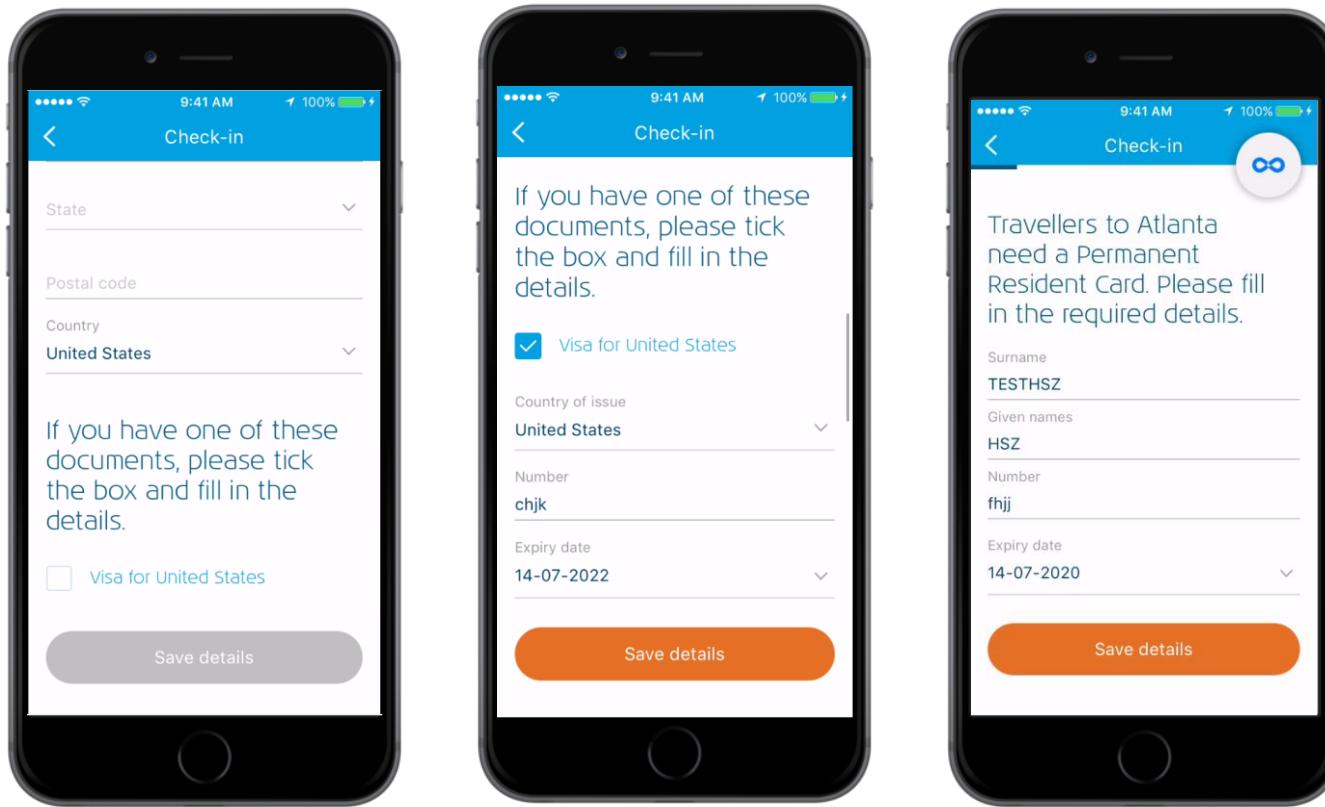
- I confirm that all above details match with the passport details of each passenger.
- If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance.
- As of 22 May 2017, United States authorities require that all battery-operated electronic devices larger than smartphones are no longer allowed in the cabin of flights to/via the United States. These devices can only be taken as check-in baggage. [Read more](#)

**i** By clicking "I agree", you'll automatically accept the Terms and Conditions and confirm you have read the regulations concerning restricted articles.

I agree

## Additional documents During Check-in ( Visa / PRC )

- When we travel to few countries like United states or Netherlands and if you have a different nationality, User will be provided an option to fill in additional documents like Visa or Permanent Resident card during the Check-in Process.

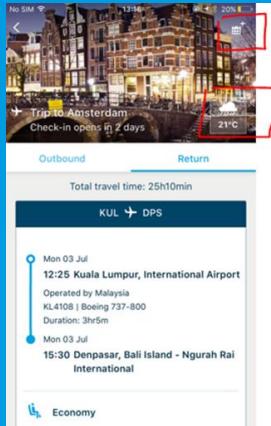


## Transfer Possibilities for Check-in, Boarding pass and Productshop

- With this feature we allow the customer to complete check-in for the upcoming segment and retrieve the Boarding pass for that segment even though he is in transit in the previous flight ( i.e the first flight has departed)
- We also allow the customer to be able to change the seat or buy a lounge for the upcoming connection during the transit of the first connection.

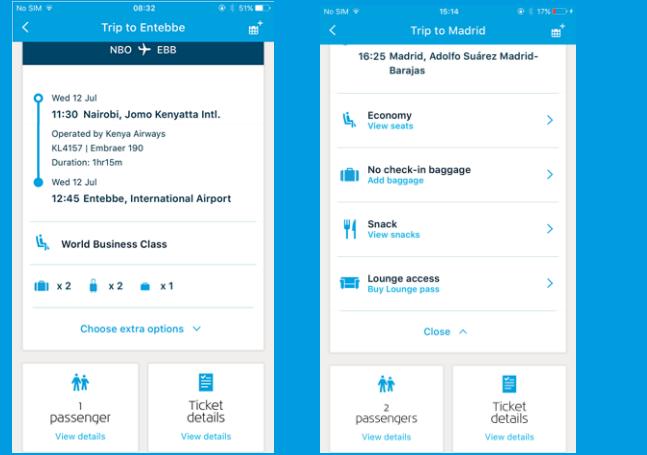
# Re-design Flight strip

- Add to calendar
- The weather is shown

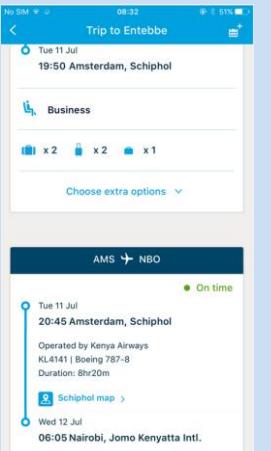


**New design for:**  
**Seat and baggage**  
**Extra options**  
**Passenger details**  
**Ticket details**

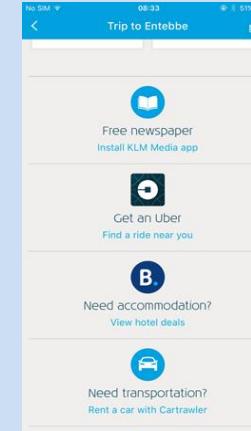
**2<sup>nd</sup> screenshot:**  
**- ancillary cards in expanded mode**



- Schiphol map is shown

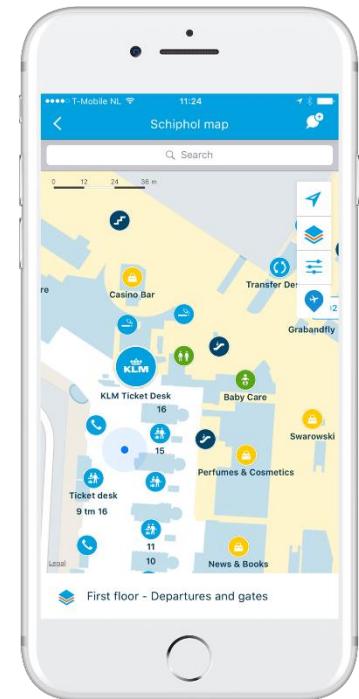
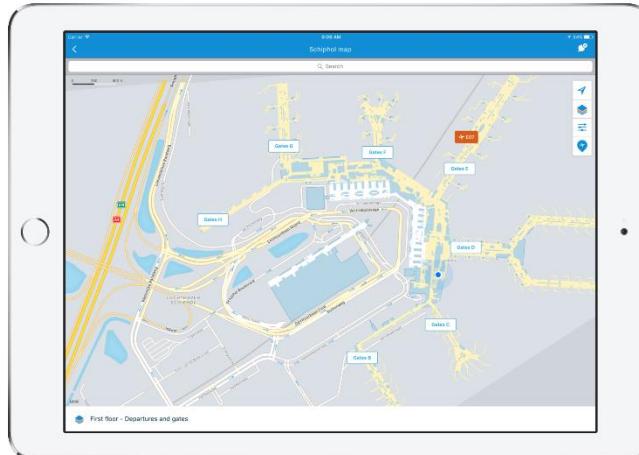
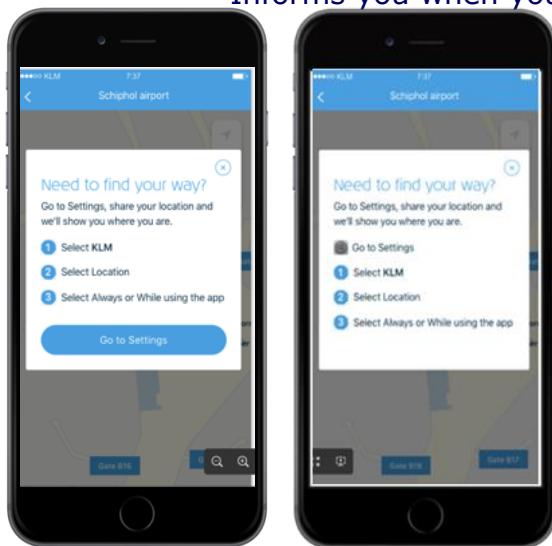


**New design for:**  
**- Media app card**  
**- Uber card**  
**- Hotel deals**  
**- Rent a car**



# Airport Map (ios only)

- The KLM app is extended with an interactive map of Amsterdam Schiphol Airport. Hereby customers can find a location inside the building, like their gate or a restaurant. When the customer grants the app permission to use their device's location, the customer can see his/her location inside the building for better orientation. For more information, check the chapter 'Airport Map'.
- The overall look of the map in the iPhone app. Search bar on top. Settings in the right upper corner. Floor level indication at the bottom. (left screenshot)
- At the airport you'll be able to see your location indicated by a blue dot.
- When a customer doesn't give permission to use location. 1<sup>st</sup> screenshot for iOS 10 and higher. 2<sup>nd</sup> screenshot for iOS 9 and lower.
- New in version 8.7** the following improvements are added:
  - Highlights your gate within 2 hours before departure
  - Highlights KLM locations: Ticket Office + Crown Lounges
  - Informs you when you are at another floor level compared to the selected POI



# Questions about Airport Map.

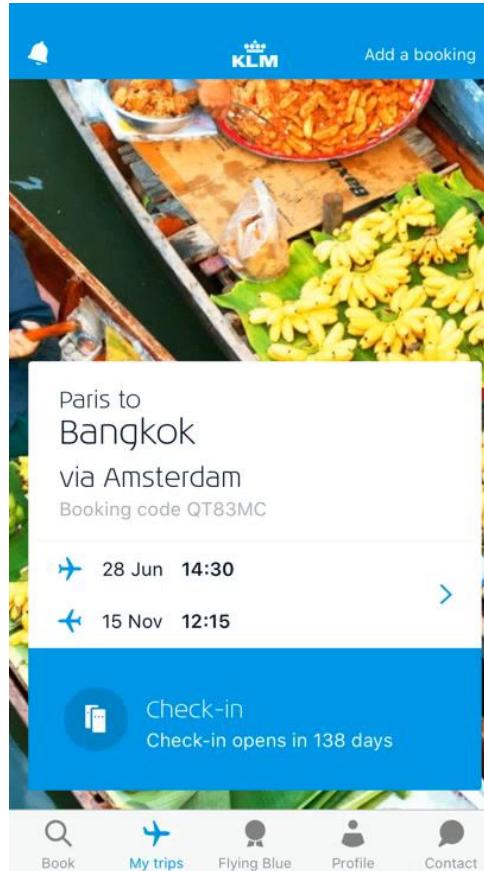
- For staff: How come I didn't hear more about this feature?
  - For staff: The feature will be actively communicated. There is an external campaign scheduled for July 18th.
- Also for Android devices?
  - No, currently the map is not available in the Android app. Only in the iOS app.
- Phone and tablet on iOS?
  - Yes, on iPhone and iPad
- What if I can't see my location (the 'blue dot')?
  - This can have several reasons, please check the following:
    - You need to be inside the airport area
    - You need to be connected (wifi/3G/4G)
    - Your location (the 'blue dot') is at another floor level. You can press the right upper arrow to zoom in to your location.
    - You are sitting/walking in an area with less coverage for indoor localization
    - You didn't allow the app to get your location. In this case you see an orange dot next to the arrow in the upper right corner. Click the arrow for more info.
- Do I need to use Wifi to get my indoor location?
  - You need connection, so that should be Wifi/3G/4G.
  - When you are connected to 3G/4G, you must at least enable wifi signal (real connection not needed in this case) because Wifi signal is used to determine your indoor location.
- What if I (as a user) expect to have more feedback?
  - In the right upper corner of the map, there is a feedback button. The team is happy to receive feedback via that form.
- Can I see a route line to my gate or another location?
  - Routing is not supported currently.

- How can I get more information about a specific store, restaurant, etc?
  - You can click on the related icon. A bar at the bottom will pop-up showing e.g. opening times (if available).
- What can I do with the buttons in the right upper corner?
  - The arrow:
    - open arrow - your blue dot will move, but map fixed. You may not see blue dot if you navigate to other place or floor
    - closed arrow - after clicking map moves to your location. Your blue dot moves, map moves with you keeping blue dot centered, also when moving between floors.
    - closed arrow with direction - same as 2, but map is rotated to show top in walking direction
  - The levels:
    - Manually select another floor level of the map
  - The filter:
    - Decide which categories you want to see on the map and which not. Categories are: restrooms, restaurants, ticketing, etc.
  - The airplane icon (only available when your gate is known):
    - Zooms in to your gate if this is available
    - When you are at the airport it shows both your own location and the gate location on 1 screen
- How can I search for a specific location?
  - Use the search bar at the top of the map
- I only see the map items in English, although my app is in a different language.
  - Currently the map information is always provided in English.
- What does the bottom bar tells me?
  - It shows the floor level you are seeing (or located if you have the arrow on 'follow me' / closed arrow in the right upper corner)
- I don't want that the app uses/shows my location. What to do?
  - Go to iOS Settings. Go to KLM. Click 'Location'. Select 'Never'
- What about my privacy?
  - KLM doesn't store your indoor location. For more information about our Privacy Policy, visit [https://www.klm.com/travel/nl\\_en/customer\\_support/privacy\\_policy/privacy\\_policy.htm](https://www.klm.com/travel/nl_en/customer_support/privacy_policy/privacy_policy.htm)

# Video about Airport Map.

(click below the image on the Play button)

And see for more information about the Airport map, the separate attachment about Airport map



# Push

When downloading the app you will receive push notifications.

**Android:** this is automatically done when you accept the download of the app.

**iOS:** with the first download of the app we will explain what push does and ask you to opt in or out!

If you opt out, you can always opt in again by going to:

Settings> Click on the app>Go to notifications> Allow notifications

## **OPT out for push**

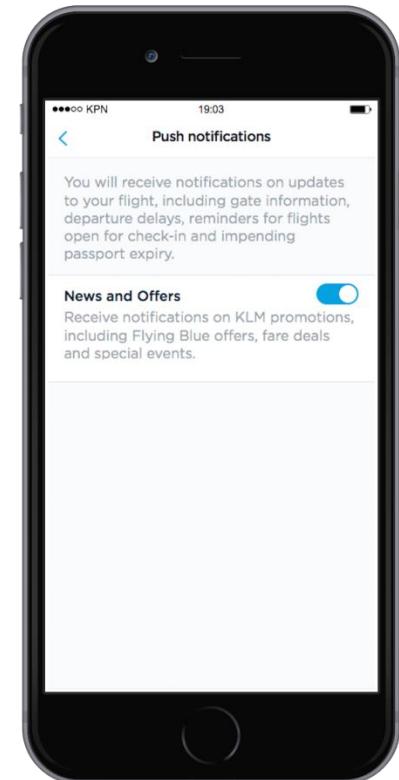
**Android** Go to settings>Go to more>Go to the application manager>  
Click on the app>Un-tick the box 'show notifications'

**iOS** Settings >Click on the app> Go to notifications>Un-tick  
Allow notifications

Is it possible to only receive service push notifications?

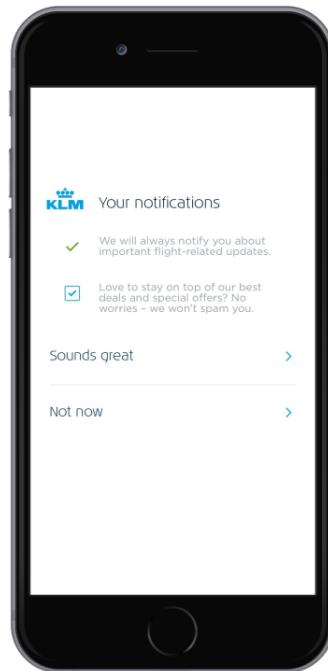
Yes it is possible: Go to the app, in the hamburger menu in the left hand top corner under Settings -> Push Notifications, there is a slider whereby you can turn on and off the possibility to receive commercial notifications, such as World Deal Weeks, Pack and Go deals, Seat upgrades etc.

- We will make promise: we will not spam you.  
Our goal is to provide you with the best possible service you need.
- Conclusion: As long as you have your Opt-in on the phone, you will always receive flight related messages.  
And you have choice and control over the commercial messages!



# Push ((un)subscribe for notifications)

- It is possible to subscribe or unsubscribe to commercial push notifications. Upon first download of the app a pop up notification is shown where you can (un)subscribe.
- By default the commercial notifications are switched on.
- For Android these notifications can be switched off via settings in the off canvas menu.



# Push Notifications

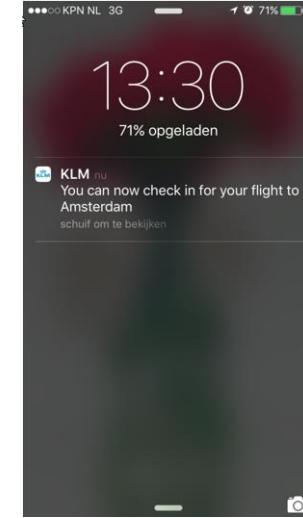
- **There are 3 types of notifications**

1. Push message (to the screen)
2. In app message (only seen when app is opened/in use)
3. Schedule alarm (triggered by behavior/event)

- **There are 3 types of messages**

1. Operational
  - Passenger only receives (changes to) flight details such as check-in, gate and luggage belt.
2. Informational
  - Passenger receives additional information concerning the flight such as, Media app.  
!! To receive this message the commercial opt-in has to be switch on.
3. Commercial
  - Passenger receives messages about campaigns such as e.g. Dream Deals or World Deal Weeks.  
!! To receive this message the commercial opt-in has to be switch on.

Go to the next page to see a total overview of the operational messages.

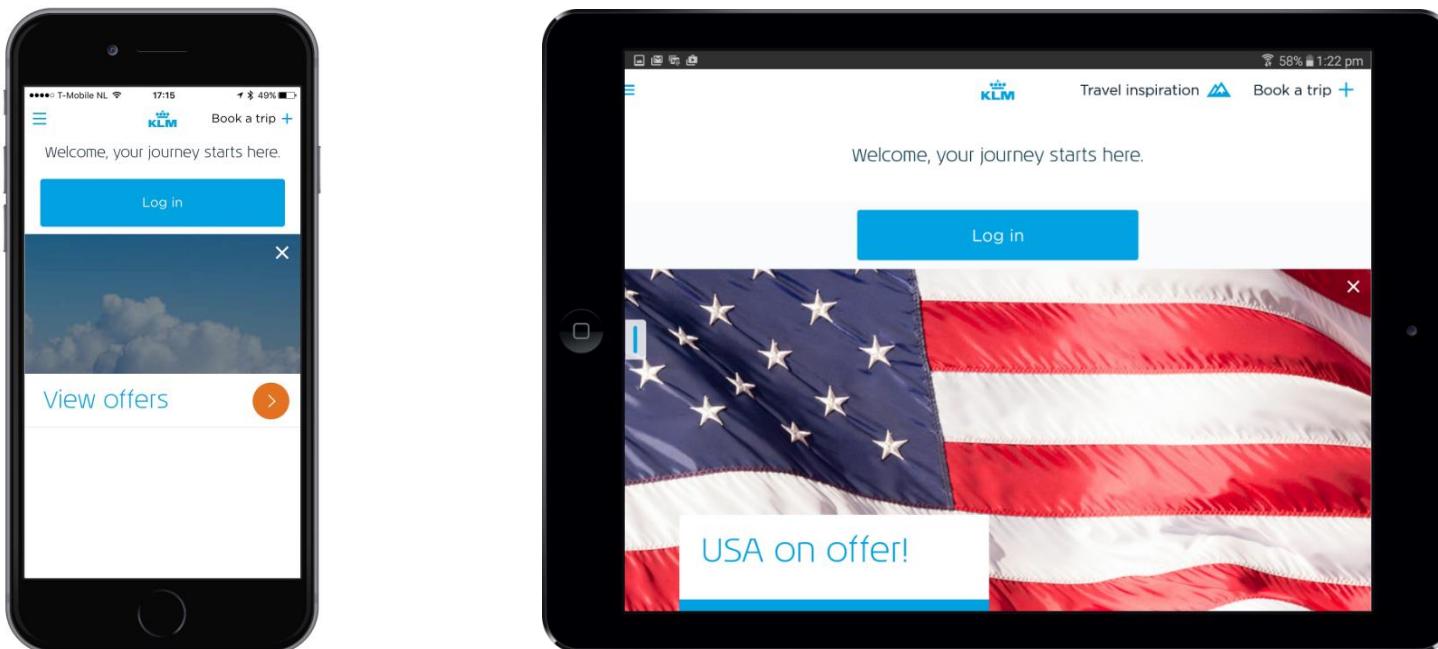


# Total overview of operational messages

Topic	Copy
Adhoc OCC	Created by OCC/CD team.
Missing personal info	We're missing details required for your flight to \${mainDestCityName}. Please complete your details, and take off!
Check in open	You can now check in for your flight to \${mainDestCityName}.
Flight delayed	We sincerely apologise for the inconvenience caused by the delay on \${depDate}. We will add \${fidelioMilesAmount} to your account. You'll receive them as soon as possible.
Flight cancelled	We sincerely apologise that flight \${airlineCode} \${opeFlightNumber} on \${depDate} was cancelled. You may be entitled to a refund or compensation. Please check <a href="#">KLM.com</a> > Customer Support > Refunds and Compensation or contact us.
Gate open	Departure gate. Your flight \${opeFlightCarrier}\${opeFlightNumber} to \${arrCityName} will depart from gate \${gateNumber}. Enjoy your flight!
Gate change	Gate change. Your gate has changed. Flight \${opeFlightCarrier}\${opeFlightNumber} to \${arrCityName} will now depart from gate \${depNewGate}. Enjoy your flight!
Flight change	Change: due to operational reasons there is a change in your booking/ travel schedule for \${initialOperFlightCarrier} \${initialOperFlightNumber} from \${initialDepCityName} to \${initialArrCityName}. Click on this message to open the KLM app.
Missing connection	Unfortunately it is no longer possible to catch your next flight. Please contact us so we can quickly help you on your way again!
Rebook	Unfortunately, due to planning changes for flight \${initialOperFlightCarrier}\${initialOperFlightNumber}, we had rebook your flight to \${initialArrCityNameTranslated}. For more details, please see the KLM app or contact us.
Seat change ASR (trigger in app)	Due to an aircraft change, you have been assigned a new seat. If this is a different type of seat than the one you selected, we will automatically refund the extra costs you made. If you have not heard from us within 24 hours, you can submit a refund request via your airline. We are sorry for the inconvenience.
Boardingpass wijziging (trigger in app)	Your boarding pass has been updated.
You're late/ Final Call	Boarding gate \${gateNumber} for flight \${opeFlightCarrier}\${opeFlightNumber} will close very shortly. Please proceed to the gate as soon as possible.
Luggage missing at arrival	Your baggage. We are flying your bag to \${flightRushDestination} with flight \${flightRushAirline}\${flightRushNumber}. You will soon be contacted about the delivery. We apologise for the inconvenience.
Luggage status update	Your baggage \${tagNumber} checked in on \${opeFlightCarrier} \${opeFlightNumber} is currently on its way to your arrival airport \${arrAirportCode}. We'll contact you soon about delivery.
Luggage rerouted	Unfortunately, your baggage \${tagNumber} checked in on \${opeFlightCarrier} \${opeFlightNumber} is still on its way. Please go to the \${airlineCode} baggage service desk at the airport.
Luggage belt	Belt number: \${luggageBeltNumber}. Welcome to \${arrAirportName}. You can collect your check-in baggage from belt number \${luggageBeltNumber}.
Pro active apology	You might have experienced issues with our app recently. Everything is now back to normal. Our apologies for the inconvenience caused.

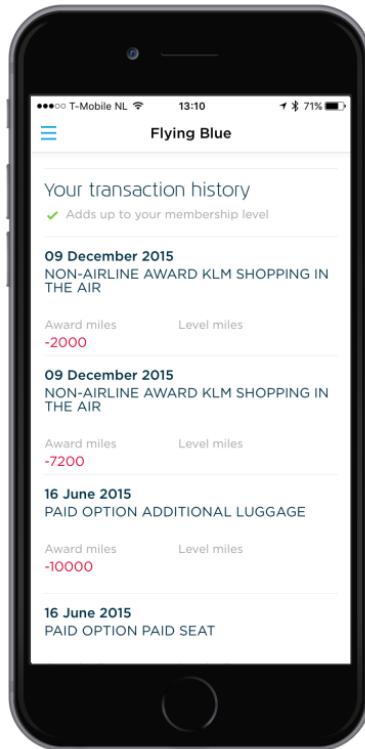
# Campaigns

- When a campaign is active, you will see the banner for that campaign in the app. If you don't want to see the banner anymore, you can close it by clicking on the 'x' in the top right corner of the banner.
- It will then not appear anymore, not even when you completely close the app and open it again.
- When a new campaign is launched, you will receive that new banner.
- **Disruption banner:** only when there is a trip in Check in window. For both iOS & Android



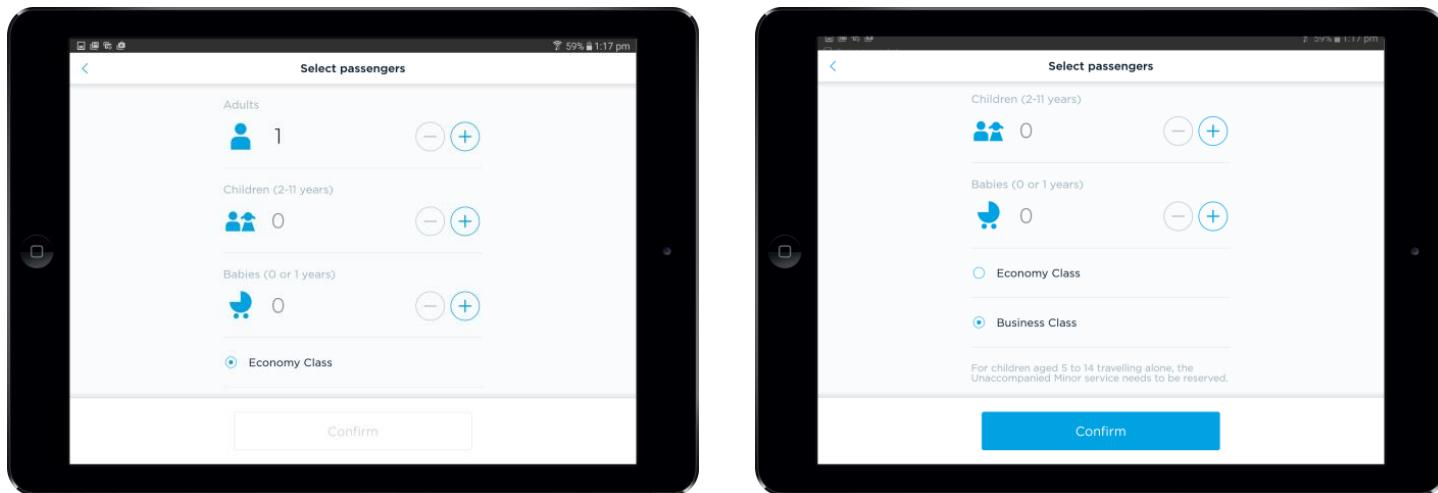
# Known issues Flying Blue/Login

- The transactions in the transaction overview are **only shown in English**.
- Android: When login is not working, go to device settings, general, accounts. Click on KLM account and remove it. Then open the app again and login should be possible.



# Known issues Plan and Book

- Android Tablet: When you want to select Business Class instead off Economy Class, you go to the Book a Trip screen. Tap on 1 adult in Economy Class and a new screen opens where you can select adults/children/babies.(Left screenshot) Below that you see Economy Class is selected. To get to Business Class you need to scroll up, then you can select it. (Right screenshot)



# Known issues Flight Strip

- On the tablet app it is not possible to get the Uber card. This is because there is no Uber app for tablets. The Uber card is only available on smartphones.
- HTC One X (OS v4.2.2) – Seat Map not displayed properly for most of the flights.

# Known issues MyTrips

- When a passenger does not see all the bookings in the MyTrips overview, please advise the passenger to kill the app or restart the device and then open the app again.
- Sometimes the app is in a different language than the passenger wants, how is this possible? (iOS only) If the passenger has set the device to a language that the app does not support (fe Norwegian) than the app looks for the 1<sup>st</sup> preferred language that the app does support. If this is a different language than the passenger wants, please advise him the following: Set device to English so this will be the preferred language. Then put it back to the original language the passenger wants the device in. If that language is not supported by the app, it will automatically take English.



# Known issues Check-in/Boarding Pass

- Why am I directed to the Delta website when I try to check-in on my flight to Amsterdam or Paris?  
For all flights outbound the US, we use the 3<sup>rd</sup> party check-in provided by Delta. This means that the user is redirected to the Delta website for check-in. In this case the boarding-pass will **not** be available in the app.
- When the passenger has date of birth 01jan1970, the app will not prefill.
- When there are multiple passengers in the booking, only the data for the Frequent Flyer will be prefilled.

# Wear (On Android)

## Wear

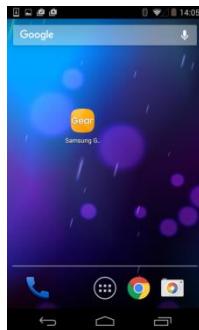
- Via Android app.
- Android wear app needs to be installed on your device.
- Support for the Samsung Gear S2 smartwatch based on the Tizen OS from KLM app version 6.7. See next page for "how to install Tizen gear app"
- [https://www.youtube.com/watch?v=\\_iWhHhWVBNM](https://www.youtube.com/watch?v=_iWhHhWVBNM)
- Check your flight, gate nr, seat nr, Boarding pass.



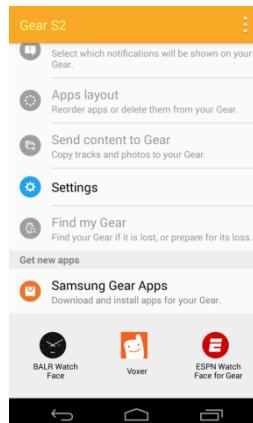
# How to Install the Tizen gear app?

Before you can use the KLM app on your Samsung S2 smartwatch, you first have to do 2 more steps.

**Step1:** Download the Samsung Gear app on your phone.



**Step2:** Open this app and connect it with your watch.

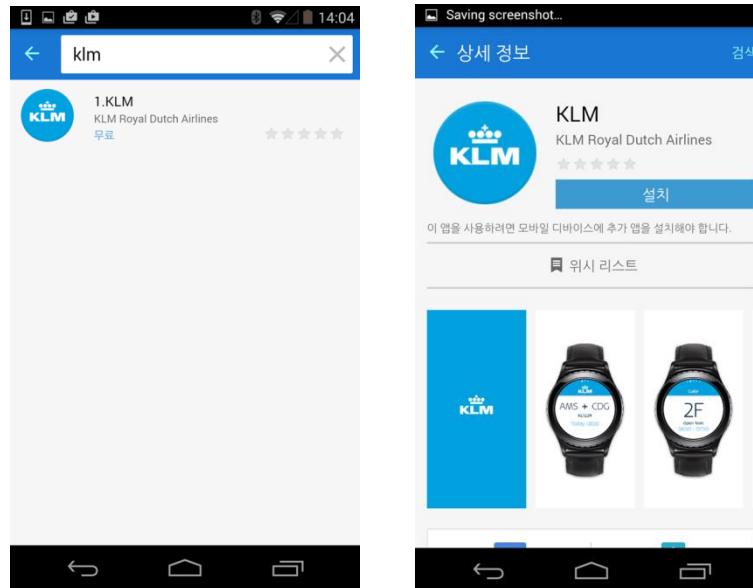


# How to Install the Tizen gear app?

**Step3:** The app opens and shows you the available apps. Scroll to the KLM app and click on it.



**Step4:** The KLM app is shown. Click on the button to open and install the KLM app.



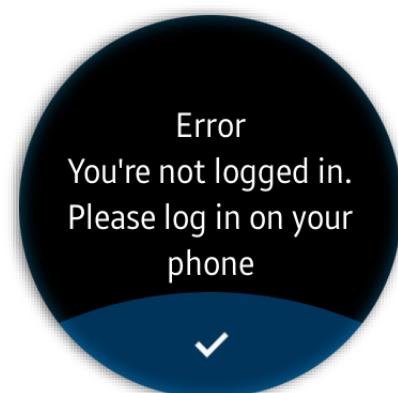
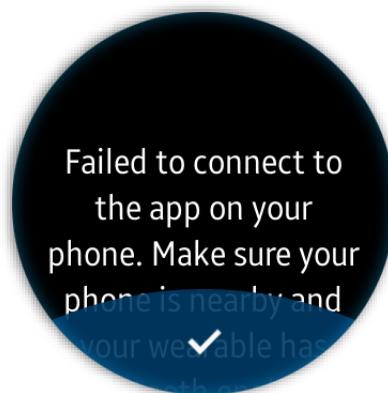
# Samsung S2 Smartwatch.

## Screenshots December 2015.

- Flight



# No-Flight



# Known issue

- In other languages than English there are some issues with the length of the text, like examples below. We are working on this to have it fixed.



# Apple Watch



- Via iOS app.
- Check your flight, gate nr, seat nr, Boarding pass.
- One click check-in functionality.
- For more information about the Apple watch functionality and how to install see the Q&A from Jordan Wattimena



# Q&A

Q) On which platforms is the app available?

A) Android via Play store and iOS via App Store.

Q) Which OS versions are supported?

A) The app is supported on iOS 9 or higher and on Android 4.1 or higher.

Q) What languages does the Universal App support?

A) Currently the App supports **12 languages**: Dutch, English, French, German, Italian, Spanish, Japanese, Korean, Brazilian (Portuguese), Russian, Simplified and Traditional Chinese.

Q) Is the App available worldwide?

A) Yes, the App is available in the global store for all points of sales.

Q) I want to keep using the old app, is it possible?

A) From July 5<sup>th</sup> 2016, it is not possible anymore to use the old Tablet app. We have switched off the MAL (Mobile Access Layer), therefor the app is not working anymore. We recommend the passengers to download the new tablet app from the store.

Blackberry (BB) users were still using the old GoMobile app. With switching off the MAL this is not possible anymore either.

## Q&A (2)

Q) I have problems installing the app in iOS; Installing or Loading getting stuck in device

A) Go to settings in device, general, Storage & iCloud usage, Manage Storage. Find the app and click on Delete app. Then try to install again from the App Store.

Q) Can I save the app on my SD card in Android?

A) No this is not possible anymore. Because of the implementation of Android wear the app does not work properly anymore on a SD card.

Q) I want to become a Flying Blue member, how can I register?

A) It is possible to create an account via the app.

Q) Can I change my Flying Blue Profile via the app?

A) Yes, it is possible to change via the app.

Q) My expiry date is not shown on the digital Flying Blue card.

A) Correct, the expiry date is removed.

Q) Can I change my pin or password in the app?

A) Yes, it is possible to change via the app.

## Q & A (3)

Q) Is there a Flying Blue transaction overview?

A) Yes, this is available in the Flying Blue section.

Q) Can I see my Previous trips?

A) Yes, this is available in the off canvas menu when you are logged in as FB member.

Q) How can I order a special meal or an la carte meal through the app?

A) Not possible, this is a future feature.

Q) My seat selection button is greyed out. I cannot change my seat.

A) In some cases the back-end systems do not allow you to change your seat. This can be the case due to all kinds of reasons, e.g. seating quota being reached.

Q) Why do I get wrong info (e.g. Flight Status)?

**A) Instruction:** First check if the same info is shown on klm.com. Because of the used technology, issues on klm.com often reflect on mobile.

# Support

More info needed?

Product team:

[Mobile.app@klm.com](mailto:Mobile.app@klm.com)