



# Mobile App User Guide

Ver. 1.0e

# 1. System Specifications

- Download Mobile App

① By market (search "Korean Air cargo" or "KE cargo")



② By QR code



<Android Play Store>



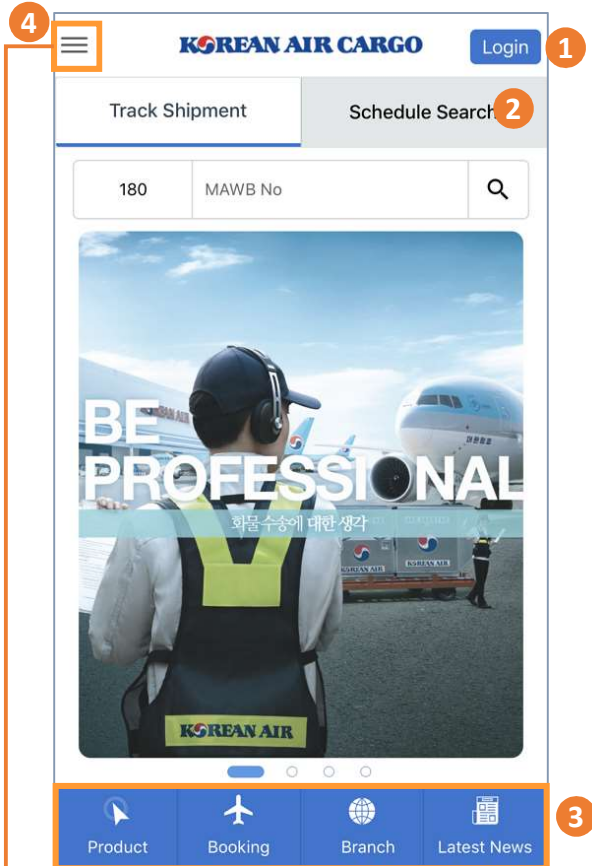
<Apple App Store>

- Mobile Operating Systems

	Recommended Version	Unsupported version
Android	Android 5.0 and later	Android 4.0 and below
iOS	Apple iOS 8.0 and later	Apple iOS 8.0 and below

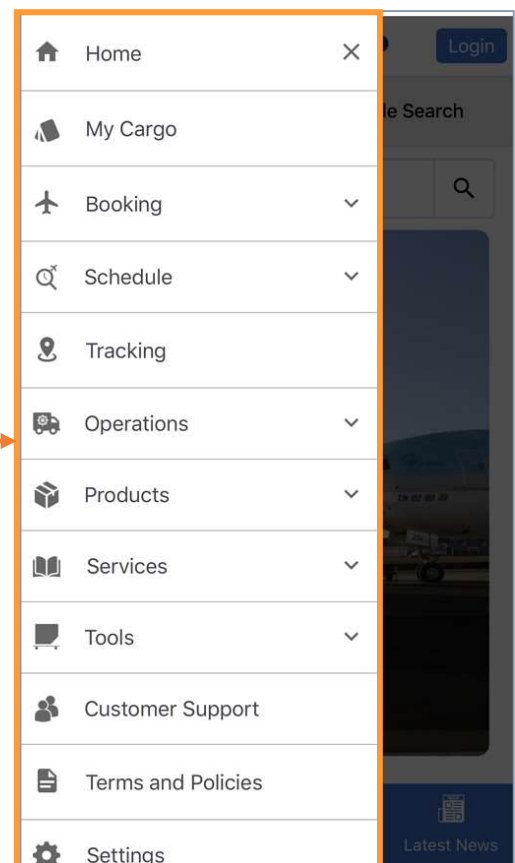
- Supported Mobile Devices

	Device version supported
Android	Samsung Galaxy 4, Galaxy Note 3 LG G2, Xiaomi Mi 5 and up
iPhone	Apple iPhone 5 and up

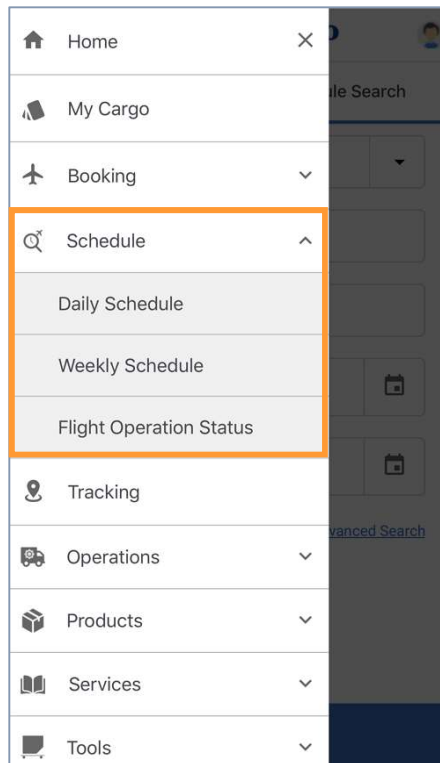
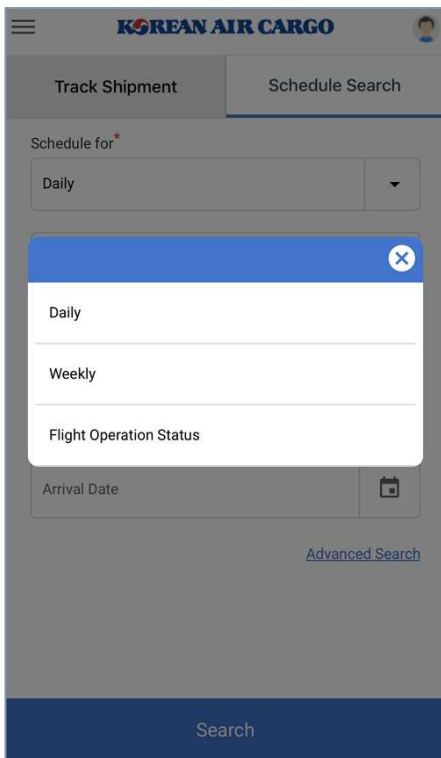


- ① Log in button on upper right side
  - Same ID/PW for cargo.koreanair.com
  - Join as member, setting profiles are supported only on the website
  - Login status will last even after re-log in
- ② You can search tracking and schedule directly from the tap on main screen
  - Track Shipment : Navigate to tracking result page
  - Schedule Search : Enable to select daily/weekly/flight operation status

- ③ Product Navigator, Booking, Branch Information, Latest News is on the bottom page

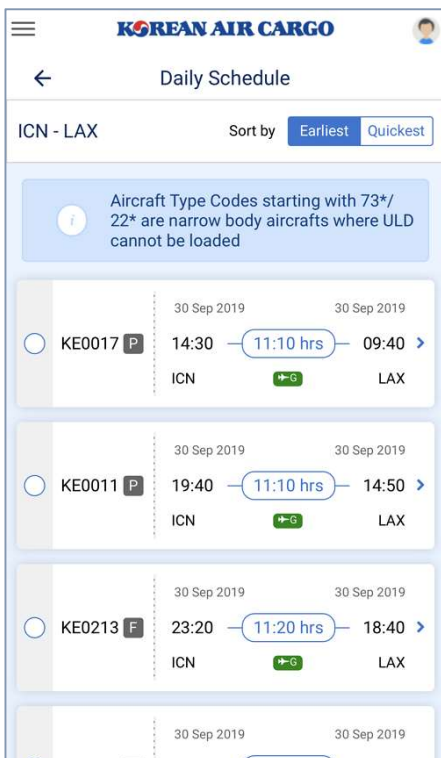


- ④ You can find entire menu by clicking hamburger icon on upper left side



- To search schedule information, you can directly go to schedule search on main page or you can find same information in hamburger menu also
- Result will be same as desktop version

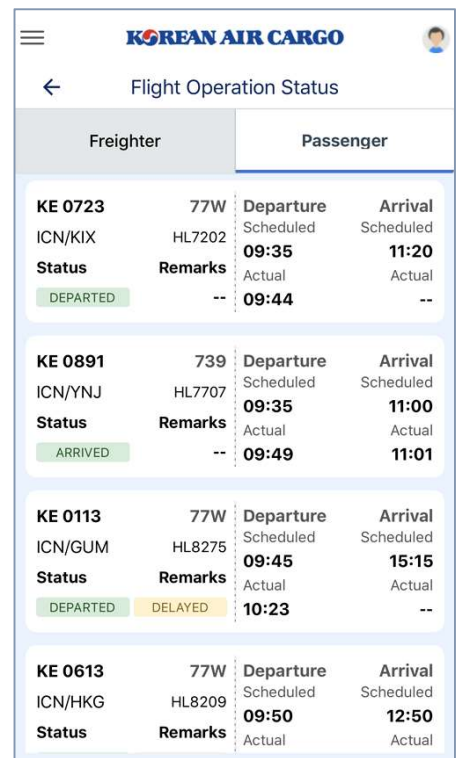
• Result Screen



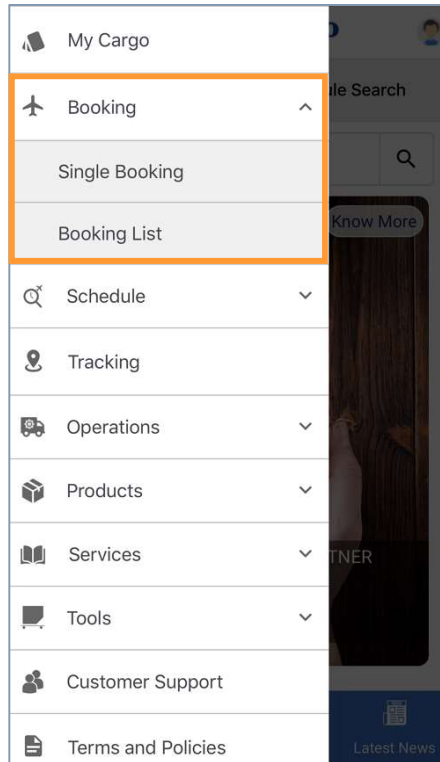
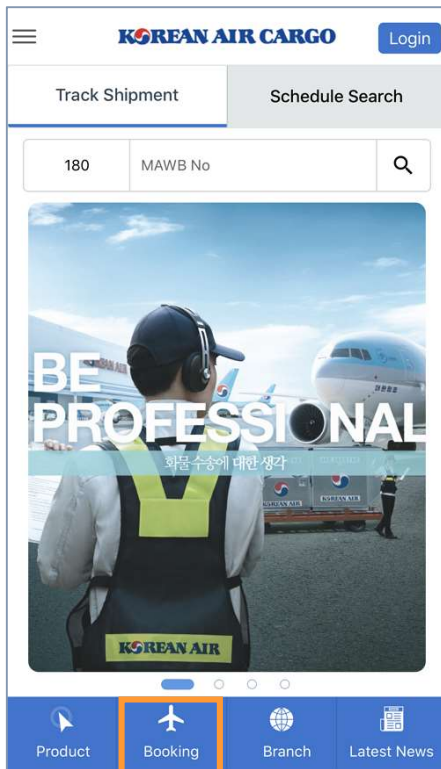
<Daily Schedule>



<Weekly Schedule>



<Flight Operation Status>



- To book a shipment, you can directly click booking icon on main page or you can find same menu (booking and booking list) in hamburger menu
- Multiple booking is only supported from desktop version
- Enable to add flight, dimension and remark information by clicking + button

## • Single Booking

<Input Booking Information>

<Add Flight>

• View Summary

• Booking List

**SEoul INTL CARGO SALES OFFICE**

Booking Summary

View Details

**Shipment Details**

Master AWB Number 180 59755975	Origin - Destination ICN-FRA
Commodity CONSOL	Shipment Description CONSOLIDATION
SCC GEN	Product GEN
Pieces 10	Weight 1000 kg
Volume 6 cbm	Volume Weight 1000.0 kg

**Flight Details** >

**Rate and Charges** >

- Spot Rate >
- Subscribe Notification >

Book Now

• On Booking Summary, the user can view detail pages of **Flight Details**, **Spot Rate**, **Subscribe Notification** by clicking each section.

**SEoul INTL CARGO SALES OFFICE**

Booking List

Search

AWB Number	Flight/Date	Booking
180 56745674	KE0335/29 Sep	Confirmed
180 59925992	KE0326/29 Sep +more	Queued
180 58785878	KE0905/30 Sep	Queued
180 59755975	KE0905/30 Sep	Queued

**SEoul INTL CARGO SALES OFFICE**

Flight Details

KE 0905	30 Sep 2019	30 Sep 2019
Queued	ICN	FRA
Pieces	10	
Weight	1000 kg	
Volume	6 cbm	

<Flight Details>

**SEoul INTL CARGO SALES OFFICE**

Spot Rate

Spot Rate \*  
4000 KRW

Min. chargeable weight \*  
800 kg

Max. chargeable weight \*  
1200 kg

Add

<Spot Rate>

**SEoul INTL CARGO SALES OFFICE**

Subscribe Notification

Select Notification Instances

- Departed
- Flight Arrived
- Shipment Arrival Notification
- Shipment Accepted
- Delivered
- Received From Flight

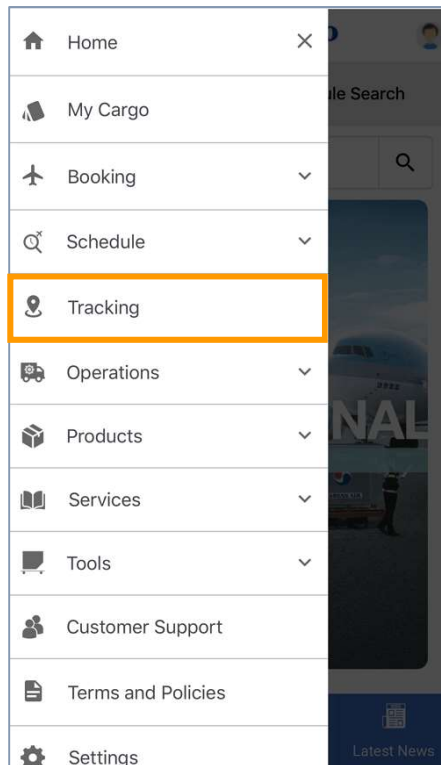
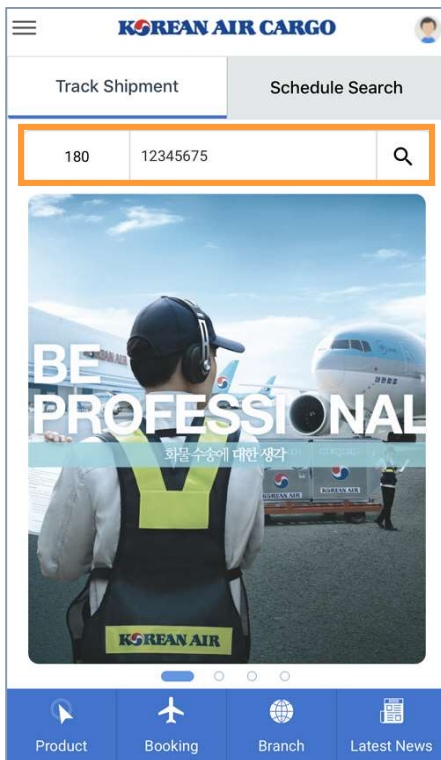
Add multiple emails separated by space. Maximum 5 e-mail can be added.

Email(s)  
portal@koreanair.com

Mobile  
+82 01012345675

Save

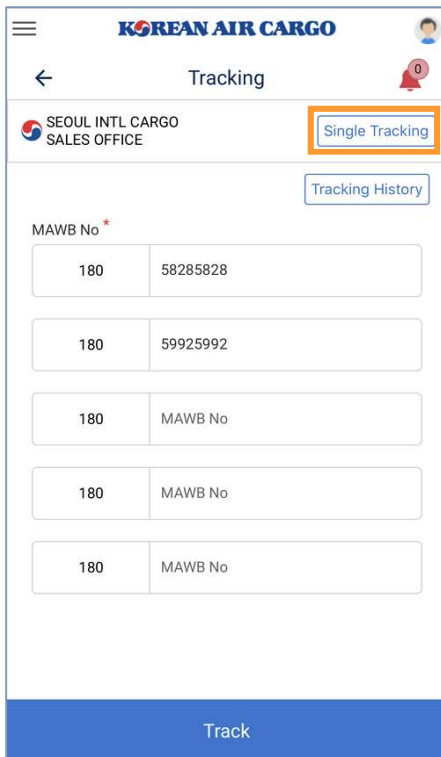
<Subscribe Notification>



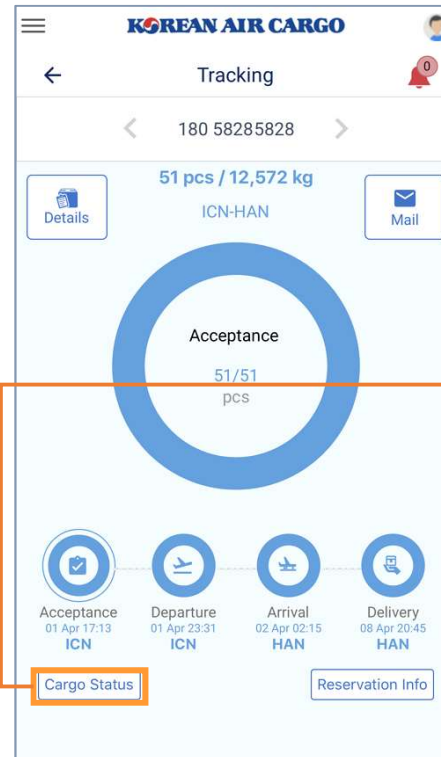
- Input MAWB number on the **Track Shipment** tap of landing page or Click the **Tracking** of menu list, the user will navigate to the Tracking screen.

- The main diagram is changed by selecting each icon of Acceptance, Departure, Arrival and Delivery. On clicking the main diagram, the user is navigated to the corresponding detail page.

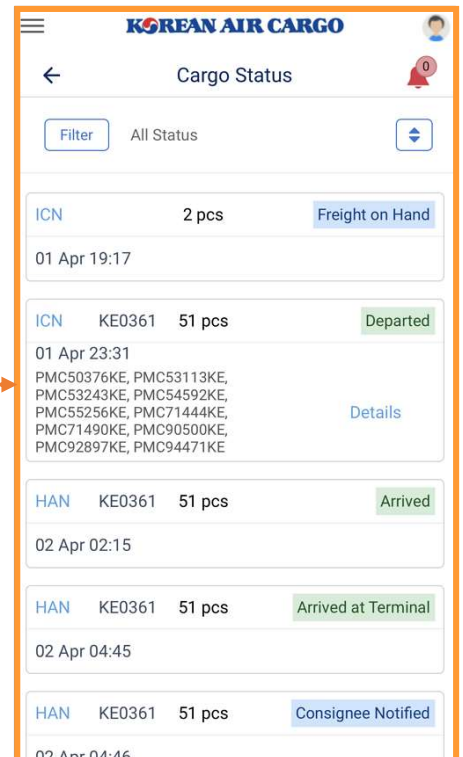
• Tracking and Result Screen



<Single/Multiple Tracking>

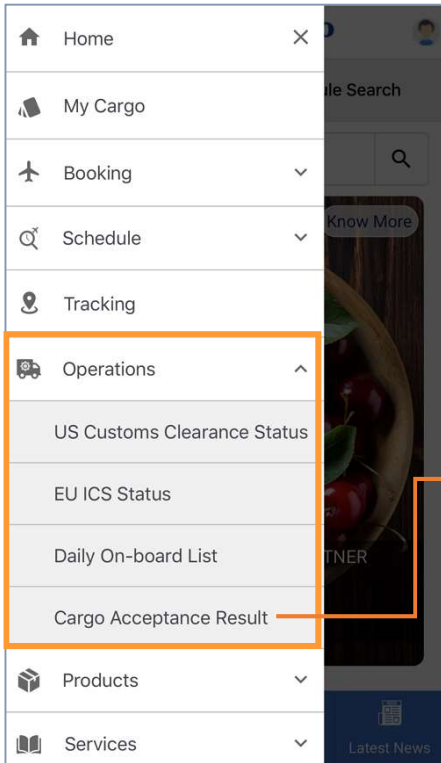


<Tracking Result>



<Detail page-Cargo Status>

## • Operations

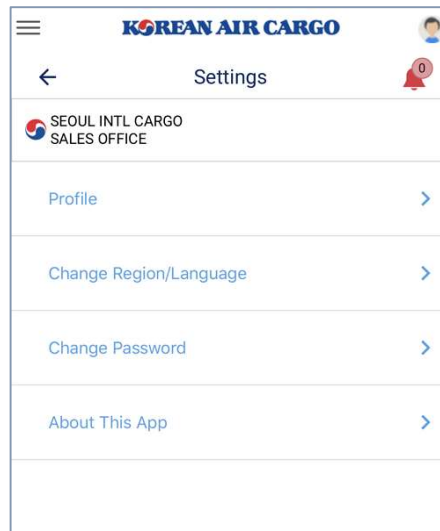
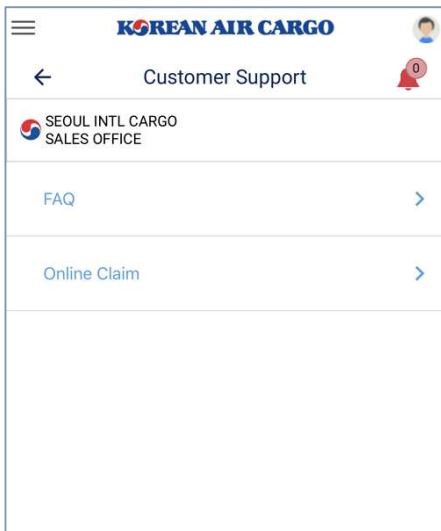


- Customs status view, Daily On-board list and Cargo Acceptance Result are grouped together under Operations, same as website.

### <Cargo Acceptance Result Screen>

KOREAN AIR CARGO			
Cargo Acceptance Result			
MAWB No. 180 58285828	ORGN/DEST ICN ◎ HKG		
Flight No. KE 0603	DEP ICN	ARR HKG	Flight Date/Time 15 Apr 2019/08:10
Total Pcs 3 Pcs	Total Wt 910 kg	Total Vol.Wt 952.5 kg	
Net Weight		Volume Weight	
Total Quantity : 3		Total Weight (kg) : 910	
Date	Time	Quantity	Net Wt (kg)
14 Apr 2019	14:46	1	303.3
14 Apr 2019	14:46	1	303.4
14 Apr 2019	14:46	1	303.3

## • Customer Support & Settings



- Customer Support : FAQ, Online Claim  
(Only **Preliminary Claim** is supported on Mobile App)
- Settings : View the user Profile and Application information  
Change Region/Language and Password