



HRS CONTRACT & ALLOTMENT MANAGEMENT SYSTEM AIR FRANCE USER GUIDE

DECEMBER 2025

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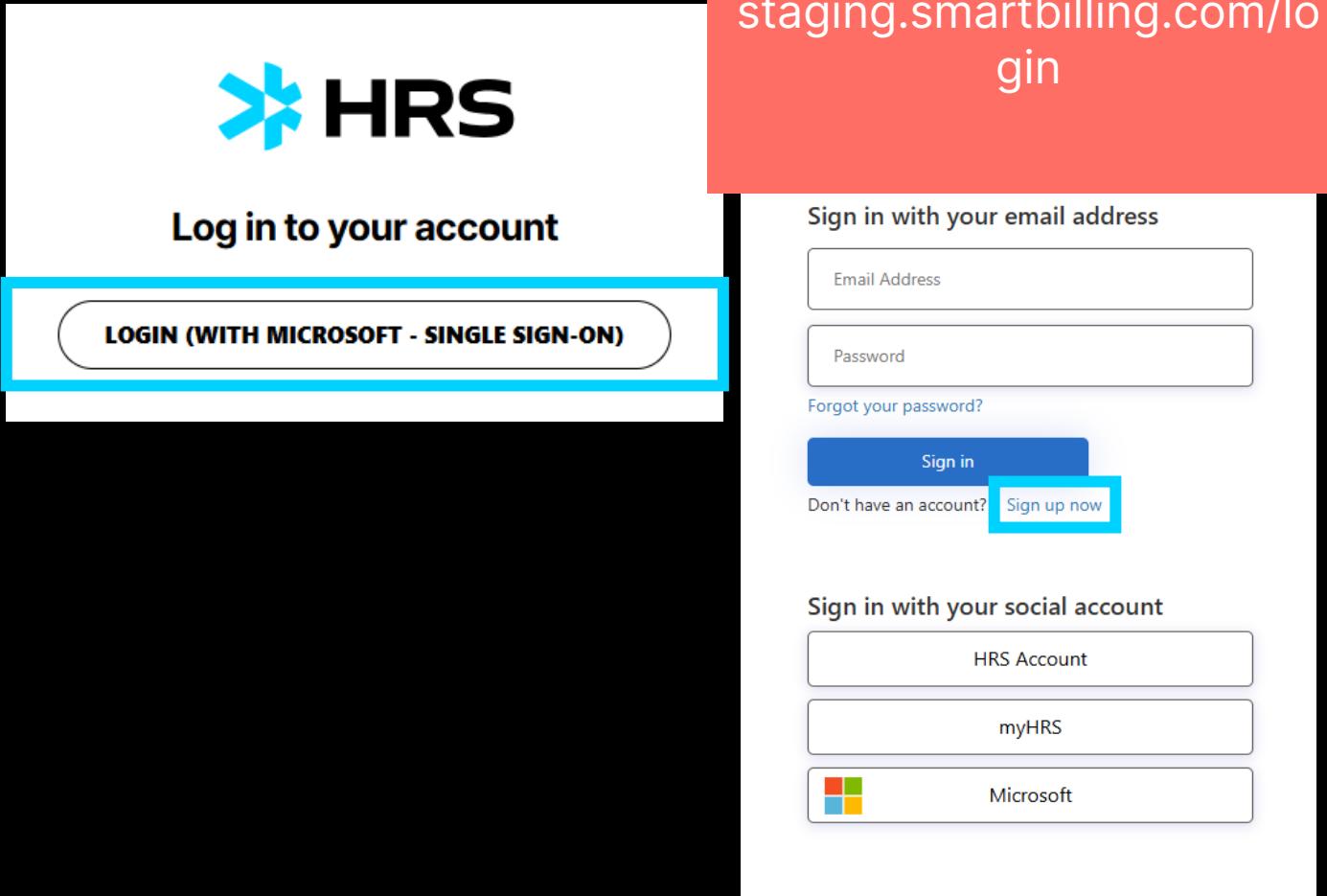


SECTION 1

SIGN UP

Step 1: Access the HRS Contract & Allotment Management System and click on “Login (with Microsoft – Single Sign On)” to register

Step 2: Click on “Sign up now”



Updated link:
<https://allotment-staging.smartbilling.com/login>

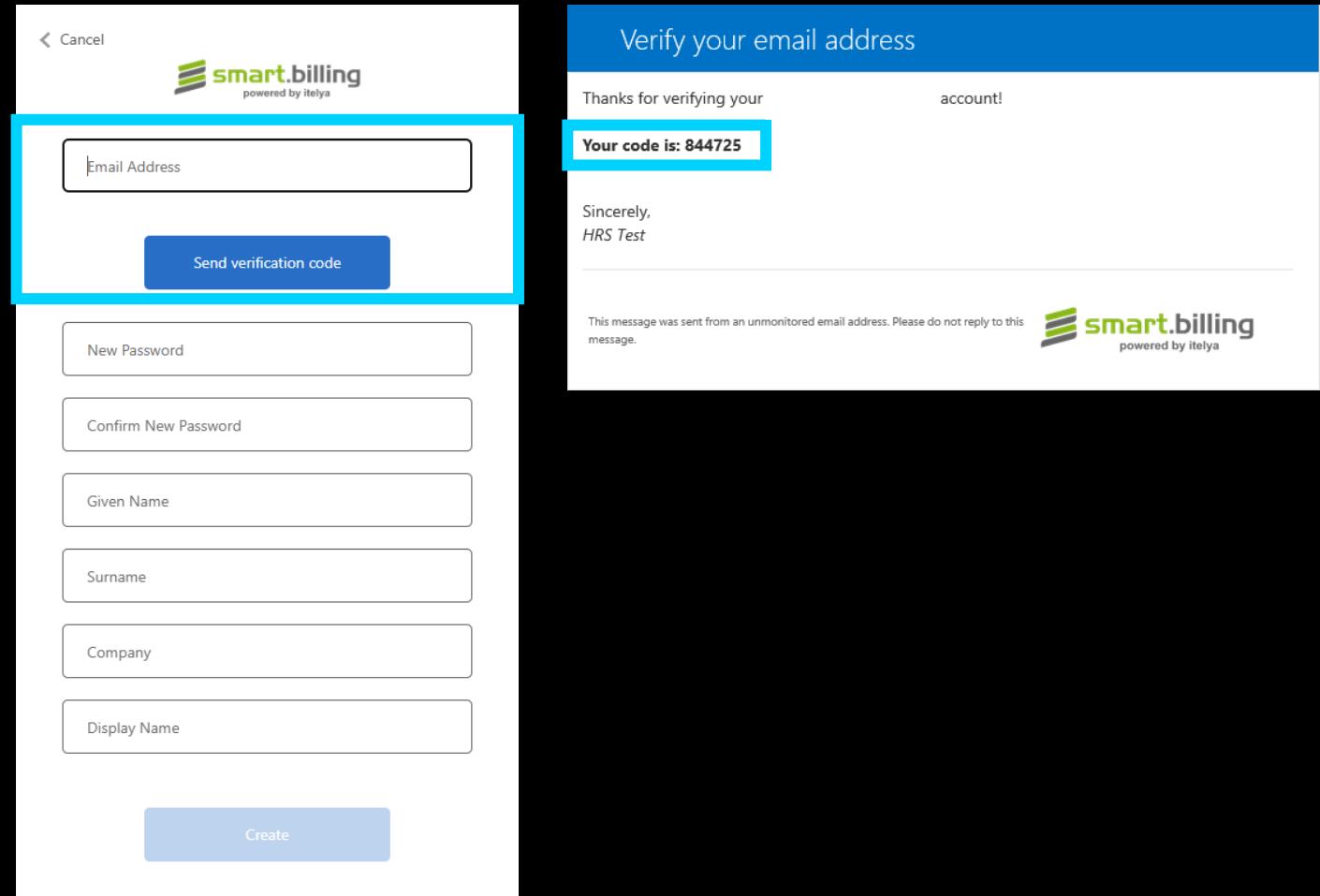
SECTION 1

SIGN UP

Step 3: Enter your email address

Attention: The email domain must be @airfrance.fr or @klm.com

Step 4: Click on “Send verification code”



The image consists of two side-by-side screenshots. The left screenshot shows a sign-up form for 'smart.billing' with a 'Cancel' button and a 'Send verification code' button. The 'Email Address' input field is highlighted with a blue box. The right screenshot shows an email with a blue header 'Verify your email address'. It contains a message 'Thanks for verifying your account!', a code 'Your code is: 844725' (highlighted with a blue box), and a signature 'Sincerely, HRS Test'. A note at the bottom says 'This message was sent from an unmonitored email address. Please do not reply to this message.' Both screenshots feature the 'smart.billing' logo at the bottom right.

Step 5: You will receive an email with a verification code

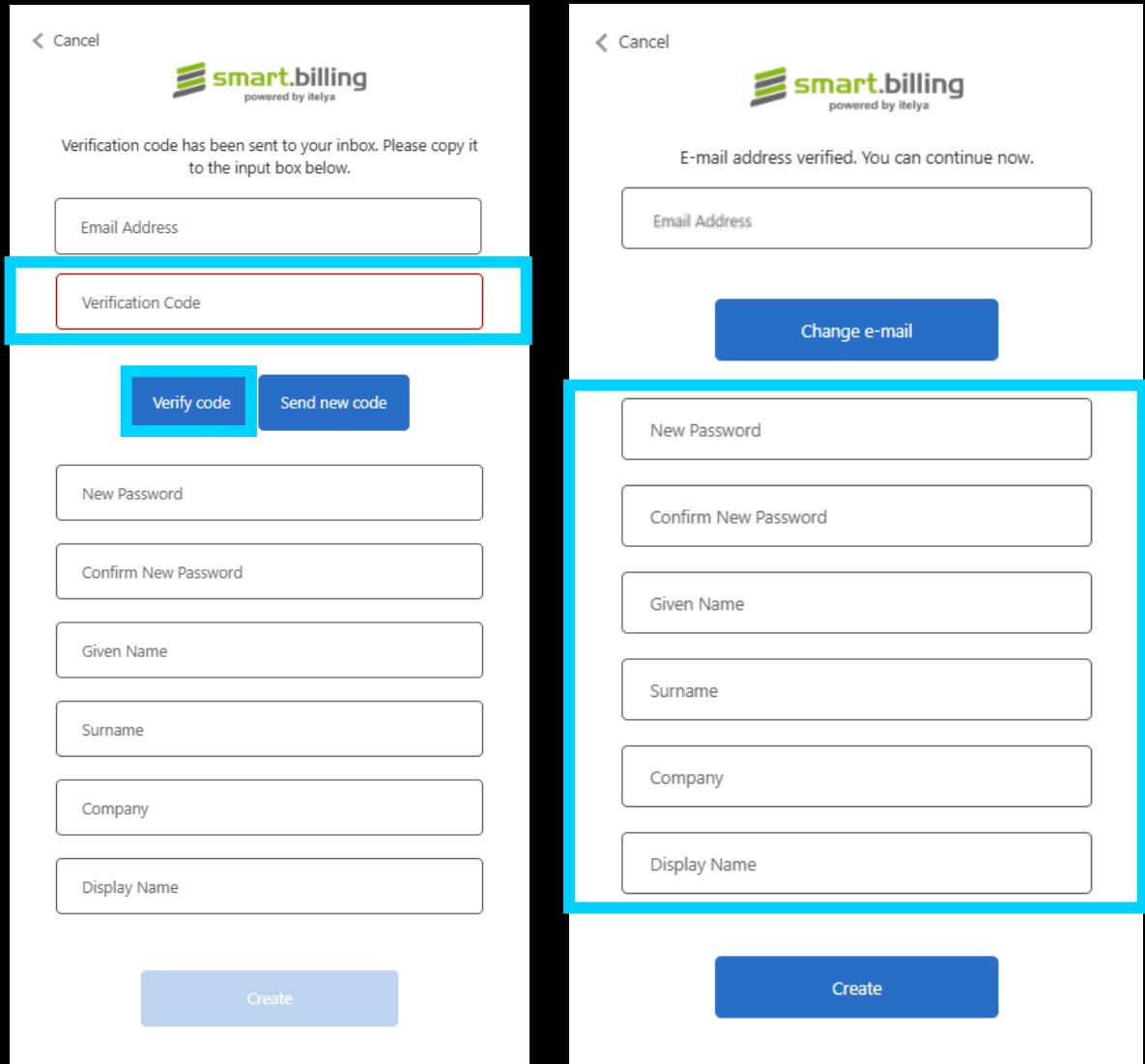
SECTION 1

SIGN UP

Step 6: Enter your verification code

Step 7: Click on “Verify code”

Step 8: Once your email has been verified successfully, complete the following fields (create a password, enter your name, last name, company name and display name)



The image consists of two side-by-side screenshots of a mobile application interface for 'smart.billing'.

Left Screenshot (Verification Step): The screen shows a 'Verification code' input field highlighted with a red border. Above the input field, a message reads: 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below the input field are buttons for 'Verify code' (highlighted with a blue border) and 'Send new code'. Below these buttons are several empty input fields for 'New Password', 'Confirm New Password', 'Given Name', 'Surname', 'Company', and 'Display Name'. At the bottom is a 'Create' button.

Right Screenshot (Profile Step): The screen shows the same set of input fields, but they are all highlighted with a blue border. Above the input fields, a message reads: 'E-mail address verified. You can continue now.' Below the input fields is a 'Change e-mail' button. At the bottom is a 'Create' button.

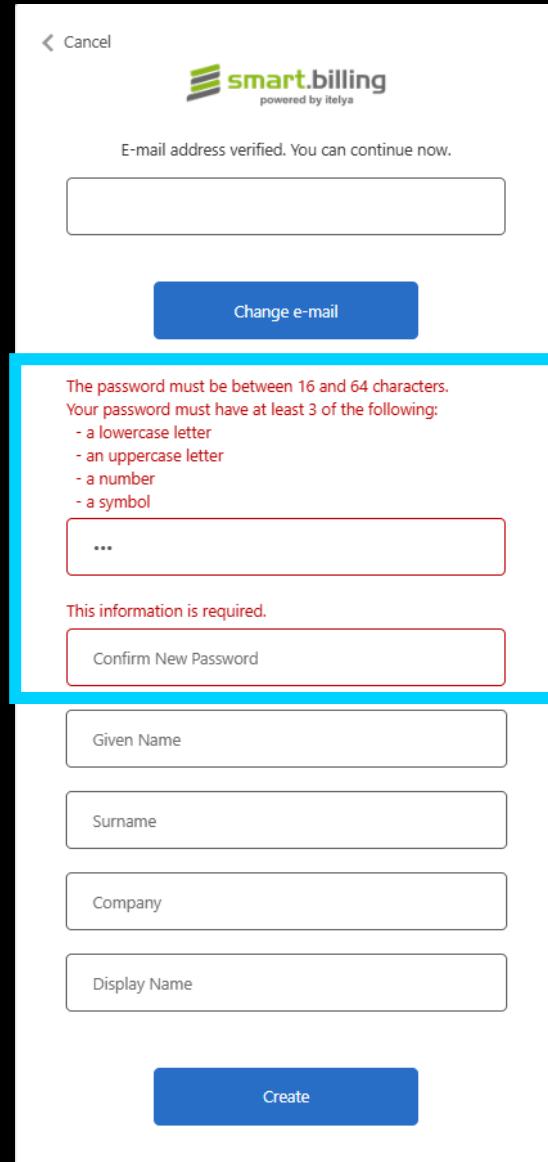
SECTION 1

SIGN UP

Attention:

The passwords must:

- Be between **16** and **64** characters
- Have **at least 3** of the following:
 - A lowercase letter
 - An uppercase letter
 - A number
 - A symbol



The screenshot shows a sign-up form for 'smart.billing' powered by itelya. At the top, it says 'E-mail address verified. You can continue now.' Below is a 'Change e-mail' button. The main password field is highlighted with a red border and contains the placeholder '...'. A red box surrounds the password field and the 'Confirm New Password' field below it, both of which are empty. To the right of the password fields, there is a note: 'The password must be between 16 and 64 characters. Your password must have at least 3 of the following: - a lowercase letter - an uppercase letter - a number - a symbol'. Below the password fields are four empty input fields: 'Given Name', 'Surname', 'Company', and 'Display Name'. At the bottom is a 'Create' button.

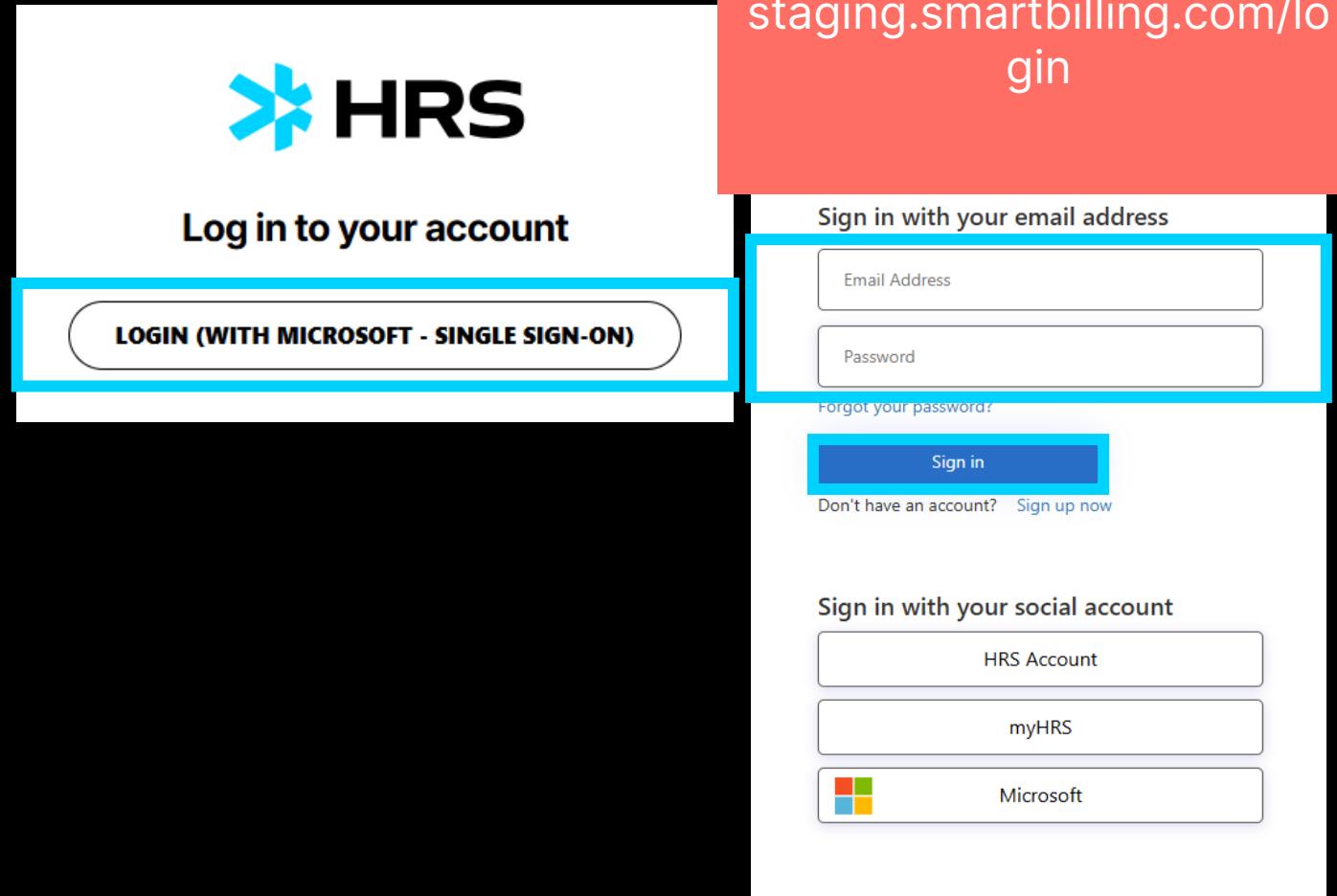


SECTION 2 SIGN IN

Step 1: Access the [HRS Contract & Allotment Management System](#) and "Login (with Microsoft – Single Sign On)"

Step 2: Enter your email and password

Step 3: Click on "Sign in"



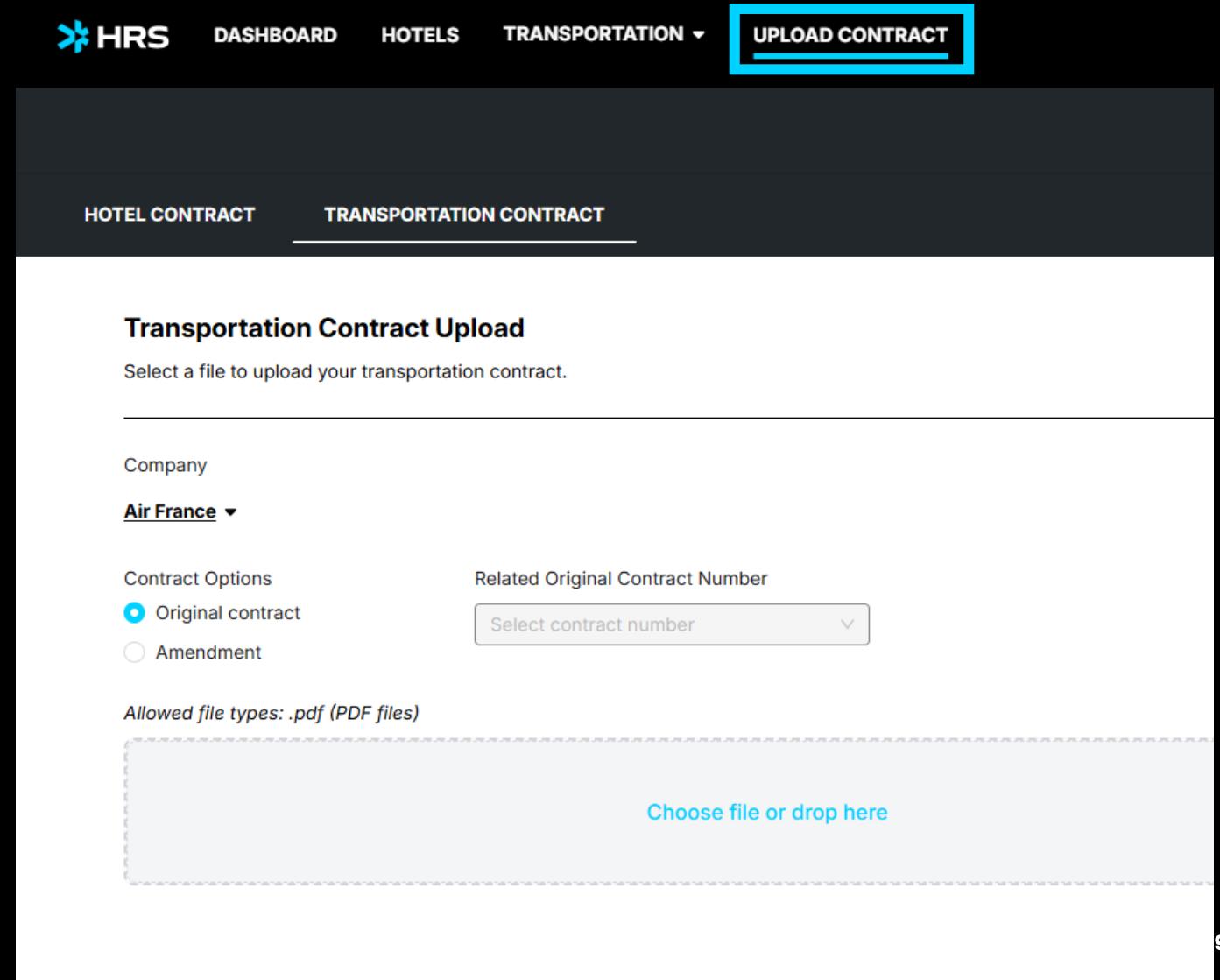
The screenshot shows the "Log in to your account" page. A blue box highlights the "LOGIN (WITH MICROSOFT - SINGLE SIGN-ON)" button. To the right, there are fields for "Email Address" and "Password", a "Sign in" button, and links for "Forgot your password?" and "Don't have an account? Sign up now". Below these, there are sections for "Sign in with your social account" with options for "HRS Account", "myHRS", and "Microsoft" (with its logo).

Updated link:
<https://allotment-staging.smartbilling.com/login>

SECTION 3

UPLOAD CONTRACT

Click on the “Upload Contract” tab



The screenshot shows the HRS software interface with the following elements:

- Header:** HRS logo, DASHBOARD, HOTELS, TRANSPORTATION (dropdown), and UPLOAD CONTRACT (highlighted with a blue border).
- Sub-Header:** HOTEL CONTRACT and TRANSPORTATION CONTRACT tabs. The TRANSPORTATION CONTRACT tab is selected.
- Section:** Transportation Contract Upload. Sub-instruction: Select a file to upload your transportation contract.
- Company:** Air France (dropdown).
- Contract Options:** Original contract (selected) and Amendment.
- Related Original Contract Number:** Select contract number (dropdown).
- File Upload:** Allowed file types: .pdf (PDF files). Choose file or drop here.

SECTION 3.1

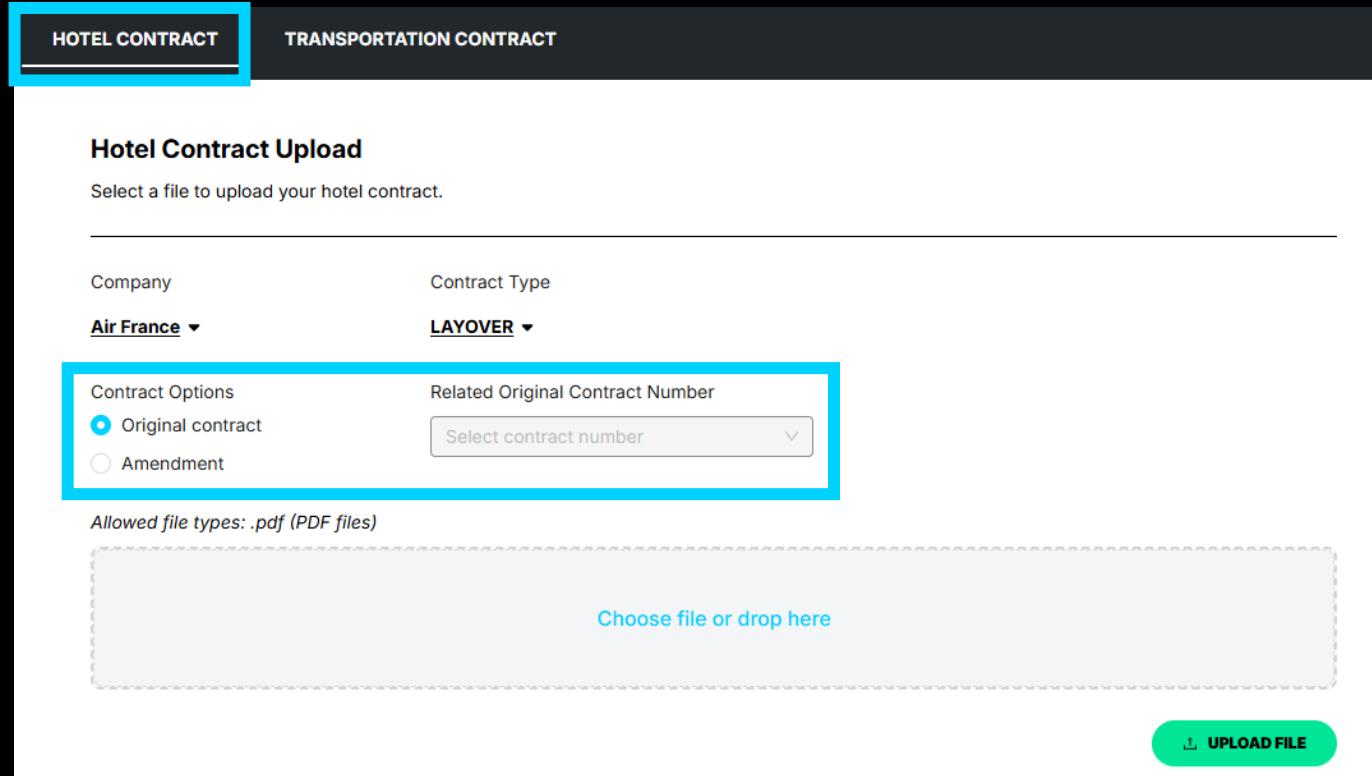
UPLOAD HOTEL CONTRACT

Step 1: Click on the “Hotel Contract” tab

Step 2: Select “Original Contract”

OR

“Amendment” and enter or select the contract number from the down list



HOTEL CONTRACT **TRANSPORTATION CONTRACT**

Hotel Contract Upload

Select a file to upload your hotel contract.

Company: Air France Contract Type: LAYOVER

Contract Options:

Original contract Amendment

Related Original Contract Number:

Select contract number

Allowed file types: .pdf (PDF files)

Choose file or drop here

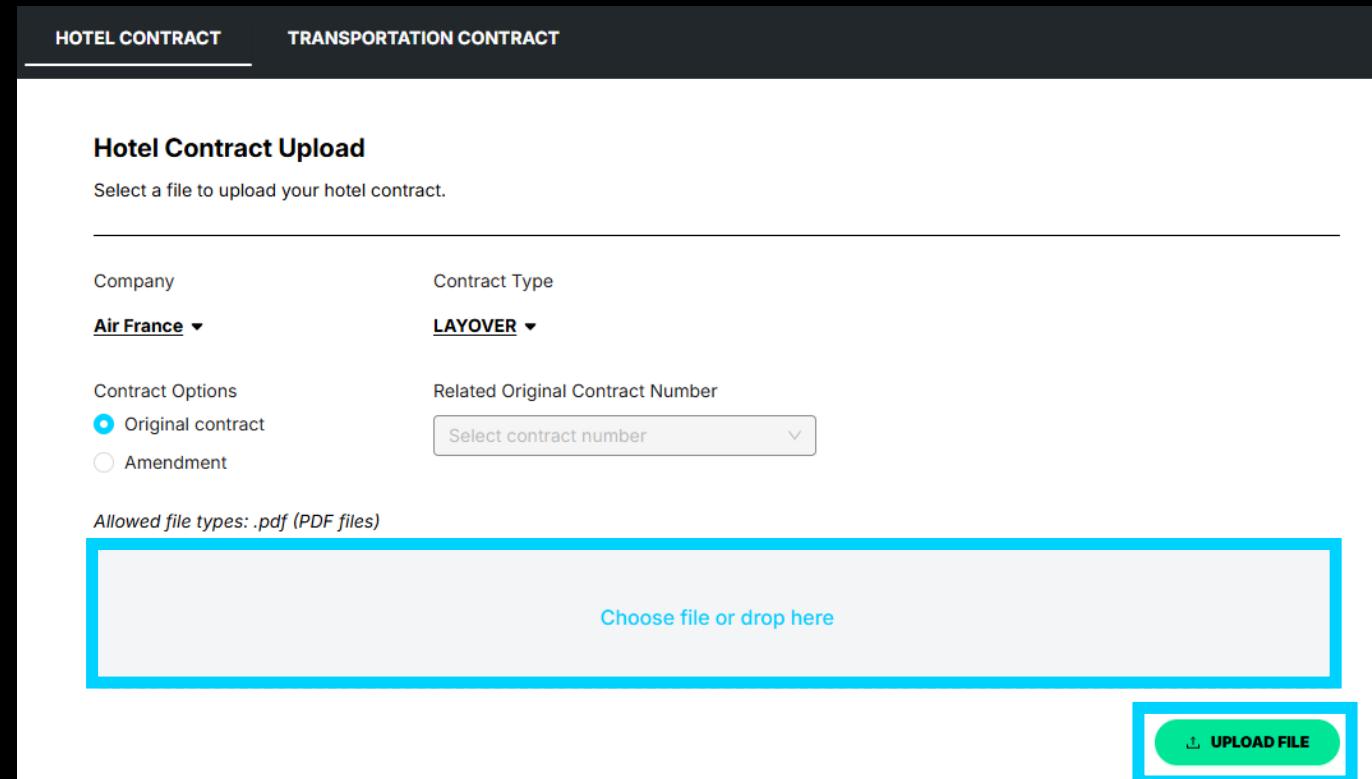
UPLOAD FILE

SECTION 3.1

UPLOAD HOTEL CONTRACT

Step 3: Click on the box or drag and drop your contract (Only PDF files in English are accepted)

Step 4: Click on “Upload file”



HOTEL CONTRACT TRANSPORTATION CONTRACT

Hotel Contract Upload

Select a file to upload your hotel contract.

Company: Air France Contract Type: LAYOVER

Contract Options:

Original contract Amendment

Related Original Contract Number:

Select contract number

Allowed file types: .pdf (PDF files)

Choose file or drop here

UPLOAD FILE

Attention!

For contracts in other languages, please send the PDF to crewsupport@hrs.com

SECTION 3.1

UPLOAD HOTEL CONTRACT

Step 5: Check the general contract information and make any adjustments as needed

Hotel Contract Preview
Please review the contract information and make any necessary adjustments before submitting.

CONTRACT INFORMATION

Valid from _____ Valid to _____

Hotel name: ITC Maurya Email: _____ Phone: _____

Street: Diplomatic Enclave Fax: _____ Country code: IN City: New Delhi Zip code: 110021

SERVICES INCLUDED IN ROOM RATE

Normal B I U E Q E E E Tx

For Air France crew members, Hotel accommodation includes the following:

AVAILABILITY OF ROOMS

Normal B I U E Q E E E Tx

The Hotel undertakes to make available to Air France crew members the rooms needed to accommodate them immediately at their arrival and during their stop-over at New Delhi according to the room booking schedule which is provided to the Hotel at regular intervals by the Air France local Management.

NO SHOW ROOMS

Normal B I U E Q E E E Tx

No Show Rooms

SECTION 3.1

UPLOAD HOTEL CONTRACT

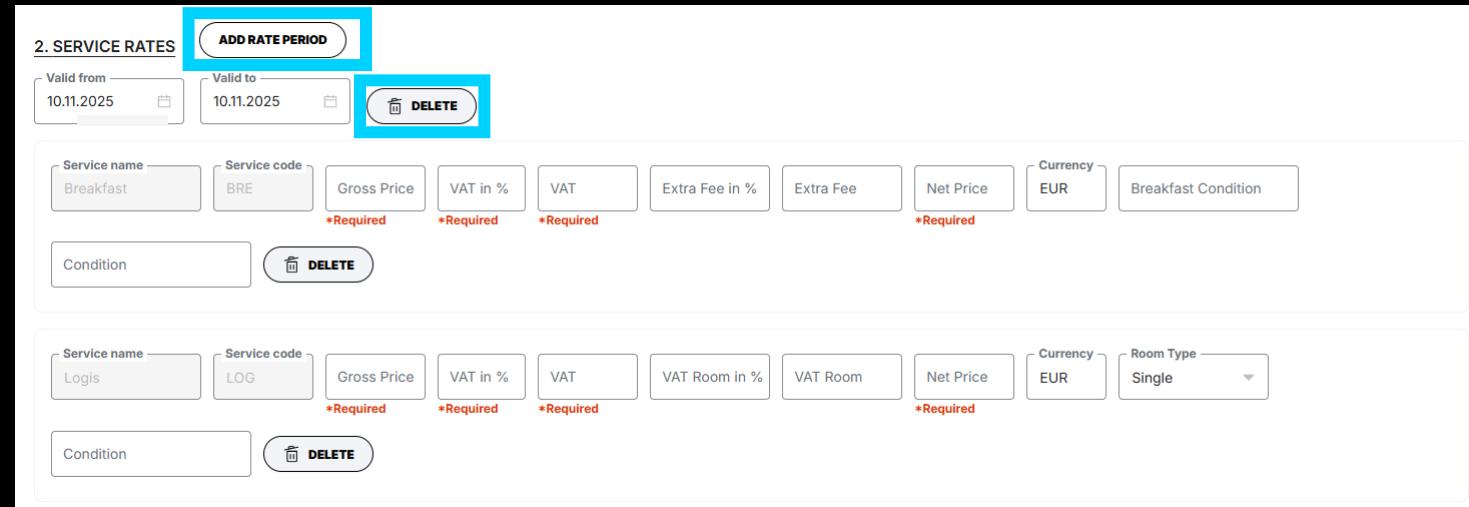
Tip: Data to be verified

- Contract number
- Rates
- Validity start/end
- Hotel provides shuttle or not?
- Station (IATA Code)
- Transportation checkbox
- Supplier name
- Availability room
- Supplier address
- Early check-in/late check-out
- Supplier phone
- Cancellation
- Supplier email
- No-show

SECTION 3.1

UPLOAD HOTEL CONTRACT

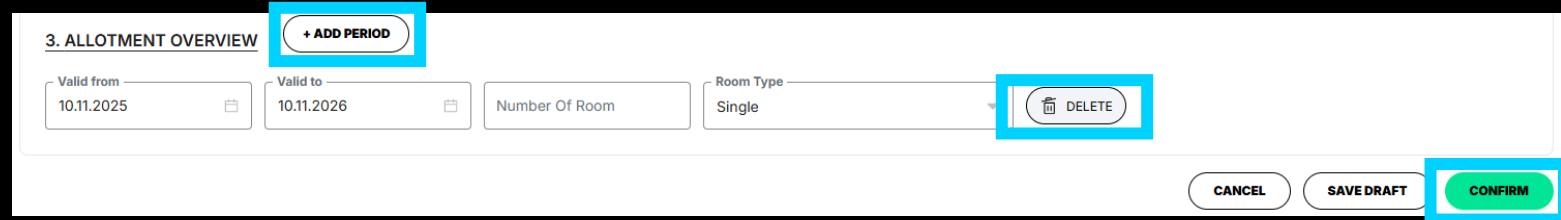
Step 6: Check the service rates, make any adjustments, click on “Delete” or “Add Rate Period” to remove or create service rates as needed



SECTION 3.1

UPLOAD HOTEL CONTRACT

Step 7: Check the allotment overview, make any adjustments, click on “Delete” or “Add Period” to remove or create different allotment periods as needed



Step 8: Click on “Confirm”

SECTION 3.2

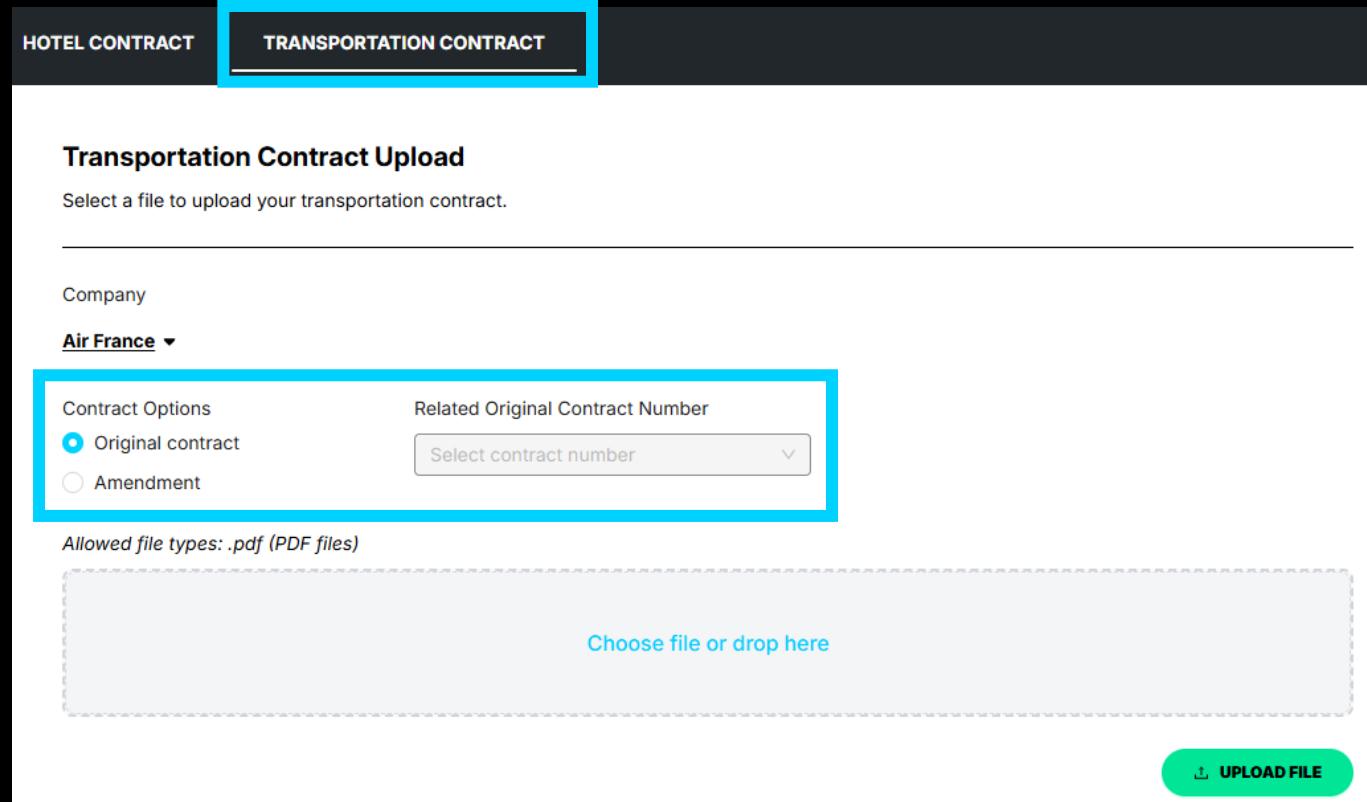
UPLOAD TRANSPORTATION CONTRACT

Step 1: Click on the “Transportation Contract” tab

Step 2: Select “Original Contract”

OR

“Amendment” and enter or select the contract number from the down list



HOTEL CONTRACT TRANSPORTATION CONTRACT

Transportation Contract Upload

Select a file to upload your transportation contract.

Company

Air France ▾

Contract Options

Original contract

Amendment

Related Original Contract Number

Select contract number ▾

Allowed file types: .pdf (PDF files)

Choose file or drop here

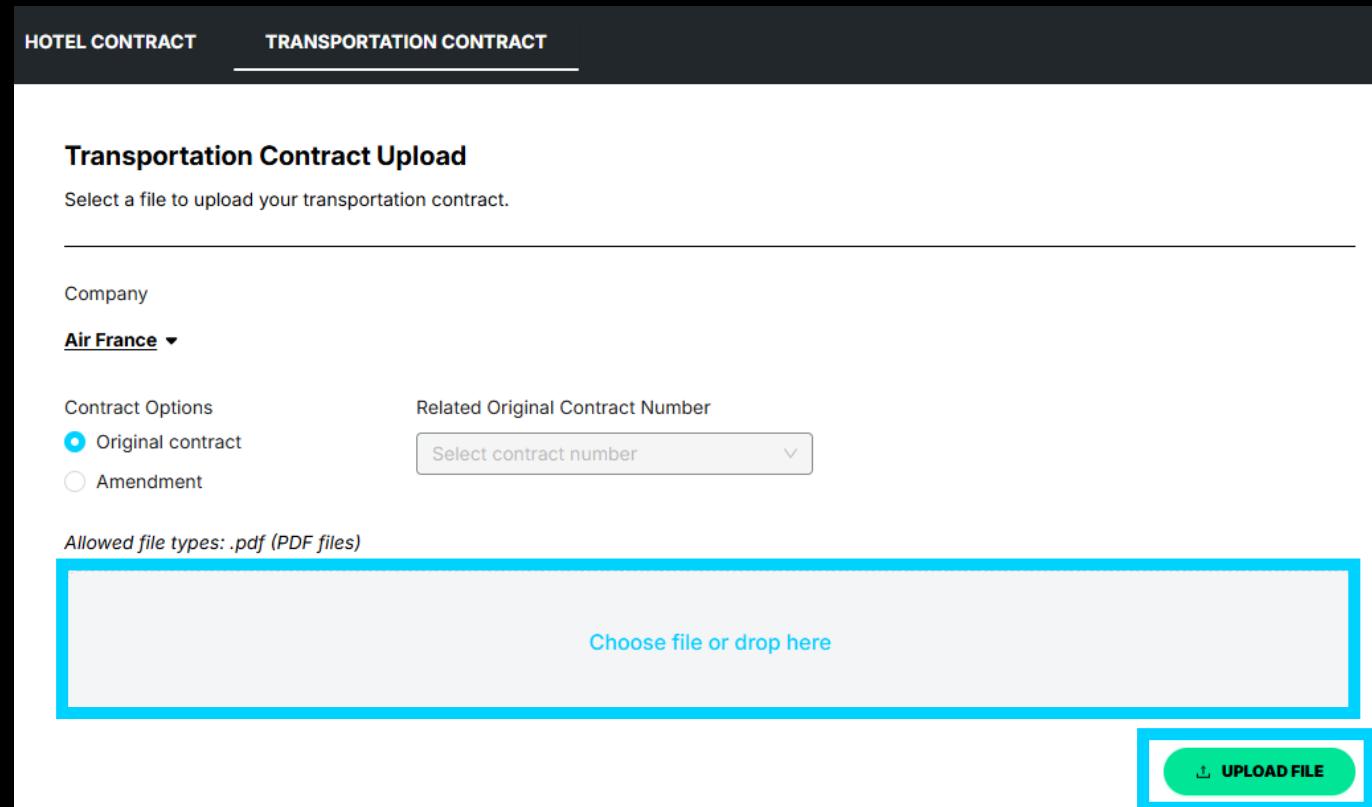
UPLOAD FILE

SECTION 3.2

UPLOAD TRANSPORTATION CONTRACT

Step 3: Click on the box or drag and drop your contract (Only PDF files in English)

Step 4: Click on “Upload file”



HOTEL CONTRACT TRANSPORTATION CONTRACT

Transportation Contract Upload

Select a file to upload your transportation contract.

Company

Air France ▾

Contract Options

Original contract

Amendment

Related Original Contract Number

Select contract number ▾

Allowed file types: .pdf (PDF files)

Choose file or drop here

UPLOAD FILE

Attention!

For contracts in other languages, please send the PDF to crewsupport@hrs.com

SECTION 3.2

UPLOAD TRANSPORTATION CONTRACT

Step 5: Check the Contract Information section and make any adjustments as needed

Transportation Contract Preview
Please review the contract information and make any necessary adjustments before submitting.

CONTRACT INFORMATION

Contract number CW 2141633	Start date 09.11.2024	End date 30.11.2026
Provider name	Provider contact email	Provider contact phone
Provider house number 4551	Provider street Quinta Normal	Provider city Santiago
Provider address	Provider zip code	Provider country Chile
Tax Registro de Comercio under number	Service location	Vehicle policy The Transporter must operate air-conditioned vehicles equipped as specified in Annex 3. Luggage must be loaded in specific compartments. Vehicles must offer a number of available seats equal to the normal number of the scheduled crew members, plus 30%.

Payment policy
Payment is made in CLP by wire transfer to Hotel's bank account, within thirty (30) days, date of invoice. In the event of Air France's failure to make payment of invoices received and not disputed within the agreed period, the rate of delinquency interest is three (3) times the legal interest rate as applied by the Bank of France.

SECTION 3.2

UPLOAD TRANSPORTATION CONTRACT

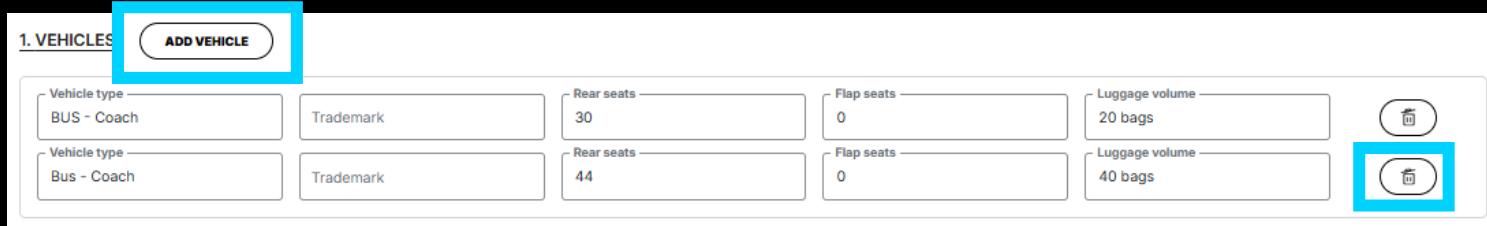
Tip: Data to be verified

- Contract number
- Validity start/end
- Station (IATA Code)
- Supplier name
- Supplier address
- Supplier phone
- Supplier email
- Rates
- Penalty point

SECTION 3.2

UPLOAD TRANSPORTATION CONTRACT

Step 6: Check the Vehicles section, make any adjustments, click on “Delete” or “Add Vehicle” to remove or add other vehicle types as needed

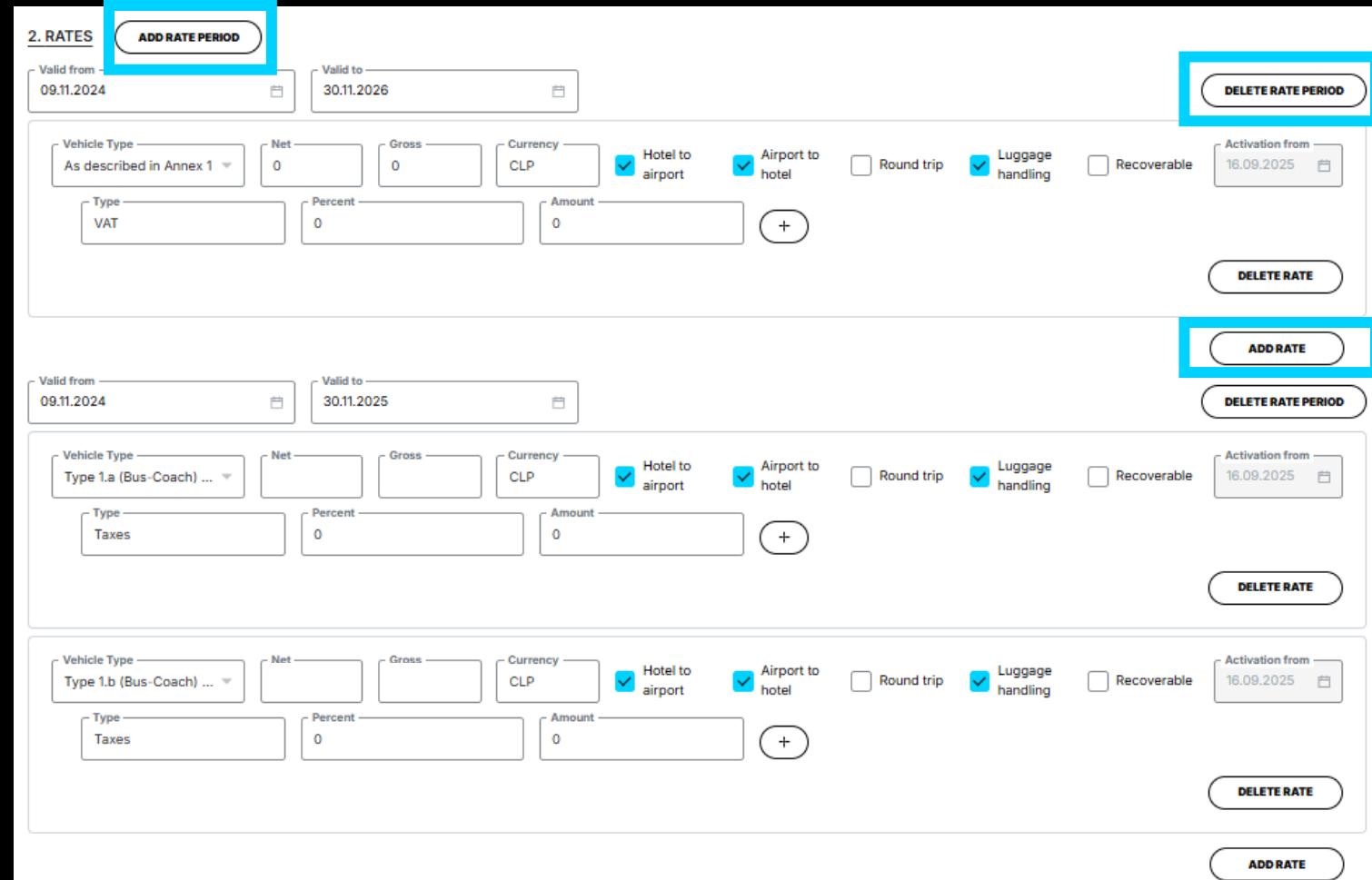


1. VEHICLES			
Vehicle type BUS - Coach	Trademark	Rear seats 30	Flap seats 0
Vehicle type Bus - Coach	Trademark	Rear seats 44	Flap seats 0

SECTION 3.2

UPLOAD TRANSPORTATION CONTRACT

Step 7: Check the Rates section, make any adjustments, click on “Delete” or “Add Rate Period” to remove or add rates as needed



2. RATES

ADD RATE PERIOD

Valid from: 09.11.2024 Valid to: 30.11.2026

Vehicle Type: As described in Annex 1 Net: 0 Gross: 0 Currency: CLP Hotel to airport: Airport to hotel: Round trip: Luggage handling: Recoverable: Activation from: 16.09.2025

Type: VAT Percent: 0 Amount: 0

DELETE RATE PERIOD

ADD RATE

Valid from: 09.11.2024 Valid to: 30.11.2025

Vehicle Type: Type 1.a (Bus-Coach) ... Net: Gross: Currency: CLP Hotel to airport: Airport to hotel: Round trip: Luggage handling: Recoverable: Activation from: 16.09.2025

Type: Taxes Percent: 0 Amount: 0

DELETE RATE

ADD RATE

Valid from: 09.11.2024 Valid to: 30.11.2025

Vehicle Type: Type 1.b (Bus-Coach) ... Net: Gross: Currency: CLP Hotel to airport: Airport to hotel: Round trip: Luggage handling: Recoverable: Activation from: 16.09.2025

Type: Taxes Percent: 0 Amount: 0

DELETE RATE

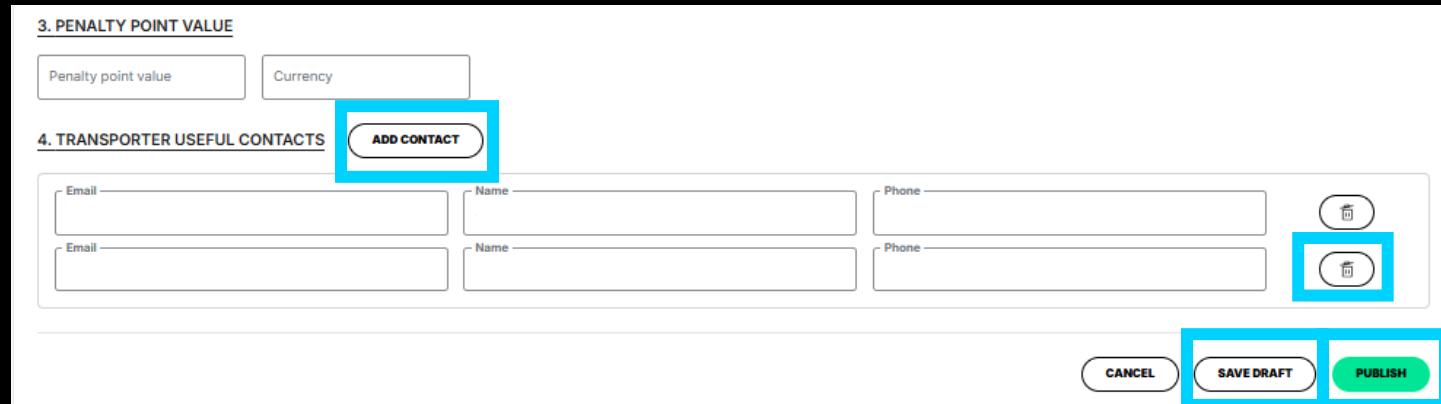
ADD RATE

SECTION 3.2

UPLOAD TRANSPORTATION CONTRACT

Step 8: Check the Penalty Point Value section and enter/adjust the information as needed

Step 9: Check the Transporter Useful Contacts section, make any adjustments, click on “Delete” or “Add Contact” to remove or add other contacts as needed



3. PENALTY POINT VALUE

Penalty point value Currency

4. TRANSPORTER USEFUL CONTACTS

ADD CONTACT

Email	Name	Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

CANCEL **SAVE DRAFT** **PUBLISH**

SECTION 3.2

UPLOAD TRANSPORTATION CONTRACT

Step 10: Click on “Publish” to make it available immediately

OR

Save the contract as a draft to verify and finish later



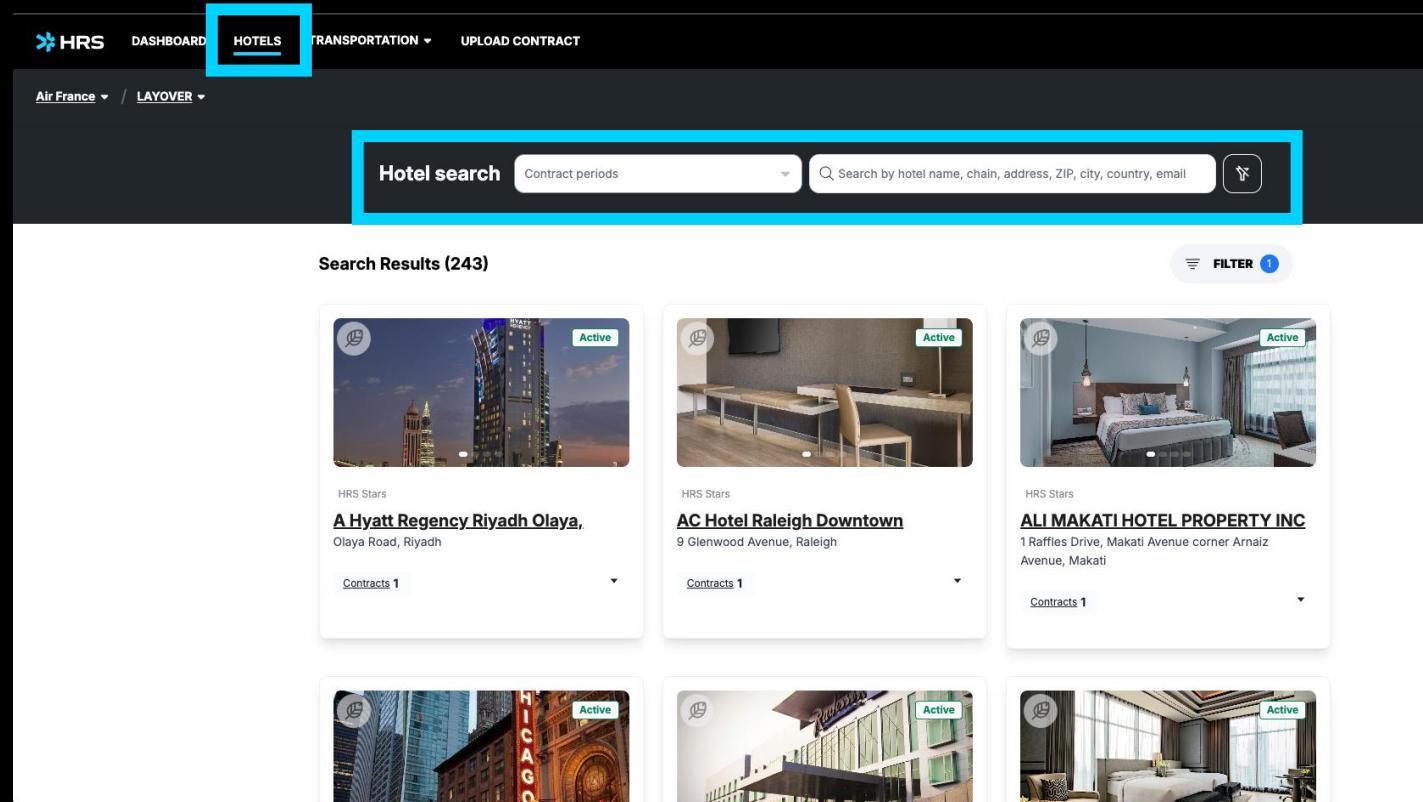
The screenshot shows a form for uploading a transportation contract. It includes fields for 'Penalty point value' and 'Currency' under '3. PENALTY POINT VALUE', and a section for '4. TRANSPORTER USEFUL CONTACTS' with an 'ADD CONTACT' button. The contact section contains four rows for email, name, and phone. At the bottom right are buttons for 'CANCEL', 'SAVE DRAFT' (which is highlighted with a blue box), and 'PUBLISH'.

SECTION 4

MANAGE HOTELS

Click on the “Hotels” tab to find all hotel contracts

Use the search functionality to find the contract on the drop down or enter the one of the following: provider name, email, city, country or contract number



The screenshot shows the HRS software interface with the 'HOTELS' tab selected. The search bar is highlighted with a blue box. The results section shows 243 hotel contracts. Each card displays the hotel's name, address, and a 'Contracts 1' button. The cards for A Hyatt Regency Riyadh Olaya, AC Hotel Raleigh Downtown, and ALI MAKATI HOTEL PROPERTY INC are specifically highlighted with a blue box.

Contract	Hotel Name	Address	Status
1	A Hyatt Regency Riyadh Olaya	Olaya Road, Riyadh	Active
2	AC Hotel Raleigh Downtown	9 Glenwood Avenue, Raleigh	Active
3	ALI MAKATI HOTEL PROPERTY INC	1 Raffles Drive, Makati Avenue corner Arnaiz Avenue, Makati	Active
4	CHICAGO	Chicago, IL	Active
5	Radisson Blu Hotel	Radisson Blu Hotel, Makati	Active
6	Grand Hyatt Manila	Grand Hyatt Manila, Makati	Active



SECTION 4 MANAGE HOTELS

Click on “Filter”, enter the information or check mark specific items and click on “Apply” to narrow down the search

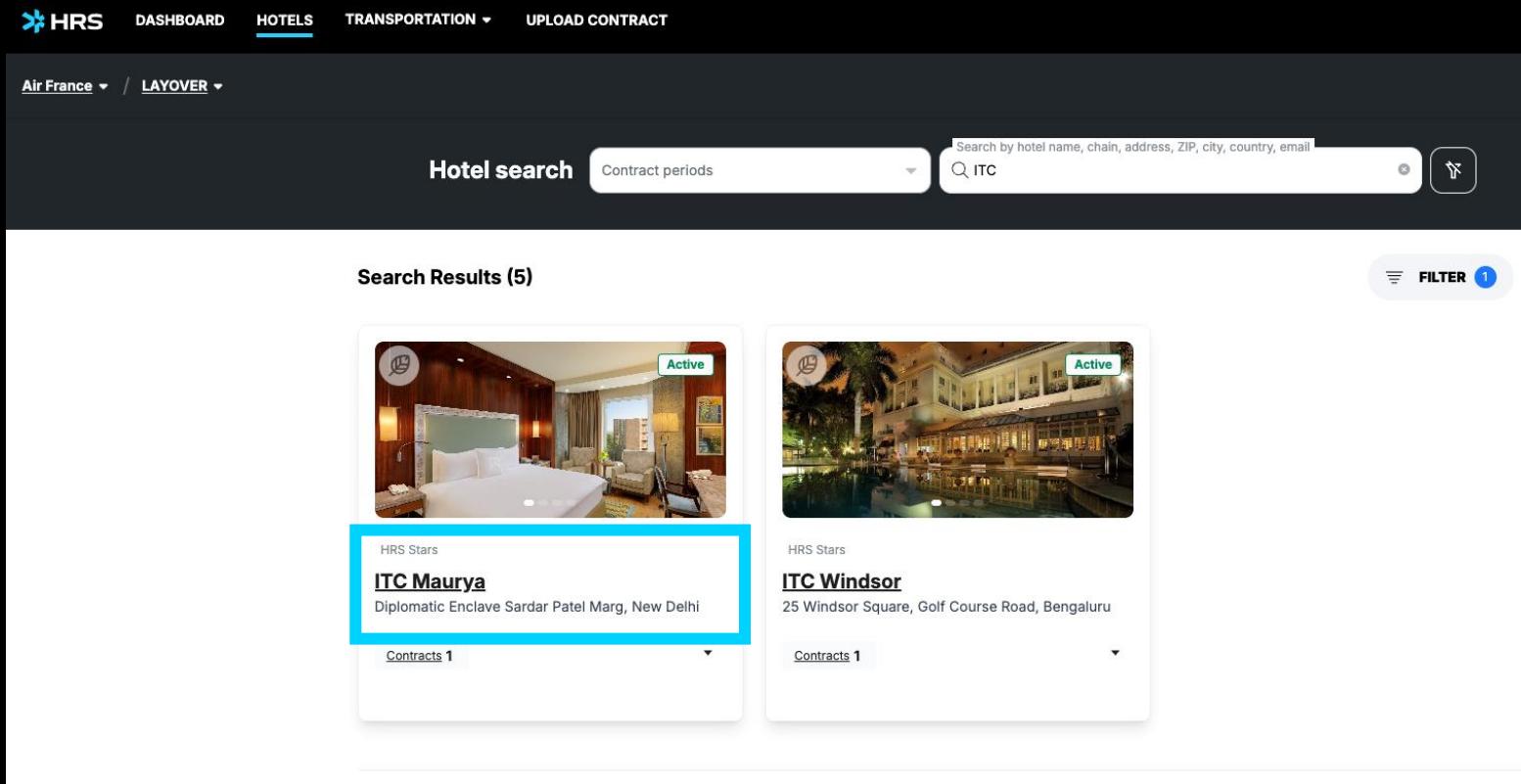
The screenshot shows the HRS software interface. At the top, there is a navigation bar with the HRS logo, Dashboard, Hotels (which is the active tab), Transportations, Merge Hotel, and Upload Contract. Below the navigation bar, the URL is Air France / LAYOVER. The main search area is titled "Hotel search" and shows "Search Results (4)". A tooltip indicates "Contract periods Layover_01.07.2025". On the right side of the search results, there is a "FILTER" button. Below the search results, a modal dialog box titled "HOTEL FILTERS" is open. The dialog is divided into several sections: "HOTEL CHAIN" with a search input field "Search for hotel chain", "HOTEL STARS" with a dropdown "Min stars" set to 0, "HOTEL LOCATION" with search inputs "Search for country" and "Search for city", "HOTEL FACILITIES" with checkboxes for "24h Reception" and "Breakfast included", "CANCELLATION POLICY" with checkboxes for "Free Cancellation", "HOTEL STATUS" with checkboxes for "Active" and "Deactivated", and finally "CANCELLATION POLICY" with checkboxes for "Free Cancellation". At the bottom of the dialog are "CANCEL" and "APPLY" buttons, with "APPLY" being highlighted with a blue border.

Original content

SECTION 4

MANAGE HOTELS

Click on the hotel name to access and manage the contract information



The screenshot shows the HRS platform interface for managing hotel contracts. The top navigation bar includes the HRS logo, Dashboard, Hotels (selected), Transportation, and Upload Contract. The sub-navigation shows Air France and Layover. The main search bar includes fields for 'Contract periods' and a search term 'ITC'. The search results are titled 'Search Results (5)' and list two active contracts: 'ITC Maurya' and 'ITC Windsor'. Each result card displays the hotel's name, address, and a 'Contracts 1' button. The 'ITC Maurya' card is highlighted with a blue border.

Contract	Hotel Name	Address	Contracts
Active	ITC Maurya	Diplomatic Enclave Sardar Patel Marg, New Delhi	1
Active	ITC Windsor	25 Windsor Square, Golf Course Road, Bengaluru	1

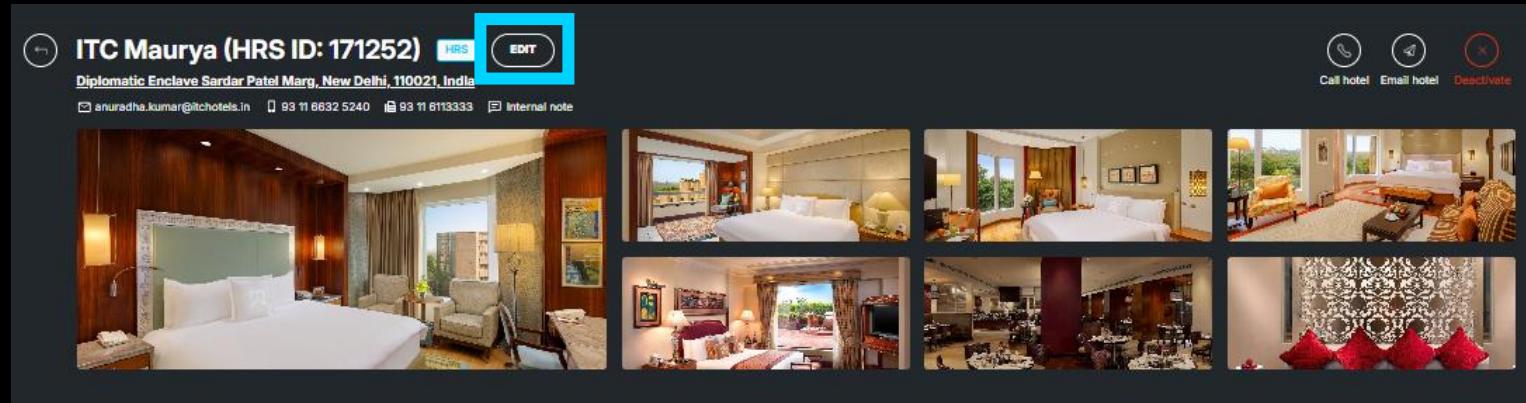
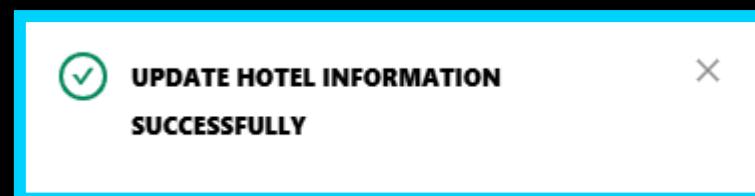
SECTION 4 MANAGE HOTELS

To edit the General Hotel Information section:

Step 1: Click on “Edit”

Step 2: Adjust the information

Step3: Click on “Confirm”

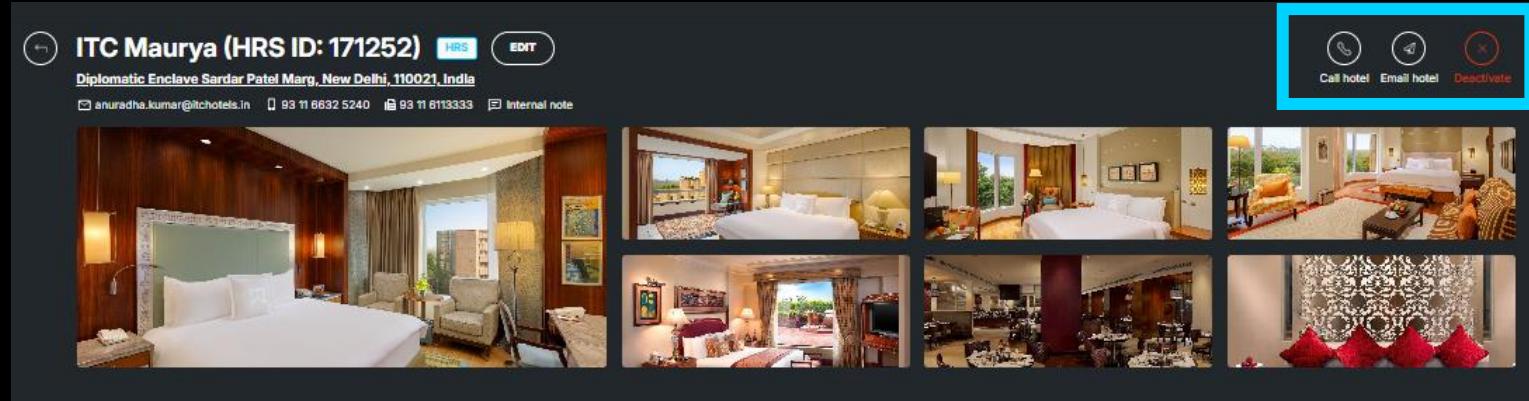
A screenshot of the 'Edit Hotel General Information' dialog box. It contains fields for Hotel name (ITC Maurya - DEL), Email (cre.itcmaurya@ithotels.in), General web-link, Contract status (Contract), ID from import, Phone (93 11 6632 5240), Web-link for online check-in, Street (Diplomatic Enclave Sardar Patel Marg), Fax (93 11 6113333), Web-link for content, Country code (IN), City (New Delhi), Zip code (110021), Hotel chain, and Internal note. At the bottom right are 'CANCEL' and 'CONFIRM' buttons.

SECTION 4

MANAGE HOTELS

By clicking on the buttons on the top right you can:

- Call the hotel
- Email the hotel
- Deactivate the hotel contract



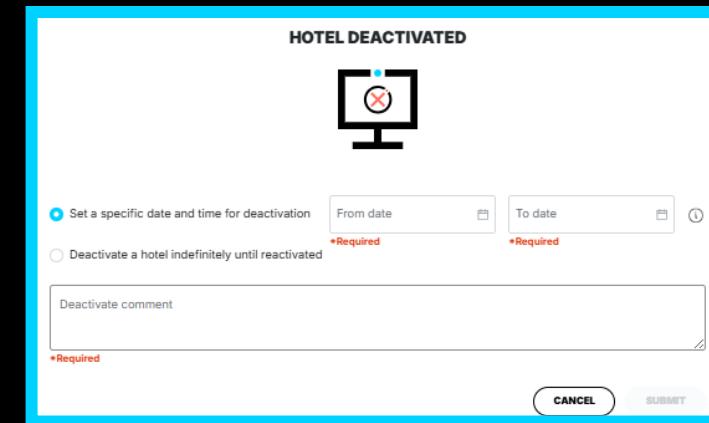
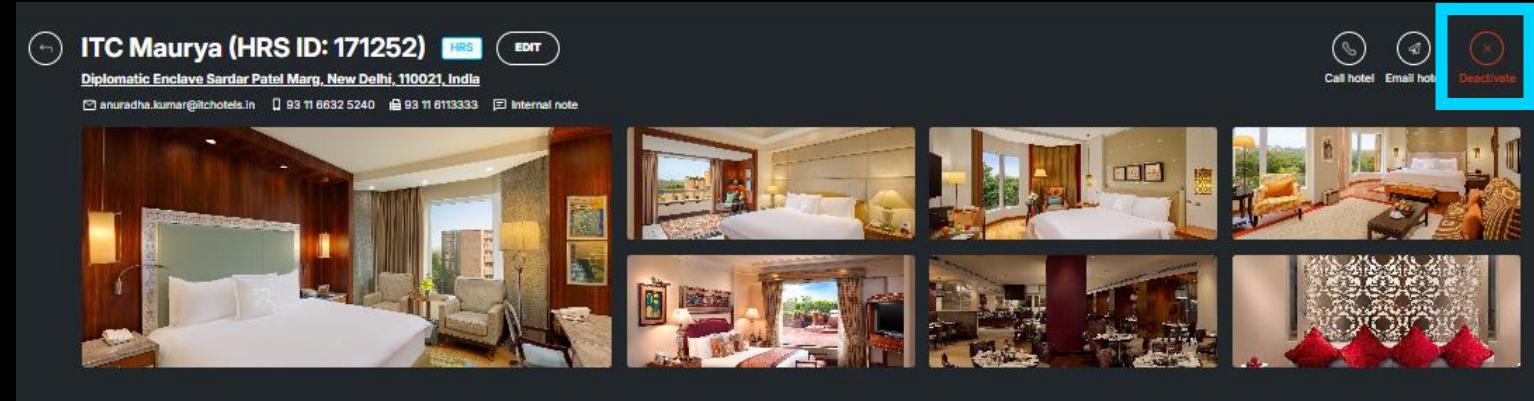
SECTION 4

MANAGE HOTELS

To deactivate a hotel contract:

Step 1: Click on “Deactivate”

Step 2: Set one specific period to deactivate the hotel contract or select “Deactivate a hotel indefinitely until reactivated”

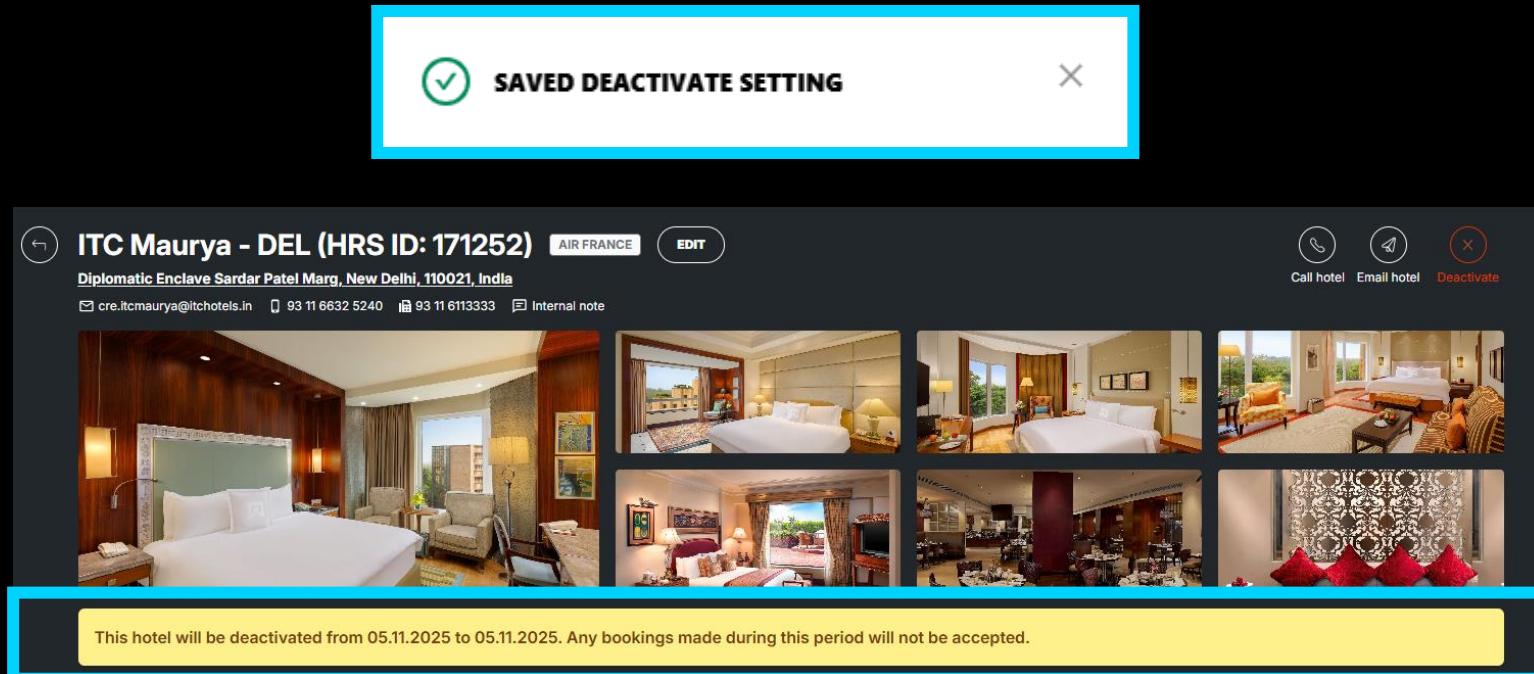


Step 3: Enter a comment and click on “Submit”

SECTION 4

MANAGE HOTELS

A confirmation pop-up will be displayed and a message will be added with the deactivation period – the hotel won't be available on the platform to be booked during the defined period



SECTION 4.1

HOTEL DETAILS

Click on “Details” to access more information about the hotel

- Description Section includes:
 - Hotel description
 - Map
 - Opening hours
 - Additional information

Tip: Flags indicate source of information (HRS or Air France)

ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE EDIT

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India

cre.itcmraurya@itctelots.in 93 11 6832 5240 93 11 6113333 Internal note



DETAILS CONTRACTS ACTIVITY LOG

DESCRIPTION

WHAT ARE WE LIKE? 

Nearby Airports: Indira Gandhi International Airport - 14 Kilometers, Local Attractions, Local Corporate Offices

Nestled in greenery in the heart of Delhi, ITC Maurya is acknowledged as the preferred 'Residence for World Leaders and Global Icons' for over 35 years. The 437 room property encapsulates the luxury hotel experience with exemplary service and warm hospitality. The stateliness of ITC Maurya is situated in the diplomatic enclave of New Delhi and has long been the favoured accommodation of Heads of State, royal dignitaries and business leaders from across the world. ITC Maurya's restaurants promise a unique experience of authentic Indian and international cuisine. The hotel houses the internationally acclaimed Bukhara for Indian North-West frontier cuisine, which has been consistently voted amongst the "Top 50 Restaurants in the World" and the "Top 20 in Asia". Dum Pukht was also voted for royal Awadhi cuisine, recognized as one of the "World's Best Classic Restaurants" by Conde Nast Traveler Gold Standard. ITC Maurya is also built to the highest standards of sustainability and is certified as the world's first LEED EB+ Platinum rated hotel by the US Green Building Council (Leadership in Energy and Environmental Design in the existing building category).

[Show full description](#)

OPENING HOURS 

Monday	24 hour access
Tuesday	24 hour access
Wednesday	24 hour access

ADDITIONAL INFORMATION 

 **COVID-19 Clean & Safe**
The hotel was inspected by an independent third-party expert who confirmed all mandatory measures.

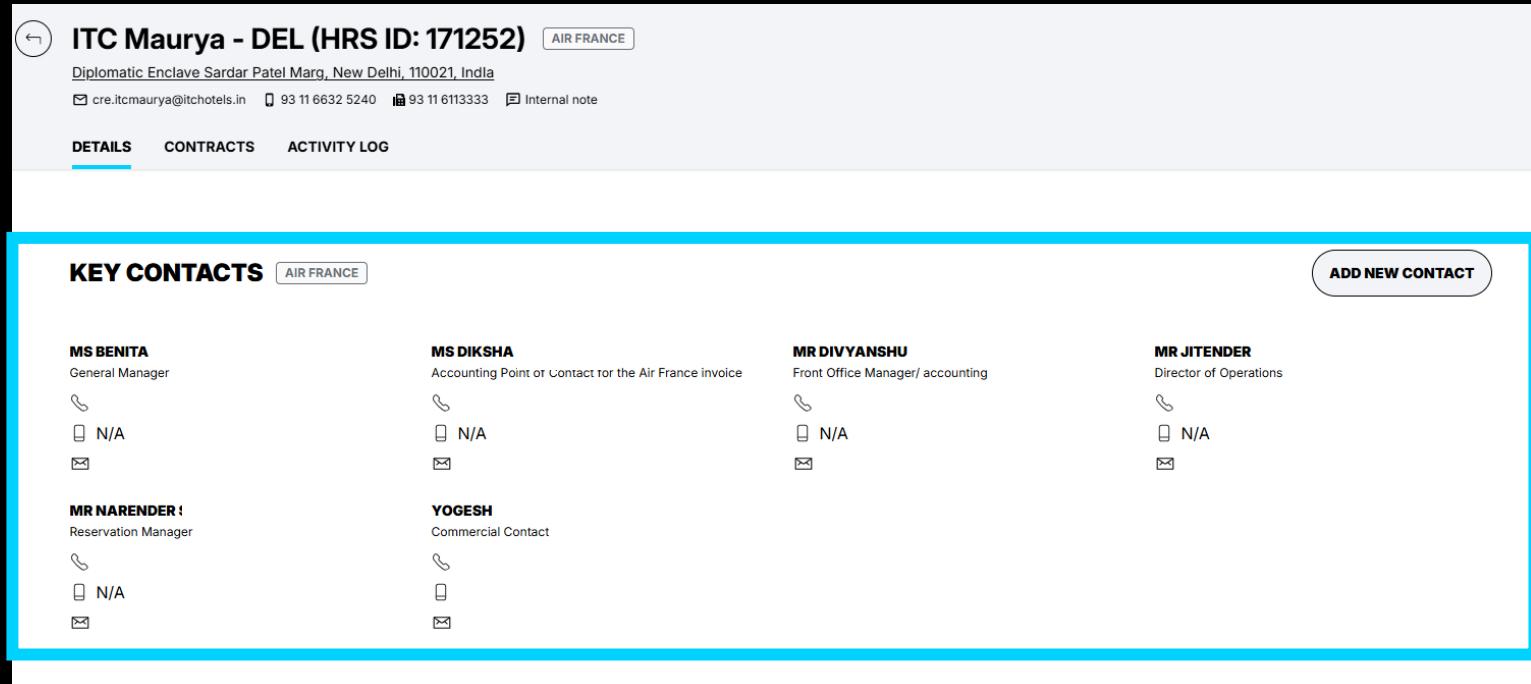
  



SECTION 4.1

HOTEL DETAILS

- Key Contacts Section includes:
 - Hotel contact information



ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India

cre.itcmaurya@itchotels.in 93 11 6632 5240 93 11 6113333 Internal note

DETAILS CONTRACTS ACTIVITY LOG

KEY CONTACTS AIR FRANCE

MS BENITA
General Manager
N/A

MS DIKSHA
Accounting Point or Contact for the Air France invoice
N/A

MR DIVYANSHU
Front Office Manager/ accounting
N/A

MR JITENDER
Director of Operations
N/A

MR NARENDER
Reservation Manager
N/A

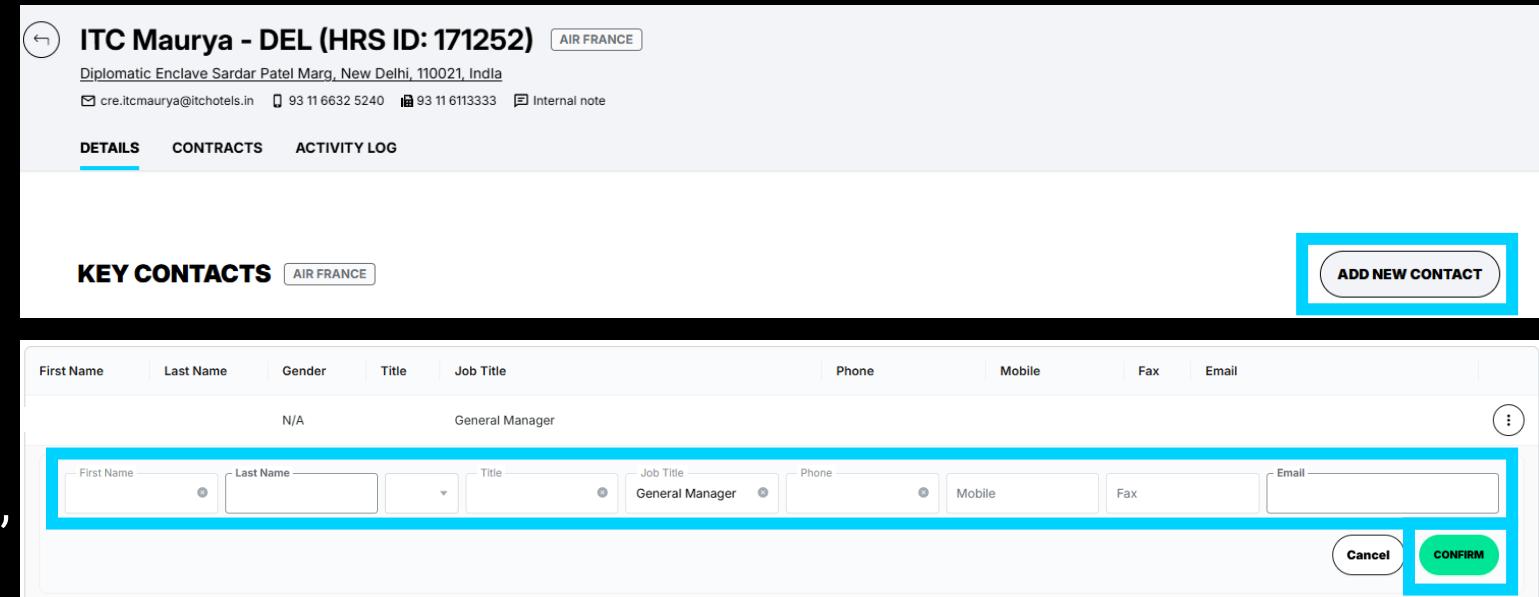
YOGESH
Commercial Contact
N/A

ADD NEW CONTACT

SECTION 4.1 HOTEL DETAILS

To add a hotel contact:

Step 1: Click on “Add New Contact”



ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE
Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India
cre.itcmaurya@itchotels.in 93 11 6632 5240 93 11 6113333 Internal note
DETAILS CONTRACTS ACTIVITY LOG
KEY CONTACTS AIR FRANCE
ADD NEW CONTACT

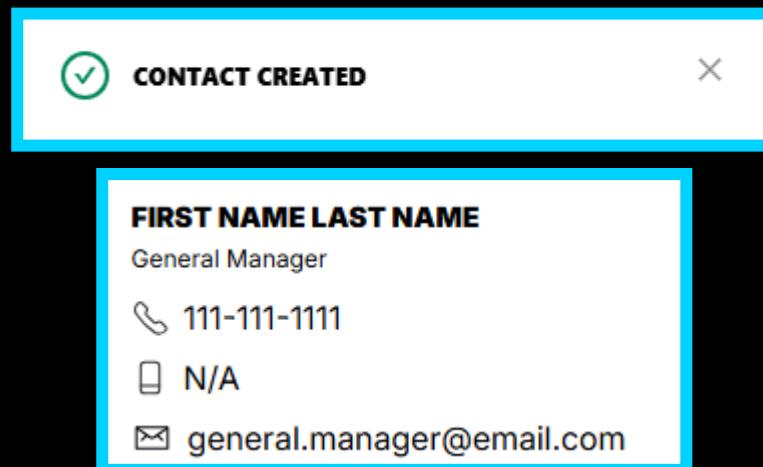
First Name	Last Name	Gender	Title	Job Title	Phone	Mobile	Fax	Email
		N/A		General Manager				
<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel CONFIRM

Step 2: Enter the required information

Step 3: Click on “Confirm”

A confirmation message will be displayed and the contact information will be added to the list



SECTION 4.1

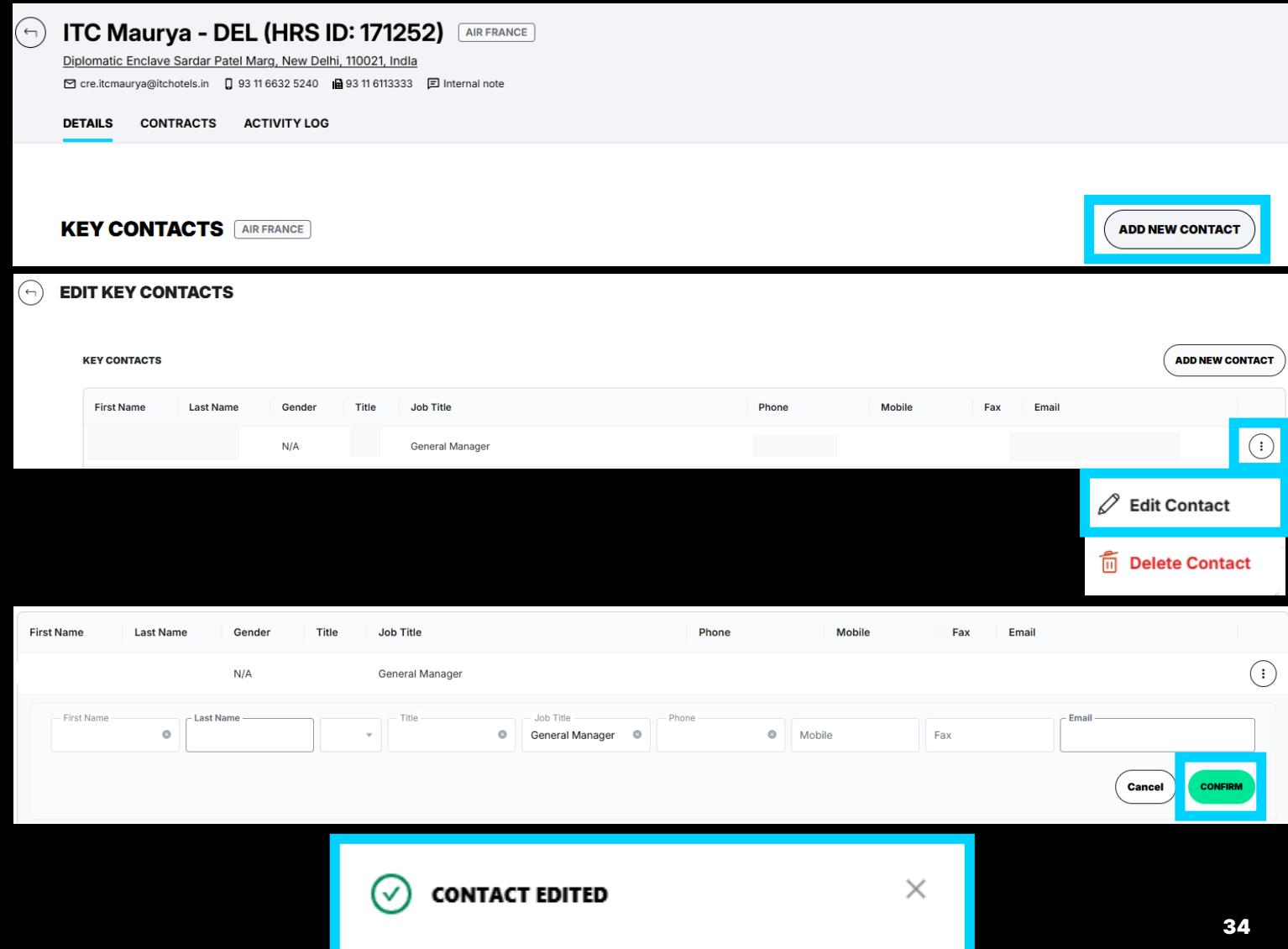
HOTEL DETAILS

To edit a hotel contact:

Step 1: Click on “Add new contact”

Step 2: Click on the Ellipsis and select “Edit Contact”

Step 3: Adjust the information and click on “Confirm”



ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE

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cre.itcmaurya@itchotels.in 93 11 6632 5240 93 11 6113333 Internal note

DETAILS CONTRACTS ACTIVITY LOG

KEY CONTACTS AIR FRANCE

ADD NEW CONTACT

EDIT KEY CONTACTS

KEY CONTACTS

ADD NEW CONTACT

First Name Last Name Gender Title Job Title Phone Mobile Fax Email

N/A General Manager

⋮

Edit Contact

Delete Contact

First Name Last Name Gender Title Job Title Phone Mobile Fax Email

N/A General Manager

First Name Last Name Title Job Title Phone Mobile Fax Email

General Manager

⋮

Cancel CONFIRM

CONTACT EDITED

SECTION 4.1 HOTEL DETAILS

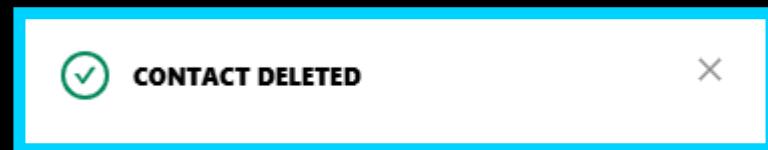
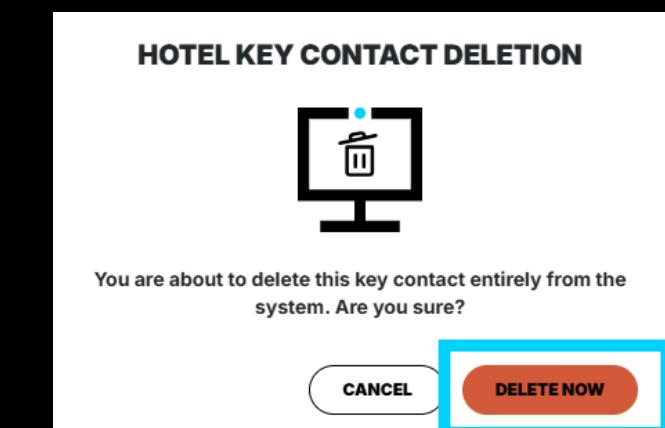
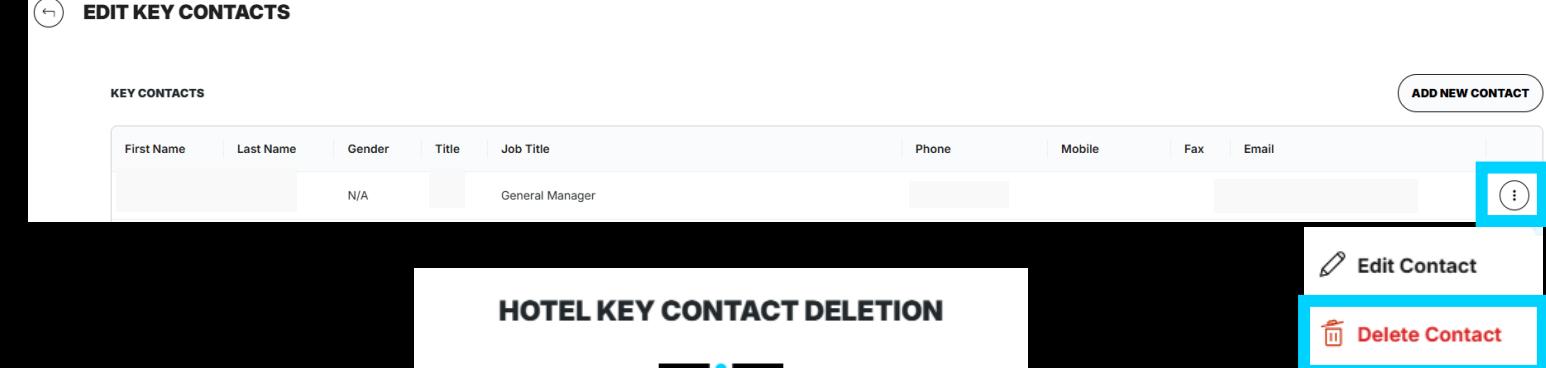
To delete a hotel contact:

Step 1: Click on “Add new contact”



Step 2: Click on the Ellipsis and select “Delete Contact”

Step 3: Click on “Delete now” to proceed

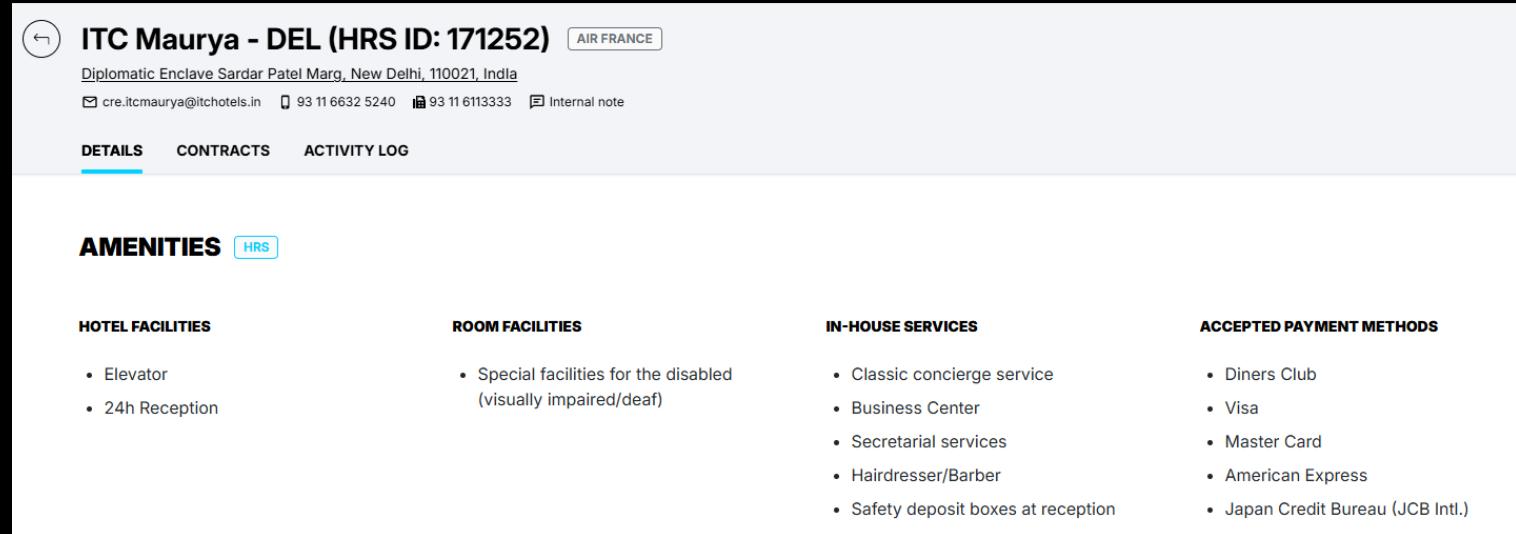


SECTION 4.1

HOTEL DETAILS

→ Amenities Section

- Hotel facilities
- Room facilities
- In-house services
- Accepted payment methods



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DETAILS CONTRACTS ACTIVITY LOG

AMENITIES HRS

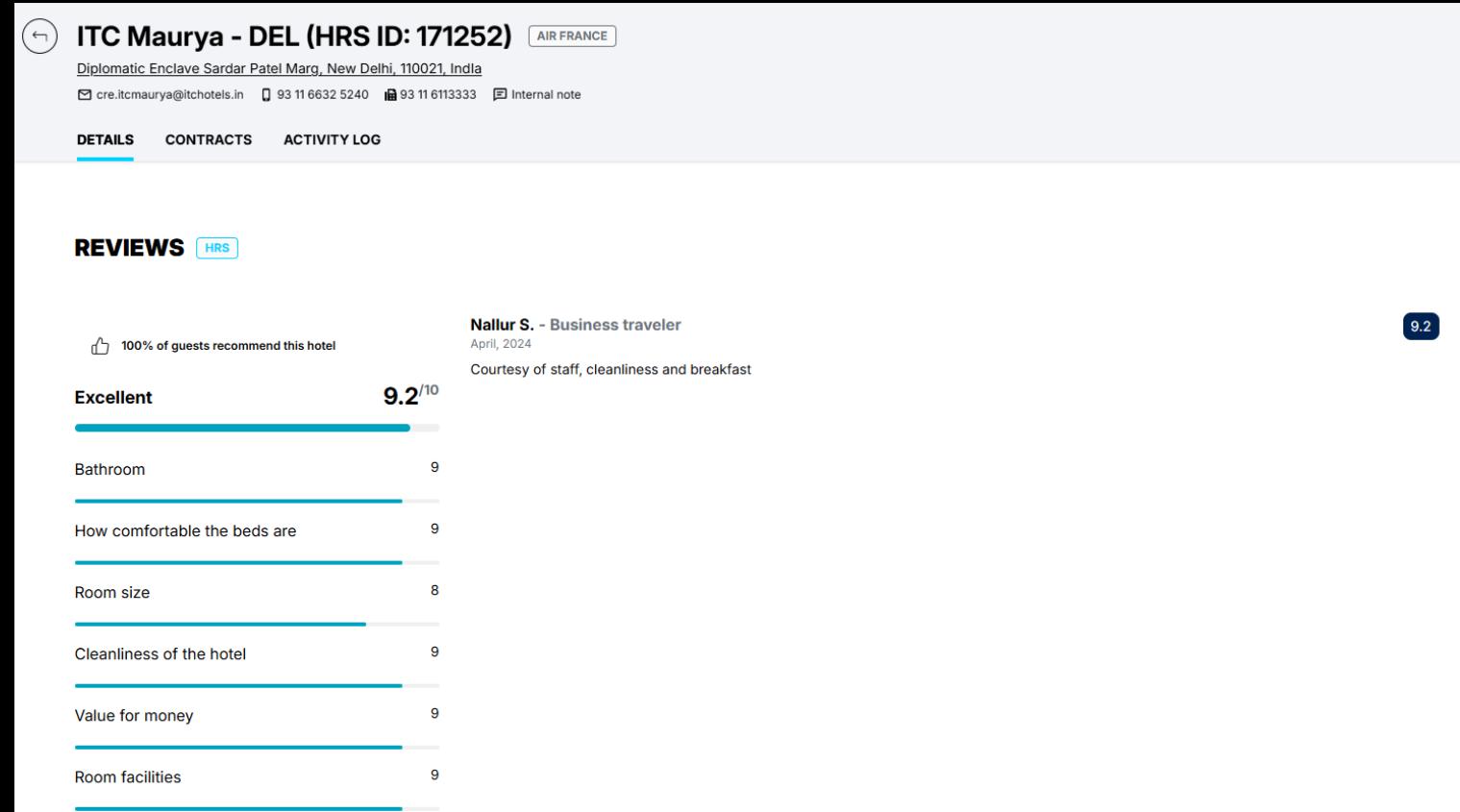
HOTEL FACILITIES	ROOM FACILITIES	IN-HOUSE SERVICES	ACCEPTED PAYMENT METHODS
<ul style="list-style-type: none">• Elevator• 24h Reception	<ul style="list-style-type: none">• Special facilities for the disabled (visually impaired/deaf)	<ul style="list-style-type: none">• Classic concierge service• Business Center• Secretarial services• Hairdresser/Barber• Safety deposit boxes at reception	<ul style="list-style-type: none">• Diners Club• Visa• Master Card• American Express• Japan Credit Bureau (JCB Intl.)

SECTION 4.1

HOTEL DETAILS

→ Reviews Section

- Ratings from corporate travelers regarding hotel infrastructure, services and amenities



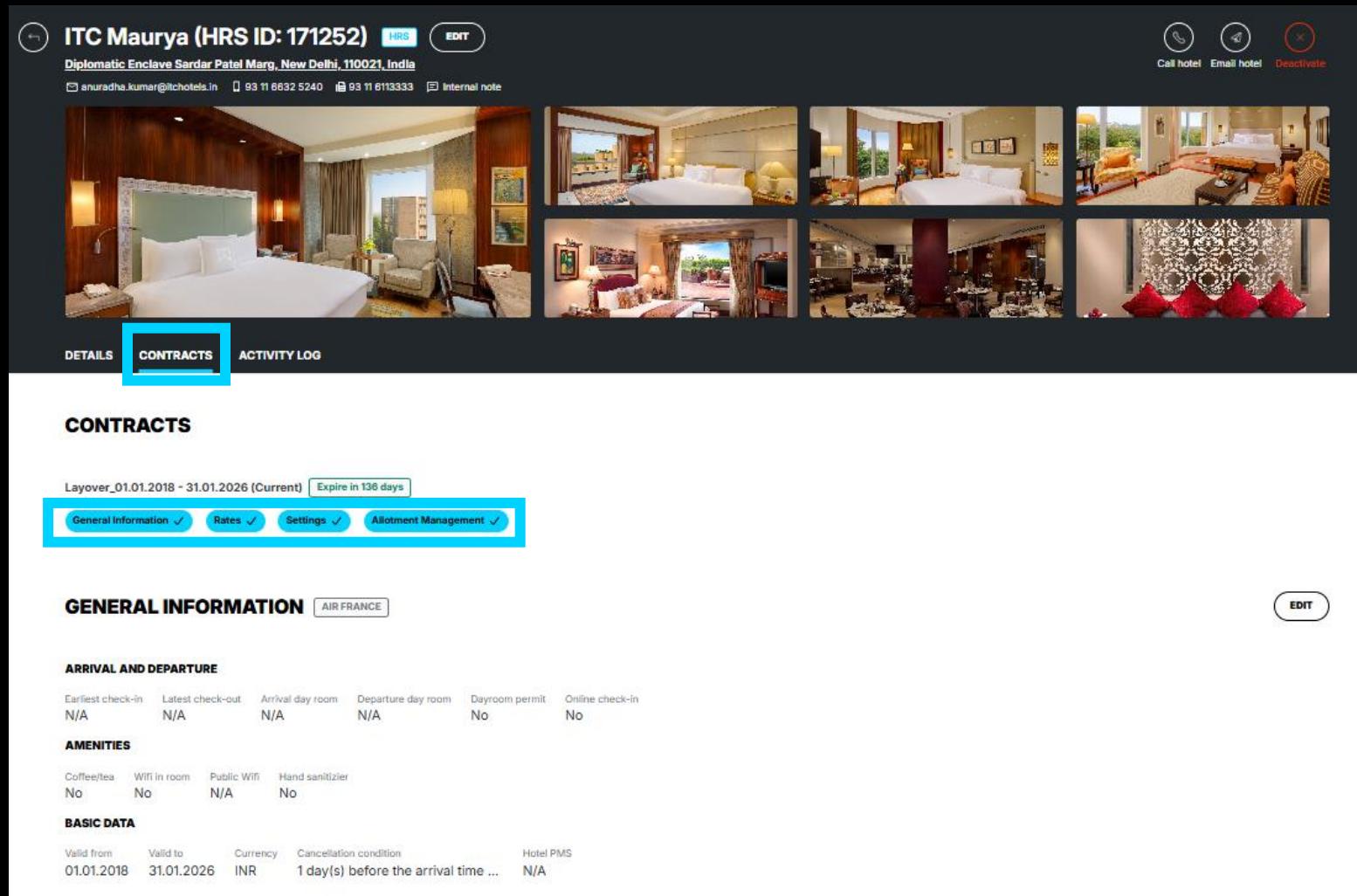
SECTION 4.2

HOTEL CONTRACTS

Click on “Contracts” to access the contract information

- Contracts section includes:
 - Contract period and expiration countdown
 - Section filter

Tip: Click on “General Information”, “Rates”, “Settings” and “Allotment Management” icons to show hide each section



ITC Maurya (HRS ID: 171252) EDIT

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Call hotel Email hotel Deactivate

DETAILS **CONTRACTS** **ACTIVITY LOG**

CONTRACTS

Layover_01.01.2018 - 31.01.2026 (Current) Expire in 136 days

General Information ✓ Rates ✓ Settings ✓ Allotment Management ✓

GENERAL INFORMATION AIR FRANCE EDIT

ARRIVAL AND DEPARTURE

Earliest check-in N/A	Latest check-out N/A	Arrival day room N/A	Departure day room N/A	Dayroom permit No	Online check-in No
--------------------------	-------------------------	-------------------------	---------------------------	----------------------	-----------------------

AMENITIES

Coffee/tea No	WiFi in room No	Public WiFi N/A	Hand sanitizier No
------------------	--------------------	--------------------	-----------------------

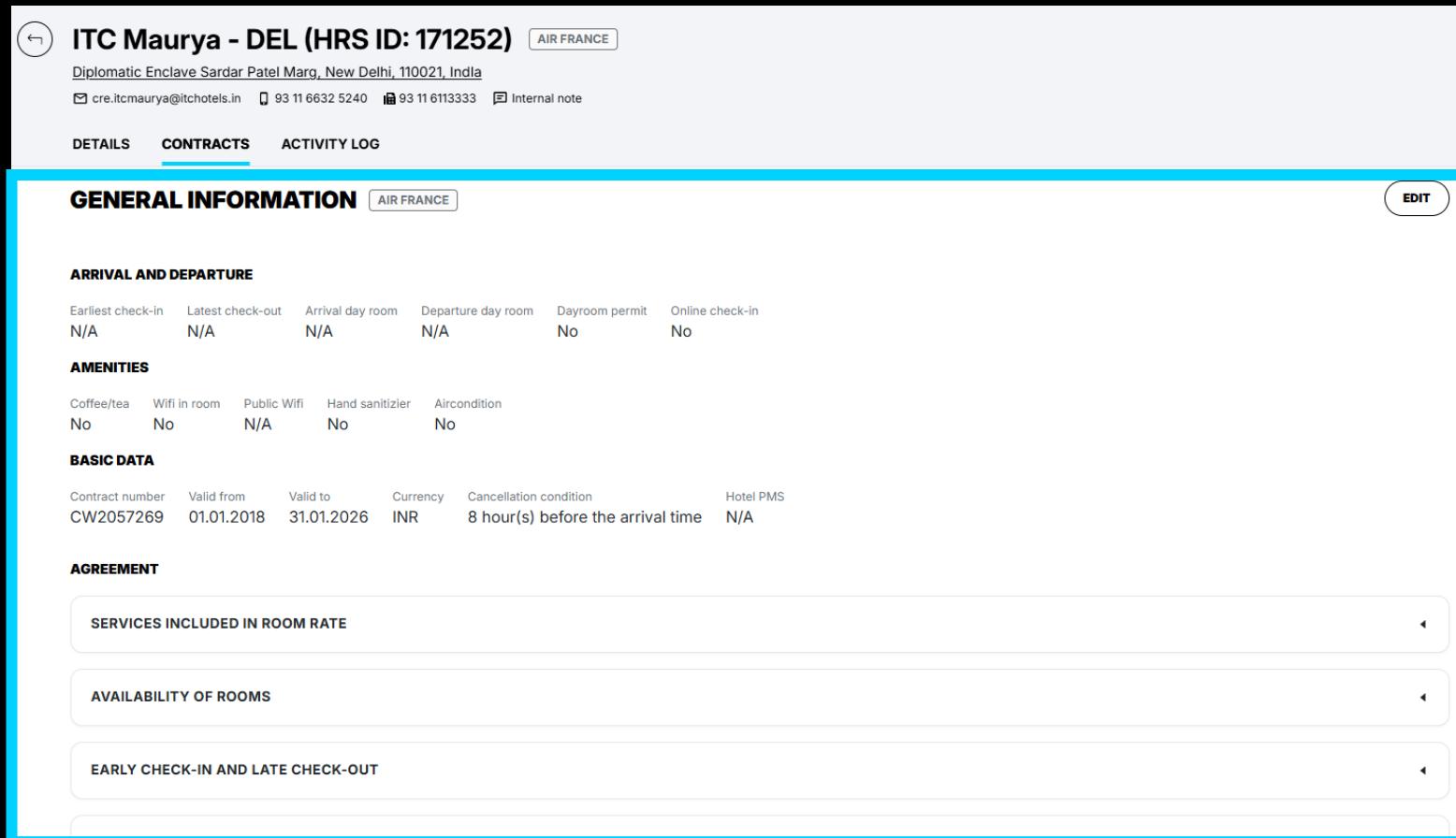
BASIC DATA

Valid from 01.01.2018	Valid to 31.01.2026	Currency INR	Cancellation condition 1 day(s) before the arrival time ...	Hotel PMS N/A
--------------------------	------------------------	-----------------	--	------------------

SECTION 4.2

HOTEL CONTRACTS

- General Information section includes:
 - Arrival and departure
 - Amenities
 - Basic contract data
 - Agreement details (expand each topic to access more info)



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DETAILS CONTRACTS ACTIVITY LOG

GENERAL INFORMATION AIR FRANCE EDIT

ARRIVAL AND DEPARTURE

Earliest check-in	Latest check-out	Arrival day room	Departure day room	Dayroom permit	Online check-in
N/A	N/A	N/A	N/A	No	No

AMENITIES

Coffee/tea	Wifi in room	Public Wifi	Hand sanitizer	Aircondition
No	No	N/A	No	No

BASIC DATA

Contract number	Valid from	Valid to	Currency	Cancellation condition	Hotel PMS
CW2057269	01.01.2018	31.01.2026	INR	8 hour(s) before the arrival time	N/A

AGREEMENT

SERVICES INCLUDED IN ROOM RATE

AVAILABILITY OF ROOMS

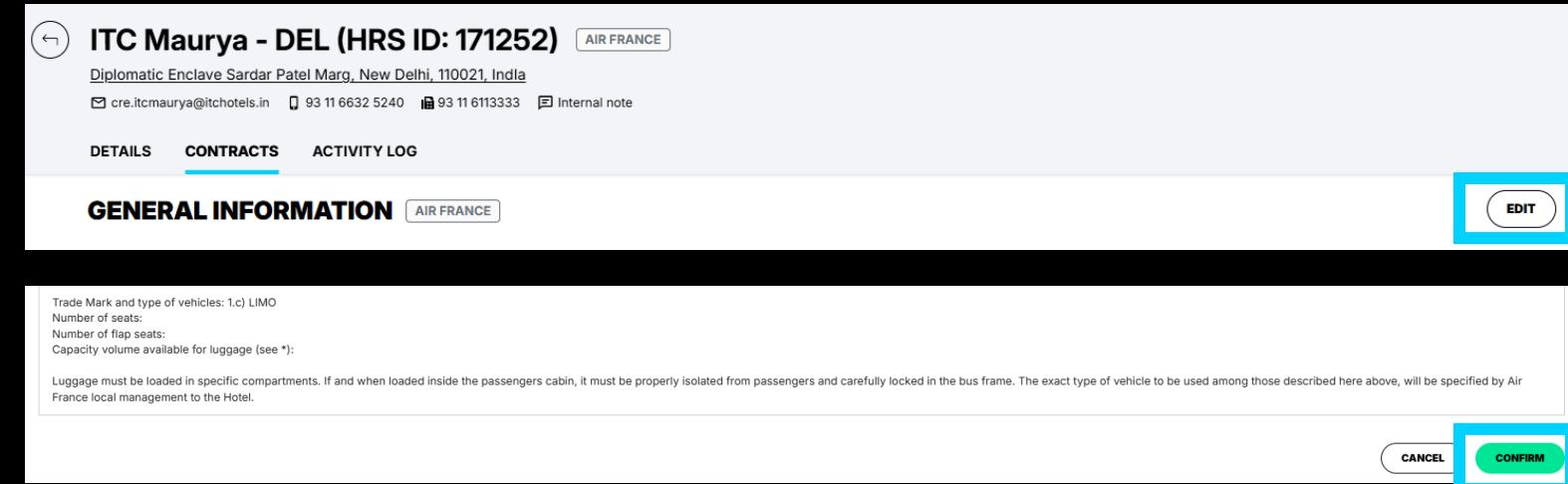
EARLY CHECK-IN AND LATE CHECK-OUT

SECTION 4.2

HOTEL CONTRACTS

To edit the General Hotel Information:

Step 1: Click on “Edit”



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DETAILS CONTRACTS ACTIVITY LOG

GENERAL INFORMATION AIR FRANCE

EDIT

Trade Mark and type of vehicles: 1.c) LIMO
Number of seats:
Number of flap seats:
Capacity volume available for luggage (see *):
Luggage must be loaded in specific compartments. If and when loaded inside the passengers cabin, it must be properly isolated from passengers and carefully locked in the bus frame. The exact type of vehicle to be used among those described here above, will be specified by Air France local management to the Hotel.

CANCEL CONFIRM

Step 2: Adjust the information

Step 3: Click on “Confirm”

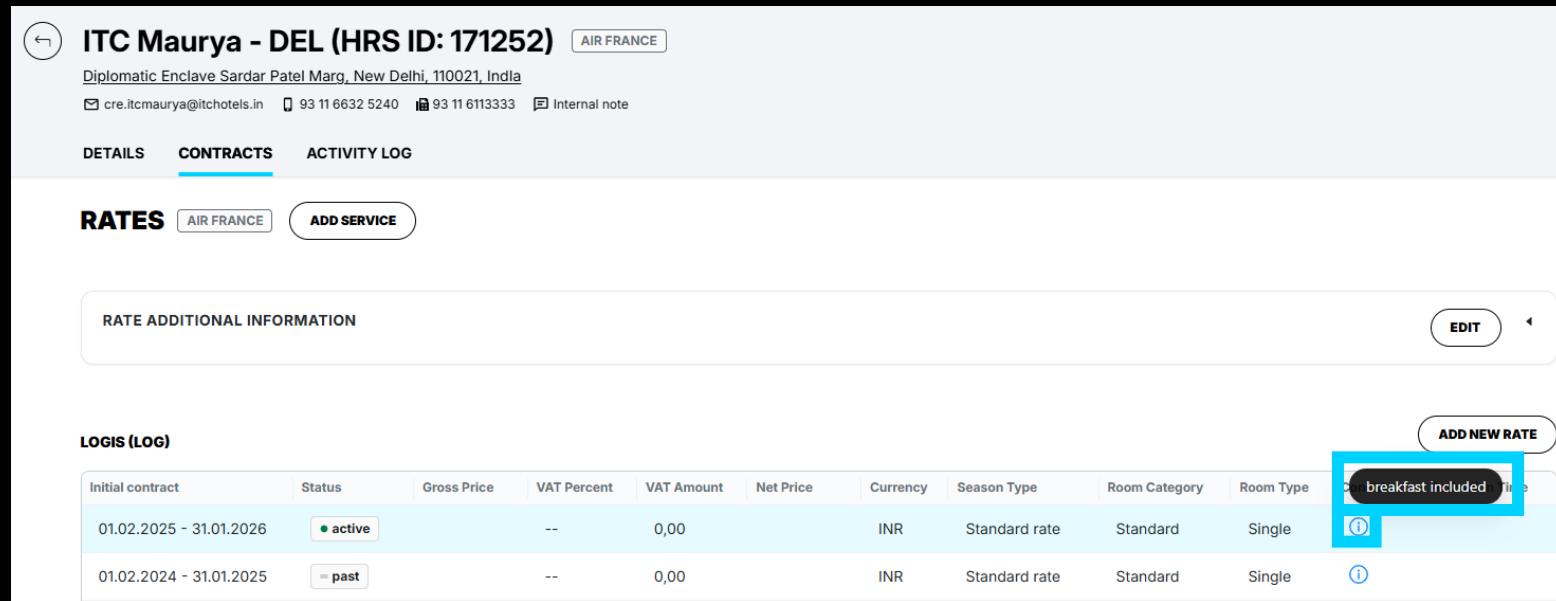


SECTION 4.2

HOTEL CONTRACTS

- Rates section includes:
 - Rate additional information
 - Service details (rates and taxes breakdown)

Tip: Click on the information icon to see the rate condition details



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DETAILS CONTRACTS ACTIVITY LOG

RATES AIR FRANCE ADD SERVICE

RATE ADDITIONAL INFORMATION EDIT

LOGIS (LOG)

Initial contract	Status	Gross Price	VAT Percent	VAT Amount	Net Price	Currency	Season Type	Room Category	Room Type	breakfast included
01.02.2025 - 31.01.2026	active	--	0,00		INR	Standard rate	Standard	Single		info
01.02.2024 - 31.01.2025	past	--	0,00		INR	Standard rate	Standard	Single		info

ADD NEW RATE

SECTION 4.2

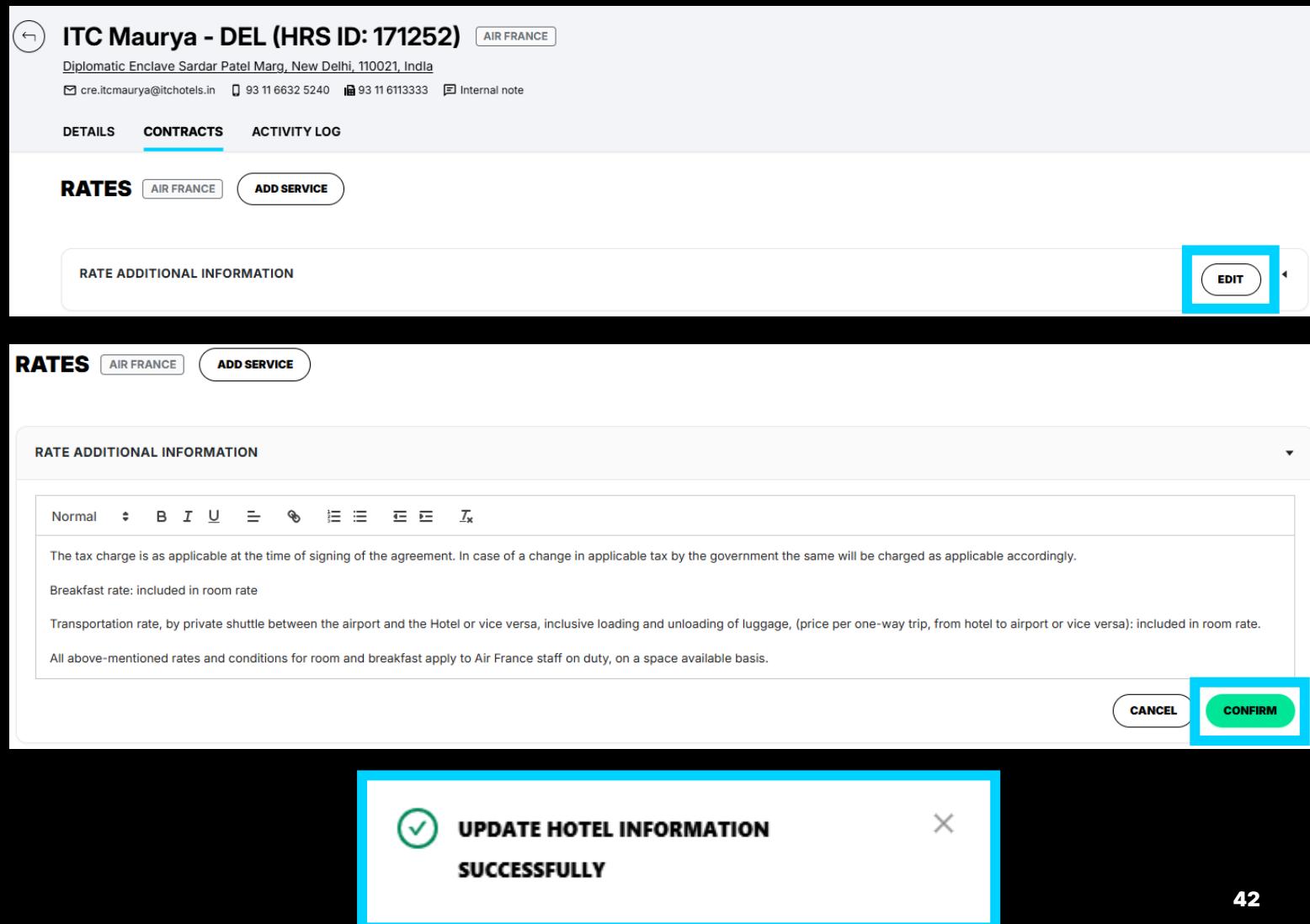
HOTEL CONTRACTS

To edit the Rate Additional Information:

Step 1: Click on “Edit”

Step 2: Adjust the information

Step 3: Click on “Confirm”



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DETAILS CONTRACTS ACTIVITY LOG

RATES AIR FRANCE ADD SERVICE

RATE ADDITIONAL INFORMATION

EDIT

RATES AIR FRANCE ADD SERVICE

RATE ADDITIONAL INFORMATION

Normal B I U ≡ ≡ ≡ ≡ ≡ ≡ ≡

The tax charge is as applicable at the time of signing of the agreement. In case of a change in applicable tax by the government the same will be charged as applicable accordingly.

Breakfast rate: included in room rate

Transportation rate, by private shuttle between the airport and the Hotel or vice versa, inclusive loading and unloading of luggage, (price per one-way trip, from hotel to airport or vice versa): included in room rate.

All above-mentioned rates and conditions for room and breakfast apply to Air France staff on duty, on a space available basis.

CANCEL **CONFIRM**

UPDATE HOTEL INFORMATION
SUCCESSFULLY

SECTION 4.2

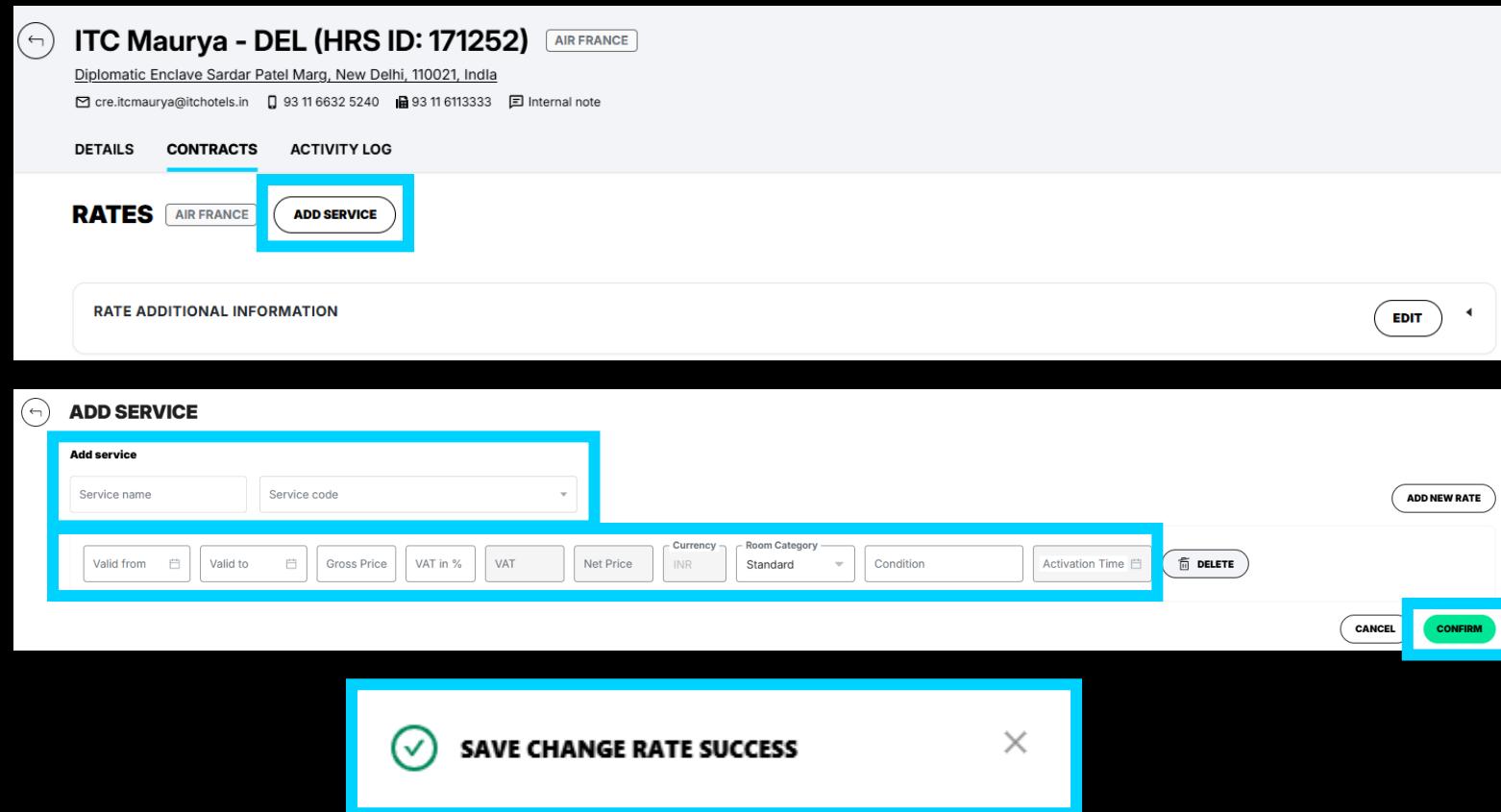
HOTEL CONTRACTS

To add a Rate:

Step 1: Click on “Add Service”

Step 2: Enter the service name, select a code from the drop-down

Step 3: Enter the required information and click on “Confirm”



The screenshot shows the HRS software interface for managing hotel contracts. At the top, the hotel details are displayed: ITC Maurya - DEL (HRS ID: 171252) and AIR FRANCE. Below this, the 'CONTRACTS' tab is selected. A blue box highlights the 'ADD SERVICE' button. The 'RATES' tab is also visible. The 'ADD SERVICE' dialog box is open, with its title bar also highlighted with a blue box. The dialog contains fields for 'Service name' and 'Service code', both of which are also highlighted with a blue box. Below these fields are several date and price input fields: 'Valid from', 'Valid to', 'Gross Price', 'VAT in %', 'VAT', 'Net Price', 'Currency' (set to INR), 'Room Category' (set to Standard), 'Condition', and 'Activation Time'. At the bottom of the dialog, there are 'DELETE', 'CANCEL', and 'CONFIRM' buttons, with the 'CONFIRM' button also highlighted with a blue box. A success message 'SAVE CHANGE RATE SUCCESS' with a checkmark icon is displayed at the bottom of the dialog.

SECTION 4.2

HOTEL CONTRACTS

Attention!

- One service type can have multiple rates, simply click on “Add New Rate” to create a new rate
- Rates can't be changed – the system only allows to create a new rate for the same period – this action will override the previous rate information

SECTION 4.2

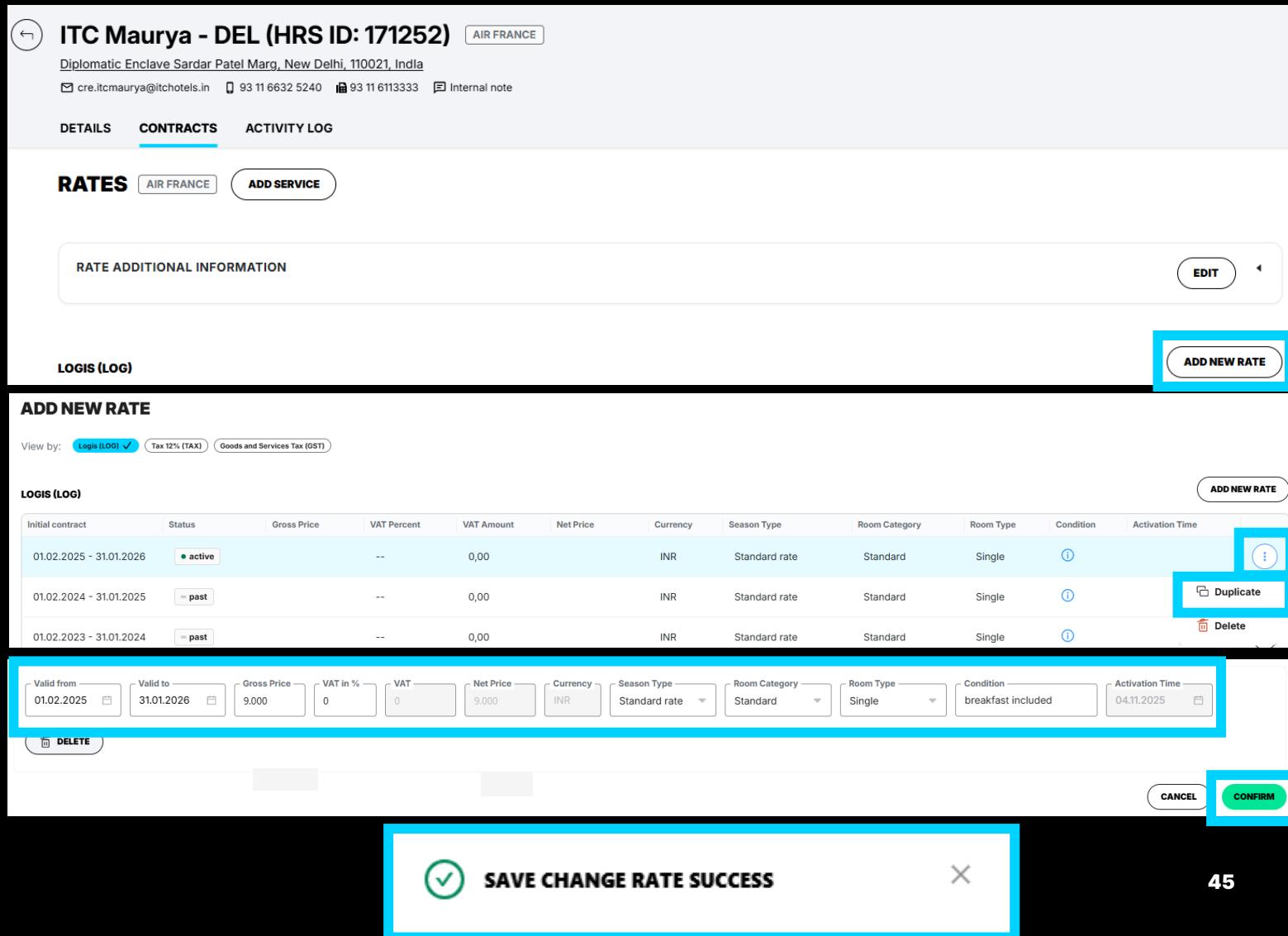
HOTEL CONTRACTS

To use an existing rate as a template:

Step 1: Click on “Add new rate”

Step 2: Click on the Ellipsis and select “Duplicate”

Step 3: Adjust the information and click on “Confirm”



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DETAILS CONTRACTS ACTIVITY LOG

RATES AIR FRANCE ADD SERVICE

RATE ADDITIONAL INFORMATION

EDIT

LOGIS (LOG)

ADD NEW RATE

View by: Logis (LOG) Tax 12% (TAX) Goods and Services Tax (GST)

LOGIS (LOG)

Initial contract	Status	Gross Price	VAT Percent	VAT Amount	Net Price	Currency	Season Type	Room Category	Room Type	Condition	Activation Time	⋮
01.02.2025 - 31.01.2026	active	--	0,00		INR	Standard rate	Standard	Single	Single	①	04.11.2025	<input type="button" value="Duplicate"/>
01.02.2024 - 31.01.2025	past	--	0,00		INR	Standard rate	Standard	Single	Single	①	04.11.2025	<input type="button" value="Delete"/>
01.02.2023 - 31.01.2024	past	--	0,00		INR	Standard rate	Standard	Single	Single	①	04.11.2025	<input type="button" value="Delete"/>

Valid from: 01.02.2025 Valid to: 31.01.2026 Gross Price: 9.000 VAT in %: 0 VAT: 0 Net Price: 9.000 Currency: INR Season Type: Standard rate Room Category: Standard Room Type: Single Condition: breakfast included Activation Time: 04.11.2025

CANCEL

SAVE CHANGE RATE SUCCESS

SECTION 4.2

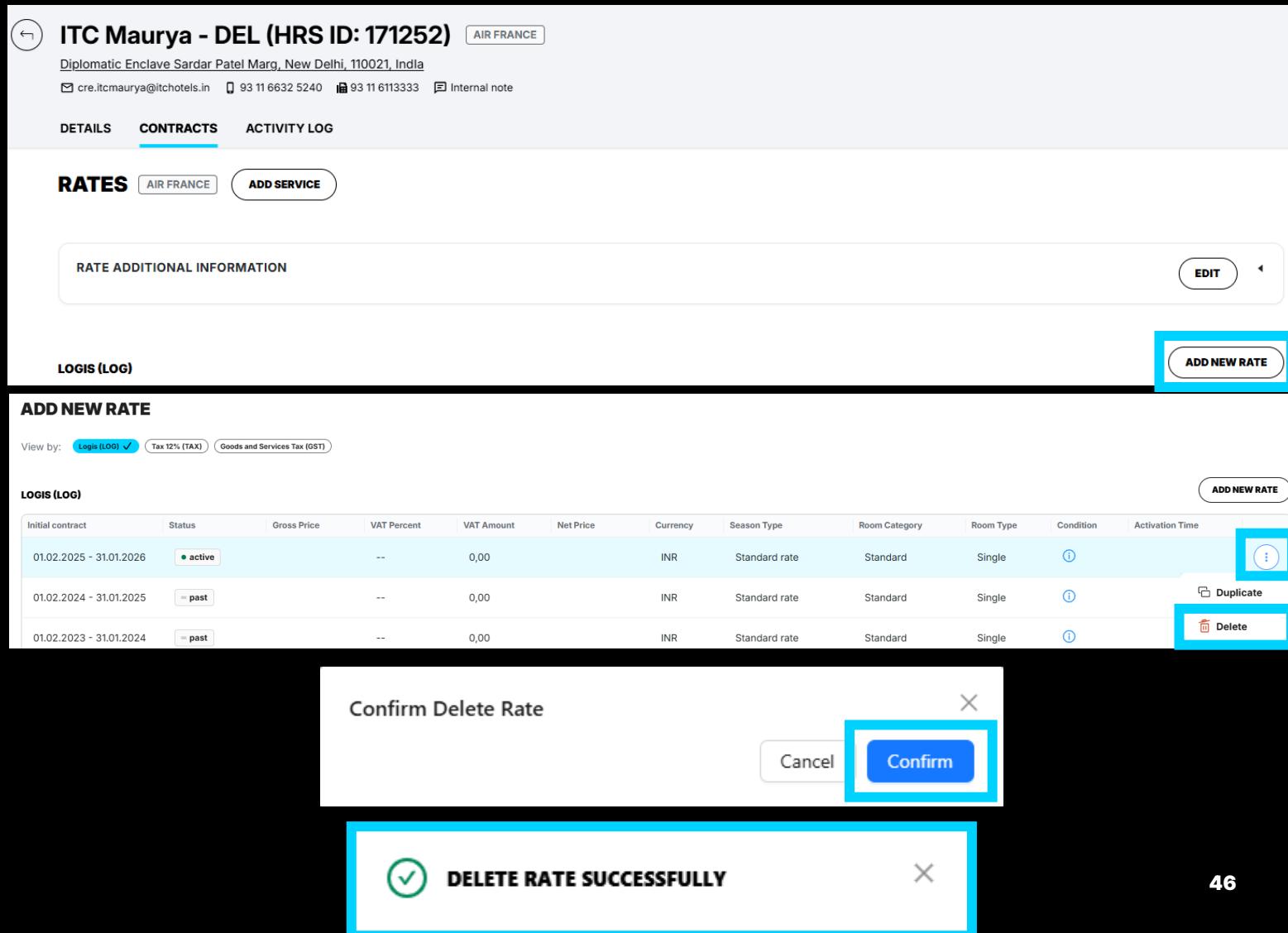
HOTEL CONTRACTS

To delete a hotel rate:

Step 1: Click on “Add New Rate”

Step 2: Click on the Ellipsis and select “Delete”

Step 3: Click on “Confirm”



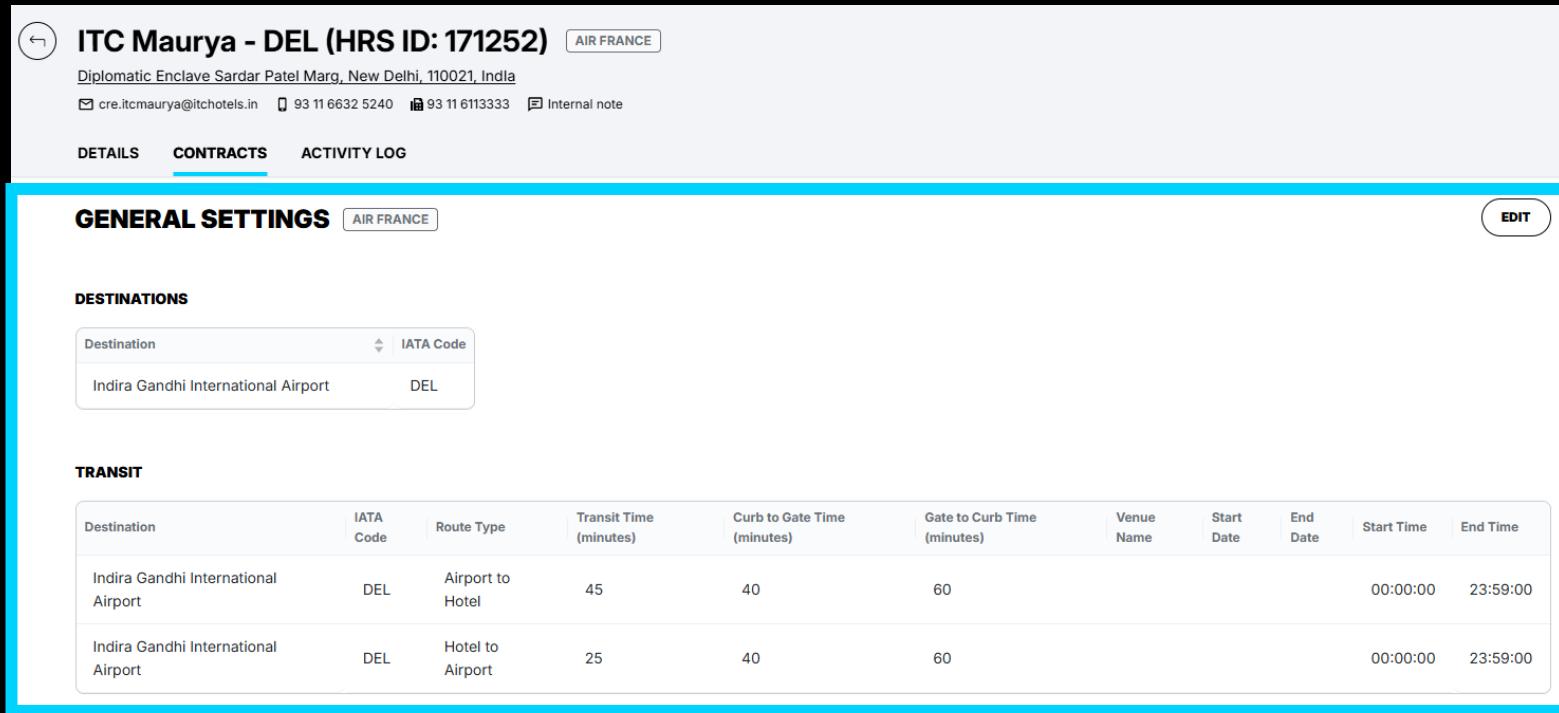
The screenshot shows the HRS software interface for managing hotel contracts. The top navigation bar includes the hotel name "ITC Maurya - DEL (HRS ID: 171252)" and "AIR FRANCE". Below the navigation, there are tabs for "DETAILS", "CONTRACTS" (which is selected), and "ACTIVITY LOG". Under the "CONTRACTS" tab, there are sub-tabs "RATES", "AIR FRANCE", and "ADD SERVICE". A "RATE ADDITIONAL INFORMATION" section is present, followed by an "EDIT" button and an "ADD NEW RATE" button. The main content area is titled "LOGIS (LOG)" and shows a table of rates. The table columns include: Initial contract, Status, Gross Price, VAT Percent, VAT Amount, Net Price, Currency, Season Type, Room Category, Room Type, Condition, and Activation Time. The table contains three rows of data. To the right of the table, there are buttons for "ADD NEW RATE", "Duplicate", and "Delete". A modal dialog box titled "Confirm Delete Rate" is displayed in the center, with "Cancel" and "Confirm" buttons. A success message "DELETE RATE SUCCESSFULLY" is shown at the bottom.

Initial contract	Status	Gross Price	VAT Percent	VAT Amount	Net Price	Currency	Season Type	Room Category	Room Type	Condition	Activation Time
01.02.2025 - 31.01.2026	active	--	0,00		INR	Standard rate	Standard	Single	①		
01.02.2024 - 31.01.2025	past	--	0,00		INR	Standard rate	Standard	Single	①		
01.02.2023 - 31.01.2024	past	--	0,00		INR	Standard rate	Standard	Single	①		

SECTION 4.2

HOTEL CONTRACTS

- General Settings section includes:
 - Destination information
 - Transit information



ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE

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DETAILS CONTRACTS ACTIVITY LOG

GENERAL SETTINGS AIR FRANCE

DESTINATIONS

Destination	IATA Code
Indira Gandhi International Airport	DEL

TRANSIT

Destination	IATA Code	Route Type	Transit Time (minutes)	Curb to Gate Time (minutes)	Gate to Curb Time (minutes)	Venue Name	Start Date	End Date	Start Time	End Time
Indira Gandhi International Airport	DEL	Airport to Hotel	45	40	60				00:00:00	23:59:00
Indira Gandhi International Airport	DEL	Hotel to Airport	25	40	60				00:00:00	23:59:00

SECTION 4.2

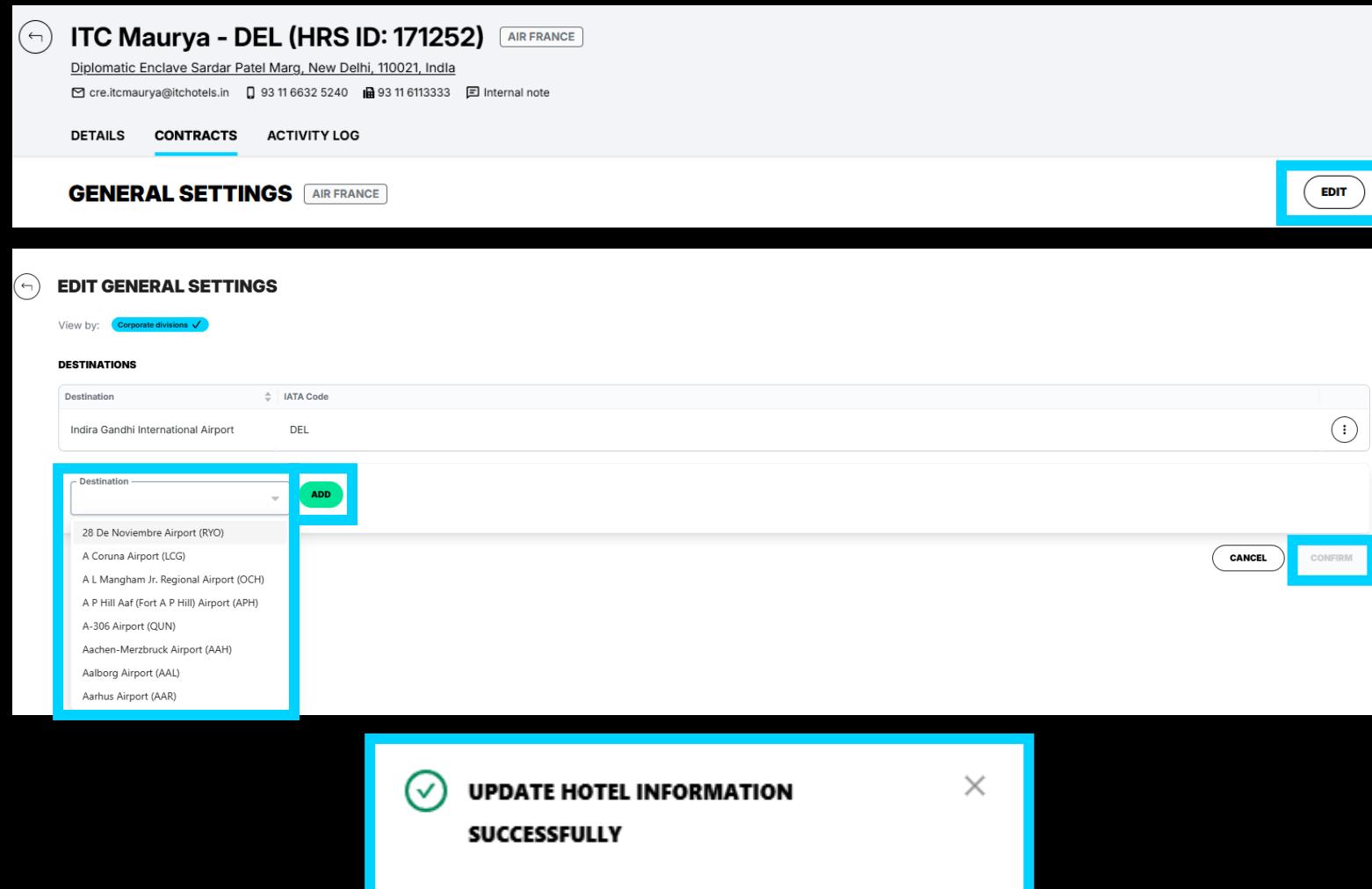
HOTEL CONTRACTS

To add a destination:

Step 1: Click on “Edit”

Step 2: Select a destination from the drop down and click on “Add”

Step 3: Click on “Confirm”



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DETAILS CONTRACTS ACTIVITY LOG

GENERAL SETTINGS AIR FRANCE

EDIT

EDIT GENERAL SETTINGS

View by: Corporate divisions

DESTINATIONS

Destination IATA Code

Indira Gandhi International Airport DEL

Destination

28 De Noviembre Airport (RYO)

A Coruna Airport (LCG)

A L Mangham Jr. Regional Airport (OCH)

A P Hill Aaf (Fort A P Hill) Airport (APH)

A-306 Airport (QUN)

Aachen-Merzbruck Airport (AAH)

Aalborg Airport (AAL)

Aarhus Airport (AAR)

ADD

CANCEL CONFIRM

UPDATE HOTEL INFORMATION SUCCESSFULLY

SECTION 4.2

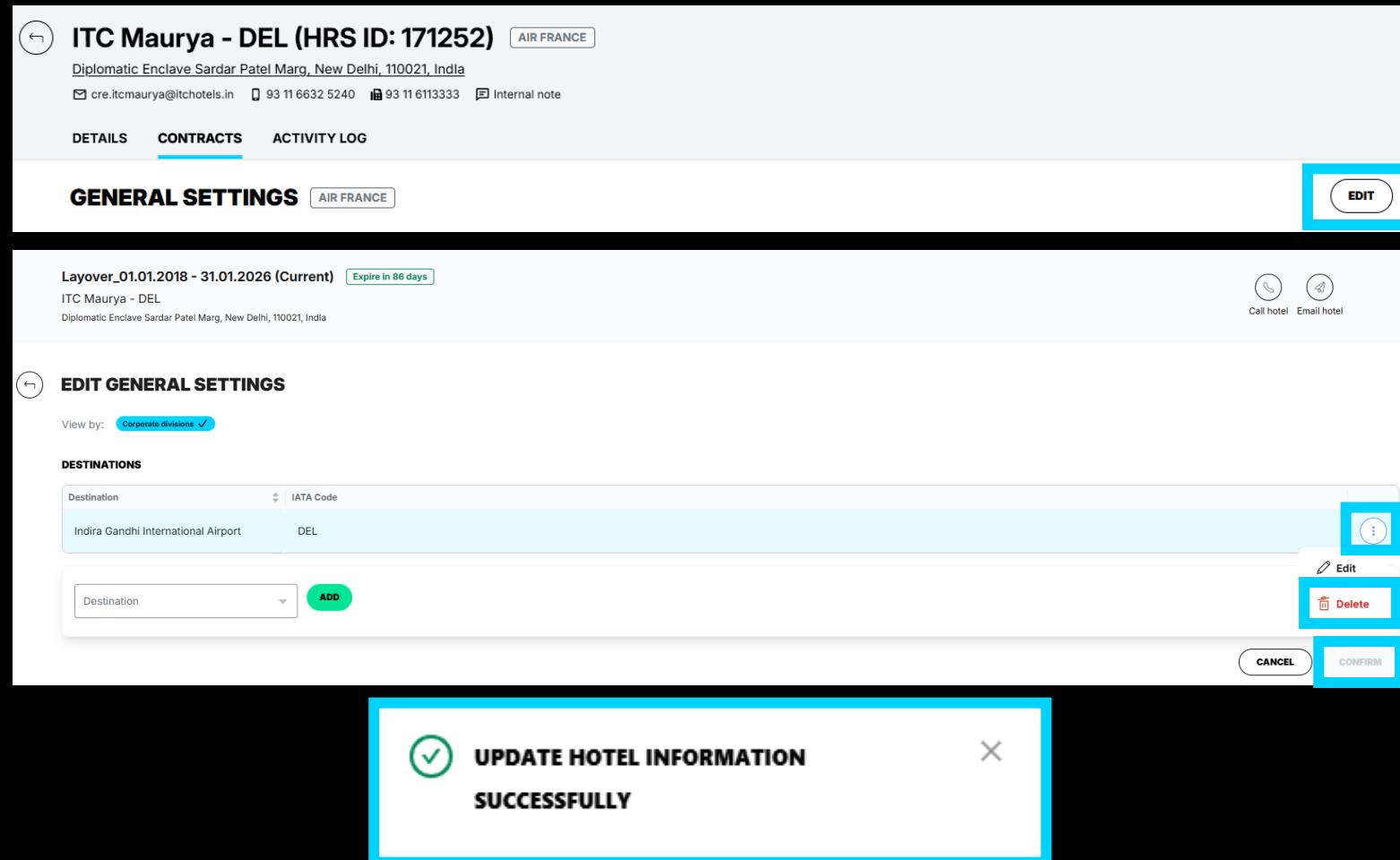
HOTEL CONTRACTS

To remove a destination:

Step 1: Click on “Edit”

Step 2: Click on the Ellipsis, click on “Delete”

Step 3: Click on “Confirm”



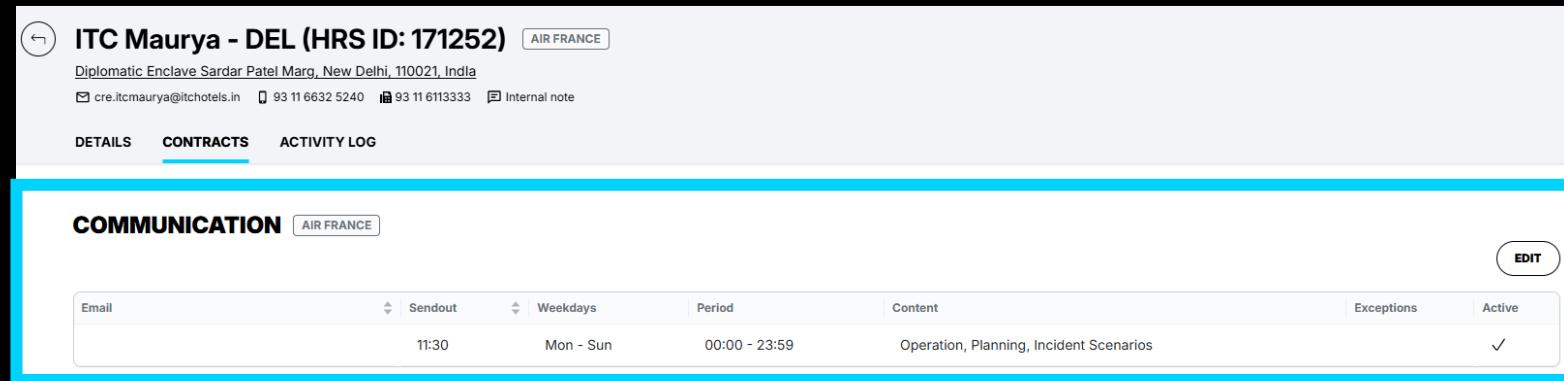
The screenshot shows the HRS Hotel Contracts interface for the ITC Maurya - DEL (HRS ID: 171252). The 'CONTRACTS' tab is selected. The 'GENERAL SETTINGS' section is displayed, showing a layover from 01.01.2018 to 31.01.2026. The 'Edit' button is highlighted with a blue box. The 'EDIT GENERAL SETTINGS' page is open, showing the 'DESTINATIONS' section with 'Indira Gandhi International Airport' (DEL) listed. The 'Delete' button for this destination is highlighted with a blue box. A confirmation message box at the bottom right says 'UPDATE HOTEL INFORMATION SUCCESSFULLY' with a checkmark icon.

SECTION 4.2

HOTEL CONTRACTS

→ Communication section

- List of key hotel contacts to receive email communication based on days of the week, time, including exceptions and related subject



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DETAILS CONTRACTS ACTIVITY LOG

COMMUNICATION AIR FRANCE

Email	Sendout	Weekdays	Period	Content	Exceptions	Active
cre.itcmaurya@itchotels.in	11:30	Mon - Sun	00:00 - 23:59	Operation, Planning, Incident Scenarios		✓

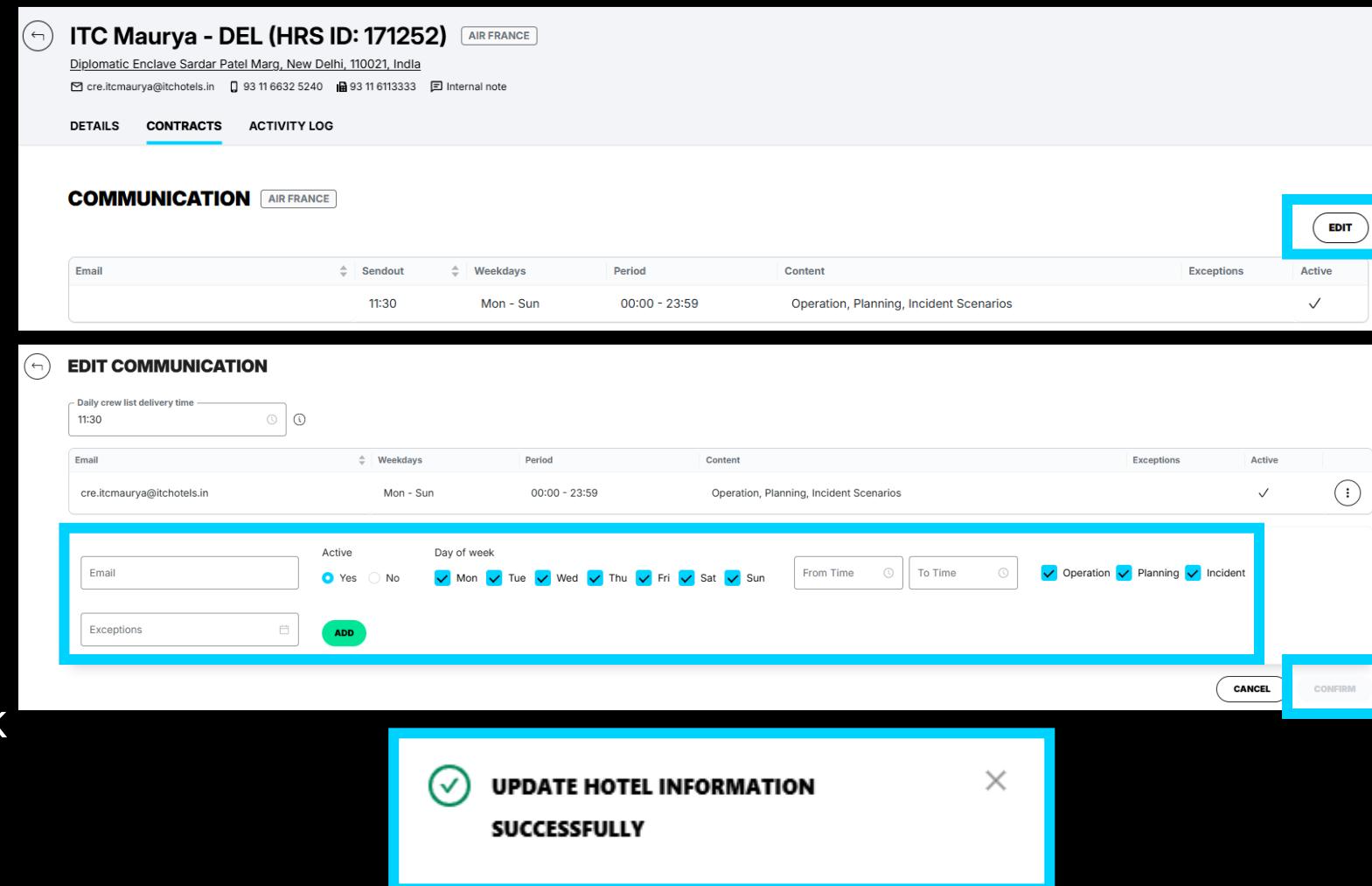
SECTION 4.2

HOTEL CONTRACTS

To add a communication email contact:

Step 1: Click on “Edit”

Step 2: Enter the email, status, days of the week, times and check mark the types of communication



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DETAILS CONTRACTS ACTIVITY LOG

COMMUNICATION AIR FRANCE

EDIT

EMAIL: cre.itcmaurya@itchotels.in, SENDOUT: 11:30, WEEKDAYS: Mon - Sun, PERIOD: 00:00 - 23:59, CONTENT: Operation, Planning, Incident Scenarios, EXCEPTIONS: Active

EDIT COMMUNICATION

DAILY CREW LIST DELIVERY TIME: 11:30

EMAIL: cre.itcmaurya@itchotels.in, WEEKDAYS: Mon - Sun, PERIOD: 00:00 - 23:59, CONTENT: Operation, Planning, Incident Scenarios, EXCEPTIONS: Active

EMAIL: cre.itcmaurya@itchotels.in, ACTIVE: Yes, DAY OF WEEK: Mon, Tue, Wed, Thu, Fri, Sat, Sun, FROM TIME: , TO TIME: , TYPES: Operation, Planning, Incident

EXCEPTIONS: ADD

CANCEL CONFIRM

UPDATE HOTEL INFORMATION SUCCESSFULLY

Step 3: Click on “Confirm”

SECTION 4.2

HOTEL CONTRACTS

To use an existing communication email contact as a template:

Step 1: Click on “Edit”

Step 2: Click on the Ellipsis and select “Duplicate”

Step 3: Adjust the information as needed and click on “Confirm”

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DETAILS CONTRACTS ACTIVITY LOG

COMMUNICATION AIR FRANCE

EDIT

Email	Sendout	Weekdays	Period	Content	Exceptions	Active
	11:30	Mon - Sun	00:00 - 23:59	Operation, Planning, Incident Scenarios		✓

EDIT COMMUNICATION

Daily crew list delivery time --
11:30 🕒 🕒

Email	Weekdays	Period	Content	Exceptions	Active
	Mon - Sun	00:00 - 23:59	Operation, Planning, Incident Scenarios		✓

Duplicate **Delete**

Active	Day of week	From Time	To Time	Operations	Planning	Incident
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun			<input checked="" type="checkbox"/> Operation	<input checked="" type="checkbox"/> Planning	<input checked="" type="checkbox"/> Incident

Exceptions 📅 **ADD**

CANCEL **CONFIRM**

✓ UPDATE HOTEL INFORMATION
SUCCESSFULLY

SECTION 4.2

HOTEL CONTRACTS

To delete a communication email contact:

Step 1: Click on “Edit”

Step 2: Click on the Ellipsis and select “Delete”

Step 3: Click on “Confirm”

ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE

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DETAILS CONTRACTS ACTIVITY LOG

COMMUNICATION AIR FRANCE

EDIT

Email	Sendout	Weekdays	Period	Content	Exceptions	Active
	11:30	Mon - Sun	00:00 - 23:59	Operation, Planning, Incident Scenarios		✓

EDIT COMMUNICATION

Daily crew list delivery time — 11:30 ⓘ

Email	Weekdays	Period	Content	Exceptions	Active
	Mon - Sun	00:00 - 23:59	Operation, Planning, Incident Scenarios		✓

Duplicate **Delete**

Active Yes No Day of week Mon Tue Wed Thu Fri Sat Sun From Time To Time Operation Planning Incident

Exceptions ADD

CANCEL **CONFIRM**

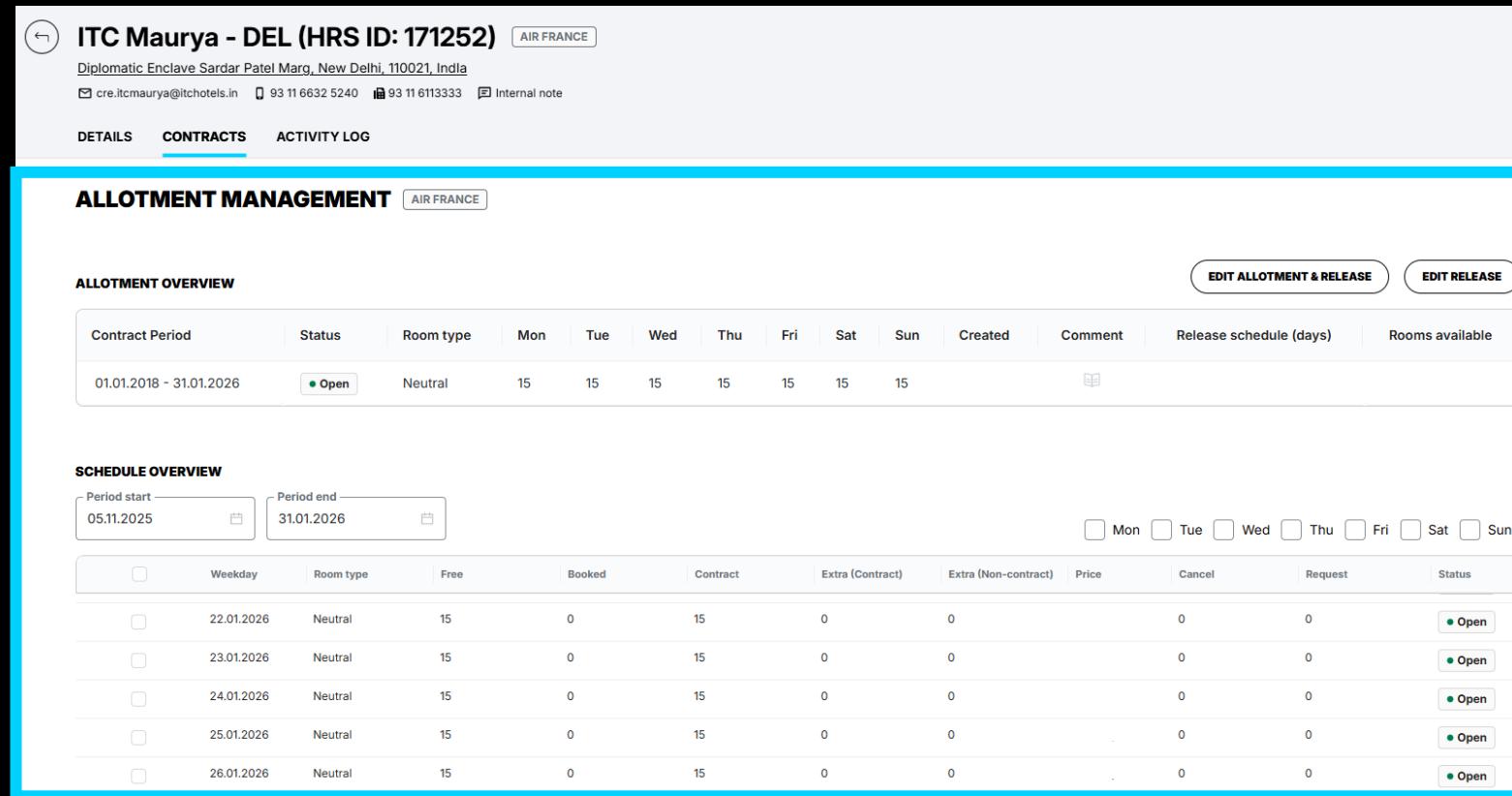
✓ UPDATE HOTEL INFORMATION SUCCESSFULLY ×

SECTION 4.2

HOTEL CONTRACTS

→ Allotment Management section includes:

- Allotment Overview
- Schedule Overview



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DETAILS **CONTRACTS** **ACTIVITY LOG**

ALLOTMENT MANAGEMENT AIR FRANCE

ALLOTMENT OVERVIEW

Contract Period	Status	Room type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Created	Comment	Release schedule (days)	Rooms available
01.01.2018 - 31.01.2026	Open	Neutral	15	15	15	15	15	15	15				15

SCHEDULE OVERVIEW

Period start	Period end	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
05.11.2025	31.01.2026	<input type="checkbox"/>								
Weekday	Room type	Free	Booked	Contract	Extra (Contract)	Extra (Non-contract)	Price	Cancel	Request	Status
22.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
23.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
24.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
25.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
26.01.2026	Neutral	15	0	15	0	0	0	0	0	Open

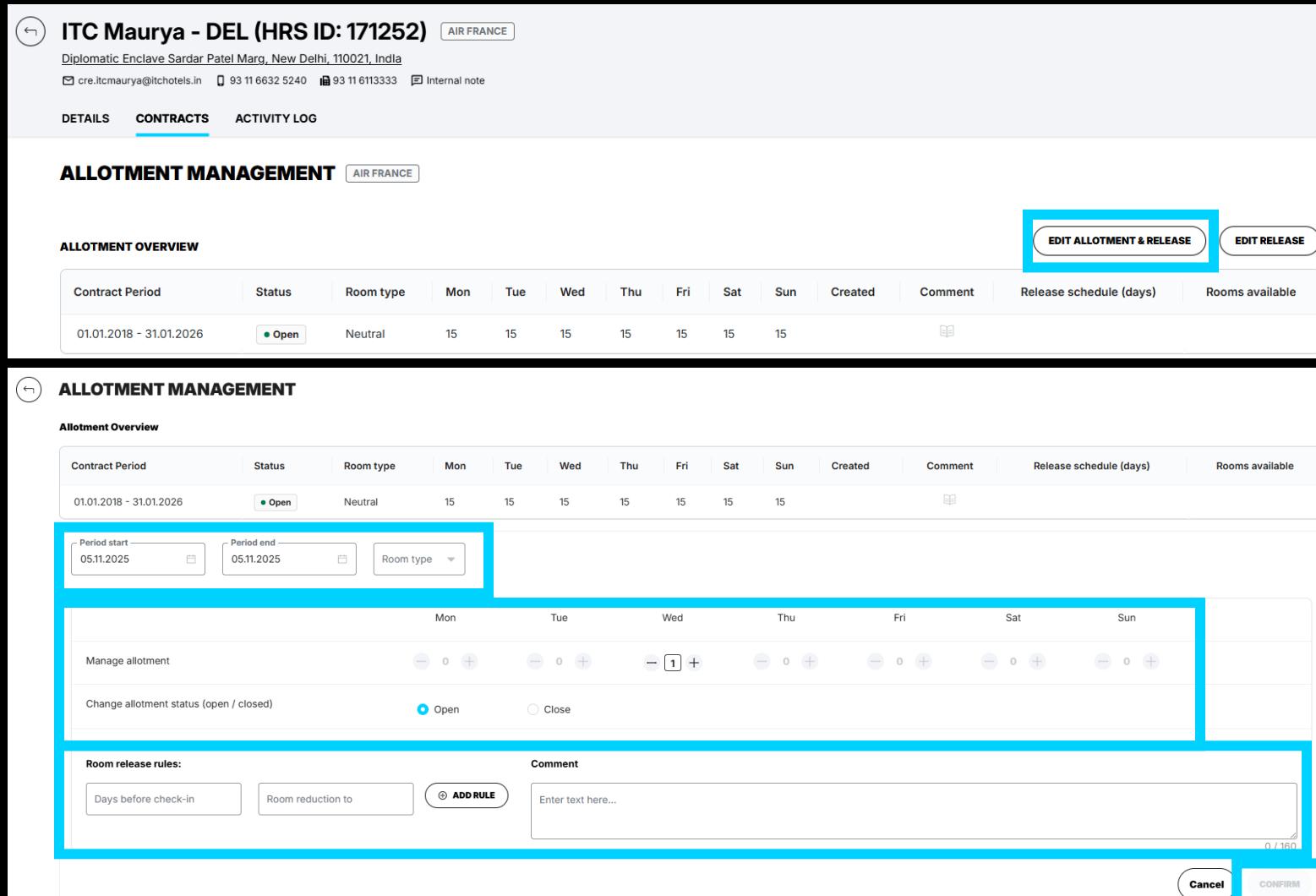
SECTION 4.2

HOTEL CONTRACTS

To edit the allotment:

Step 1: Click on “Edit Allotment & Release”

Step 2: Enter period, room type, number of rooms, select open or close, release rules and comment



ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India
 cre.itcmaurya@itctelots.in 93 11 6632 5240 93 11 611333 Internal note

DETAILS CONTRACTS ACTIVITY LOG

ALLOTMENT MANAGEMENT AIR FRANCE

ALLOTMENT OVERVIEW

Contract Period	Status	Room type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Created	Comment	Release schedule (days)	Rooms available
01.01.2018 - 31.01.2026	Open	Neutral	15	15	15	15	15	15	15				

ALLOTMENT MANAGEMENT

Allotment Overview

Contract Period	Status	Room type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Created	Comment	Release schedule (days)	Rooms available
01.01.2018 - 31.01.2026	Open	Neutral	15	15	15	15	15	15	15				

Period start Period end Room type

Mon Tue Wed Thu Fri Sat Sun

Manage allotment

Change allotment status (open / closed) Open Close

Room release rules: Comment

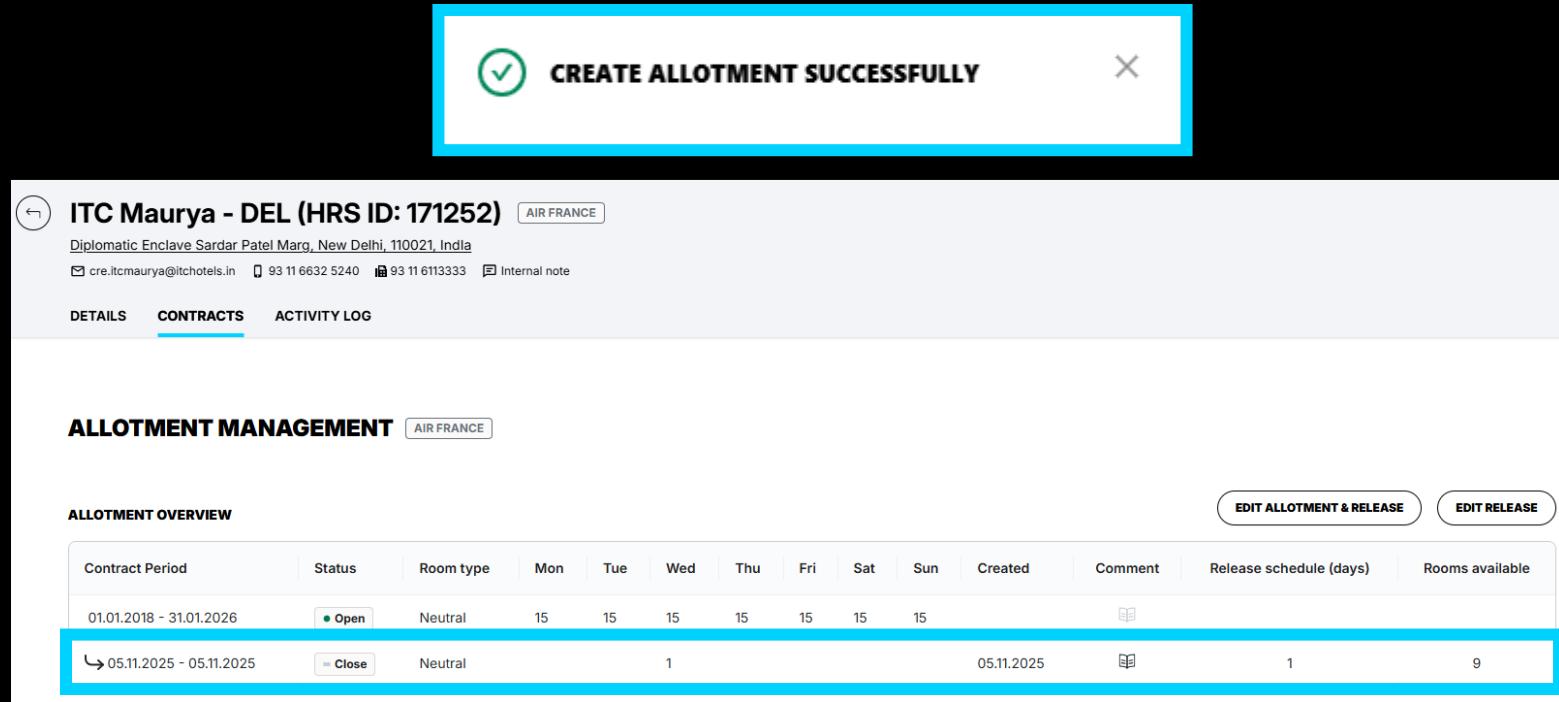
0 / 160

Step 3: Click on “Confirm”

SECTION 4.2

HOTEL CONTRACTS

A confirmation message will be displayed and the allotment will be amended accordingly



The screenshot shows a software interface for managing hotel contracts. At the top, a success message 'CREATE ALLOTMENT SUCCESSFULLY' is displayed with a green checkmark icon. Below this, the hotel details for 'ITC Maurya - DEL (HRS ID: 171252)' are shown, including the address 'Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India' and contact information. The 'CONTRACTS' tab is selected in the navigation bar. The main section is titled 'ALLOTMENT MANAGEMENT' and shows an 'ALLOTMENT OVERVIEW' table. The table has columns for Contract Period, Status, Room type, and weekly availability (Mon-Sun). A specific row is highlighted with a blue border, showing the period '05.11.2025 - 05.11.2025', status 'Open', room type 'Neutral', availability (15, 15, 15, 15, 15, 15, 15), and a comment section with a 'book' icon. Buttons for 'EDIT ALLOTMENT & RELEASE' and 'EDIT RELEASE' are visible at the top right of the overview table.

Contract Period	Status	Room type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Created	Comment	Release schedule (days)	Rooms available
01.01.2018 - 31.01.2026	Open	Neutral	15	15	15	15	15	15	15	05.11.2025		1	9
05.11.2025 - 05.11.2025		Neutral			1								

Tip: Click on the “book” icon to see the comment

SECTION 4.2

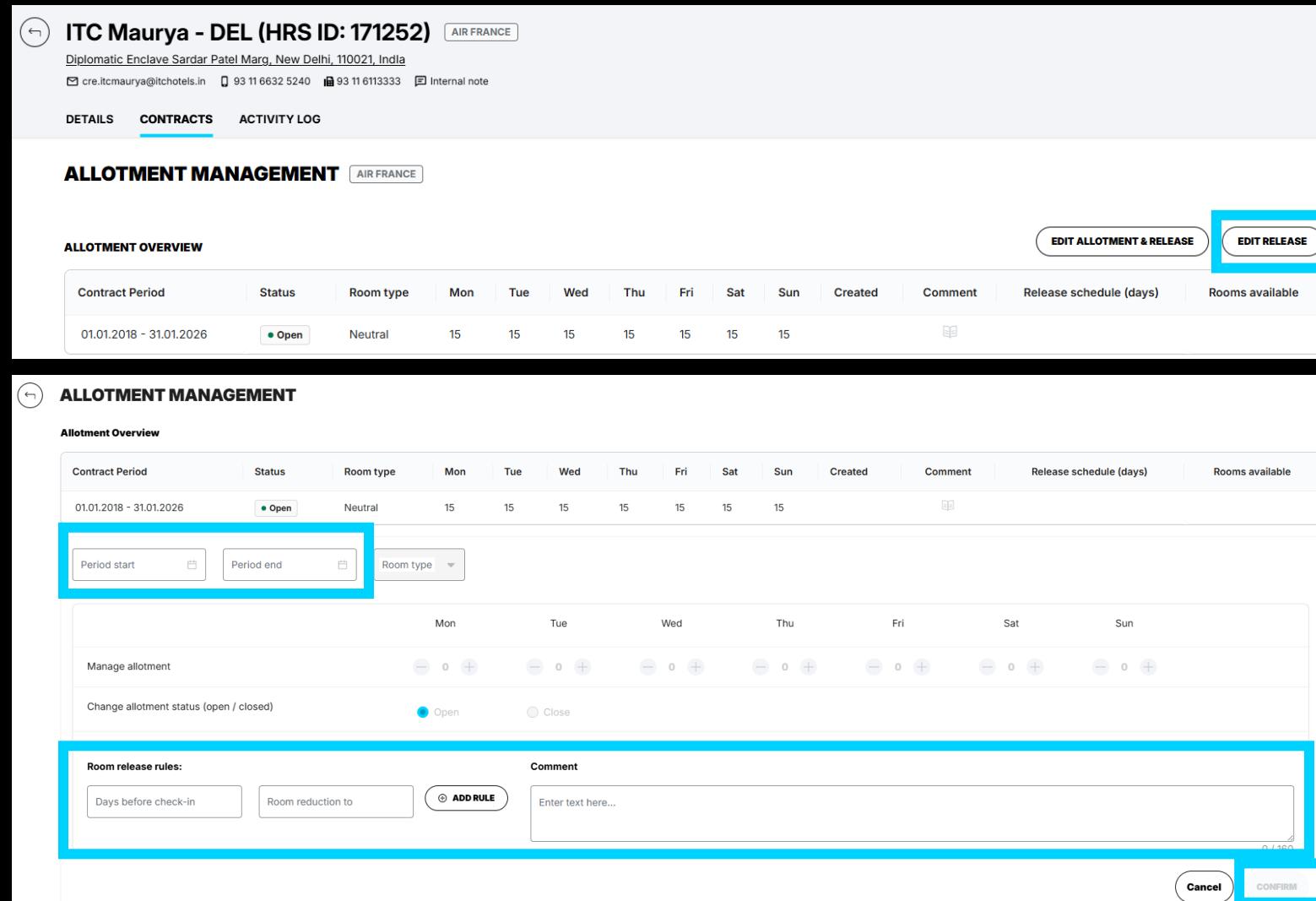
HOTEL CONTRACTS

To edit the release:

Step 1: Click on “Edit Release”

Step 2: Enter period, release rules and comment

Step 3: Click on “Confirm”



ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India

cre.itcmaurya@itcthotels.in 93 11 6632 5240 93 11 611333 Internal note

DETAILS CONTRACTS ACTIVITY LOG

ALLOTMENT MANAGEMENT AIR FRANCE

ALLOTMENT OVERVIEW

Contract Period	Status	Room type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Created	Comment	Release schedule (days)	Rooms available
01.01.2018 - 31.01.2026	Open	Neutral	15	15	15	15	15	15	15				

EDIT ALLOTMENT & RELEASE **EDIT RELEASE**

ALLOTMENT MANAGEMENT

Allotment Overview

Contract Period	Status	Room type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Created	Comment	Release schedule (days)	Rooms available
01.01.2018 - 31.01.2026	Open	Neutral	15	15	15	15	15	15	15				

Period start Period end Room type

Mon Tue Wed Thu Fri Sat Sun

Manage allotment

Change allotment status (open / closed) Open Close

Room release rules: Comment

CONFIRM **Cancel**

SECTION 4.2

HOTEL CONTRACTS

The new release rule will be added to the allotment overview

 CREATE ALLOTMENT SUCCESSFULLY X

ITC Maurya - DEL (HRS ID: 171252) AIR FRANCE

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India
✉ cre.itmaurya@itchotels.in ☎ 93 11 6632 5240 ☎ 93 11 6113333 ☎ Internal note

DETAILS CONTRACTS ACTIVITY LOG

ALLOTMENT MANAGEMENT AIR FRANCE

ALLOTMENT OVERVIEW EDIT ALLOTMENT & RELEASE EDIT RELEASE

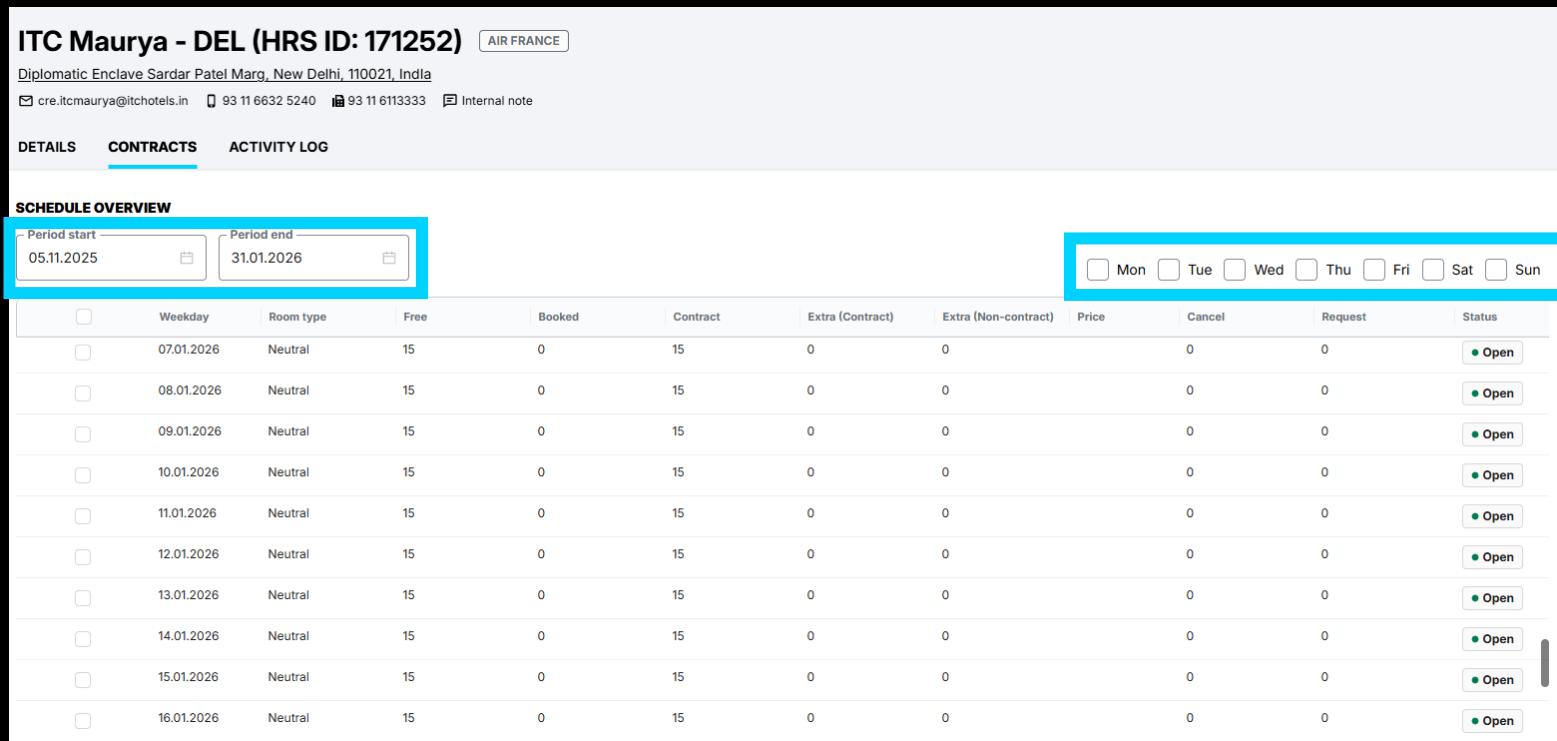
Contract Period	Status	Room type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Created	Comment	Release schedule (days)	Rooms available
01.01.2018 - 31.01.2026	Open	Neutral	15	15	15	15	15	15	15	05.11.2025		1	9
↳ 05.11.2025 - 05.11.2025	Close	Neutral			1					05.11.2025		1	9
↳ 07.11.2025 - 07.11.2025	Open									05.11.2025		1	9

SECTION 4.2

HOTEL CONTRACTS

The schedule overview displays the allotment usage

Tip: Use the date range and weekdays filters to narrow down the list quickly



	Weekday	Room type	Free	Booked	Contract	Extra (Contract)	Extra (Non-contract)	Price	Cancel	Request	Status
<input type="checkbox"/>	07.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	08.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	09.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	10.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	11.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	12.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	13.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	14.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	15.01.2026	Neutral	15	0	15	0	0	0	0	0	Open
<input type="checkbox"/>	16.01.2026	Neutral	15	0	15	0	0	0	0	0	Open

SECTION 4.3

HOTEL ACTIVITY LOG

Click on “Activity Log” to see all changes made to the hotel contract

ITC Maurya (HRS ID: 171252) [HRS](#) [EDIT](#)

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India

anuradha.kumar@itchotels.in 93 11 6832 5240 93 11 6113333 Internal note

[Call hotel](#) [Email hotel](#) [Deactivate](#)



DETAILS CONTRACTS **ACTIVITY LOG**

ACTIVITY LOG [AIR FRANCE](#)

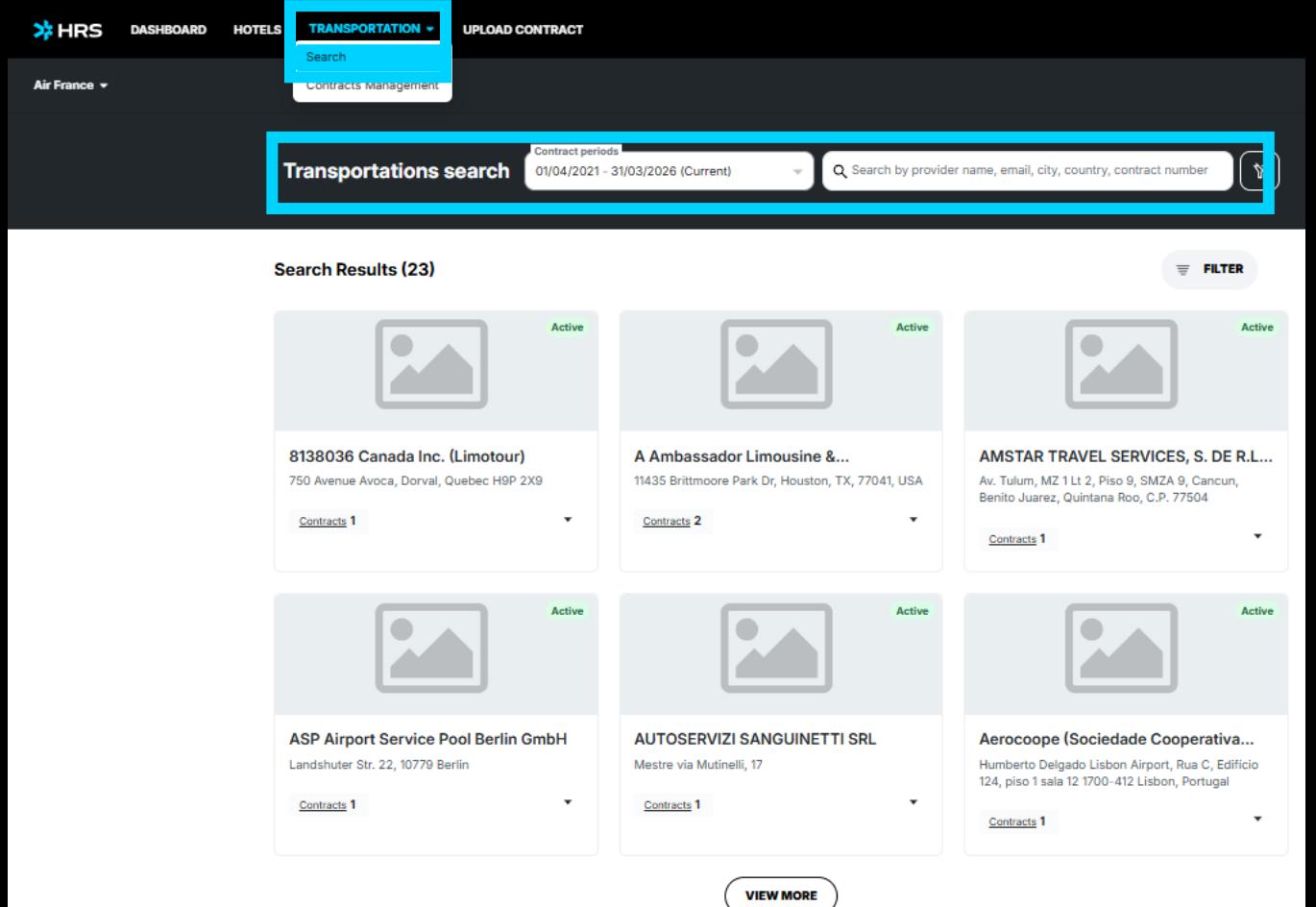
Action date	Contract status	Category	Action	Field name	Traffic date	Old value	New value	Process by
15.09.2025 10:54 PM	Layover_01.01.2018 - 31.01.2026	Pricing in contract	New	Service Name			LUN Rate	
15.09.2025 10:54 PM	Layover_01.01.2018 - 31.01.2026	Pricing in contract	New	Service Code			LUN	
15.09.2025 10:54 PM	Layover_01.01.2018 - 31.01.2026	Pricing in contract	New	VAT Percent			10.00	
15.09.2025 10:54 PM	Layover_01.01.2018 - 31.01.2026	Pricing in contract	New	VAT Amount			1.36	
15.09.2025 10:54 PM	Layover_01.01.2018 - 31.01.2026	Pricing in contract	New	Net Price			13.64	
15.09.2025 10:54 PM	Layover_01.01.2018 - 31.01.2026	Pricing in contract	New	Gross Price			15.00	
15.09.2025 10:54 PM	Layover_01.01.2018 - 31.01.2026	Pricing in contract	New	Valid To			20.09.2025	
15.09.2025 10:54 PM	Layover_01.01.2018 - 31.01.2026	Pricing in contract	New	Valid From			16.09.2025	

SECTION 5

MANAGE TRANSPORTATION

Click on the “Transportation” tab and select “Search” to find the contract

Use the search functionality to find the contract via drop down or enter the one of the following: provider name, email, city, country or contract number



The screenshot shows the HRS Transportation Management interface. At the top, there is a navigation bar with the HRS logo, Dashboard, Hotels, Transportation (which is highlighted with a blue box), and Upload Contract. Below the navigation bar, there is a dropdown menu for Air France and a search bar labeled "Search" with the sub-label "Contracts Management".

The main area is titled "Transportations search" and includes a "Contract periods" dropdown set to "01/04/2021 - 31/03/2026 (Current)" and a search bar with the placeholder "Search by provider name, email, city, country, contract number".

The results are titled "Search Results (23)" and show a grid of 12 items, each representing a transportation provider with a thumbnail image, the provider's name, and the number of contracts. The providers listed are:

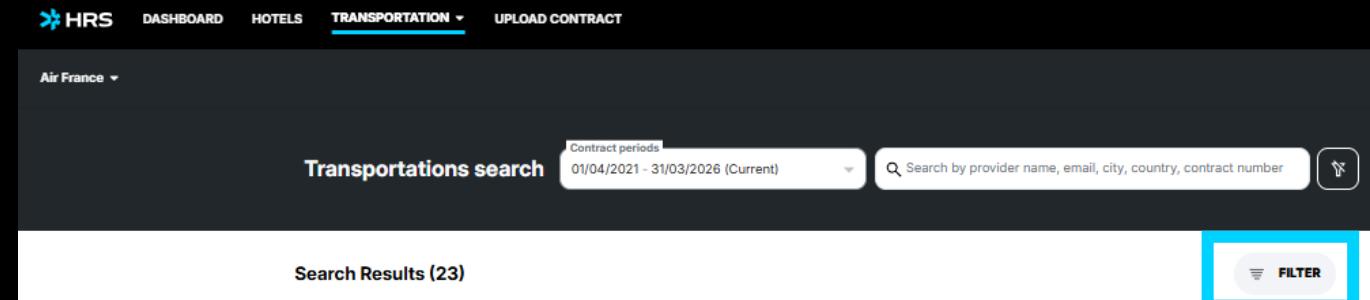
- 8138036 Canada Inc. (Limotour) - 1 contract
- A Ambassador Limousine &... - 2 contracts
- AMSTAR TRAVEL SERVICES, S. DE R.L... - 1 contract
- ASP Airport Service Pool Berlin GmbH - 1 contract
- AUTOSERVIZI SANGUINETTI SRL - 1 contract
- Aerocoope (Sociedade Cooperativa...) - 1 contract

At the bottom right of the results area is a "VIEW MORE" button.

SECTION 5

MANAGE TRANSPORTATION

Click on “Filter”, enter the information to narrow down the search and click on “Apply”

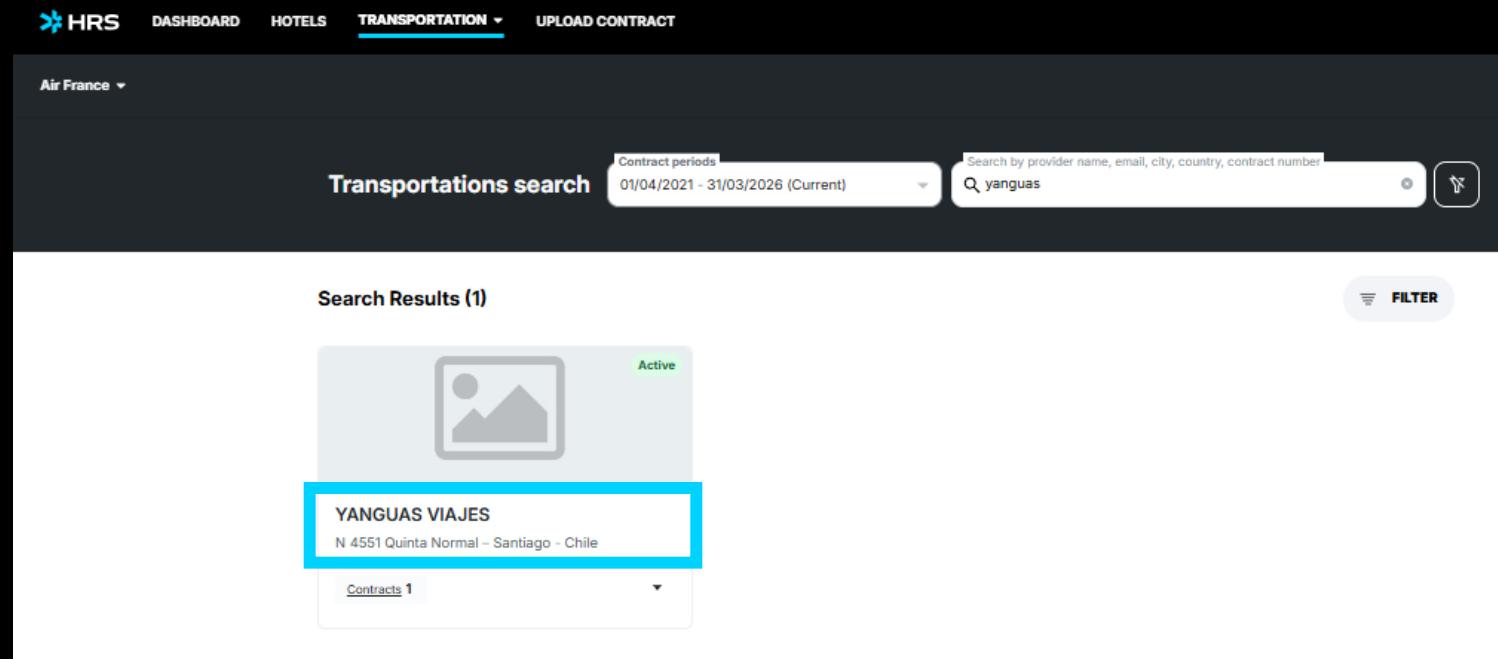


The screenshot shows the HRS web interface for managing transportation. At the top, there is a navigation bar with links for DASHBOARD, HOTELS, TRANSPORTATION (which is underlined in blue), and UPLOAD CONTRACT. Below the navigation, a search bar is labeled "Transportations search" and includes a date range "01/04/2021 - 31/03/2026 (Current)". A search input field is also present. The main area displays "Search Results (23)". A "FILTER" button is located on the right side of this section, highlighted with a blue box. Below this, a modal window titled "TRANSPORTATION FILTER" is open. It contains two input fields: "VEHICLE TYPE" with a placeholder "Search for Vehicle type" and "STATUS" with a placeholder "Select Status". At the bottom of the modal are two buttons: "CANCEL" and "APPLY", with "APPLY" also highlighted with a blue box.

SECTION 5

MANAGE TRANSPORTATION

Click on the transportation provider name to view and manage the contract information



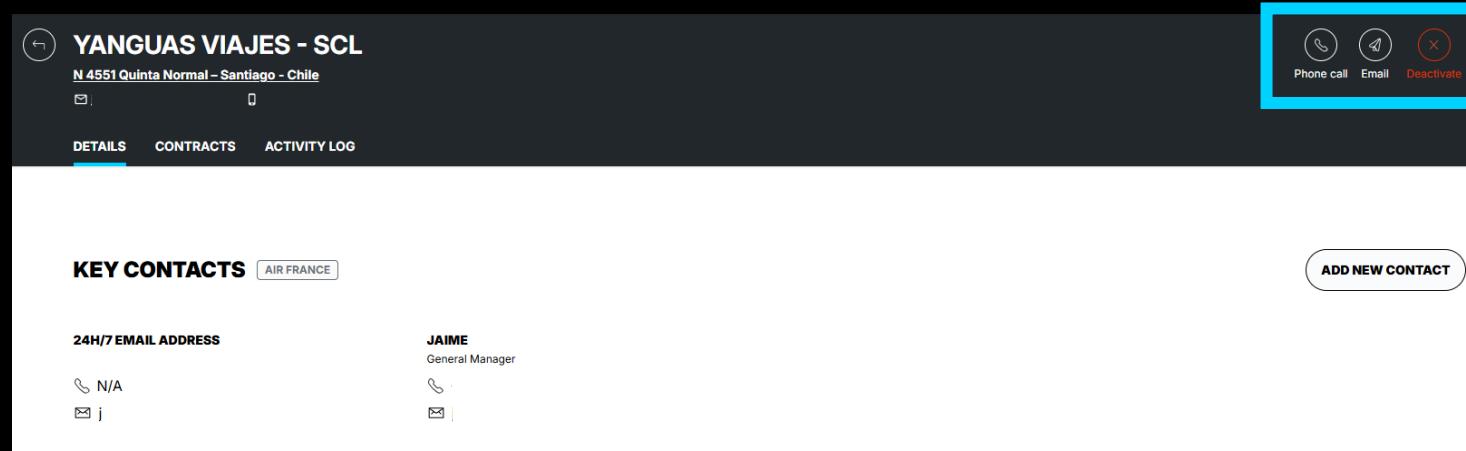
The screenshot shows the HRS web interface for managing transportation. The top navigation bar includes links for DASHBOARD, HOTELS, TRANSPORTATION (which is underlined in blue), and UPLOAD CONTRACT. A dropdown menu for 'Air France' is open. The main search area is titled 'Transportations search' with a date range of '01/04/2021 - 31/03/2026 (Current)'. A search bar contains the text 'yanguas'. Below this, the 'Search Results (1)' section displays a card for 'YANGUAS VIAJES' with the address 'N 4551 Quinta Normal - Santiago - Chile'. A blue box highlights this result. A 'Contracts 1' button is at the bottom of the card. A 'FILTER' button is located on the right side of the search results.

SECTION 5

MANAGE TRANSPORTATION

By clicking on the buttons on the top right you can:

- Call the transportation provider
- Email the transportation provider
- Deactivate the transportation contract



SECTION 5

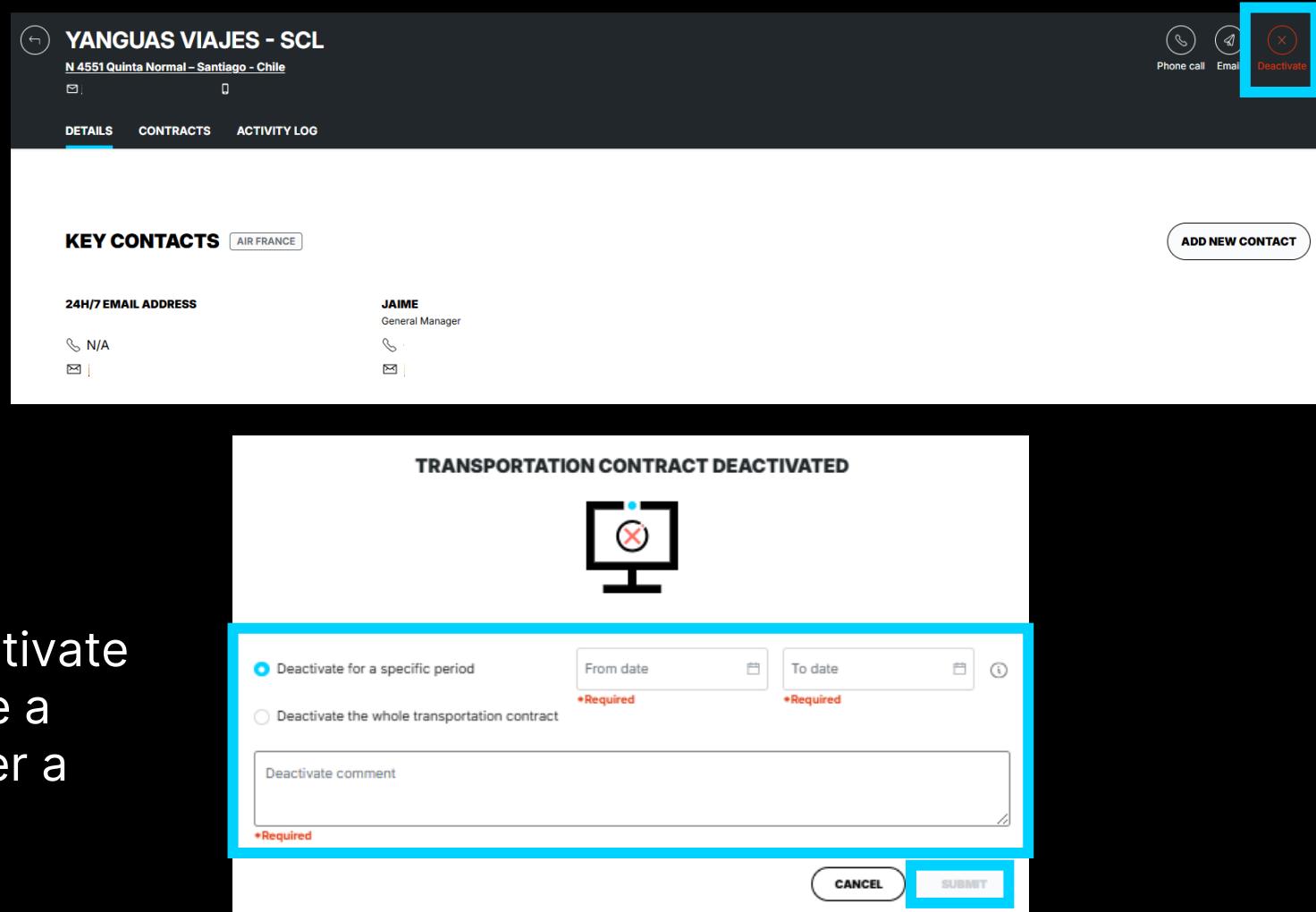
MANAGE TRANSPORTATION

To deactivate a hotel contract:

Step 1: Click on “Deactivate”

Step 2: Set one specific period to deactivate the hotel contract or select “Deactivate a hotel indefinitely until reactivated” enter a comment

Step 3: Click on “Submit”



YANGUAS VIAJES - SCL
N 4551 Quinta Normal - Santiago - Chile

DETAILS CONTRACTS ACTIVITY LOG

KEY CONTACTS AIR FRANCE

24H/7 EMAIL ADDRESS

JAIME
General Manager

ADD NEW CONTACT

TRANSPORTATION CONTRACT DEACTIVATED

Deactivate for a specific period

From date To date

Deactivate the whole transportation contract

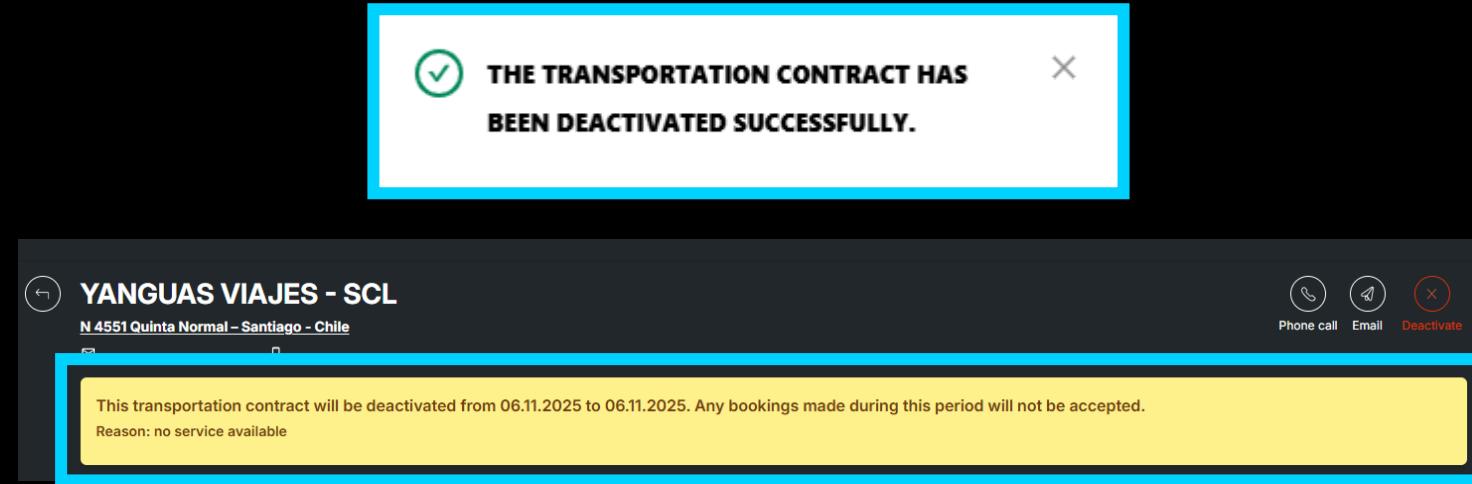
Deactivate comment

CANCEL SUBMIT

SECTION 5

MANAGE TRANSPORTATION

A confirmation pop-up will be displayed and a message will be added with the deactivation period information – the hotel won't be displayed on the platform to be booked during the defined period

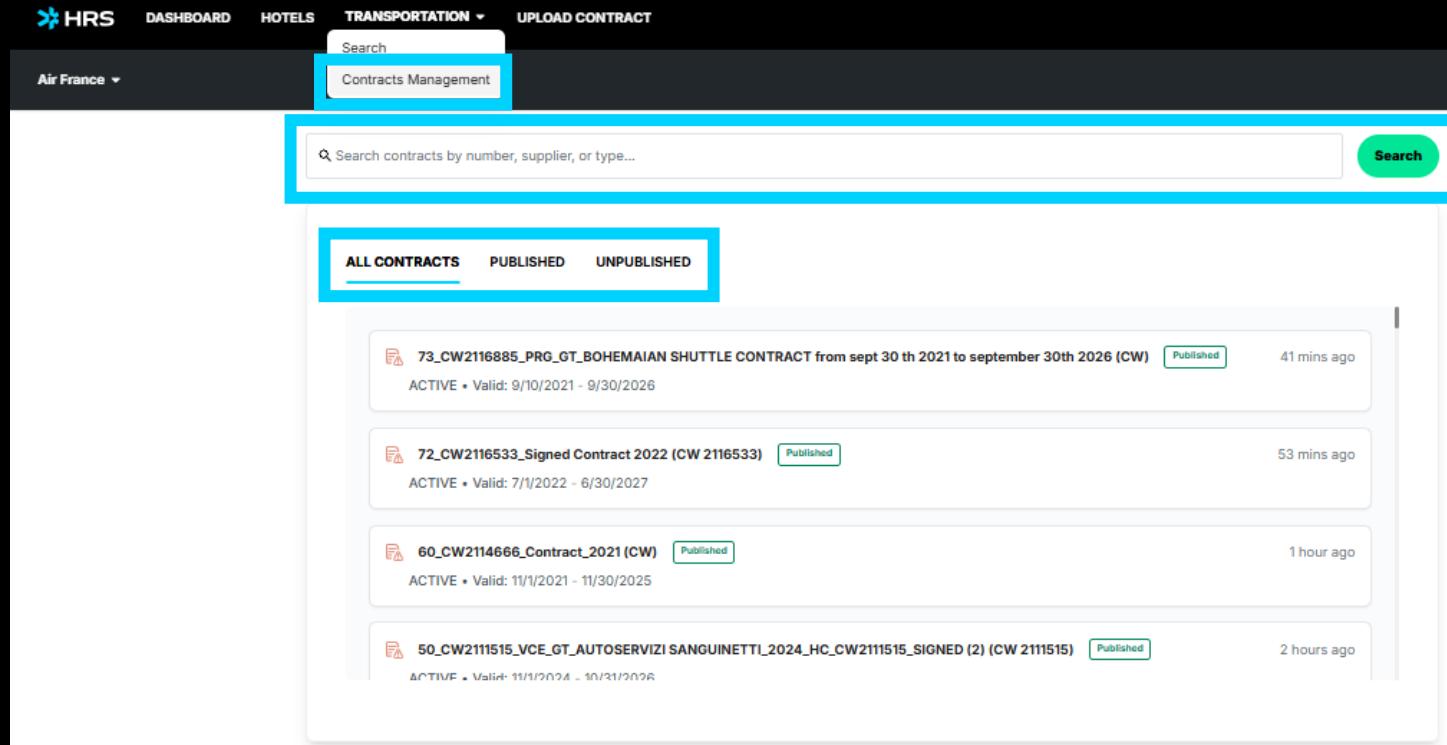


SECTION 5

MANAGE TRANSPORTATION

Click on the “Transportation” tab and select “Contracts Management”

- Use the search to find contracts by number, provider or type
- Contracts are organized by All Contracts, Published and Unpublished
- Click on the contract to access it



The screenshot shows the HRS web interface for managing transportation contracts. At the top, there is a navigation bar with the HRS logo, Dashboard, Hotels, Transportation (which is the active tab), and Upload Contract. Below the navigation bar, there is a dropdown for 'Air France' and a search bar with a 'Contracts Management' button highlighted with a blue box. A secondary search bar below it is also highlighted with a blue box. A 'Search' button is located on the far right of this bar. Below these, there is a search input field with the placeholder 'Search contracts by number, supplier, or type...'. Underneath the search bar, there are three tabs: 'ALL CONTRACTS' (which is underlined and highlighted with a blue box), 'PUBLISHED', and 'UNPUBLISHED'. The main content area displays a list of four contracts, each in a separate card:

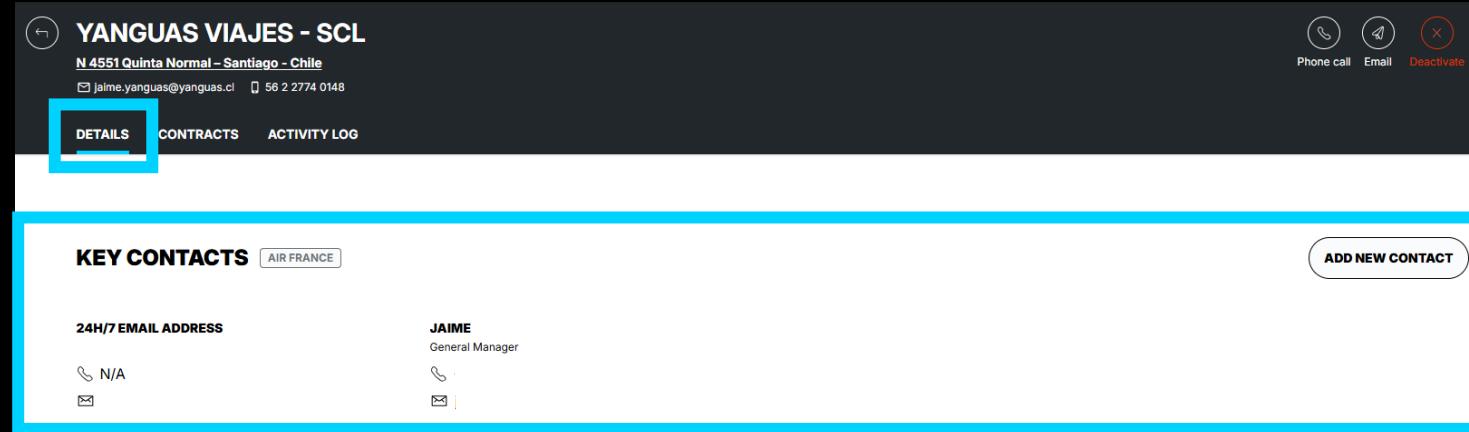
- 73_CW2116885_PRG_GT_BOHEMAIAN SHUTTLE CONTRACT from sept 30 th 2021 to september 30th 2026 (CW) Published 41 mins ago
- 72_CW2116533_Signed Contract 2022 (CW 2116533) Published 53 mins ago
- 60_CW2114666_Contract_2021 (CW) Published 1 hour ago
- 50_CW2111515_VCE_GT_AUTO SERVIZI SANGUINETTI_2024_HC_CW2111515_SIGNED (2) (CW 2111515) Published 2 hours ago

Each card contains the contract number, name, status, validity period, and a 'Published' button. The cards are arranged vertically with horizontal spacing between them.

SECTION 5.1

TRANSPORTATION DETAILS

Click on “Details” to access Key Contacts



SECTION 5.1

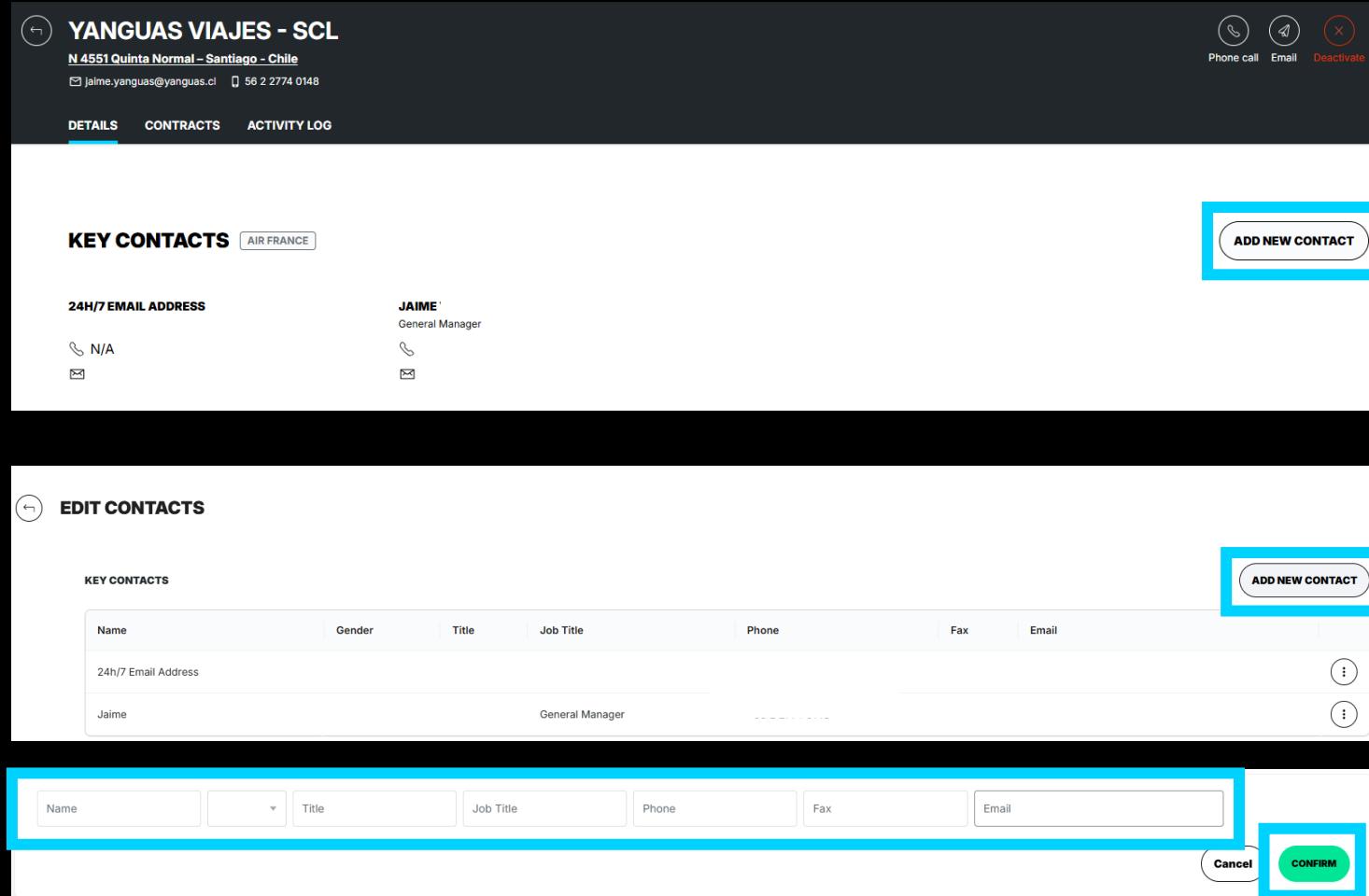
TRANSPORTATION DETAILS

To add a contact:

Step 1: Click on “Add New Contact”
(on the key contacts session)

Step 2: Click on “Add new contact”
(on the edit contacts section)

Step 3: Enter the required information
and click on “Confirm”

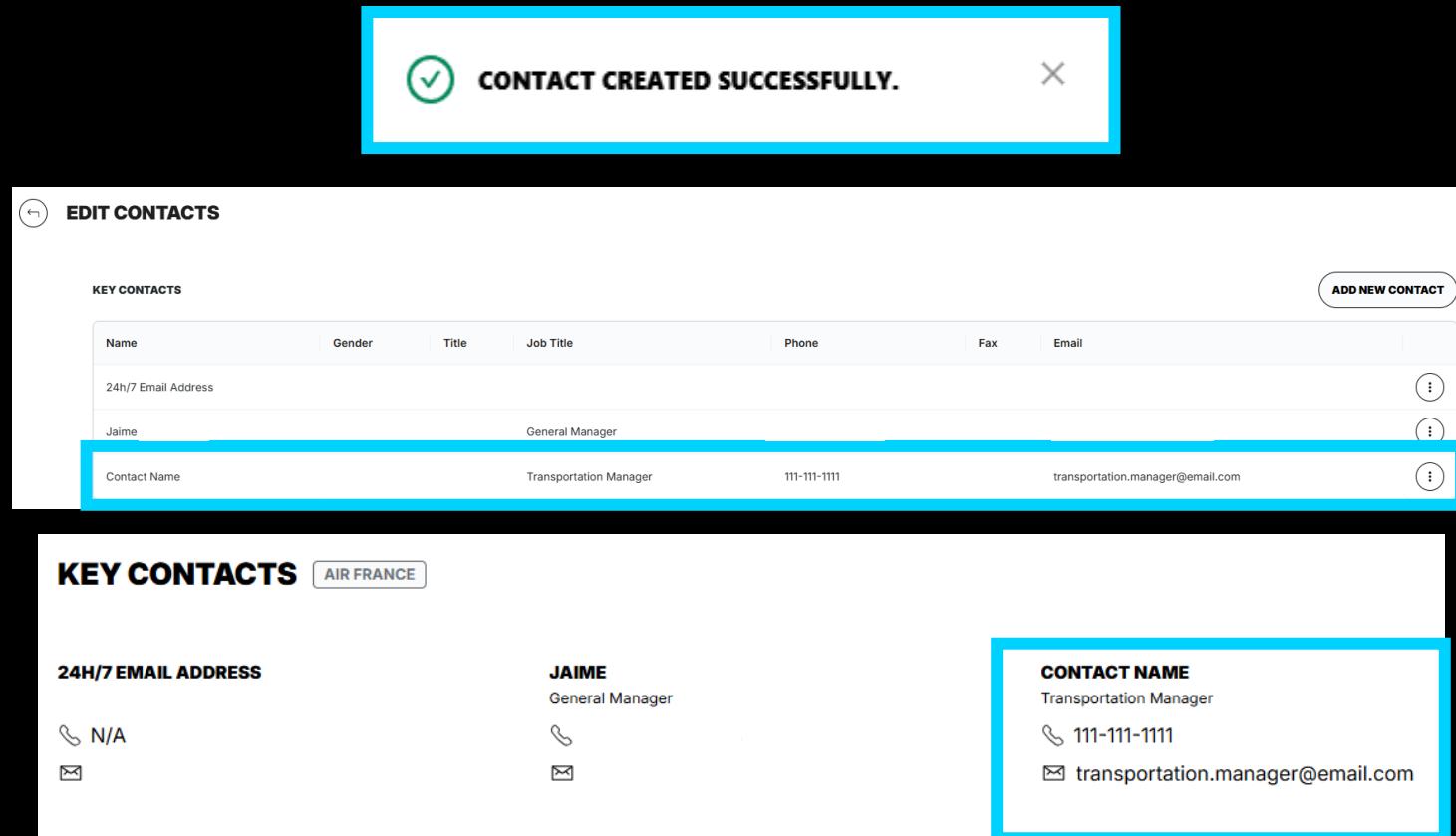


The screenshot displays two pages of the HRS software. The top page is titled 'YANGUAS VIAJES - SCL' and shows contact information for 'JAIME' (General Manager). The bottom page is titled 'EDIT CONTACTS' and shows a table of contacts with a new row for 'Jaime' (General Manager). Both pages have a blue-bordered 'ADD NEW CONTACT' button in the top right corner.

SECTION 5.1

TRANSPORTATION DETAILS

A confirmation message will be displayed and the contact information will be added to the list



The screenshot displays the HRS software interface. At the top, a success message box is shown with a green checkmark icon and the text "CONTACT CREATED SUCCESSFULLY." with a close button "X". Below this, the "EDIT CONTACTS" screen shows a table of "KEY CONTACTS". A new contact row is highlighted with a blue border, containing the following data:

Name	Gender	Title	Job Title	Phone	Fax	Email
Jaime		General Manager				
Contact Name		Transportation Manager		111-111-1111		transportation.manager@email.com

At the bottom, the "KEY CONTACTS" screen for "AIR FRANCE" is shown. It includes sections for "24H/7 EMAIL ADDRESS" (N/A), "JAIME" (General Manager), and "CONTACT NAME" (Transportation Manager, 111-111-1111, transportation.manager@email.com). The "CONTACT NAME" section is also highlighted with a blue border.

SECTION 5.1

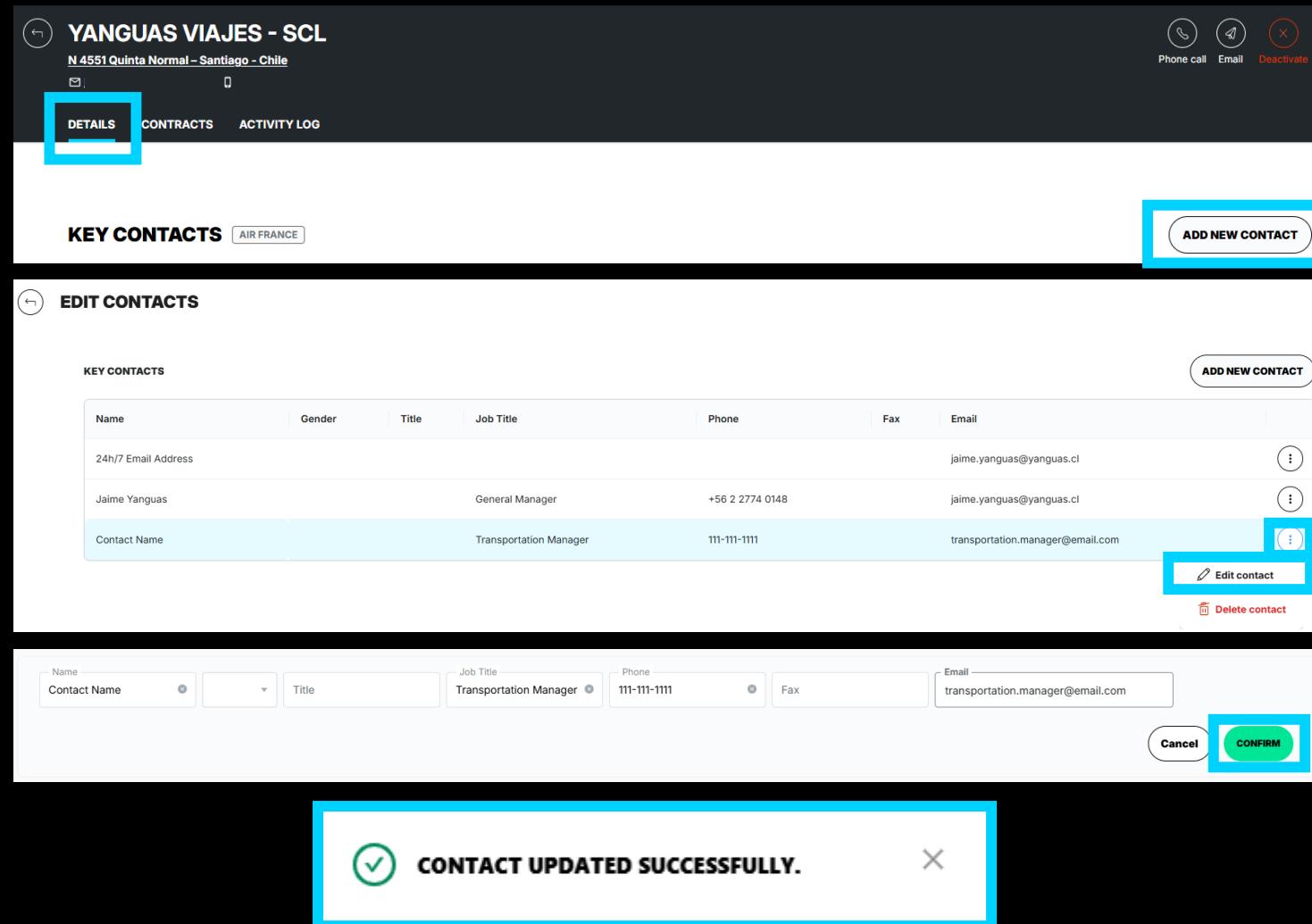
TRANSPORTATION DETAILS

To edit a contact:

Step 1: Click on “Add new contact”

Step 2: Click on the Ellipsis and select “Edit Contact”

Step 3: Adjust the information and click on “Confirm”



The screenshot illustrates the HRS software interface for managing transportation details. It shows three main stages of the process:

- Step 1:** The "KEY CONTACTS" screen for "YANGUAS VIAJES - SCL" (N 4551 Quinta Normal – Santiago – Chile). The "DETAILS" tab is selected. A blue box highlights the "ADD NEW CONTACT" button in the top right corner.
- Step 2:** The "EDIT CONTACTS" screen. It shows a table of contacts with one row selected (Jaime Yanguas, Transportation Manager). A blue box highlights the ellipsis menu (three dots) next to the selected contact, with "Edit contact" selected. Other options include "Delete contact".
- Step 3:** A confirmation dialog box titled "CONTACT UPDATED SUCCESSFULLY." with a checkmark icon. The "CONFIRM" button is highlighted with a blue box. Other buttons include "Cancel" and an "X" button.

The contact table data:

Name	Gender	Title	Job Title	Phone	Fax	Email
24h/7 Email Address						jaimе.yanguas@yanguas.cl
Jaime Yanguas		General Manager		+56 2 2774 0148		jaimе.yanguas@yanguas.cl
Contact Name			Transportation Manager	111-111-1111		transportation.manager@email.com

SECTION 5.1

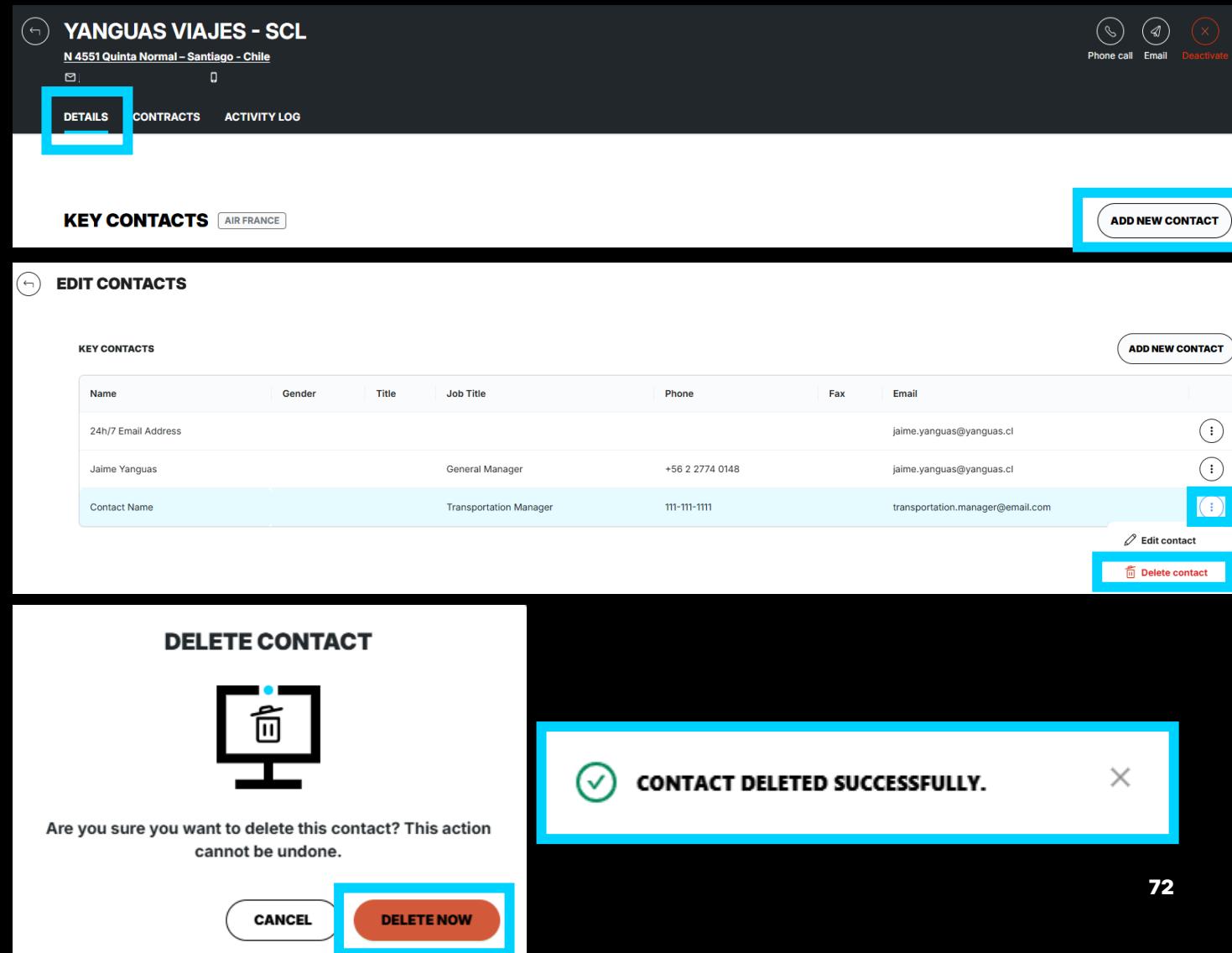
TRANSPORTATION DETAILS

To delete a contact:

Step 1: Click on “Add New Contact”

Step 2: Click on the Ellipsis icon related to the contact and click on “Delete Contact”

Step 3: Click on “Delete now” to proceed



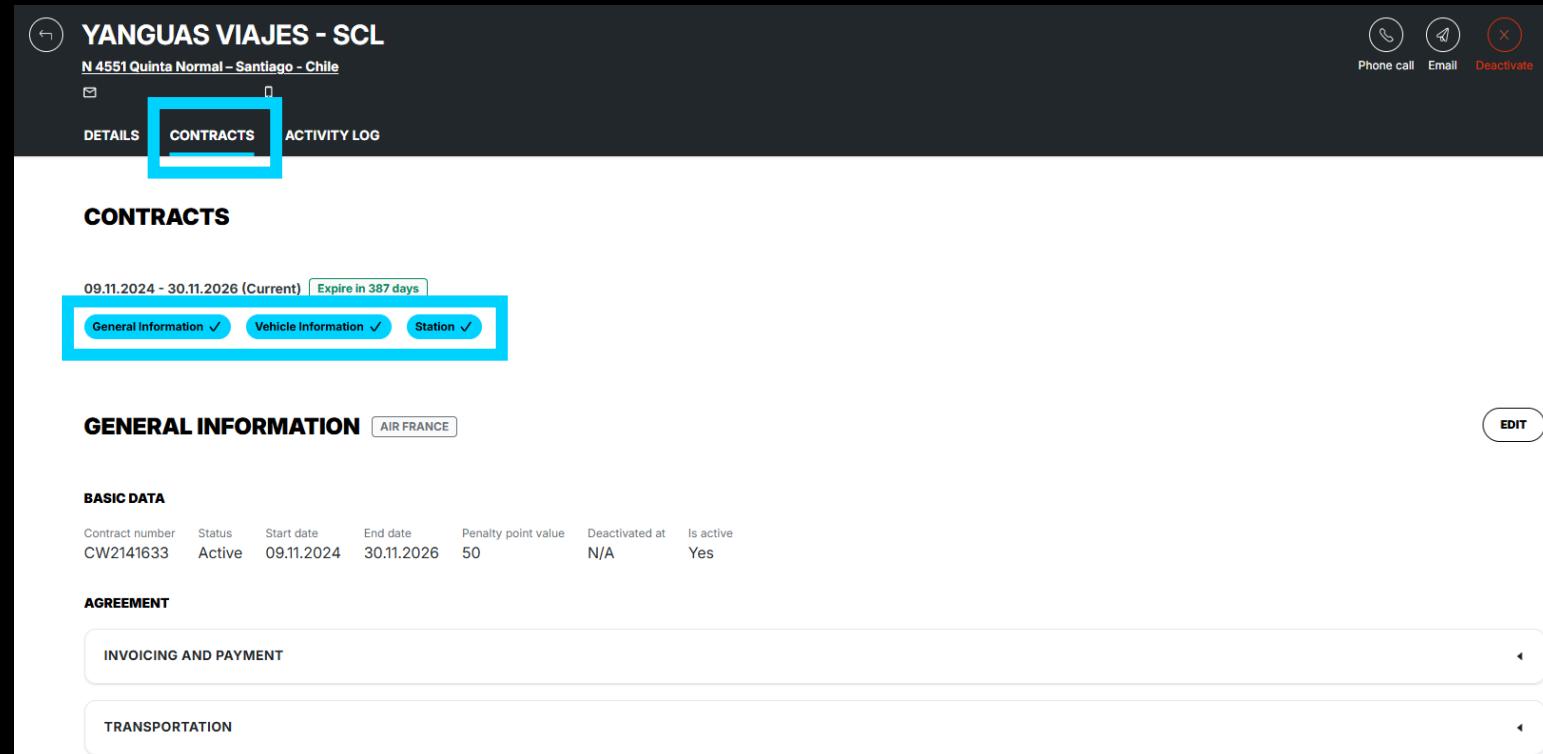
SECTION 5.2

TRANSPORTATION CONTRACTS

Click on “Contracts” to access the contract information

- Contracts section includes:
 - Contract period and expiration countdown
 - Section filter

Tip: Click on “General Information”, “Vehicle Information” and “Rates” icons to show hide each section



YANGUAS VIAJES - SCL
N 4551 Quinta Normal – Santiago – Chile

DETAILS CONTRACTS ACTIVITY LOG

CONTRACTS

09.11.2024 - 30.11.2026 (Current) Expire in 387 days

General Information ✓ Vehicle Information ✓ Station ✓

GENERAL INFORMATION AIR FRANCE

BASIC DATA

Contract number	Status	Start date	End date	Penalty point value	Deactivated at	Is active
CW2141633	Active	09.11.2024	30.11.2026	50	N/A	Yes

AGREEMENT

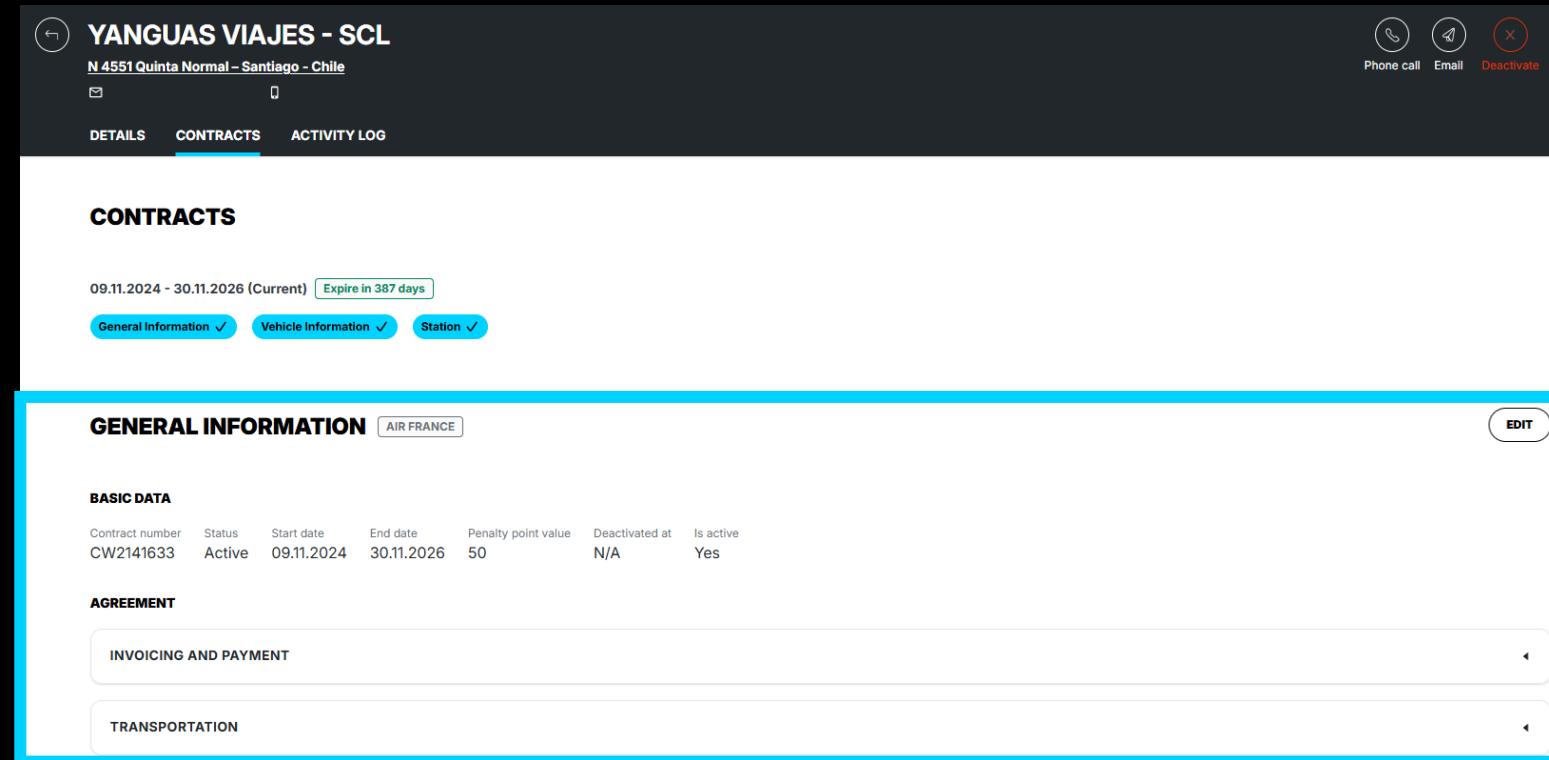
INVOICING AND PAYMENT

TRANSPORTATION

SECTION 5.2

TRANSPORTATION CONTRACTS

- General Information section includes:
 - Basic contract data
 - Agreement (expand each topic to access more info)
 - Invoicing and payment
 - Transportation



YANGUAS VIAJES - SCL
N 4551 Quinta Normal – Santiago – Chile

DETAILS CONTRACTS ACTIVITY LOG

CONTRACTS

09.11.2024 - 30.11.2026 (Current) Expire in 387 days

General Information ✓ Vehicle Information ✓ Station ✓

GENERAL INFORMATION AIR FRANCE

BASIC DATA

Contract number	Status	Start date	End date	Penalty point value	Deactivated at	Is active
CW2141633	Active	09.11.2024	30.11.2026	50	N/A	Yes

AGREEMENT

INVOICING AND PAYMENT

TRANSPORTATION

SECTION 5.2

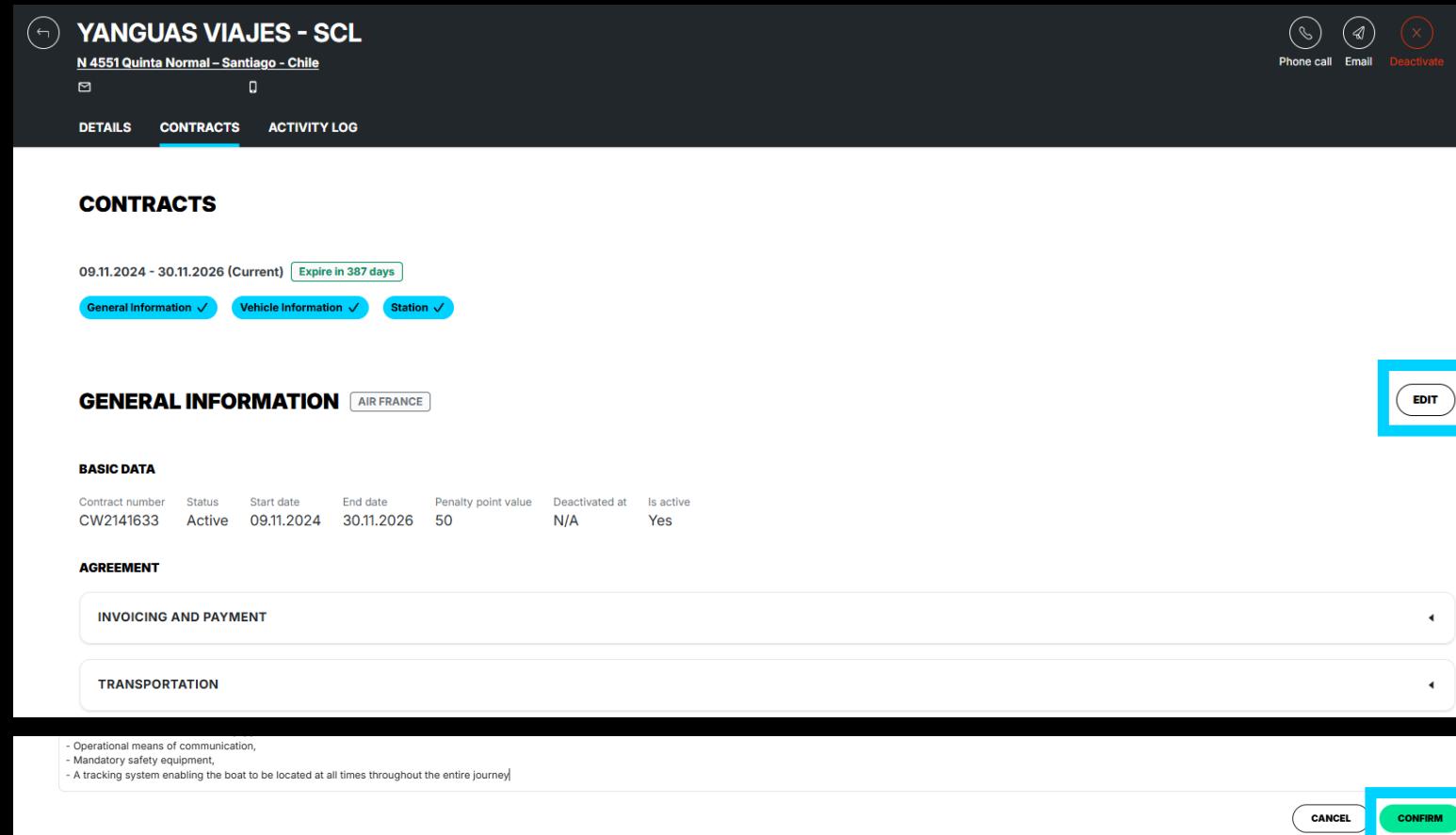
TRANSPORTATION CONTRACTS

To edit the General Information section:

Step 1: Click on “Edit”

Step 2: Edit the specific field

Step 3: Click on “Confirm”



YANGUAS VIAJES - SCL
N 4551 Quinta Normal – Santiago – Chile

DETAILS CONTRACTS ACTIVITY LOG

CONTRACTS

09.11.2024 - 30.11.2026 (Current) Expire in 387 days

General Information ✓ Vehicle Information ✓ Station ✓

GENERAL INFORMATION AIR FRANCE

BASIC DATA

Contract number	Status	Start date	End date	Penalty point value	Deactivated at	Is active
CW2141633	Active	09.11.2024	30.11.2026	50	N/A	Yes

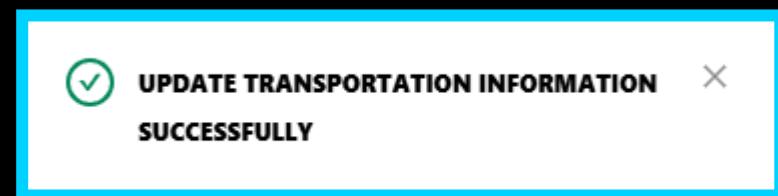
AGREEMENT

INVOICING AND PAYMENT

TRANSPORTATION

- Operational means of communication,
- Mandatory safety equipment,
- A tracking system enabling the boat to be located at all times throughout the entire journey

CANCEL CONFIRM



SECTION 5.2

TRANSPORTATION CONTRACTS

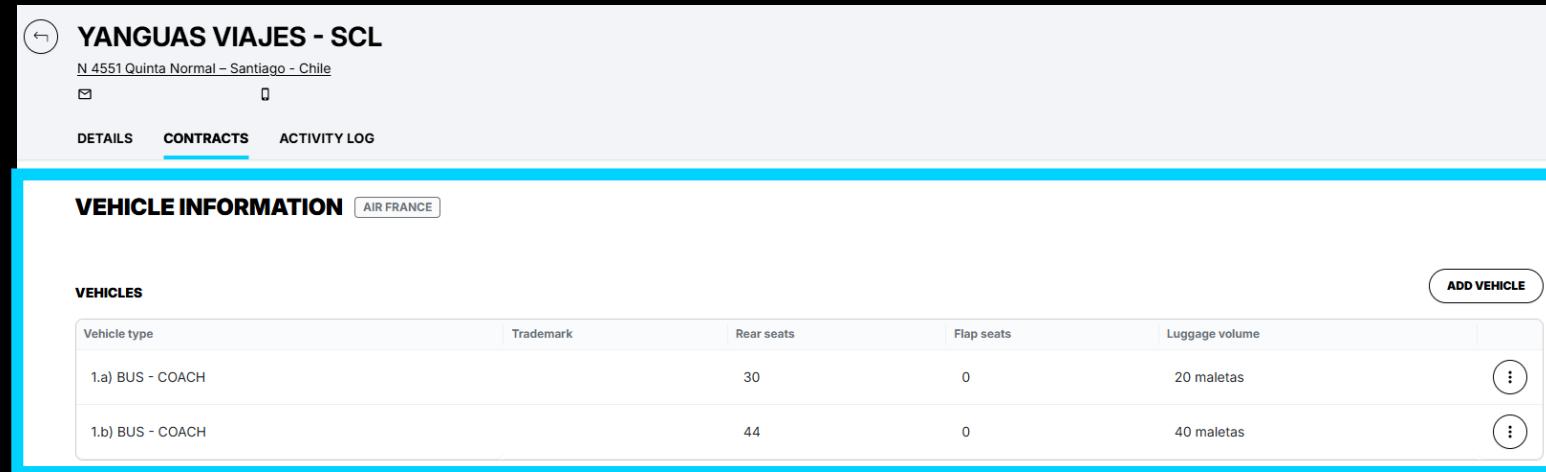


- Station section includes:
 - Station information

SECTION 5.2

TRANSPORTATION CONTRACTS

- Vehicle Information section includes:
 - Vehicle details



YANGUAS VIAJES - SCL
N 4551 Quinta Normal - Santiago - Chile

DETAILS CONTRACTS ACTIVITY LOG

VEHICLE INFORMATION AIR FRANCE

VEHICLES

Vehicle type	Trademark	Rear seats	Flap seats	Luggage volume	Actions
1.a) BUS - COACH		30	0	20 maletas	
1.b) BUS - COACH		44	0	40 maletas	

ADD VEHICLE

SECTION 5.2

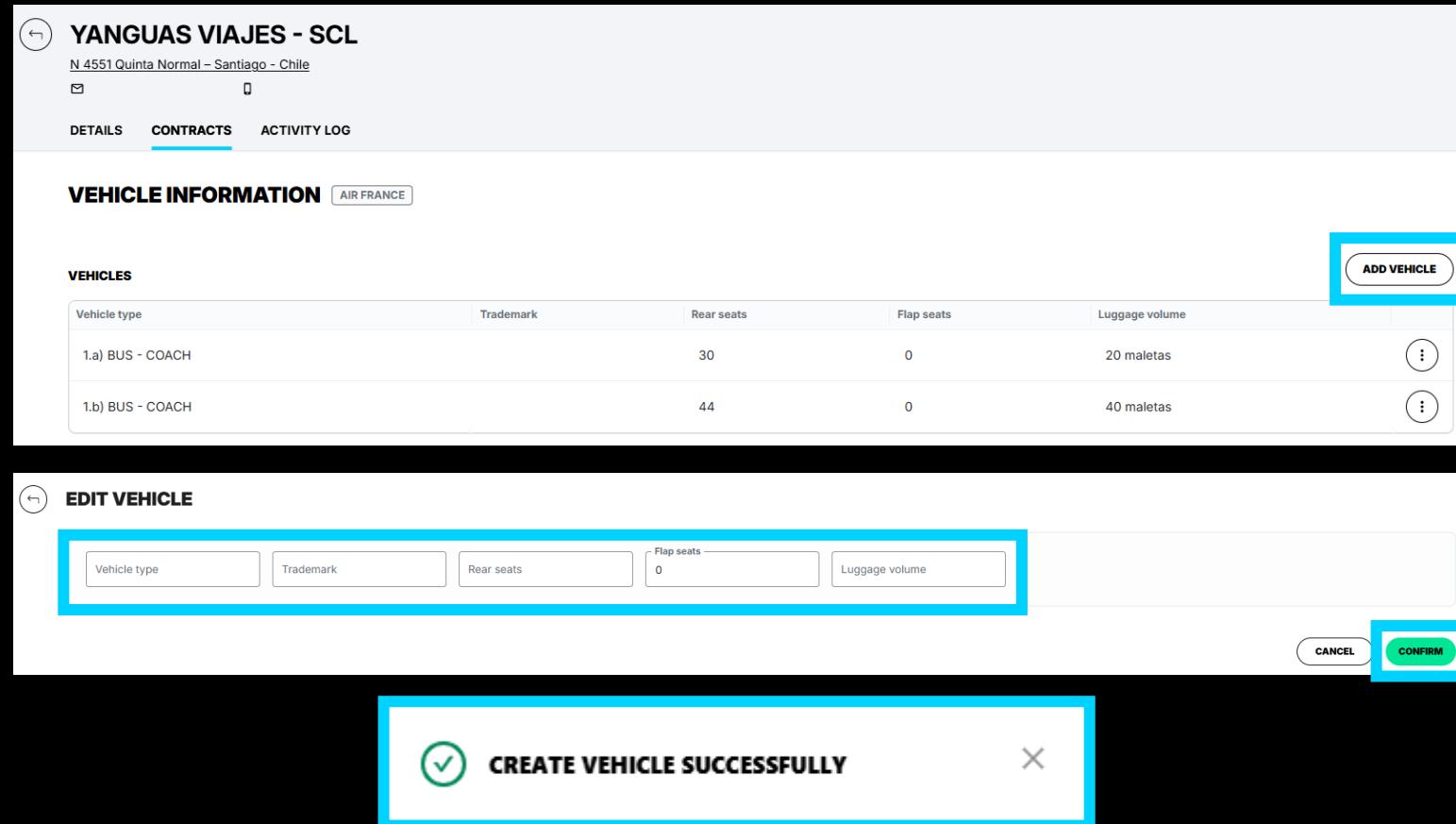
TRANSPORTATION CONTRACTS

To add a vehicle:

Step 1: Click on “Add Vehicle”

Step 2: Enter the required information

Step 3: Click on “Confirm”



YANGUAS VIAJES - SCL
N 4551 Quinta Normal – Santiago – Chile

DETAILS CONTRACTS ACTIVITY LOG

VEHICLE INFORMATION AIR FRANCE

VEHICLES

Vehicle type	Trademark	Rear seats	Flap seats	Luggage volume
1.a) BUS - COACH		30	0	20 maletas
1.b) BUS - COACH		44	0	40 maletas

ADD VEHICLE

EDIT VEHICLE

Vehicle type Trademark Rear seats Flap seats Luggage volume

CANCEL CONFIRM

CREATE VEHICLE SUCCESSFULLY

SECTION 5.2

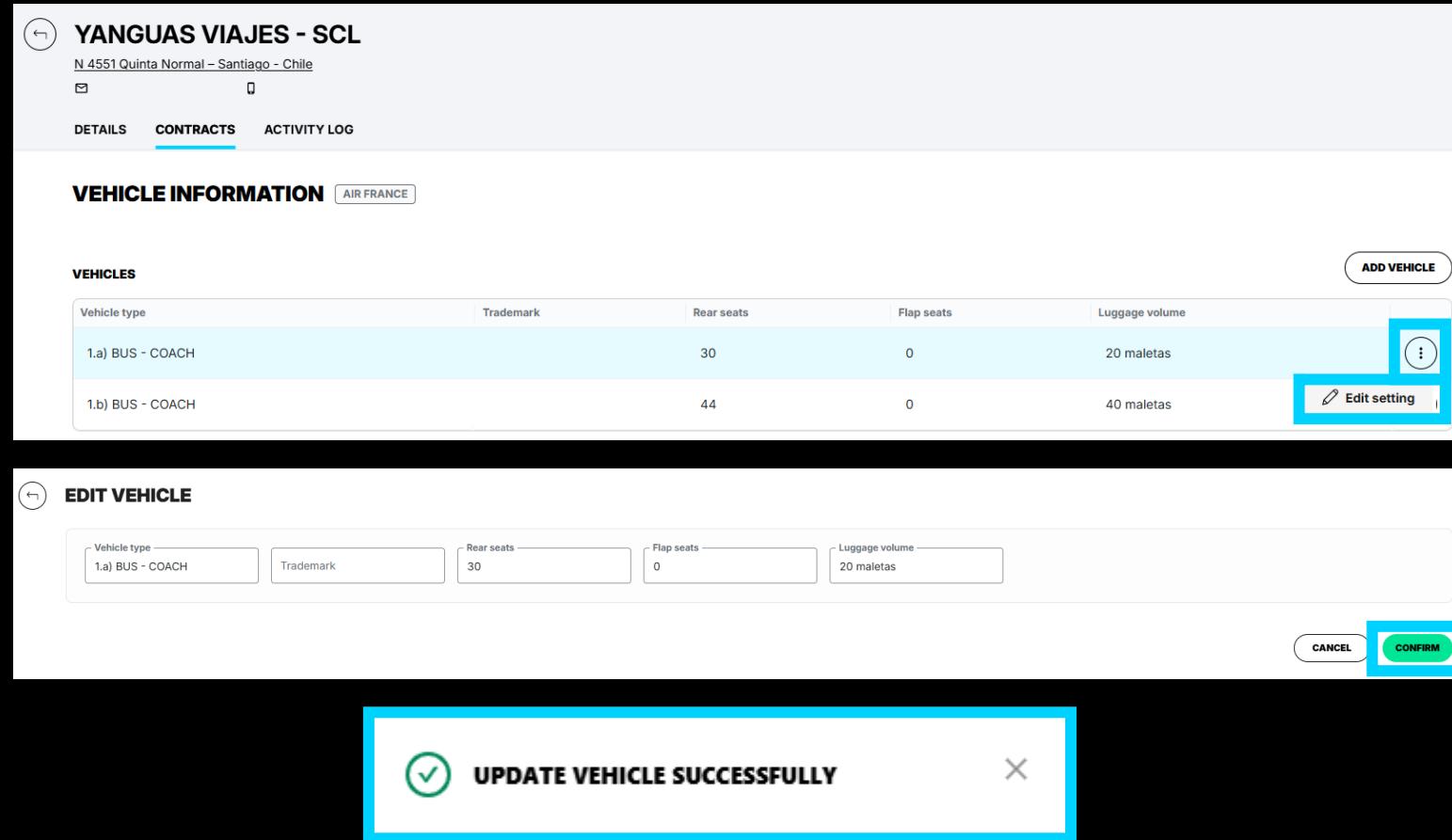
TRANSPORTATION CONTRACTS

To edit the vehicle information:

Step 1: Click on the Ellipsis and select “Edit Settings”

Step 2: Adjust the information

Step 3: Click on “Confirm”



YANGUAS VIAJES - SCL
N 4551 Quinta Normal - Santiago - Chile

DETAILS CONTRACTS ACTIVITY LOG

VEHICLE INFORMATION AIR FRANCE

VEHICLES

Vehicle type	Trademark	Rear seats	Flap seats	Luggage volume
1.a) BUS - COACH		30	0	20 maletas
1.b) BUS - COACH		44	0	40 maletas

ADD VEHICLE

⋮

Edit setting

EDIT VEHICLE

Vehicle type 1.a) BUS - COACH	Trademark	Rear seats 30	Flap seats 0	Luggage volume 20 maletas
----------------------------------	-----------	------------------	-----------------	------------------------------

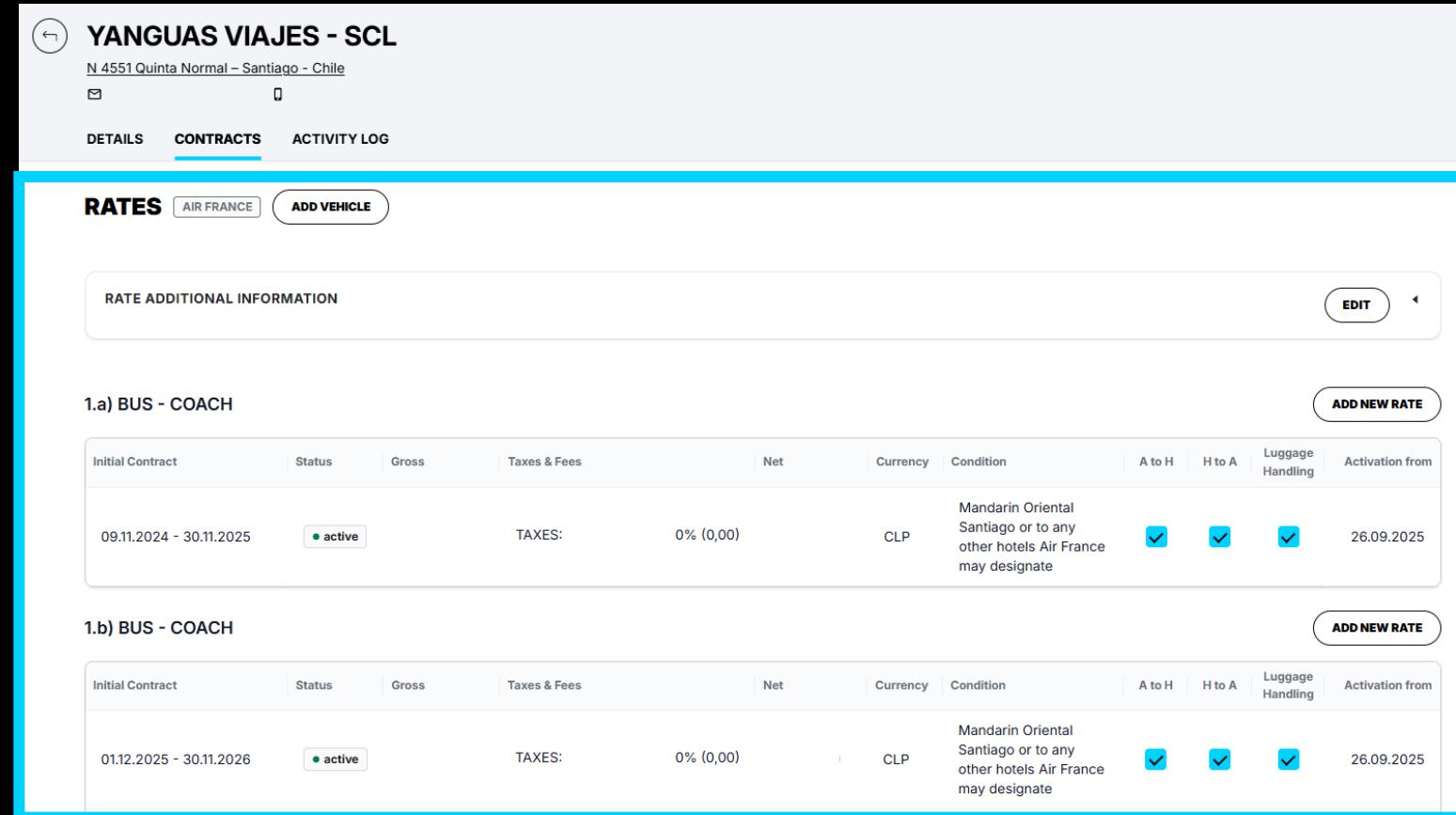
CANCEL CONFIRM

UPDATE VEHICLE SUCCESSFULLY

SECTION 5.2

TRANSPORTATION CONTRACTS

- Rates section includes:
 - Rate additional information
 - Rate details



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DETAILS **CONTRACTS** **ACTIVITY LOG**

RATES **AIR FRANCE** **ADD VEHICLE**

RATE ADDITIONAL INFORMATION **EDIT**

1.a) BUS - COACH **ADD NEW RATE**

Initial Contract	Status	Gross	Taxes & Fees	Net	Currency	Condition	A to H	H to A	Luggage Handling	Activation from
09.11.2024 - 30.11.2025	active		TAXES: 0% (0,00)	CLP	Mandarin Oriental Santiago or to any other hotels Air France may designate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	26.09.2025	

1.b) BUS - COACH **ADD NEW RATE**

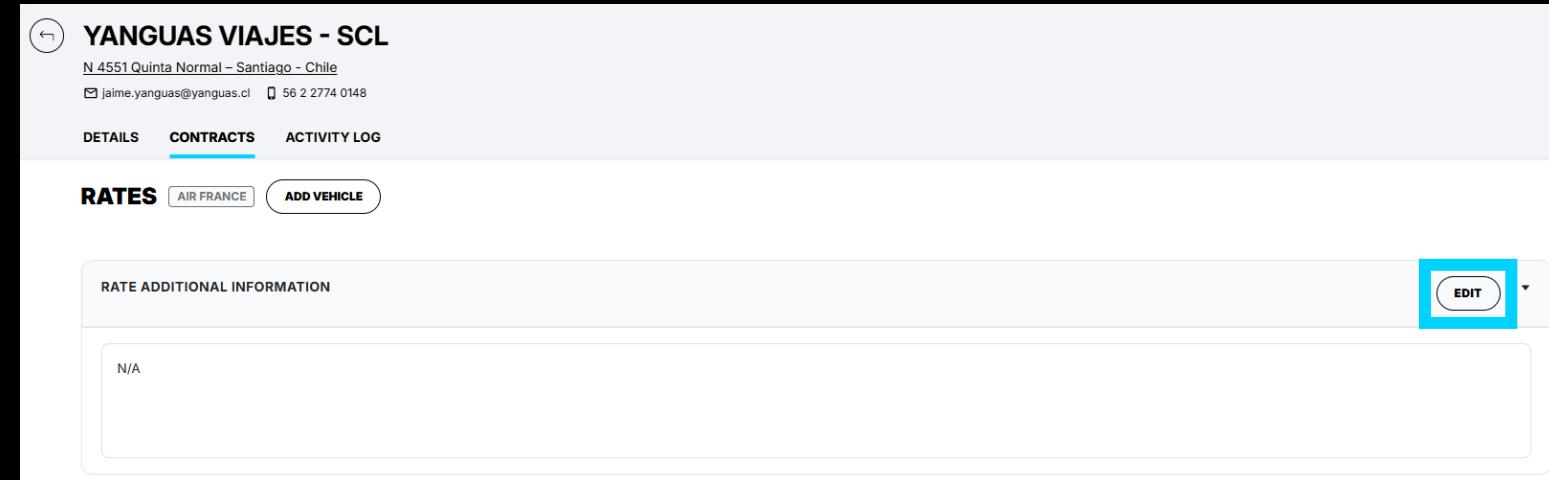
Initial Contract	Status	Gross	Taxes & Fees	Net	Currency	Condition	A to H	H to A	Luggage Handling	Activation from
01.12.2025 - 30.11.2026	active		TAXES: 0% (0,00)	CLP	Mandarin Oriental Santiago or to any other hotels Air France may designate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	26.09.2025	

SECTION 5.2

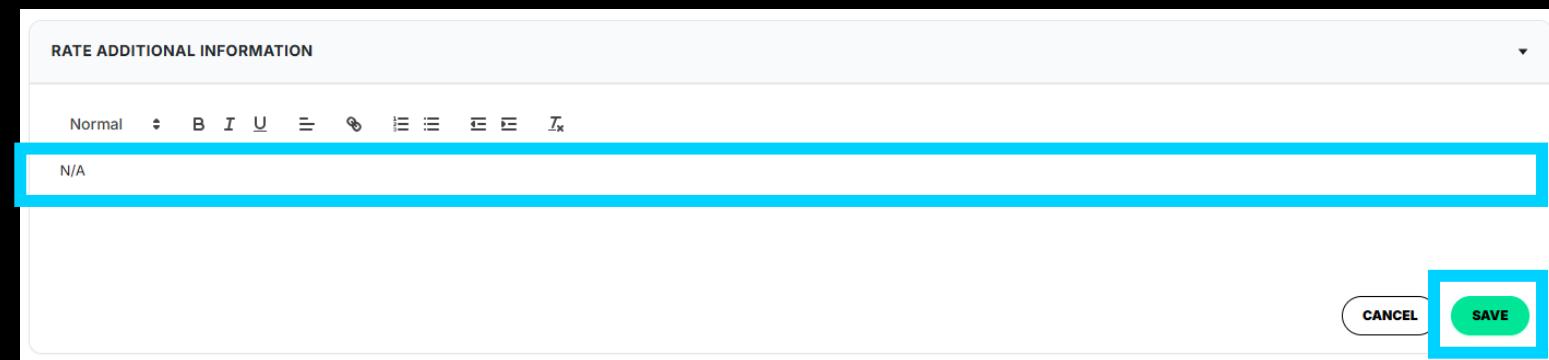
TRANSPORTATION CONTRACTS

To edit the rate additional information:

Step 1: Click on “Edit”



Step 2: Adjust the information



Step 3: Click on “Save”



SECTION 5.2

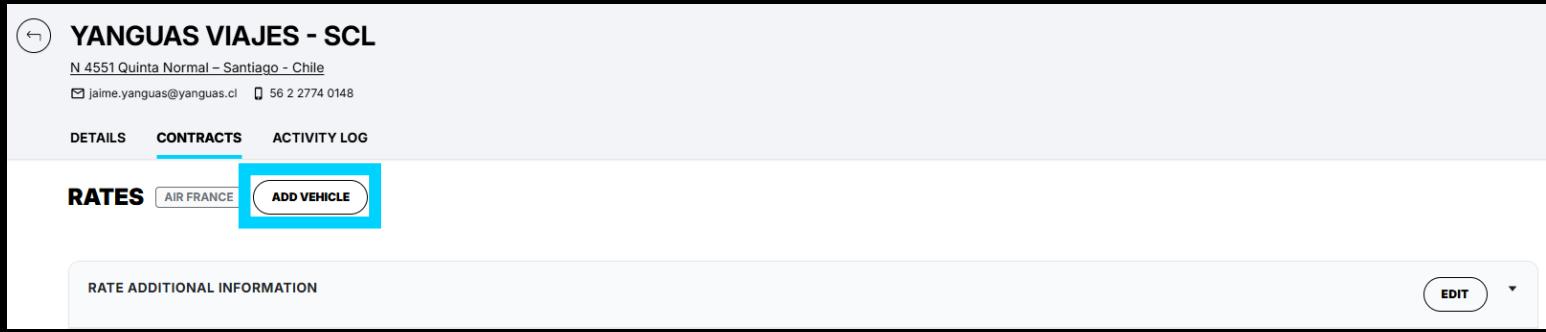
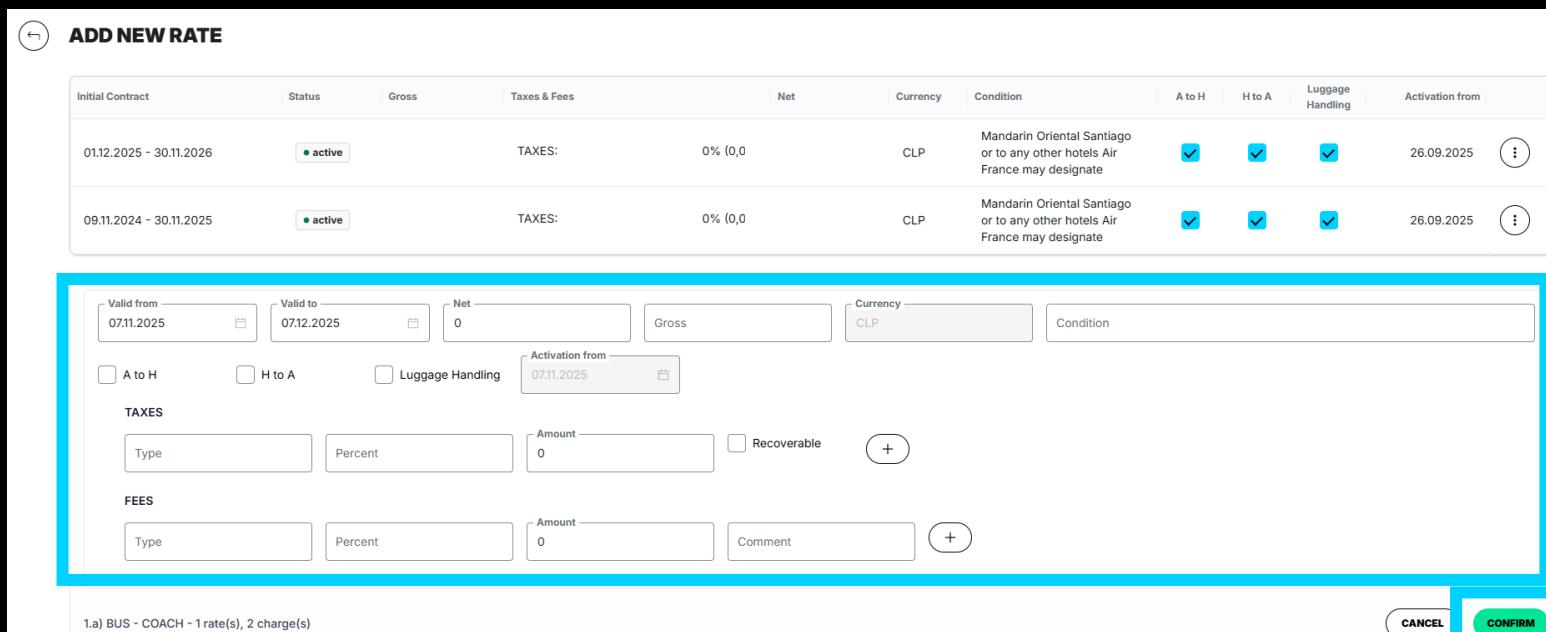
TRANSPORTATION CONTRACTS

To add a rate:

Step 1: Click on “Add Vehicle” related to the desired vehicle

Step 2: Enter the required information

Step 3: Click on “Confirm”

ADD NEW RATE

Initial Contract	Status	Gross	Taxes & Fees	Net	Currency	Condition	A to H	H to A	Luggage Handling	Activation from
01.12.2025 - 30.11.2026	active		TAXES:	0% (0,0)	CLP	Mandarin Oriental Santiago or to any other hotels Air France may designate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	26.09.2025
09.11.2024 - 30.11.2025	active		TAXES:	0% (0,0)	CLP	Mandarin Oriental Santiago or to any other hotels Air France may designate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	26.09.2025

Valid from: 07.11.2025 Valid to: 07.12.2025 Net: 0 Gross: Currency: CLP Condition:

A to H H to A Luggage Handling Activation from: 07.11.2025

TAXES

Type	Percent	Amount	0	<input type="checkbox"/> Recoverable	<input type="button" value="+"/>
------	---------	--------	---	--------------------------------------	----------------------------------

FEES

Type	Percent	Amount	0	Comment	<input type="button" value="+"/>
------	---------	--------	---	---------	----------------------------------

1.a) BUS - COACH - 1 rate(s), 2 charge(s)



SECTION 4.2

TRANSPORTATION CONTRACTS

Attention!

- One vehicle can have multiple rates, simply click on “Add New Rate” to create a new rate
- Rates can't be changed – the system only allows to create a new rate for the same period – this action will override the previous rate information

SECTION 5.2

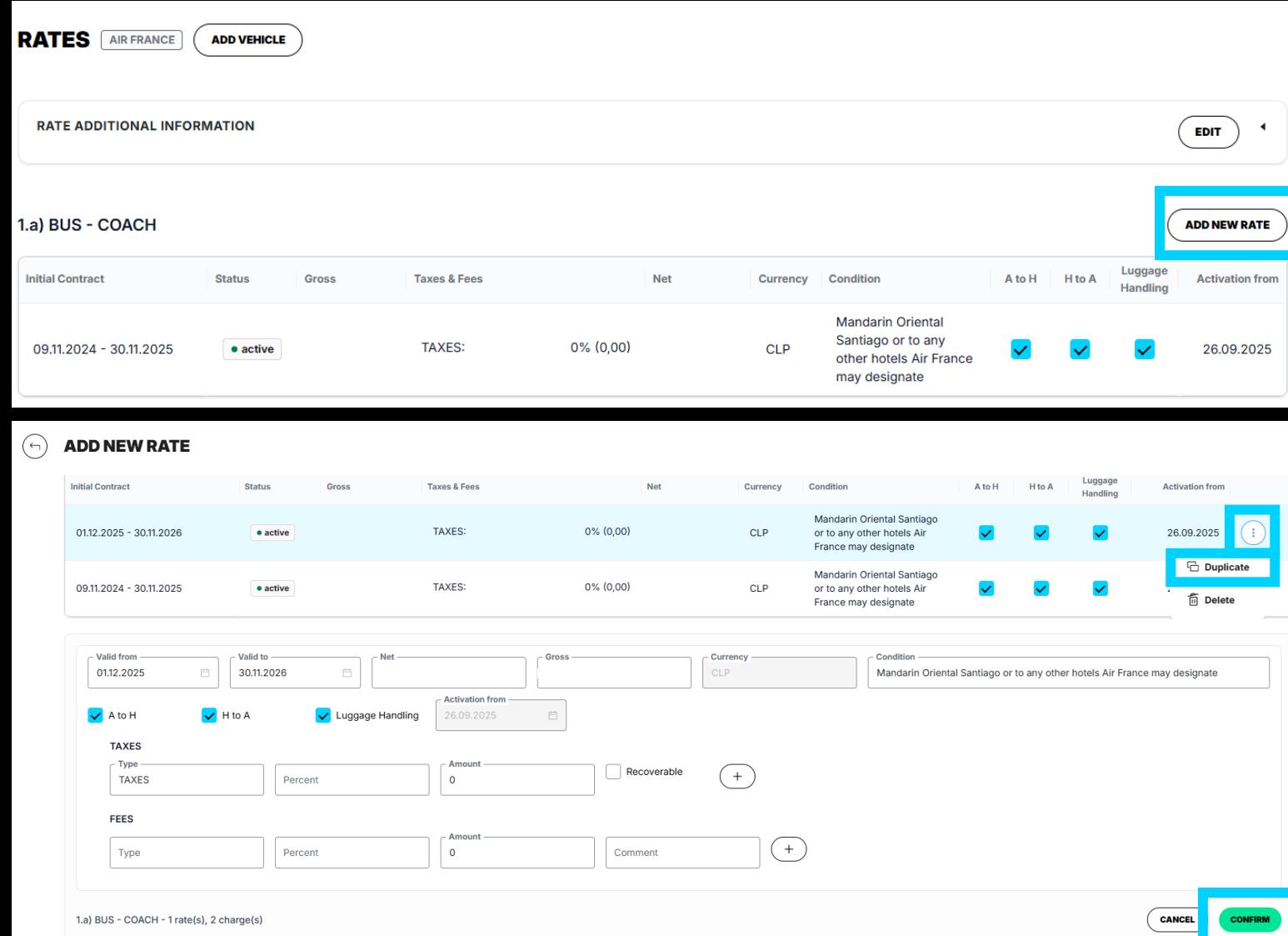
TRANSPORTATION CONTRACTS

To use an existing rate as a template:

Step 1: Click on “Add New Rate” related to the desired vehicle

Step 2: Click on the Ellipsis and select “Duplicate”

Step 3: Adjust the information and click on “Confirm”



RATES AIR FRANCE ADD VEHICLE

RATE ADDITIONAL INFORMATION

1.a) BUS - COACH

Initial Contract **Status** **Gross** **Taxes & Fees** **Net** **Currency** **Condition** **A to H** **H to A** **Luggage Handling** **Activation from**

09.11.2024 - 30.11.2025 active TAXES: 0% (0,00) CLP Mandarin Oriental Santiago or to any other hotels Air France may designate 26.09.2025

ADD NEW RATE

Initial Contract **Status** **Gross** **Taxes & Fees** **Net** **Currency** **Condition** **A to H** **H to A** **Luggage Handling** **Activation from**

01.12.2025 - 30.11.2026 active TAXES: 0% (0,00) CLP Mandarin Oriental Santiago or to any other hotels Air France may designate 26.09.2025 ⋮

09.11.2024 - 30.11.2025 active TAXES: 0% (0,00) CLP Mandarin Oriental Santiago or to any other hotels Air France may designate Duplicate Delete

Valid from 01.12.2025 **Valid to** 30.11.2026 **Net** **Gross** **Currency** CLP **Condition** Mandarin Oriental Santiago or to any other hotels Air France may designate

A to H H to A Luggage Handling **Activation from** 26.09.2025

TAXES **Type** TAXES **Percent** **Amount** 0 **Recoverable**

FEES **Type** **Percent** **Amount** 0 **Comment**

1.a) BUS - COACH - 1 rate(s), 2 charge(s)

CONFIRM **CANCEL**

SECTION 5.2

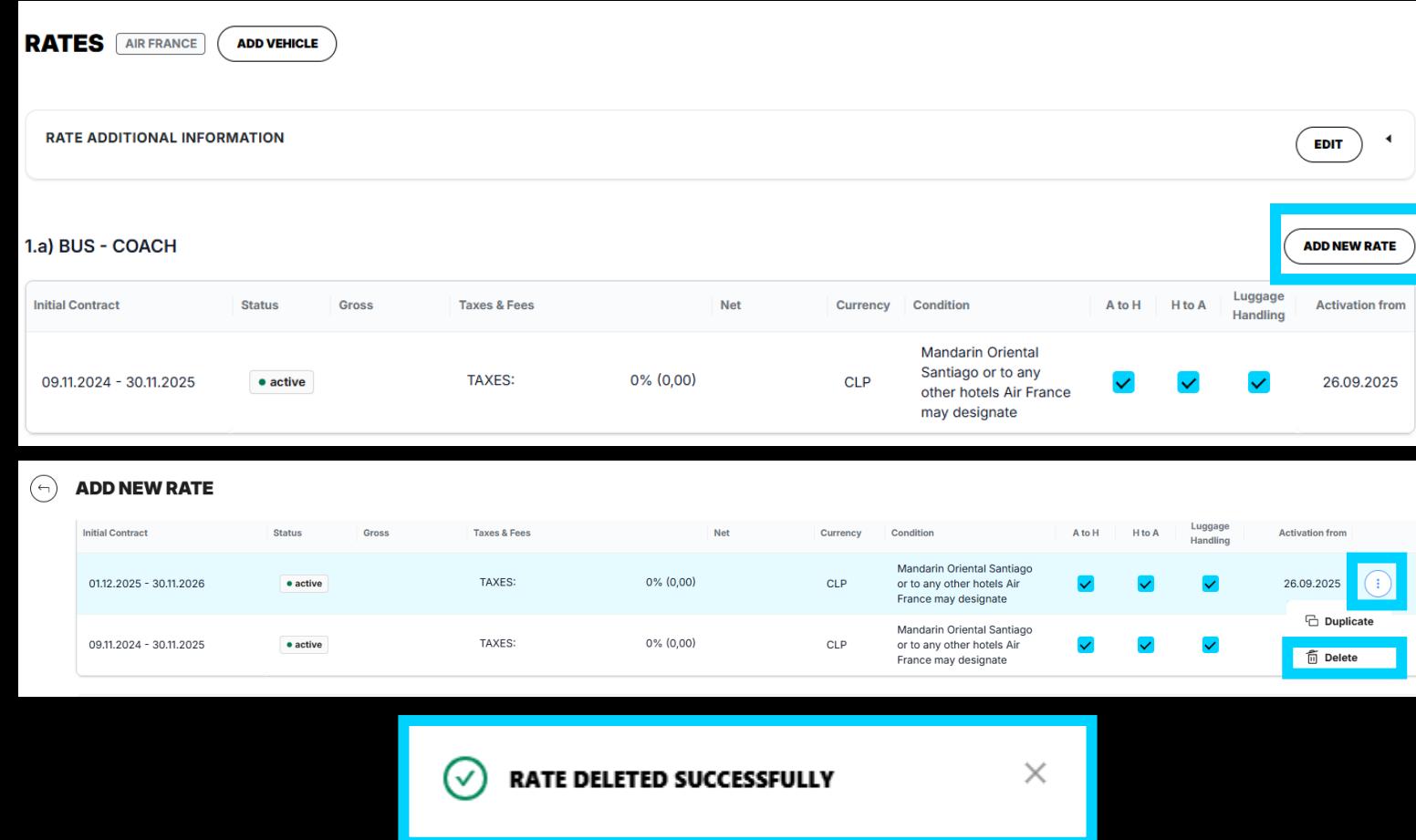
TRANSPORTATION CONTRACTS

To delete a rate:

Step 1: Click on “Add New Rate”

Step 2: Click on the Ellipsis and select “Delete”

Step 3: Click on “Confirm”

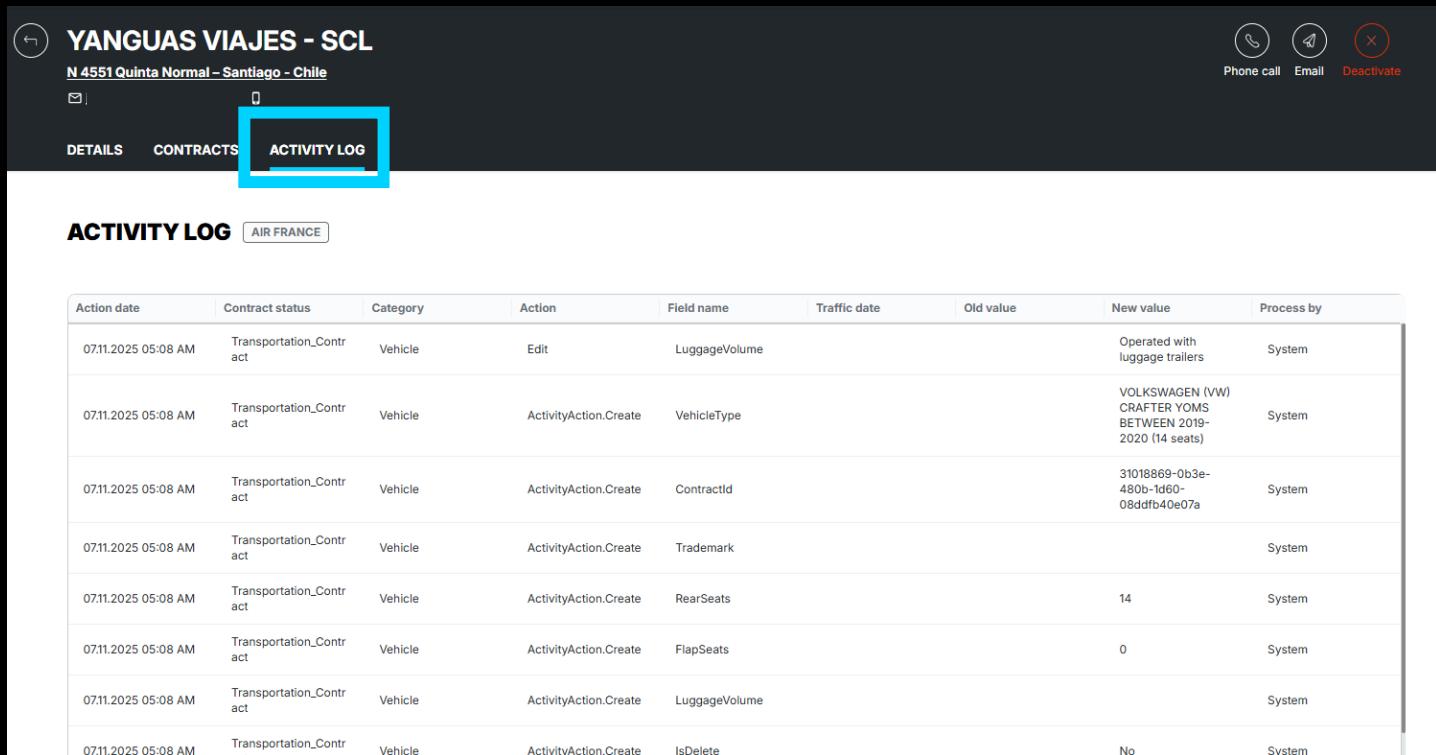


The screenshot shows the HRS Rates interface for managing transportation contracts. The top navigation bar includes 'RATES', 'AIR FRANCE', and 'ADD VEHICLE' buttons. The main section is titled 'RATE ADDITIONAL INFORMATION' and displays a table for '1.a) BUS - COACH'. The table includes columns for 'Initial Contract', 'Status', 'Gross', 'Taxes & Fees', 'Net', 'Currency', 'Condition', 'A to H', 'H to A', 'Luggage Handling', and 'Activation from'. A specific row is highlighted, showing the contract period '09.11.2024 - 30.11.2025', status 'active', taxes '0% (0,00)', currency 'CLP', and condition 'Mandarin Oriental Santiago or to any other hotels Air France may designate'. To the right of this row is an 'EDIT' button and an 'ADD NEW RATE' button, with the 'ADD NEW RATE' button highlighted with a blue box. Below this table is another table titled 'ADD NEW RATE', showing two rows of data with similar columns. The second row in this table is highlighted with a blue box. To the right of this table are 'Duplicate' and 'Delete' buttons, with the 'Delete' button highlighted with a blue box. A confirmation dialog box at the bottom right of the interface displays a green checkmark icon and the text 'RATE DELETED SUCCESSFULLY'.

SECTION 5.3

TRANSPORTATION ACTIVITY LOG

Click on “Activity Log” to see all changes made to the transportation contract



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DETAILS CONTRACTS **ACTIVITY LOG**

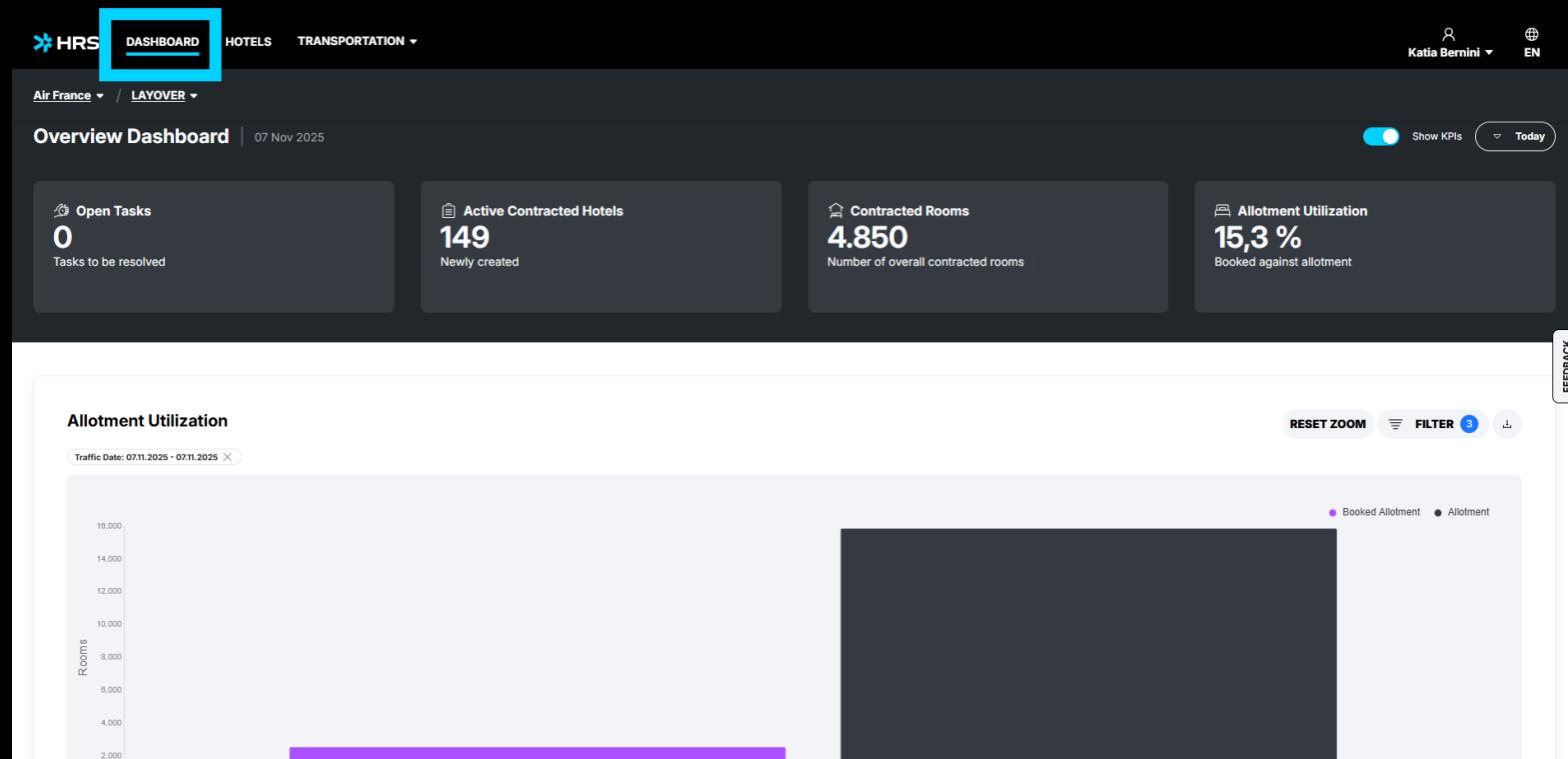
ACTIVITY LOG AIR FRANCE

Action date	Contract status	Category	Action	Field name	Traffic date	Old value	New value	Process by
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	Edit	LuggageVolume			Operated with luggage trailers	System
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	ActivityAction.Create	VehicleType			VOLKSWAGEN (VW) CRAFTER YOMS BETWEEN 2019-2020 (14 seats)	System
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	ActivityAction.Create	ContractId			31018869-0b3e-480b-1d60-08ddfb40e07a	System
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	ActivityAction.Create	Trademark				System
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	ActivityAction.Create	RearSeats		14		System
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	ActivityAction.Create	FlapSeats		0		System
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	ActivityAction.Create	LuggageVolume				System
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	ActivityAction.Create	IsDelete		No		System

SECTION 6 DASHBOARD

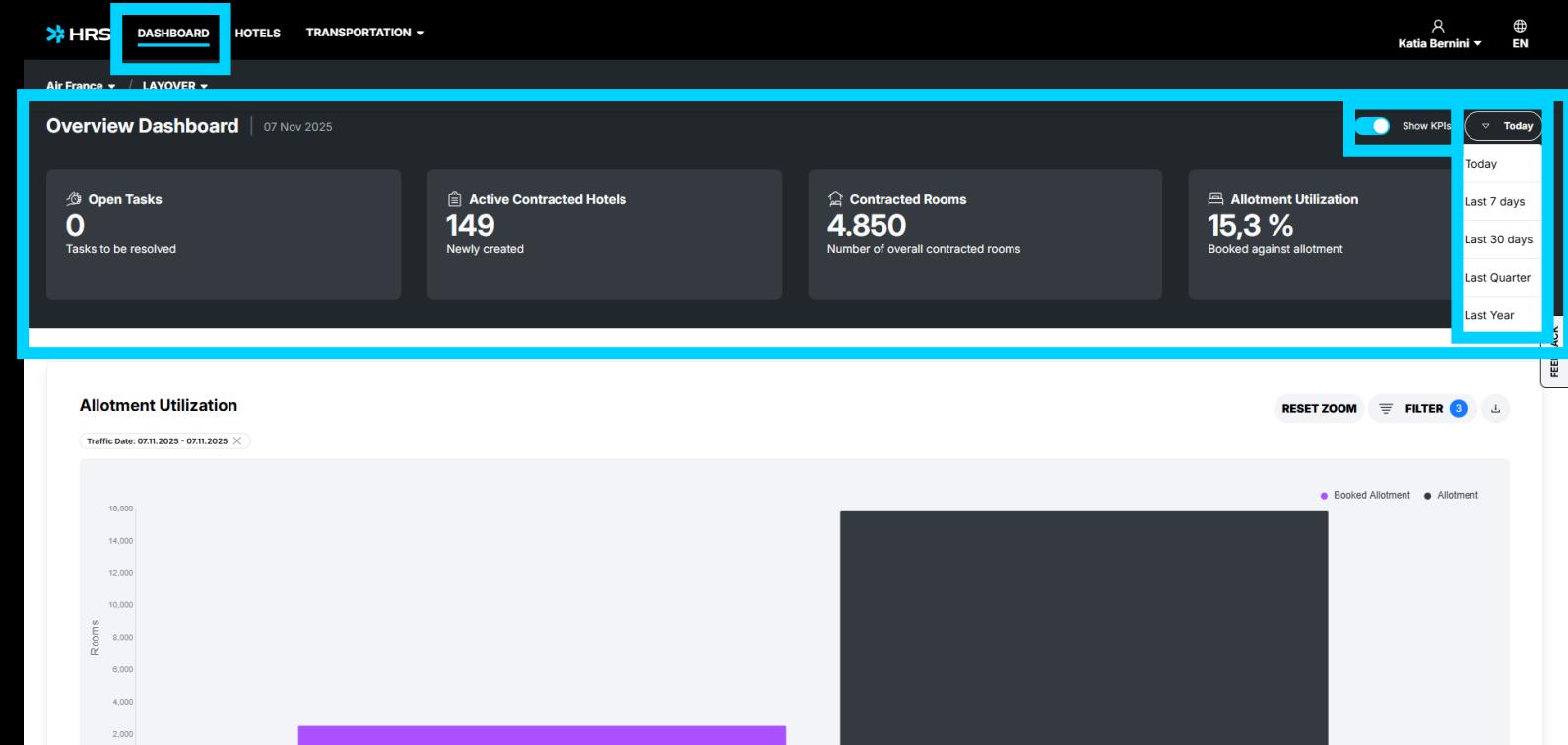
Click on “Dashboard” to access:

- Overview Dashboard
- Allotment Utilization information
- Tasks



SECTION 6 DASHBOARD

- Overview Dashboard section shows the most important KPIs including:
 - Open Tasks
 - Active Contracted Hotels
 - Contracted Rooms
 - Allotment Utilization



Tips:

1. Use the toggle to show or hide this section
2. Use the dropdown to check the KPIs related to different periods

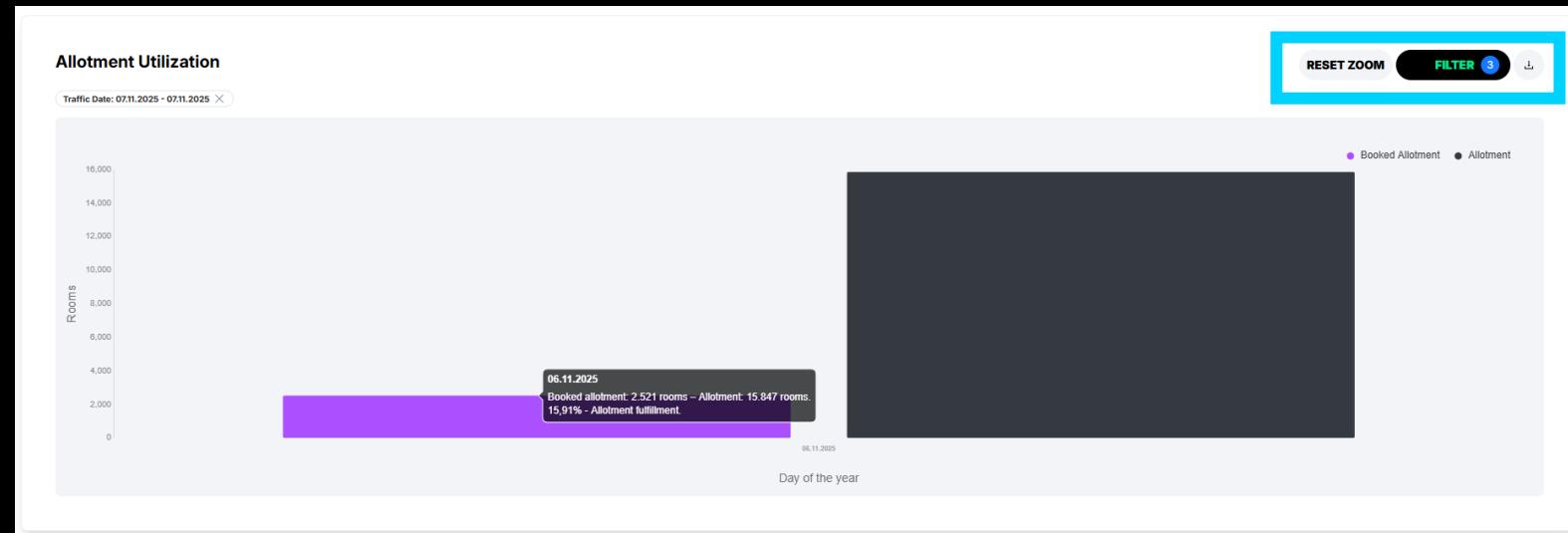
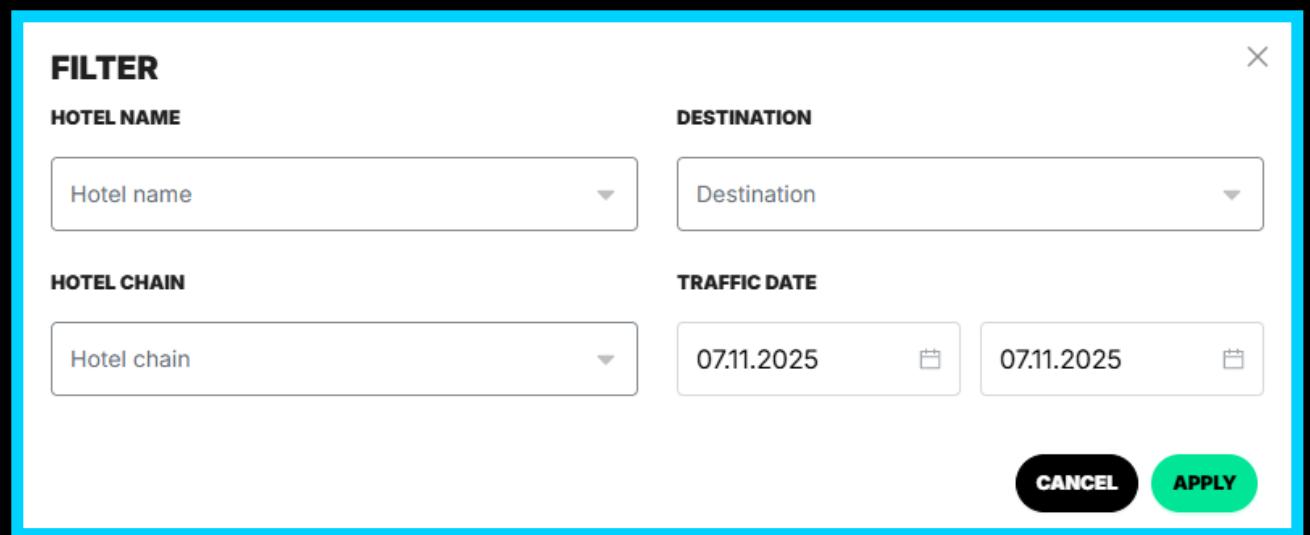
SECTION 6 DASHBOARD

→ Allotment Utilization section includes:

- Allotment utilization graphic

Tip: use the buttons on the top right to:

- Reset zoom (if you zoomed in or out when checking the graphic)
- Use the filters options to adjust the graphic
- Download data

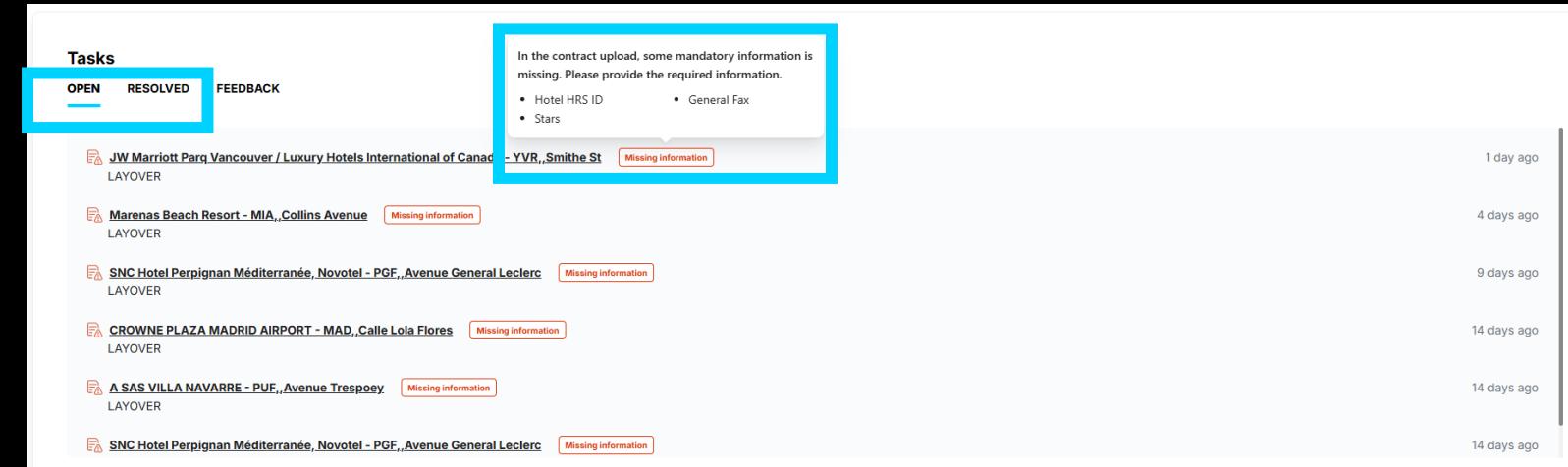



The 'FILTER' dialog box contains the following fields:

- HOTEL NAME:** A dropdown menu labeled 'Hotel name'.
- DESTINATION:** A dropdown menu labeled 'Destination'.
- HOTEL CHAIN:** A dropdown menu labeled 'Hotel chain'.
- TRAFFIC DATE:** Two date input fields showing '07.11.2025' and a calendar icon, with a download icon to the right.
- Buttons:** 'CANCEL' (black) and 'APPLY' (green) at the bottom right.

SECTION 6 DASHBOARD

- Task section includes tabs showing :
 - Open tasks
 - Resolved tasks

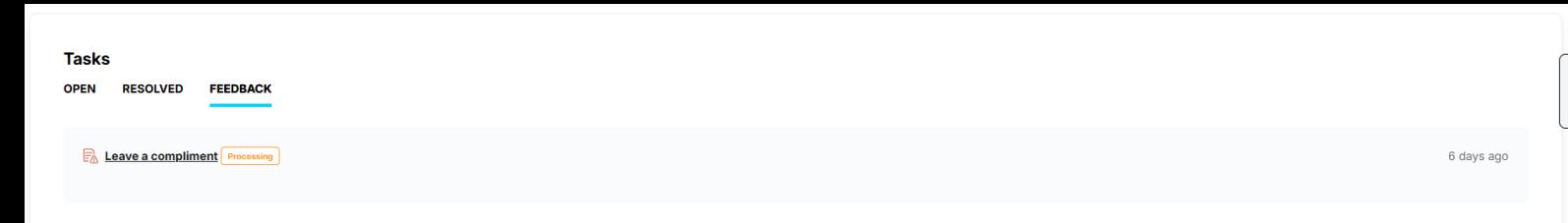


The screenshot shows a dashboard interface with a 'Tasks' section. The 'OPEN' tab is selected, indicated by a blue border. A tooltip box is overlaid on the first task in the list, which is for 'JW Marriott Parq Vancouver / Luxury Hotels International of Canada' at 'YVR, Smithe St'. The tooltip message reads: 'In the contract upload, some mandatory information is missing. Please provide the required information.' It lists three required items: 'Hotel HRS ID', 'General Fax', and 'Stars'. The task list below shows other entries with 'Missing information' status, such as 'Marenas Beach Resort - MIA, Collins Avenue', 'SNC Hotel Perpignan Méditerranée, Novotel - PGF, Avenue General Leclerc', 'CROWNE PLAZA MADRID AIRPORT - MAD, Calle Lola Flores', 'ASAS VILLA NAVARRE - PUF, Avenue Trespoey', and 'SNC Hotel Perpignan Méditerranée, Novotel - PGF, Avenue General Leclerc'. Each entry includes a 'LAYOVER' label and a timestamp: '1 day ago', '4 days ago', '9 days ago', '14 days ago', and '14 days ago' respectively.

Tip:

Hover over the missing information to see the list of missing contract items

SECTION 6 DASHBOARD



- Feedback session includes:
 - All feedback provided on the platform

Tip: Check this section to verify the status of your feedback submission

Attention!

More information on how to provide feedback on pages 91 and 92)

SECTION 7 CONTACT

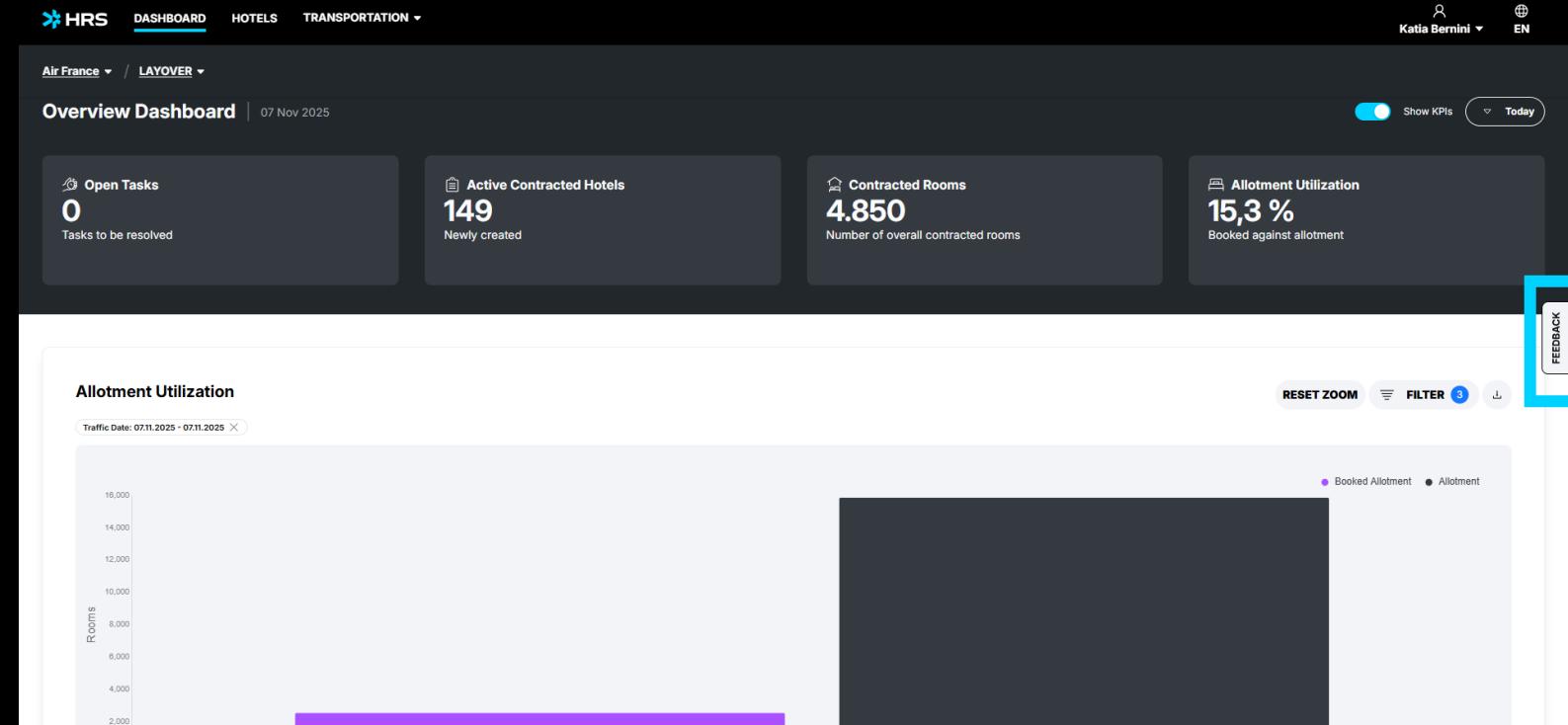
Contact our product team via the
“Feedback” button or contact our
team via email you have any
questions crewsupport@hrs.com



SECTION 7

FEEDBACK

Note: You can provide feedback about your experience on the platform by clicking on the “Feedback” button (available in all pages)



Step 1: Click on “Feedback”

SECTION 7 FEEDBACK

Step 2: Select the emoji that better represent your feedback

Step 3: Select the related topic from the drop-down options

Step 4: Enter your feedback

Step 5: Inform your email

PROVIDE FEEDBACK

Specific feedback

What is the nature of your feedback?

Choose a subject

We're all ears! What would you like to share with us?

Please leave us your email if you want to be contacted.

Email

CANCEL **SUBMIT**

Attention!

You can check the status of your submitted by clicking on the Feedback tab on your Dashboard (consult page 89)

SECTION 8 RESOURCES

We've built a [Knowledge HUB](#) page specially for Air France to gather the most updated information about the HRS platforms, guide, video tutorials and FAQs.

Visit the page to learn more!





THANK YOU