



HRS CONTRACT & ALLOTMENT MANAGEMENT SYSTEM AIR FRANCE USER GUIDE

DECEMBER 2025

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✱	HRS	

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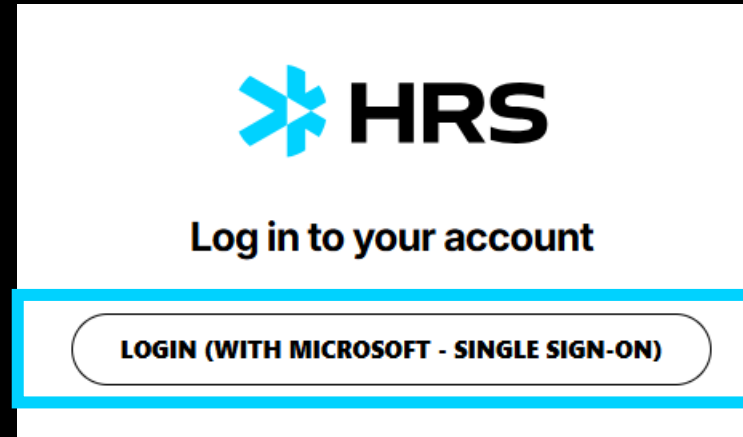


SECTION 1

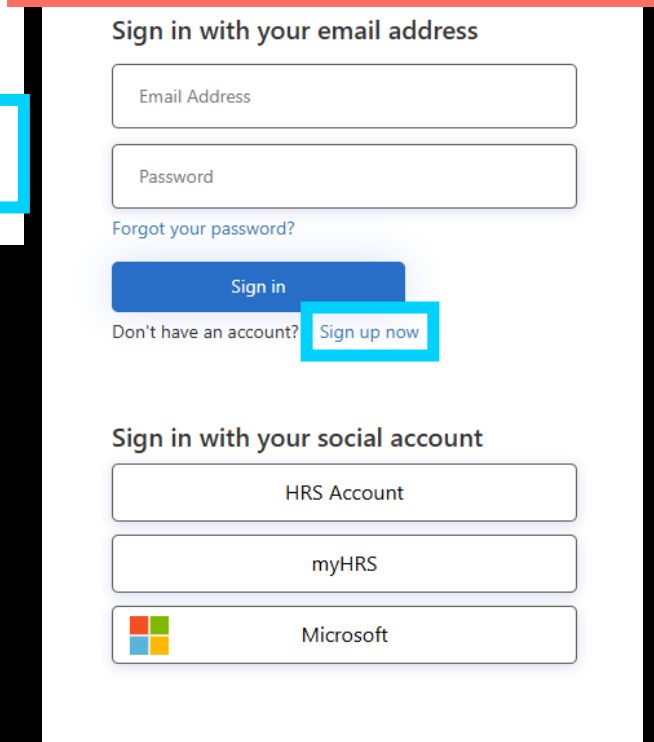
SIGN UP

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

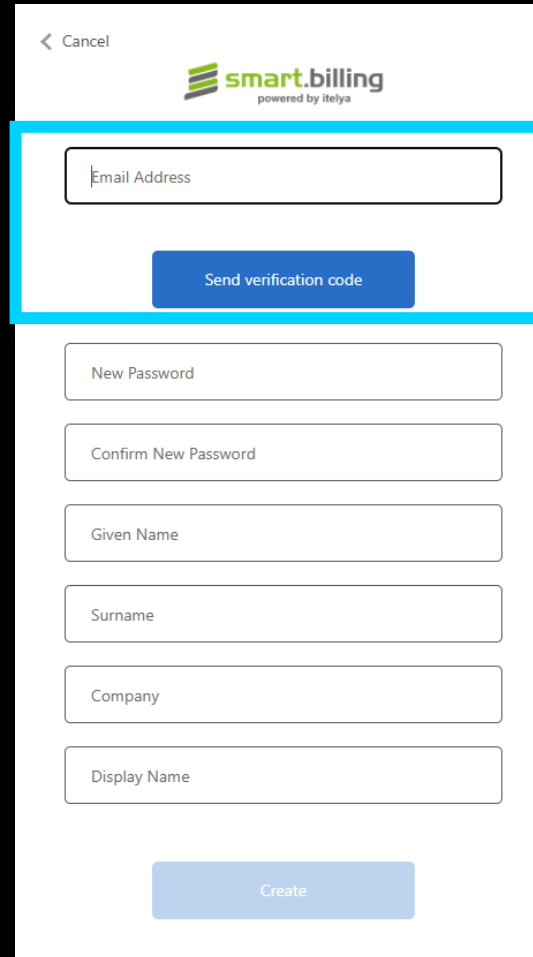
SIGN UP

Step 3: Enter your email address

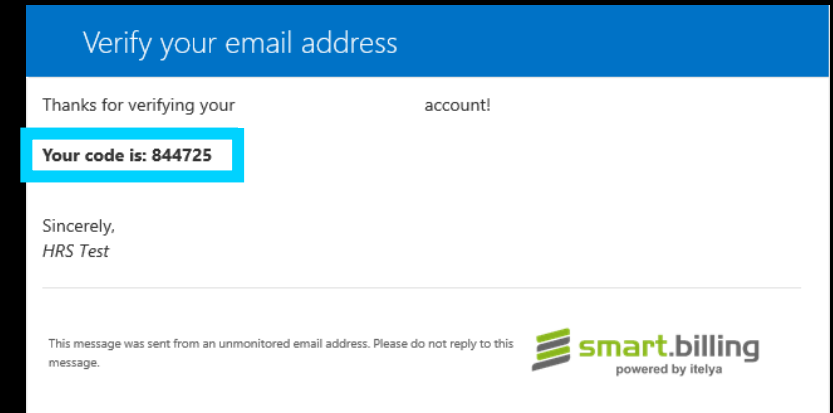
Attention: The email domain must be [@airfrance.fr](mailto:airfrance.fr) or [@klm.com](mailto:klm.com)

Step 4: Click on “Send verification code”

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



The registration form for smart.billing (powered by itelya) includes a 'Cancel' link at the top left. The 'Email Address' field and the 'Send verification code' button are highlighted with a red border. Below these are fields for 'New Password', 'Confirm New Password', 'Given Name', 'Surname', 'Company', and 'Display Name'. A 'Create' button is at the bottom.



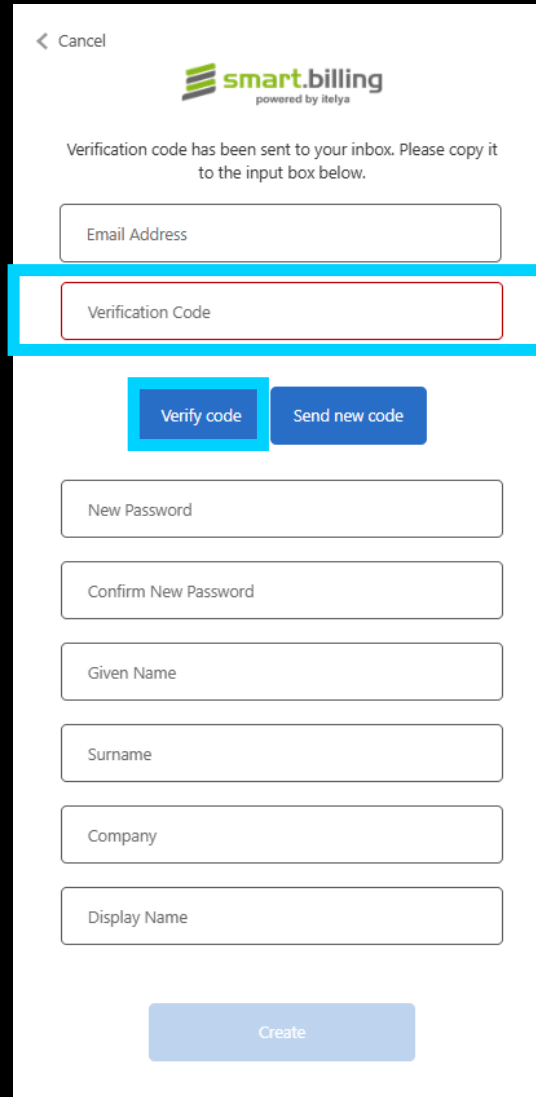
SECTION 1

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)



Smart.billing powered by itelya

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification Code

Verify code Send new code

New Password

Confirm New Password

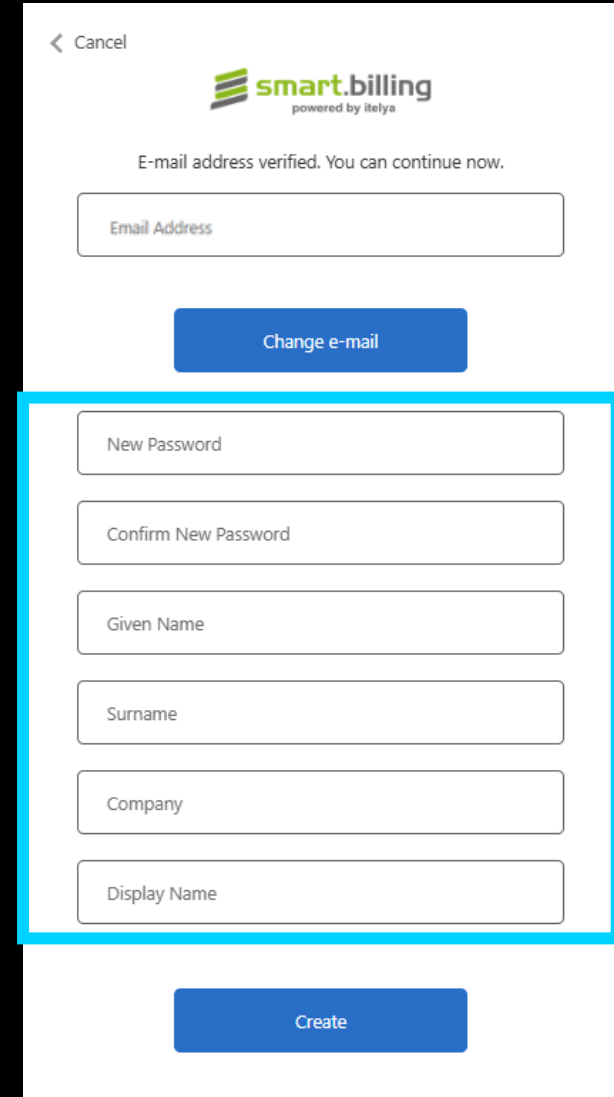
Given Name

Surname

Company

Display Name

Create



Smart.billing powered by itelya

E-mail address verified. You can continue now.

Email Address

Change e-mail

New Password

Confirm New Password

Given Name

Surname

Company

Display Name

Create

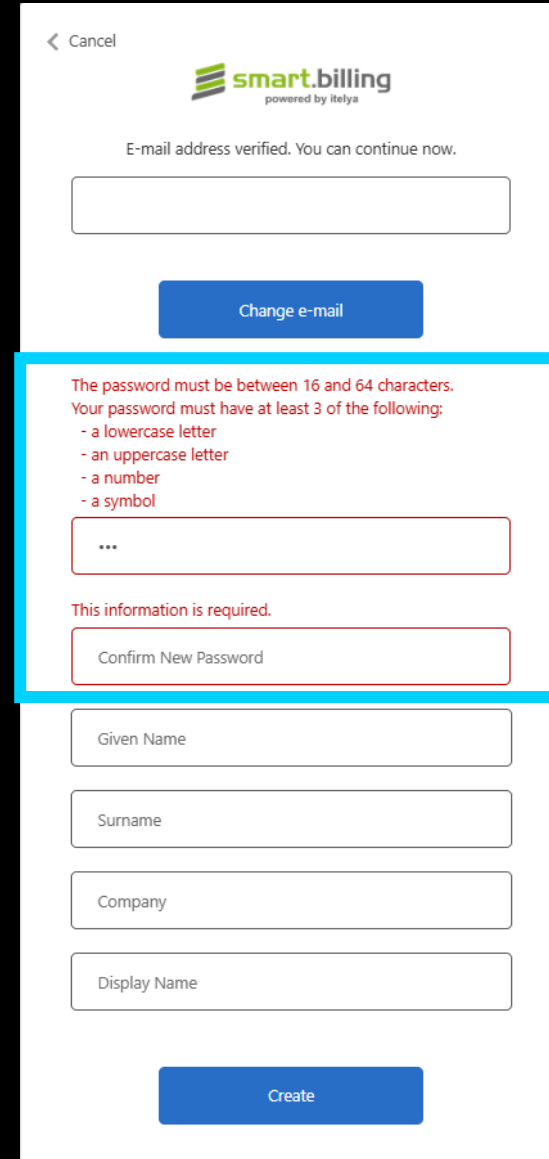
SECTION 1

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



Smart.Billing
powered by itelys

E-mail address verified. You can continue now.

Change e-mail

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

...

This information is required.

Confirm New Password

Given Name

Surname

Company

Display Name

Create



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”


A screenshot of the HRS login page. The page has a white background. At the top center is the HRS logo. Below it is the text "Log in to your account". A blue rectangular box highlights a button labeled "LOGIN (WITH MICROSOFT - SINGLE SIGN-ON)". To the right of this box is a red rectangular box containing the text "Updated link: https://allotment-staging.smartbilling.com/login". Below the main login area, there are two sections: "Sign in with your email address" and "Sign in with your social account". The email section contains input fields for "Email Address" and "Password", a "Forgot your password?" link, and a blue "Sign in" button. Below the email section is the "Sign in with your social account" section, which contains three buttons: "HRS Account", "myHRS", and "Microsoft" (with the Microsoft logo).



SECTION 3

UPLOAD CONTRACT

Click on the “Upload Contract” tab

 [DASHBOARD](#) [HOTELS](#) [TRANSPORTATION ▾](#) **UPLOAD CONTRACT**

[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



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

Contract Type

Air France ▼

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”

Attention!

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

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 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 fromValid to

Hotel nameITC Maurya

StreetDiplomatic Enclave

Email

Fax

Phone

Country codeIN

CityNew Delhi

Zip code110021

SERVICES INCLUDED IN ROOM RATE

Normal

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

AVAILABILITY OF ROOMS

Normal

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

No Show Rooms

SECTION 3.1

UPLOAD HOTEL CONTRACT

Tip: Data to be verified

- Contract number
- Validity start/end
- Station (IATA Code)
- Supplier name
- Supplier address
- Supplier phone
- Supplier email
- Rates
- Hotel provides shuttle or not?
- Transportation checkbox
- Availability room
- Early check-in/late check-out
- Cancellation
- 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

2. SERVICE RATES **ADD RATE PERIOD**

Valid from: 10.11.2025 Valid to: 10.11.2025 **DELETE**

Service name Breakfast	Service code BRE	Gross Price *Required	VAT in % *Required	VAT *Required	Extra Fee in %	Extra Fee	Net Price *Required	Currency EUR	Breakfast Condition
Condition		DELETE							

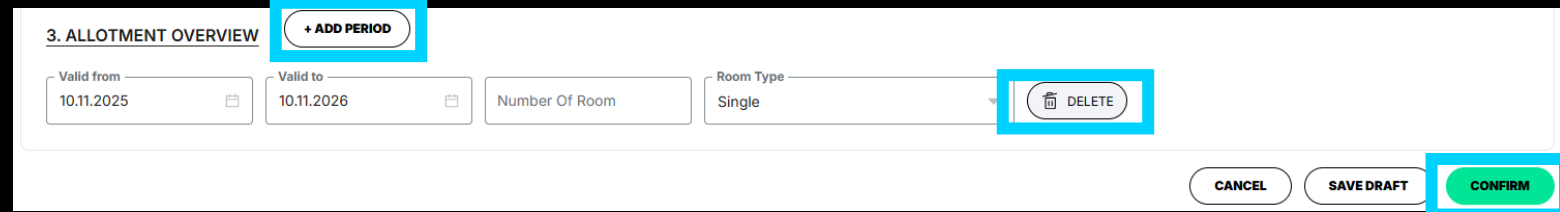
Service name Logis	Service code LOG	Gross Price *Required	VAT in % *Required	VAT *Required	VAT Room in %	VAT Room	Net Price *Required	Currency EUR	Room Type Single
Condition		DELETE							

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”



The screenshot shows the '3. ALLOTMENT OVERVIEW' form. It includes fields for 'Valid from' (10.11.2025), 'Valid to' (10.11.2026), 'Number Of Room', and 'Room Type' (Single). A '+ ADD PERIOD' button is located at the top right of the form. A 'DELETE' button with a trash icon is located next to the 'Room Type' field. At the bottom right, there are three buttons: 'CANCEL', 'SAVE DRAFT', and 'CONFIRM'. The 'CONFIRM' button is highlighted with a red box.

SECTION 3.2

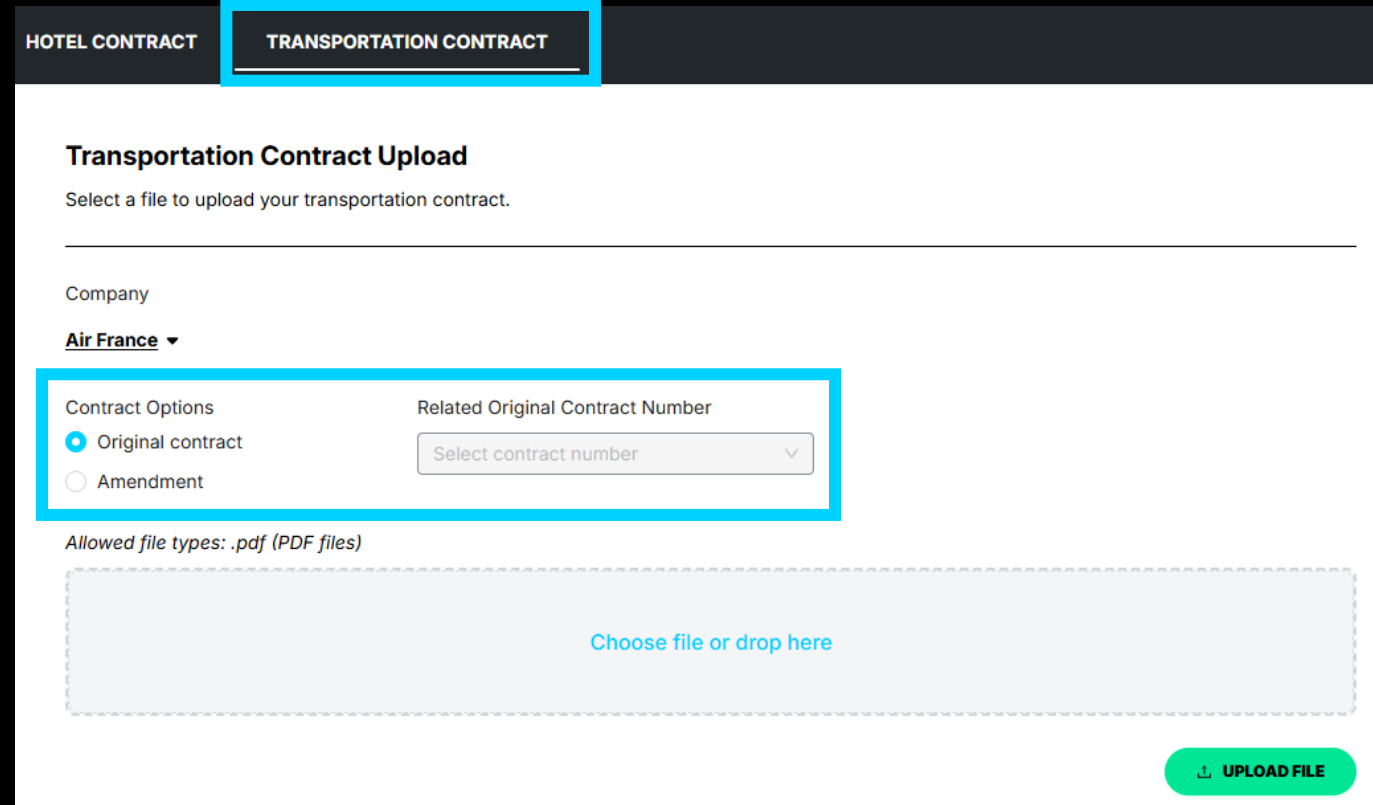
UPLOAD TRANSPORTATION CONTRACT

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



The screenshot shows the HRS Transportation Contract Upload interface. At the top, there are two tabs: "HOTEL CONTRACT" and "TRANSPORTATION CONTRACT", with the latter being selected and highlighted with a red border. Below the tabs, the title "Transportation Contract Upload" is displayed, followed by the instruction "Select a file to upload your transportation contract." A horizontal line separates this from the form fields. The "Company" field is set to "Air France" with a dropdown arrow. Below this, there are two sections: "Contract Options" and "Related Original Contract Number". The "Contract Options" section has two radio buttons: "Original contract" (which is selected) and "Amendment". The "Related Original Contract Number" section has a dropdown menu with the text "Select contract number" and a downward arrow. Below these fields, there is a note "Allowed file types: .pdf (PDF files)". A large dashed box contains the text "Choose file or drop here". In the bottom right corner, there is a red button with a white upload icon and the text "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"

Attention!

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

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 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 zip code
Provider address		Provider country Chile	
Tax Registro de Comercio under number		Service location	
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.		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%.	

SECTION 3.2

UPLOAD TRANSPORTATION CONTRACT

Tip: Data to be verified

→ Supplier email

→ Contract number

→ Rates

→ Validity start/end

→ Penalty point

→ Station (IATA Code)

→ Supplier name


→ Supplier address


→ Supplier phone

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					
ADD VEHICLE					
Vehicle type BUS - Coach	Trademark	Rear seats 30	Flap seats 0	Luggage volume 20 bags	
Vehicle type Bus - Coach	Trademark	Rear seats 44	Flap seats 0	Luggage volume 40 bags	

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 **DELETE RATE PERIOD**

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**

Valid from: 09.11.2024 Valid to: 30.11.2025 **ADD RATE**

DELETE RATE PERIOD

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**

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



The screenshot displays a web form for uploading a transportation contract. It is divided into two main sections:

- 3. PENALTY POINT VALUE:** This section contains two input fields: "Penalty point value" and "Currency".
- 4. TRANSPORTER USEFUL CONTACTS:** This section features an "ADD CONTACT" button, which is highlighted with a red rectangle. Below this button is a table with two rows for contact information. Each row has fields for "Email", "Name", and "Phone". To the right of each row is a "Delete" icon (a trash can), which is also highlighted with a red rectangle.

At the bottom right of the form, there are three buttons: "CANCEL", "SAVE DRAFT", and "PUBLISH". The "PUBLISH" button is highlighted with a red rectangle.



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

A screenshot of the HRS contract upload form, specifically Step 10. The form is white with a light gray border. At the top, there's a section titled "3. PENALTY POINT VALUE" with two input fields: "Penalty point value" and "Currency". Below this is a section titled "4. TRANSPORTER USEFUL CONTACTS" with an "ADD CONTACT" button. There are two rows of input fields for "Email", "Name", and "Phone", each with a trash icon to its right. At the bottom right, there are three buttons: "CANCEL", "SAVE DRAFT", and "PUBLISH". The "PUBLISH" button is highlighted with a red box, indicating it is the next step to click.

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





HRS

DASHBOARDHOTELSTRANSPORTATIONS MERGE HOTELUPLOAD CONTRACT

Air France / LAYOVER

Hotel searchContract periodsLayover_01.07.2025

Original content

Search Results (4)FILTER

HOTEL FILTERS

HOTEL CHAIN

Search for hotel chain

HOTEL STARS

Min stars0

HOTEL LOCATION

Search for countrySearch for city

HOTEL FACILITIES

24h ReceptionBreakfast included

CANCELLATION POLICY

Free Cancellation

HOTEL STATUS

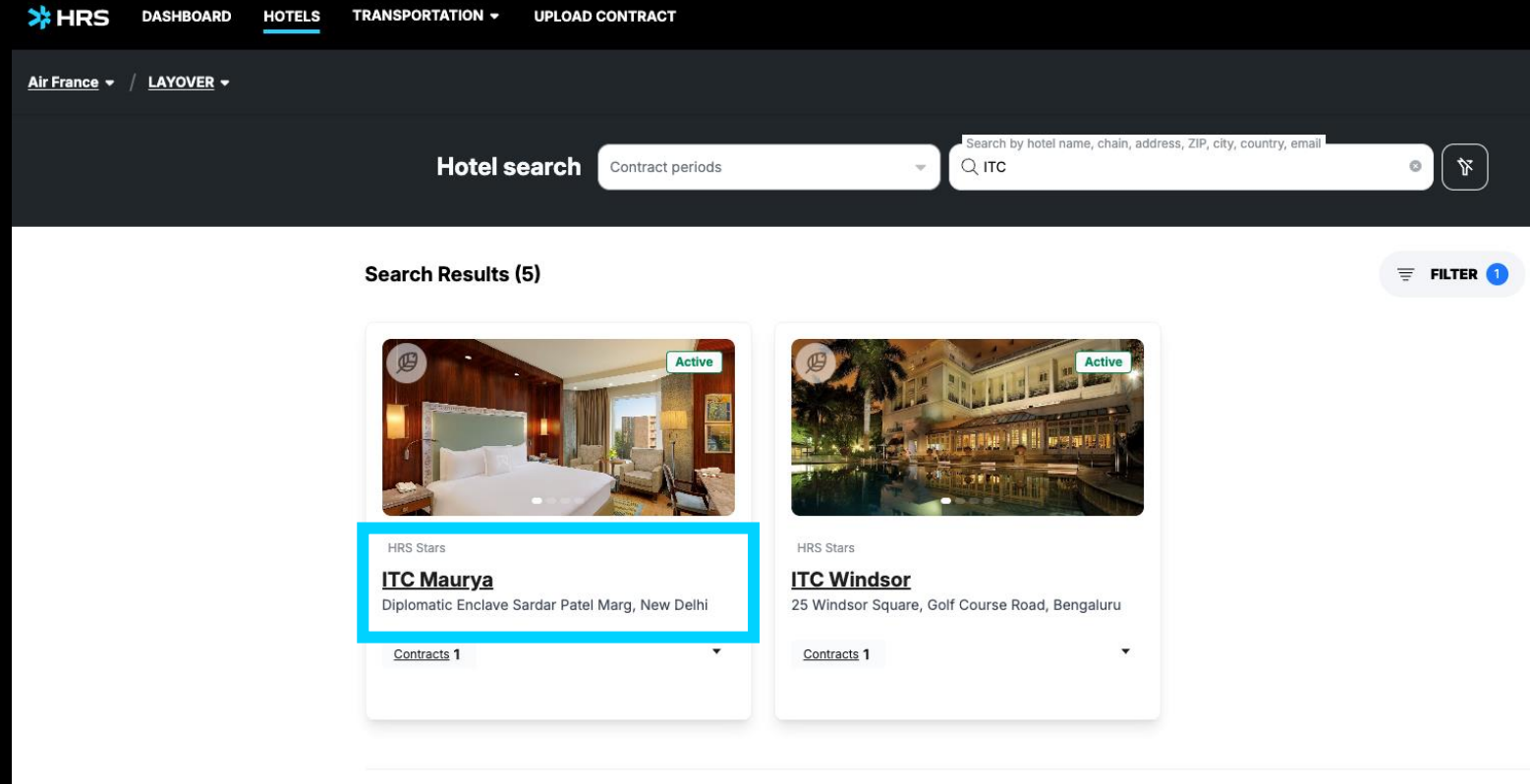
ActiveDeactivated

CANCELAPPLY

SECTION 4

MANAGE HOTELS

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



The screenshot displays the HRS Hotels management interface. The top navigation bar includes links for DASHBOARD, HOTELS (which is underlined), TRANSPORTATION, and UPLOAD CONTRACT. Below this, a breadcrumb trail shows 'Air France' and 'LAYOVER'. The main search area features a 'Hotel search' label, a 'Contract periods' dropdown, and a search input field with the placeholder text 'Search by hotel name, chain, address, ZIP, city, country, email'. A search icon and a filter icon are also present. The search results are titled 'Search Results (5)' and include a 'FILTER 1' button. Two hotel cards are visible: 'ITC Maurya' and 'ITC Windsor'. Each card shows a hotel image, a status indicator (Active), the hotel name, address, and a 'Contracts 1' dropdown. The 'ITC Maurya' card is highlighted with a blue border.

HRS

DASHBOARD HOTELS TRANSPORTATION UPLOAD CONTRACT

Air France / LAYOVER

Hotel search Contract periods Search by hotel name, chain, address, ZIP, city, country, email ITC

Search Results (5) FILTER 1

ITC Maurya
Diplomatic Enclave Sardar Patel Marg, New Delhi
Contracts 1

ITC Windsor
25 Windsor Square, Golf Course Road, Bengaluru
Contracts 1

SECTION 4

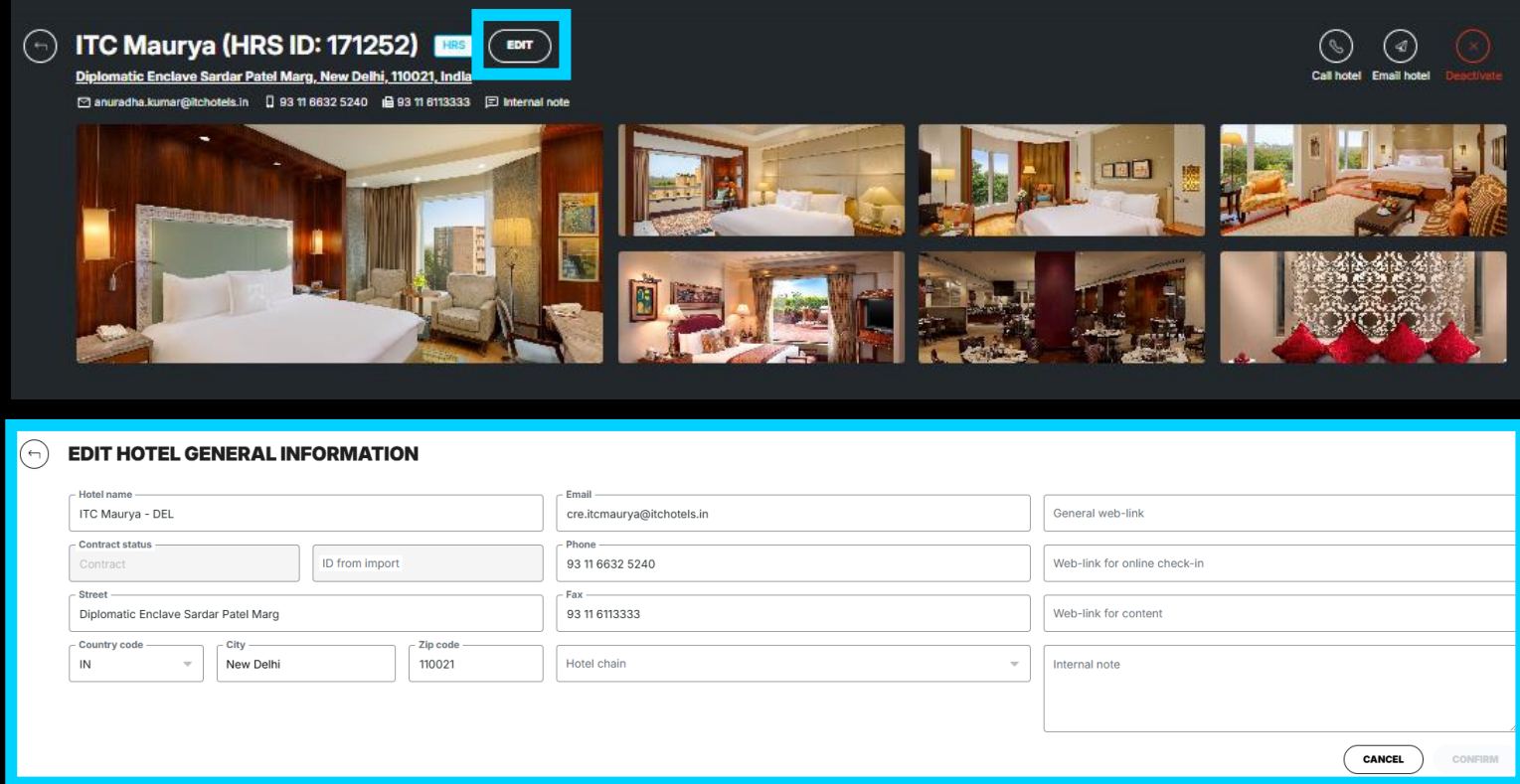
MANAGE HOTELS

To edit the General Hotel Information section:

Step 1: Click on “Edit”

Step 2: Adjust the information

Step 3: Click on “Confirm”



The screenshot displays the HRS hotel management interface. At the top, the hotel name "ITC Maurya (HRS ID: 171252)" is shown with an "EDIT" button highlighted by a red box. Below the name, the address "Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India" and contact information are listed. A grid of eight images shows various hotel rooms and amenities. Below the images, the "EDIT HOTEL GENERAL INFORMATION" form is displayed. The form contains the following fields:

- Hotel name: ITC Maurya - DEL
- Contract status: Contract (selected), ID from import (available)
- Street: Diplomatic Enclave Sardar Patel Marg
- Country code: IN (selected), City: New Delhi (selected), Zip code: 110021 (selected)
- Email: cre.itcmaurya@itchohels.in
- Phone: 93 11 6632 5240
- Fax: 93 11 6113333
- Hotel chain: (dropdown menu)
- General web-link: (empty field)
- Web-link for online check-in: (empty field)
- Web-link for content: (empty field)
- Internal note: (empty text area)

At the bottom right of the form, there are "CANCEL" and "CONFIRM" buttons.



**UPDATE HOTEL INFORMATION
SUCCESSFULLY**

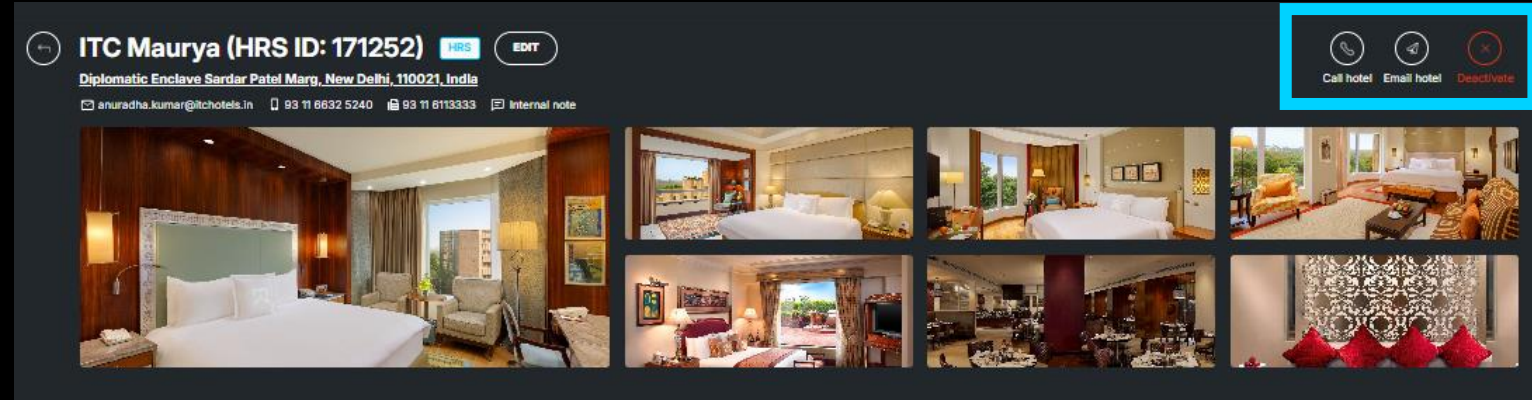


SECTION 4

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

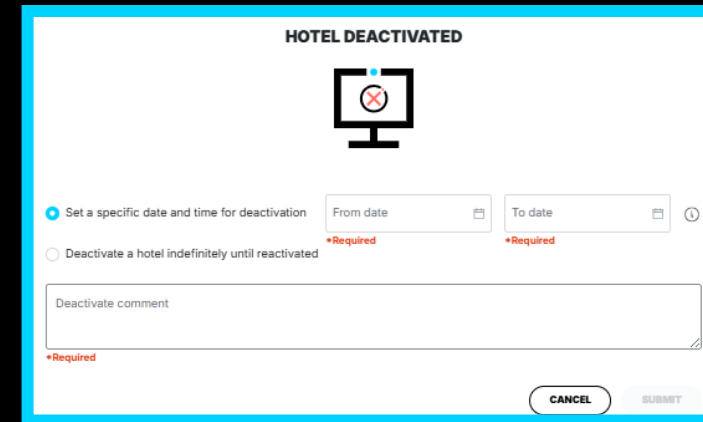
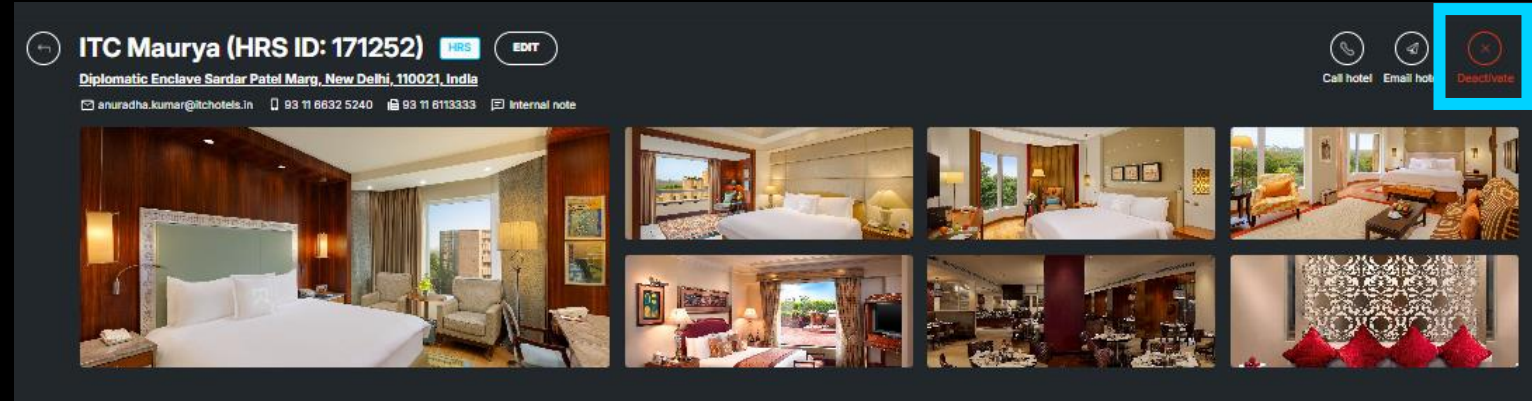
MANAGE HOTELS

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”

A screenshot of the 'HOTEL DEACTIVATED' form. The form has a title 'HOTEL DEACTIVATED' and a sub-header 'HOTEL DEACTIVATED'. Below the title is a red 'X' icon. The form contains two radio button options: 'Set a specific date and time for deactivation' (selected) and 'Deactivate a hotel indefinitely until reactivated'. The first option has 'From date' and 'To date' input fields, both marked as 'Required'. The second option is marked as 'Required'. Below these options is a text area labeled 'Deactivate comment', also marked as 'Required'. At the bottom right, there are 'CANCEL' and 'SUBMIT' buttons.

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




SAVED DEACTIVATE SETTING





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


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

✉ cre.itcmaurya@itchohels.in 📞 93 11 6632 5240 📠 93 11 6113333 📄 Internal note

 Call hotel

 Email hotel

 Deactivate



This hotel will be deactivated from 05.11.2025 to 05.11.2025. Any bookings made during this period will not be accepted.

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@itcmaurya@itshotels.in | 93 11 6632 5240 | 93 11 6113333 | Internal note

Call hotel
Email hotel
Deactivate

DETAILS
CONTRACTS
ACTIVITY LOG

DESCRIPTION

WHAT ARE WE LIKE? HRS

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 hos 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](#)

HOTEL LOCATION



OPENING HOURS: AIR FRANCE

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

EDIT


ADDITIONAL INFORMATION HRS

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@itchohels.in

 93 11 6632 5240

 93 11 6113333

 Internal note

DETAILS

CONTRACTS

ACTIVITY LOG

KEY CONTACTS AIR FRANCE

ADD NEW CONTACT

MS BENITA
General Manager

 N/A



MR NARENDER
Reservation Manager

 N/A



MS DIKSHA
Accounting Point of Contact for the Air France invoice

 N/A



YOGESH
Commercial Contact





MR DIVYANSHU
Front Office Manager/ accounting

 N/A



MR JITENDER
Director of Operations

 N/A



SECTION 4.1

HOTEL DETAILS

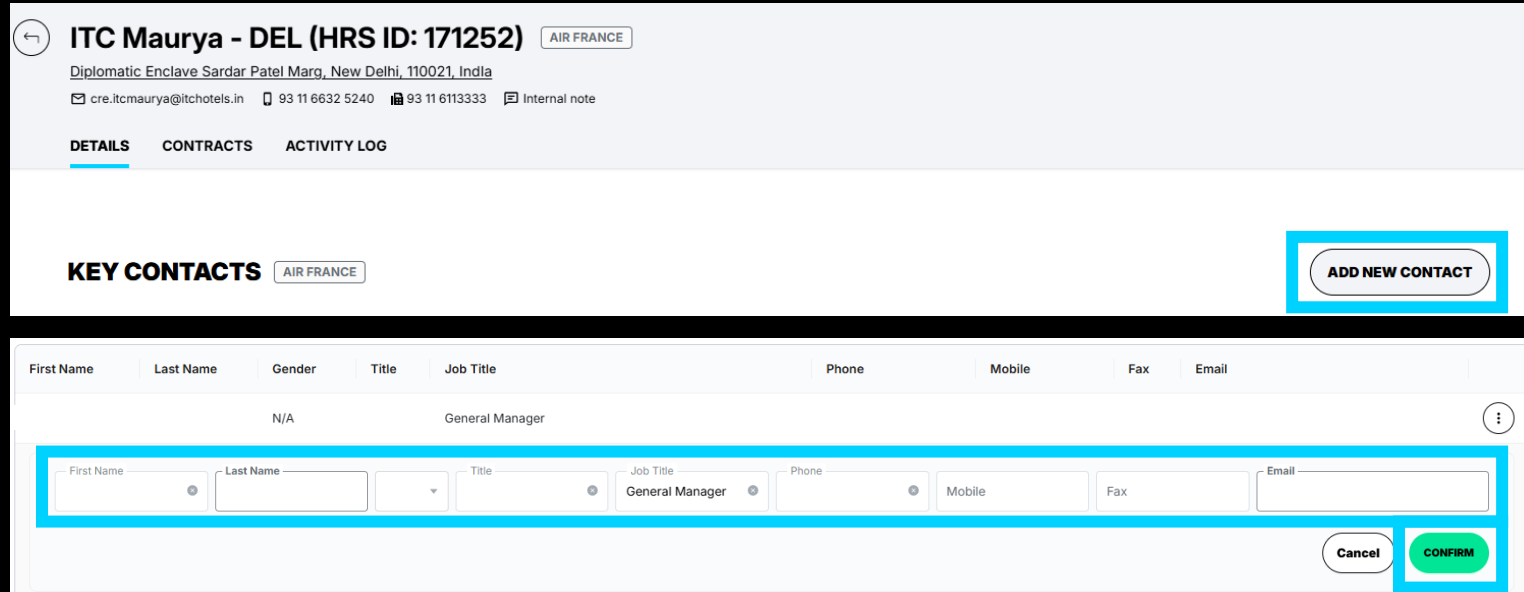
To add a hotel contact:

Step 1: Click on “Add New Contact”

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



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

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

✉ cre.itcmaurya@itchohels.in 📞 93 11 6632 5240 📠 93 11 6113333 📄 Internal note

DETAILS CONTRACTS ACTIVITY LOG

KEY CONTACTS AIR FRANCE

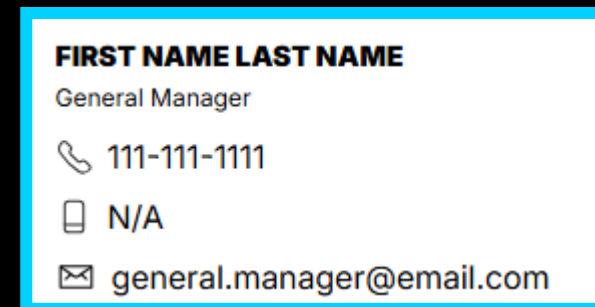
ADD NEW CONTACT

First Name	Last Name	Gender	Title	Job Title	Phone	Mobile	Fax	Email
N/A		General Manager						

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

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

Cancel CONFIRM



SECTION 4.1

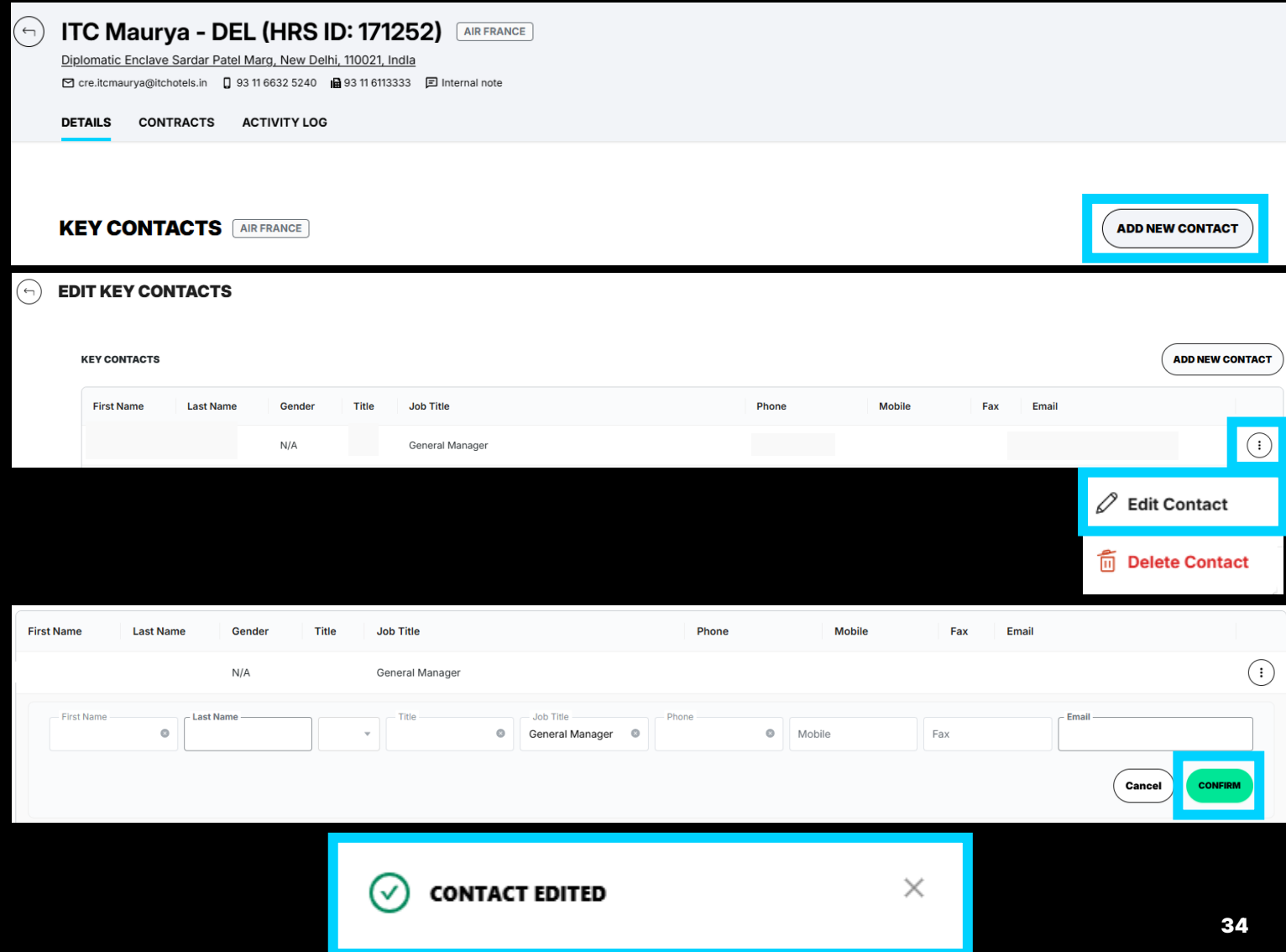
HOTEL DETAILS

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”



The screenshot displays the HRS interface for editing a hotel contact. At the top, the header shows "ITC Maurya - DEL (HRS ID: 171252)" with a back arrow and an "AIR FRANCE" tag. Below this, the address "Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India" and contact details are listed. A navigation bar includes "DETAILS", "CONTRACTS", and "ACTIVITY LOG".

The main section is titled "KEY CONTACTS" with an "AIR FRANCE" tag and an "ADD NEW CONTACT" button. Below this is the "EDIT KEY CONTACTS" section, which contains a table of key contacts. The table has columns for First Name, Last Name, Gender, Title, Job Title, Phone, Mobile, Fax, and Email. A single contact is listed with Gender as "N/A" and Job Title as "General Manager".

To the right of the table, there is an "ADD NEW CONTACT" button and a menu icon (three dots). The menu options are "Edit Contact" (highlighted with a red box) and "Delete Contact".

Below the table, the "Edit Contact" form is shown. It includes input fields for First Name, Last Name, Gender (a dropdown menu), Title, Job Title (a dropdown menu), Phone, Mobile, Fax, and Email. The "Job Title" field is currently set to "General Manager". At the bottom right of the form are "Cancel" and "CONFIRM" buttons (the "CONFIRM" button is highlighted with a red box).

At the bottom of the screen, a green notification banner with a checkmark icon and the text "CONTACT EDITED" is displayed, with a close button (X) on the right.

SECTION 4.1

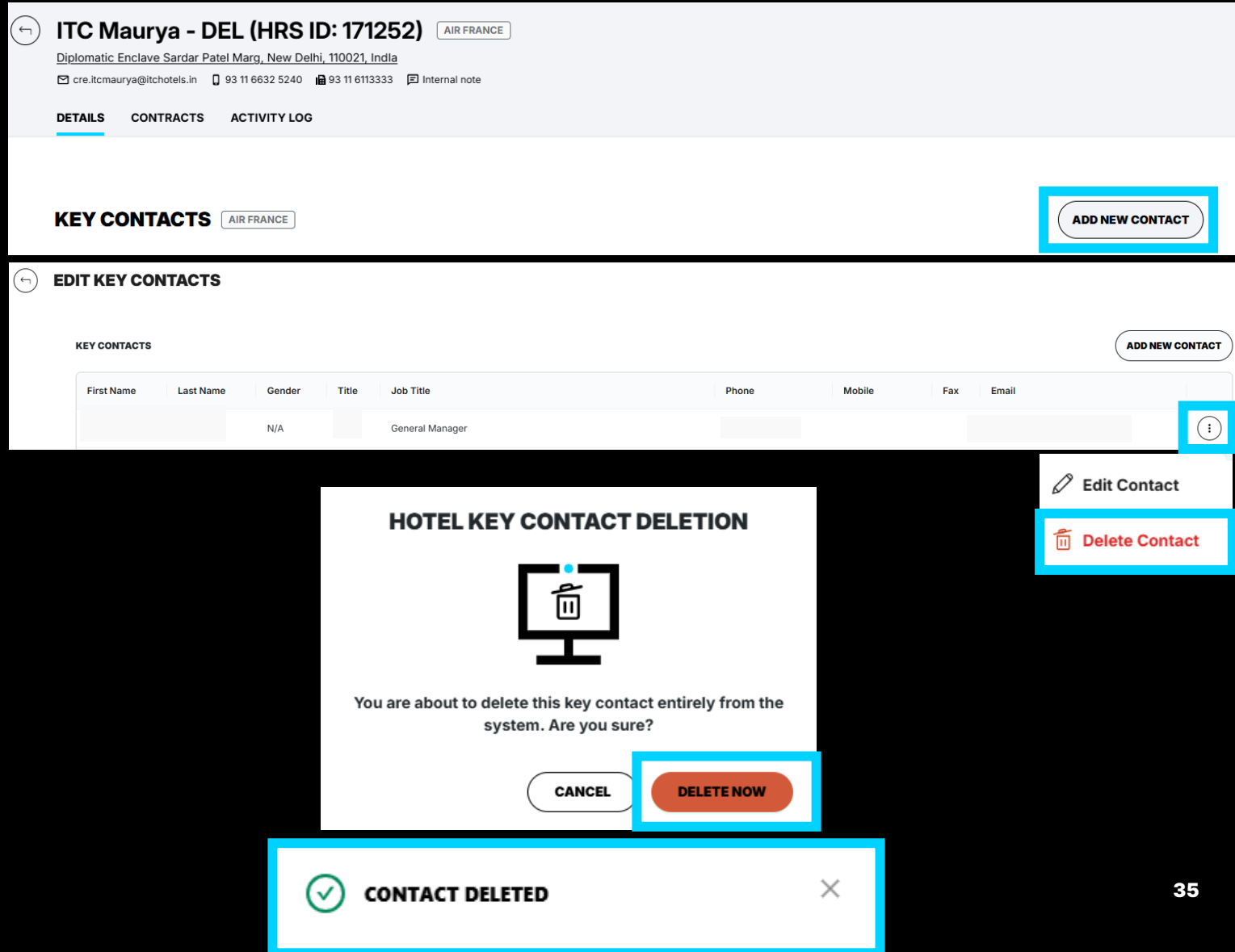
HOTEL DETAILS

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



The screenshot displays the HRS interface for managing hotel contacts. At the top, the header shows "ITC Maurya - DEL (HRS ID: 171252)" with a tab labeled "AIR FRANCE". Below this, there are tabs for "DETAILS", "CONTRACTS", and "ACTIVITY LOG". The "KEY CONTACTS" section is highlighted, and an "ADD NEW CONTACT" button is visible in the top right corner. Below the "KEY CONTACTS" section, there is a table with columns: First Name, Last Name, Gender, Title, Job Title, Phone, Mobile, Fax, and Email. A single contact is listed with "N/A" for Gender and "General Manager" for Job Title. To the right of the contact row, there is an ellipsis menu icon. A dropdown menu is open, showing "Edit Contact" and "Delete Contact" options. The "Delete Contact" option is highlighted. Below the table, a modal dialog titled "HOTEL KEY CONTACT DELETION" is displayed. It contains a trash can icon and the text: "You are about to delete this key contact entirely from the system. Are you sure?". There are two buttons: "CANCEL" and "DELETE NOW". The "DELETE NOW" button is highlighted. At the bottom, a confirmation message "CONTACT DELETED" is shown with a green checkmark icon and a close button (X).

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

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

cre.itcmaurya@itchohels.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

HOTEL KEY CONTACT DELETION

You are about to delete this key contact entirely from the system. Are you sure?

CANCEL DELETE NOW


CONTACT DELETED

SECTION 4.1

HOTEL DETAILS

→ Amenities Section

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

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

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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

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

[Diplomatic Enclave, Sardar Patel Marg, New Delhi, 110021, India](#)
cre.itcmaurya@itchohels.in [93 11 6632 5240](tel:931166325240) [93 11 6113333](tel:93116113333) [Internal note](#)

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

REVIEWS HRS

 100% of guests recommend this hotel

Excellent **9.2**¹⁰

Bathroom	9
How comfortable the beds are	9
Room size	8
Cleanliness of the hotel	9
Value for money	9
Room facilities	9

Nallur S. - Business traveler
April, 2024
Courtesy of staff, cleanliness and breakfast

9.2

SECTION 4.2

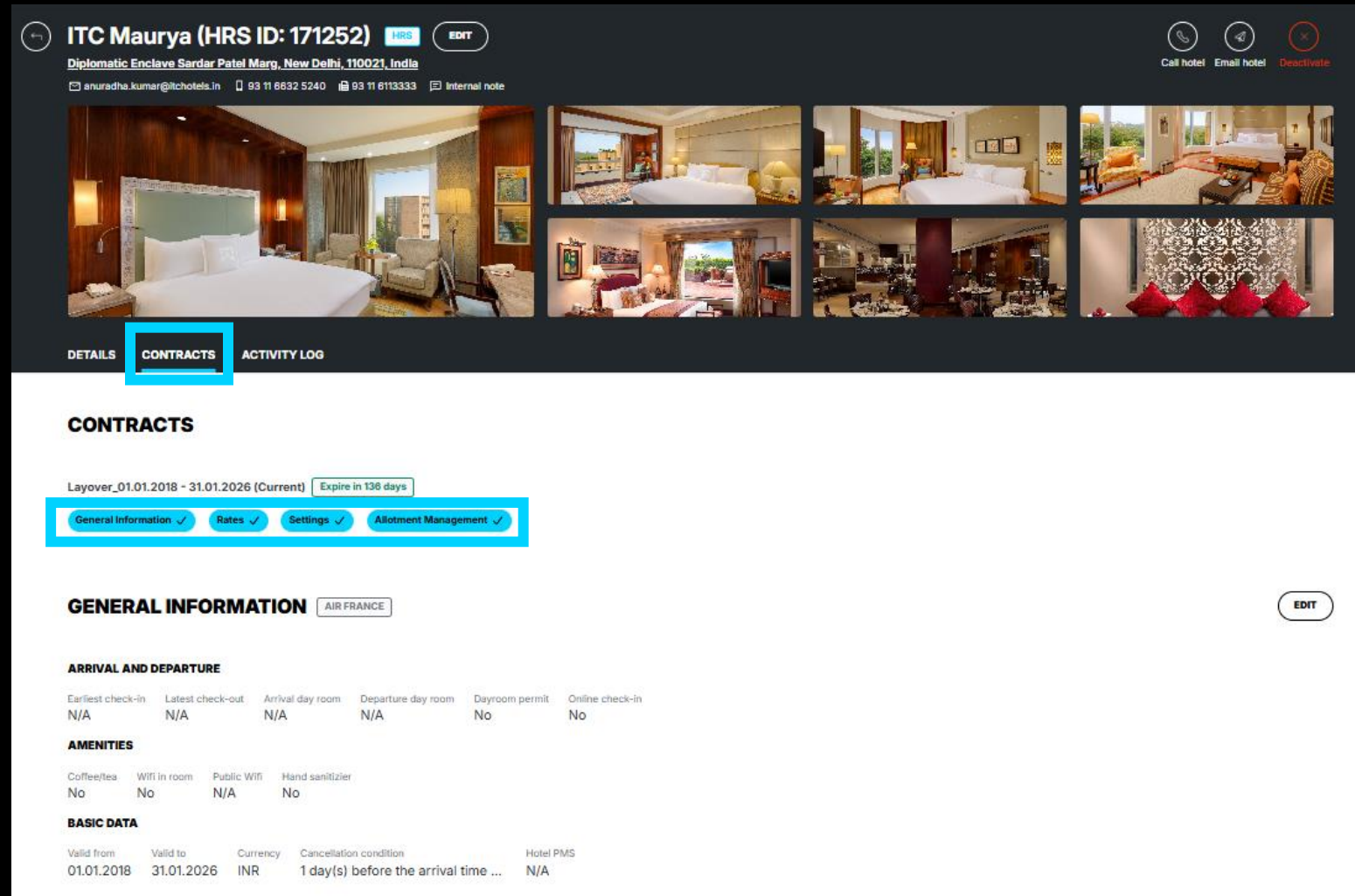
HOTEL CONTRACTS

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



The screenshot displays the HRS interface for the ITC Maurya hotel (HRS ID: 171252). The header includes the hotel name, address (Diplomatic Enclave, Sardar Patel Marg, New Delhi, 110021, India), contact information (snuradha.kumar@itichotels.in, 93 11 8632 5240, 93 11 6113333), and an internal note icon. Navigation links for 'Call hotel', 'Email hotel', and 'Deactivate' are in the top right. A grid of eight hotel room and interior images is shown below the header. The 'CONTRACTS' tab is selected and highlighted with a red box. Below the tabs, the 'CONTRACTS' section shows the current contract period (Layover_01.01.2018 - 31.01.2026) and an expiration countdown (136 days). A row of four filter buttons is present: 'General Information' (checked), 'Rates' (checked), 'Settings' (checked), and 'Allotment Management' (checked). The 'GENERAL INFORMATION' section is expanded, showing details for 'AIR FRANCE'. Below this, the 'ARRIVAL AND DEPARTURE' section lists check-in/out times, arrival/departure day rooms, dayroom permits, and online check-in status. The 'AMENITIES' section lists coffee/tea, WiFi in room, public WiFi, and hand sanitizer availability. The 'BASIC DATA' section lists valid from/to dates, currency (INR), cancellation condition (1 day(s) before arrival), and hotel PMS (N/A).

ITC Maurya (HRS ID: 171252) HRS EDIT

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

snuradha.kumar@itichotels.in 93 11 8632 5240 93 11 6113333 Internal note

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	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
No	No	N/A	No


BASIC DATA

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


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

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

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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 sanitizier	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”

Step 2: Adjust the information

Step 3: Click on “Confirm”

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

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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



**UPDATE HOTEL INFORMATION
SUCCESSFULLY**




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



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

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

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📠 93 11 6113333

📄 Internal note

DETAILS

CONTRACTS

ACTIVITY LOG

RATES

AIR FRANCE

ADD SERVICE

RATE ADDITIONAL INFORMATION

EDIT

LOGS (LOG)

ADD NEW RATE

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

SECTION 4.2

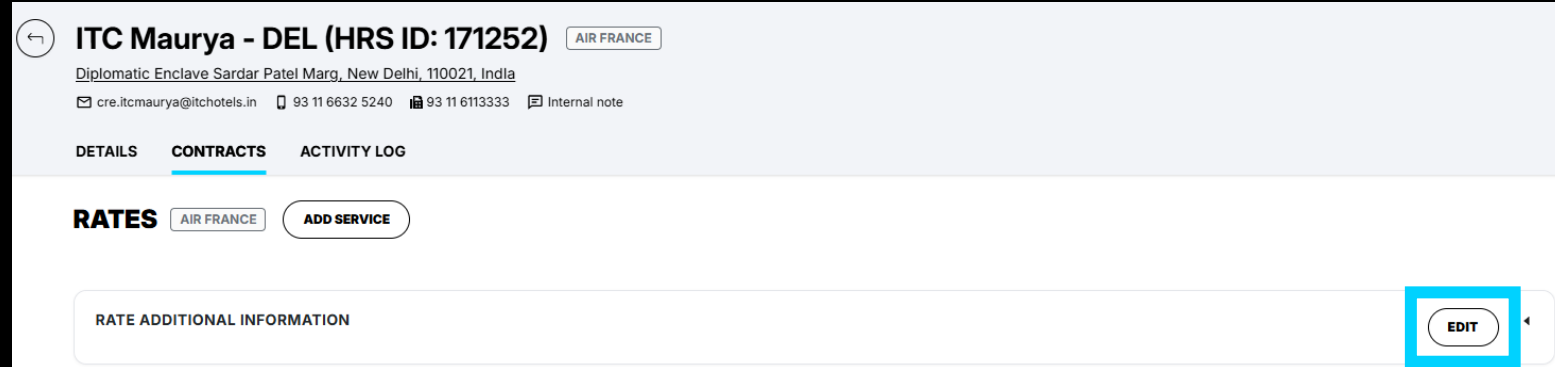
HOTEL CONTRACTS

To edit the Rate Additional Information:

Step 1: Click on “Edit”

Step 2: Adjust the information

Step 3: Click on “Confirm”



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

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

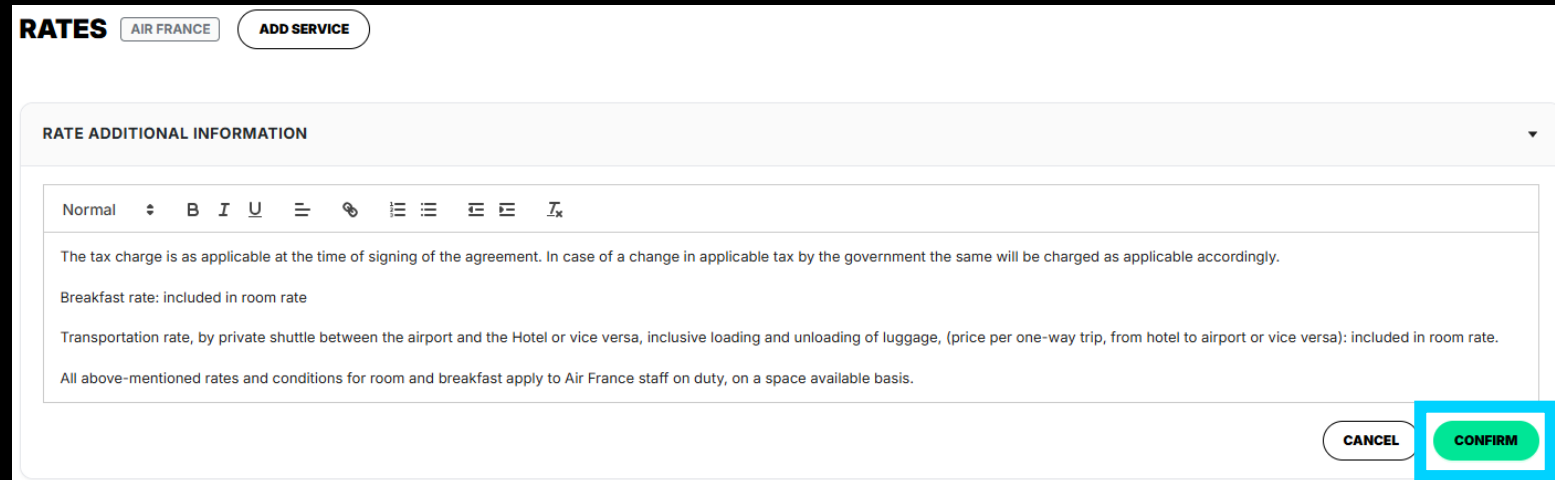
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DETAILS **CONTRACTS** ACTIVITY LOG

RATES AIR FRANCE ADD SERVICE

RATE ADDITIONAL INFORMATION

EDIT



RATES AIR FRANCE ADD SERVICE

RATE ADDITIONAL INFORMATION

Normal B I U = [Icons]

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

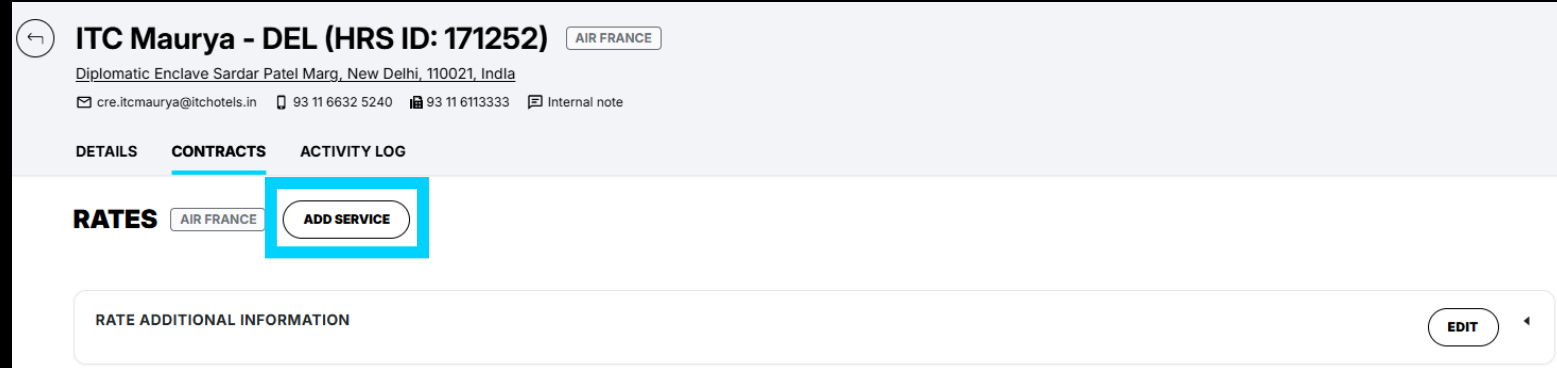
HOTEL CONTRACTS

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”



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

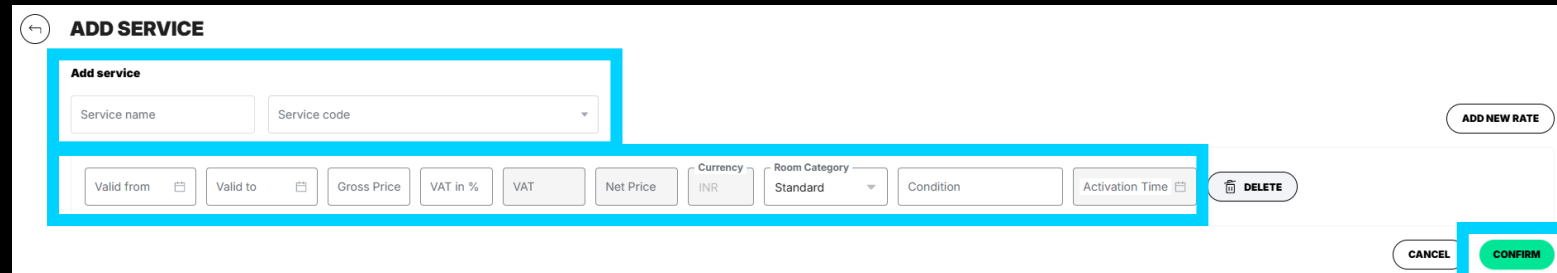
Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India

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DETAILS CONTRACTS ACTIVITY LOG

RATES AIR FRANCE ADD SERVICE

RATE ADDITIONAL INFORMATION EDIT



ADD SERVICE

Add service

Service name Service code

Valid from Valid to Gross Price VAT in % VAT Net Price Currency Room Category Condition Activation Time DELETE

CANCEL CONFIRM



SAVE CHANGE RATE SUCCESS

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

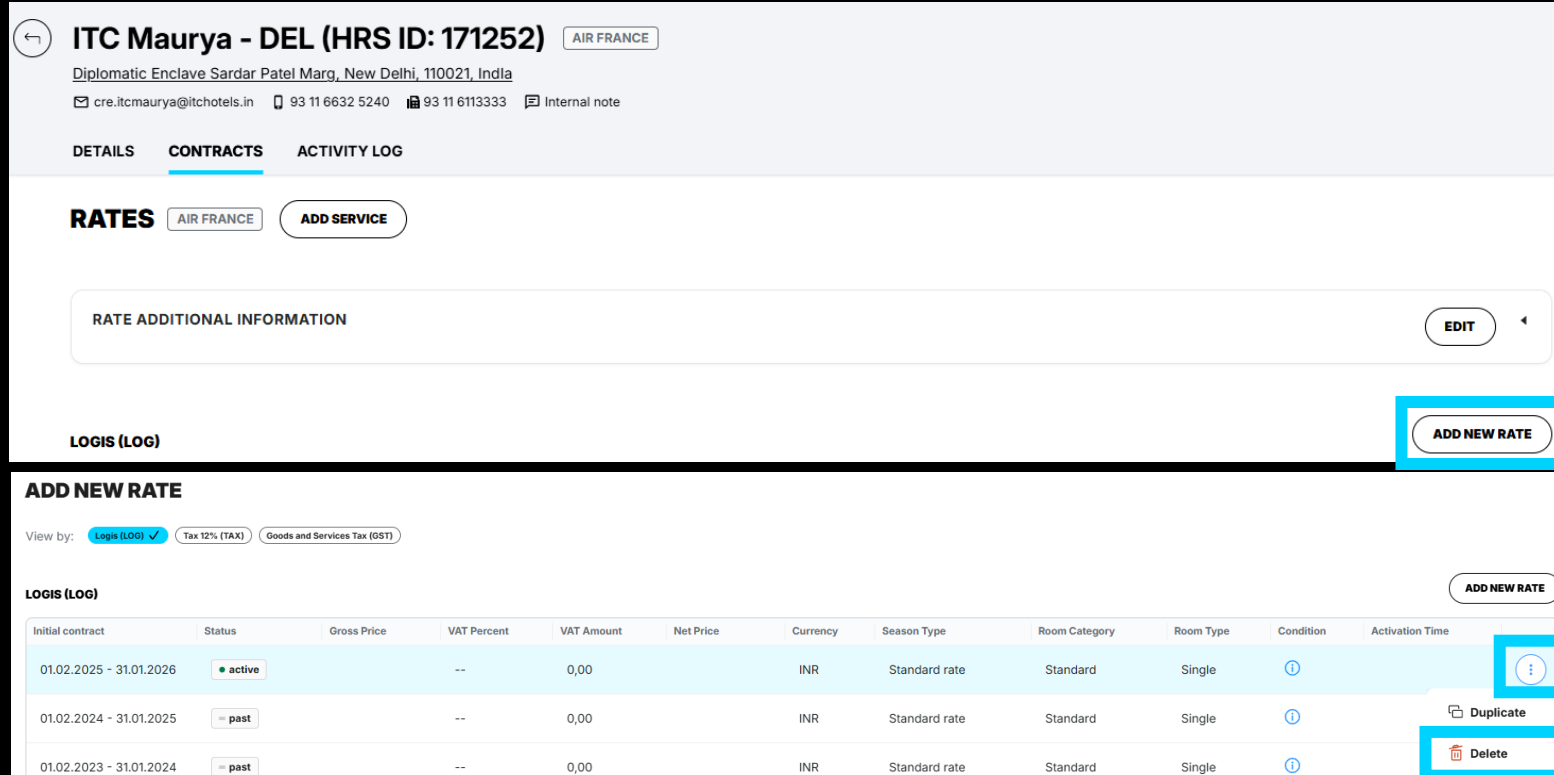
HOTEL CONTRACTS

To 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”



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

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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)

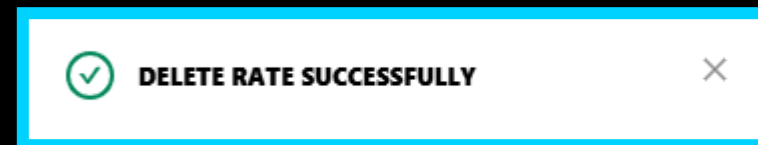
Initial contract	Status	Gross Price	VAT Percent	VAT Amount	Net Price	Currency	Season Type	Room Category	Room Type	Condition	Activation Time
01.02.2025 - 31.01.2026	active	--	--	0,00		INR	Standard rate	Standard	Single		
01.02.2024 - 31.01.2025	past	--	--	0,00		INR	Standard rate	Standard	Single		
01.02.2023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

Duplicate Delete



Confirm Delete Rate

Cancel Confirm



✓ DELETE RATE SUCCESSFULLY

SECTION 4.2

HOTEL CONTRACTS

→ General Settings section includes:

- Destination information
- Transit 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

GENERAL SETTINGS

AIR FRANCE

EDIT

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

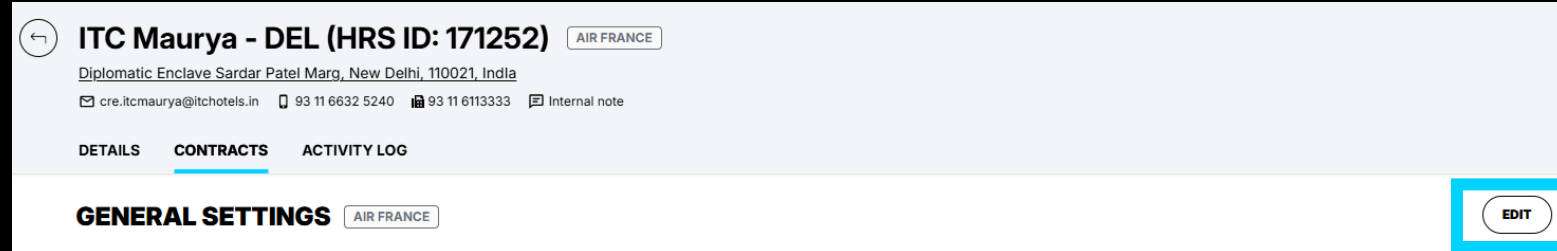
HOTEL CONTRACTS

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”



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

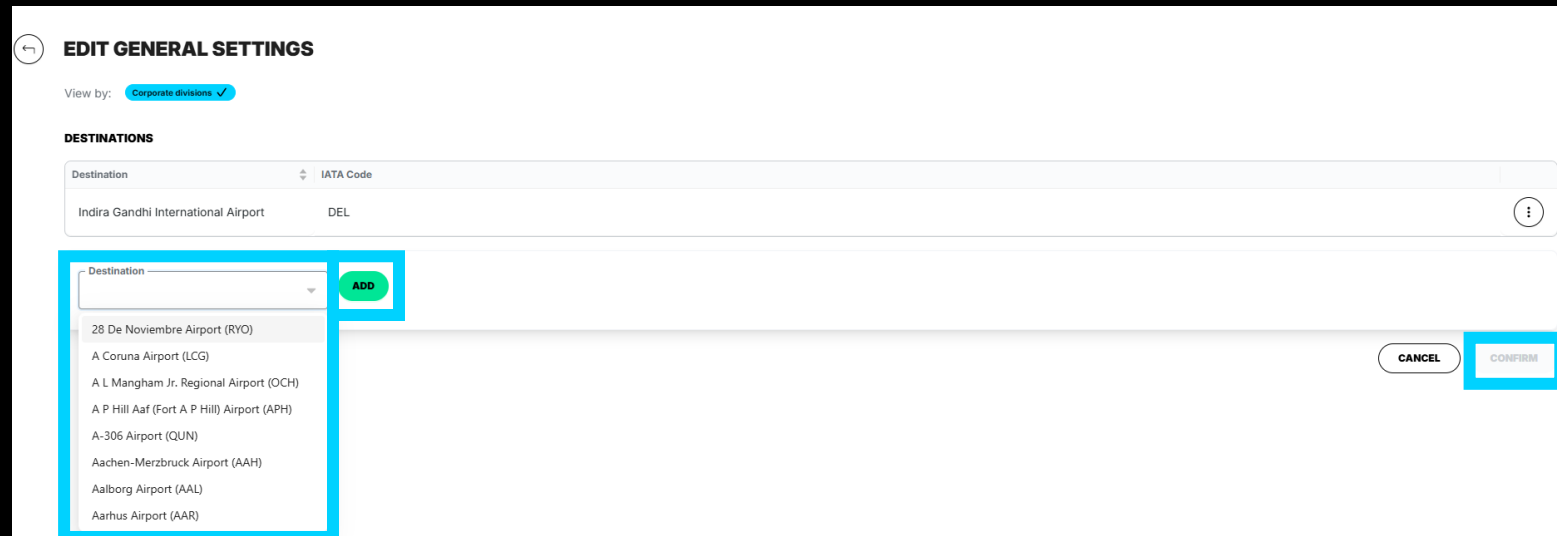
Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India

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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”

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

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DETAILS **CONTRACTS** ACTIVITY LOG

GENERAL SETTINGS AIR FRANCE **EDIT**

Layover_01.01.2018 - 31.01.2026 (Current) Expire in 86 days

ITC Maurya - DEL

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

Call hotel Email hotel

EDIT GENERAL SETTINGS

View by: Corporate divisions ✓

DESTINATIONS

Destination	IATA Code
Indira Gandhi International Airport	DEL

Destination ADD

Edit Delete

CANCEL CONFIRM




**UPDATE HOTEL INFORMATION
SUCCESSFULLY**



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

EDIT

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

SECTION 4.2

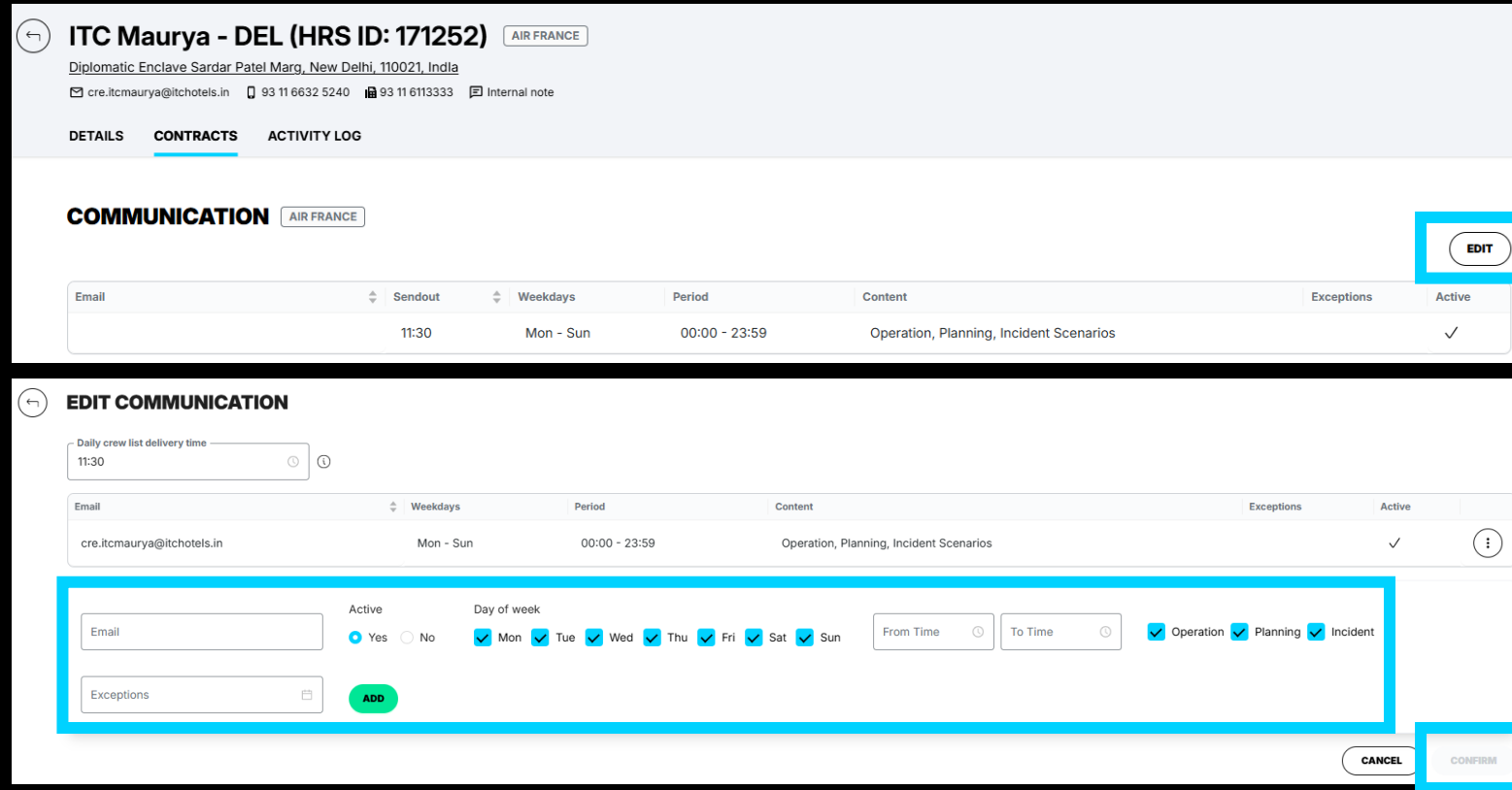
HOTEL CONTRACTS

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

Step 3: Click on “Confirm”



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

COMMUNICATION AIR FRANCE

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
cre.itcmaurya@itshotels.in	Mon - Sun	00:00 - 23:59	Operation, Planning, Incident Scenarios		✓ ⓘ

Email

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

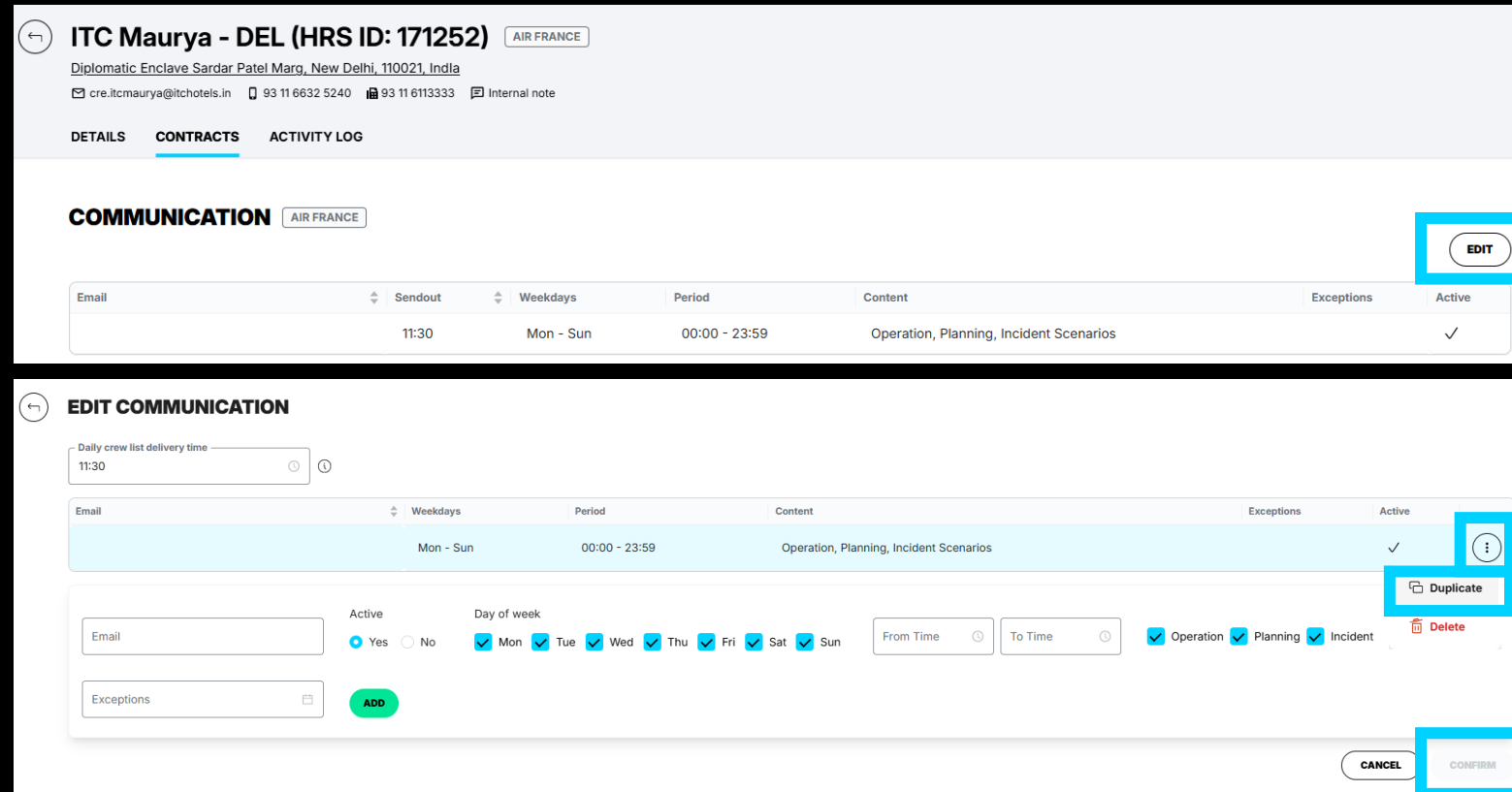
HOTEL CONTRACTS

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”



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

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

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DETAILS **CONTRACTS** ACTIVITY LOG

COMMUNICATION AIR FRANCE

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		✓

Active ☒ Yes ☐ No

Day of week ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ Sun

From Time To Time ☒ Operation ☒ Planning ☒ Incident

Exceptions



**UPDATE HOTEL INFORMATION
SUCCESSFULLY**



SECTION 4.2

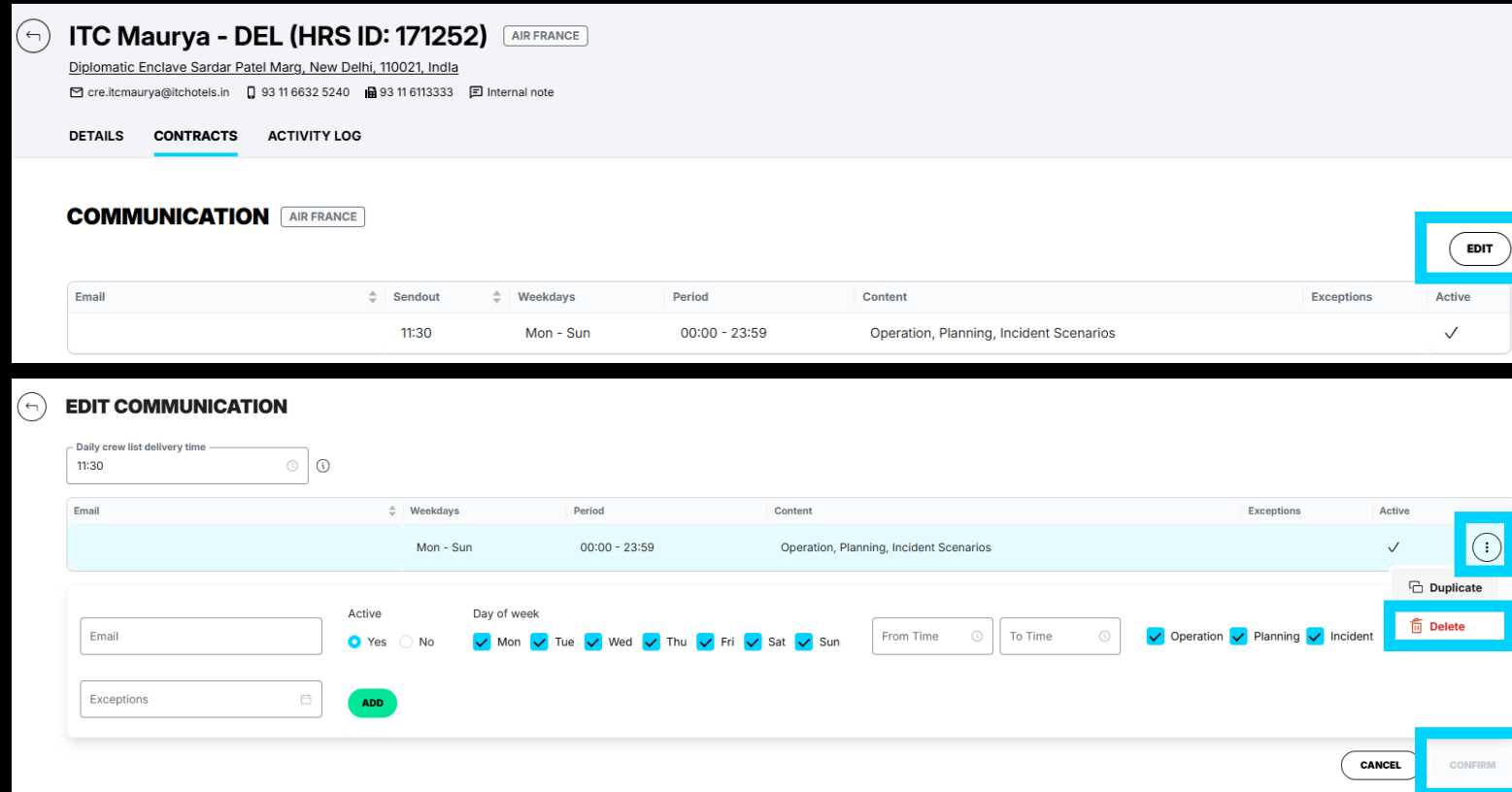
HOTEL CONTRACTS

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

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India
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DETAILS **CONTRACTS** **ACTIVITY LOG**

COMMUNICATION AIR FRANCE

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		✓

Active: ☒ Yes ☐ No

Day of week: ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ Sun

From Time: To Time: ☒ Operation ☒ Planning ☒ Incident

Exceptions:



**UPDATE HOTEL INFORMATION
SUCCESSFULLY**




SECTION 4.2

HOTEL CONTRACTS

→ Allotment Management section includes:

- Allotment Overview
- Schedule Overview


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

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India
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DETAILS **CONTRACTS** ACTIVITY LOG

ALLOTMENT MANAGEMENT
AIR FRANCE

EDIT ALLOTMENT & RELEASE
EDIT RELEASE

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				

SCHEDULE OVERVIEW

Period start: 05.11.2025
Period end: 31.01.2026

☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

<input type="checkbox"/>	Weekday	Room type	Free	Booked	Contract	Extra (Contract)	Extra (Non-contract)	Price	Cancel	Request	Status
<input type="checkbox"/>	22.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	23.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	24.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	25.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	26.01.2026	Neutral	15	0	15	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

Step 3: Click on “Confirm”

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

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

cre.itcmaurya@itshotels.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				

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: 05.11.2025 Period end: 05.11.2025 Room type: ▼

Manage allotment: Mon: 15, Tue: 15, Wed: 15, Thu: 15, Fri: 15, Sat: 15, Sun: 15

Change allotment status (open / closed): ☒ Open ☐ Close

Room release rules: Days before check-in: Room reduction to: **ADD RULE** Comment: Enter text here...

CONFIRM

SECTION 4.2

HOTEL CONTRACTS


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

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



CREATE ALLOTMENT SUCCESSFULLY





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

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India
✉ cre.itcmaurya@itshotels.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 - 05.11.2025	● Close	Neutral			1					05.11.2025		1	9



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@itshotels.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				

Period start

Period end

Room type

Manage allotment

Change allotment status (open / closed)

Room release rules:

Comment

Days before check-in

Room reduction to

ADD RULE

Enter text here...

Cancel

CONFIRM

SECTION 4.2

HOTEL CONTRACTS

The new release rule will be added to the allotment overview



CREATE ALLOTMENT SUCCESSFULLY



ITC Maurya - DEL (HRS ID: 171252)

AIR FRANCE

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

cre.itcmaurya@itchohels.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 - 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

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

Diplomatic Enclave Sardar Patel Marg, New Delhi, 110021, India
cre.itcmaurya@itshotels.in 93 11 6632 5240 93 11 6113333 Internal note

DETAILS
CONTRACTS
ACTIVITY LOG

Period start
05.11.2025

Period end
31.01.2026

☐ Mon
☐ Tue
☐ Wed
☐ Thu
☐ Fri
☐ Sat
☐ Sun

	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	Open
<input type="checkbox"/>	08.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	09.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	10.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	11.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	12.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	13.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	14.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	15.01.2026	Neutral	15	0	15	0	0		0	0	Open
<input type="checkbox"/>	16.01.2026	Neutral	15	0	15	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@itchohels.in

93 11 6632 5240

93 11 6113333

Internal note

Call hotel

Email hotel

Deactivate

DETAILS

CONTRACTS

ACTIVITY LOG

ACTIVITY LOG

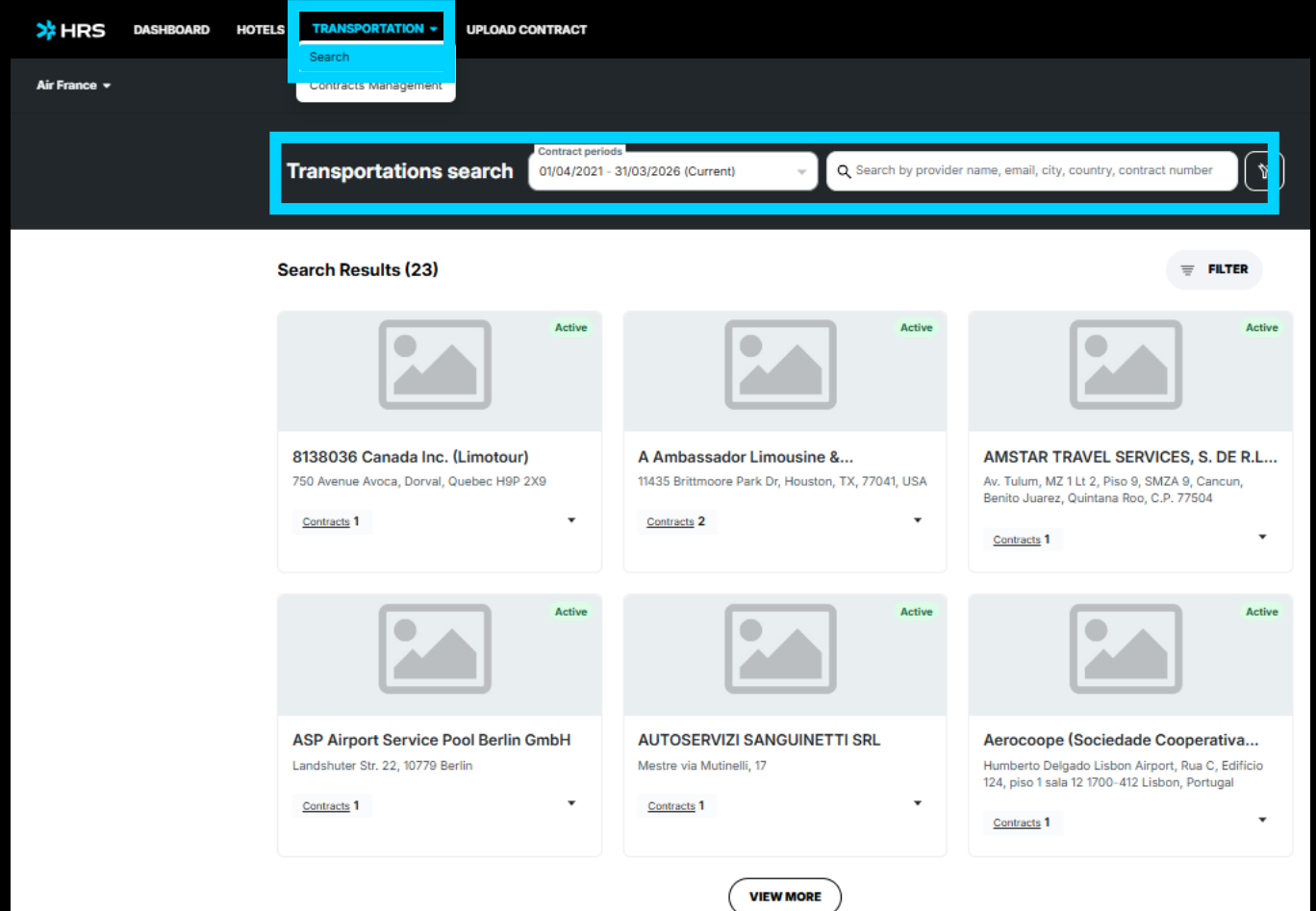
AIR FRANCE

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 displays the HRS Transportation management interface. At the top, the navigation bar includes 'HRS', 'DASHBOARD', 'HOTELS', 'TRANSPORTATION' (highlighted with a red box), and 'UPLOAD CONTRACT'. Below 'TRANSPORTATION', a dropdown menu shows 'Search' (highlighted with a red box) and 'Contracts Management'. The main header area features a 'Transportations search' section with a 'Contract periods' dropdown set to '01/04/2021 - 31/03/2026 (Current)' and a search input field with the placeholder 'Search by provider name, email, city, country, contract number'. A 'FILTER' button is located to the right of the search bar. The search results are displayed in a grid of six cards, each labeled 'Search Results (23)' and 'Active'. The cards list the following providers and contract counts:

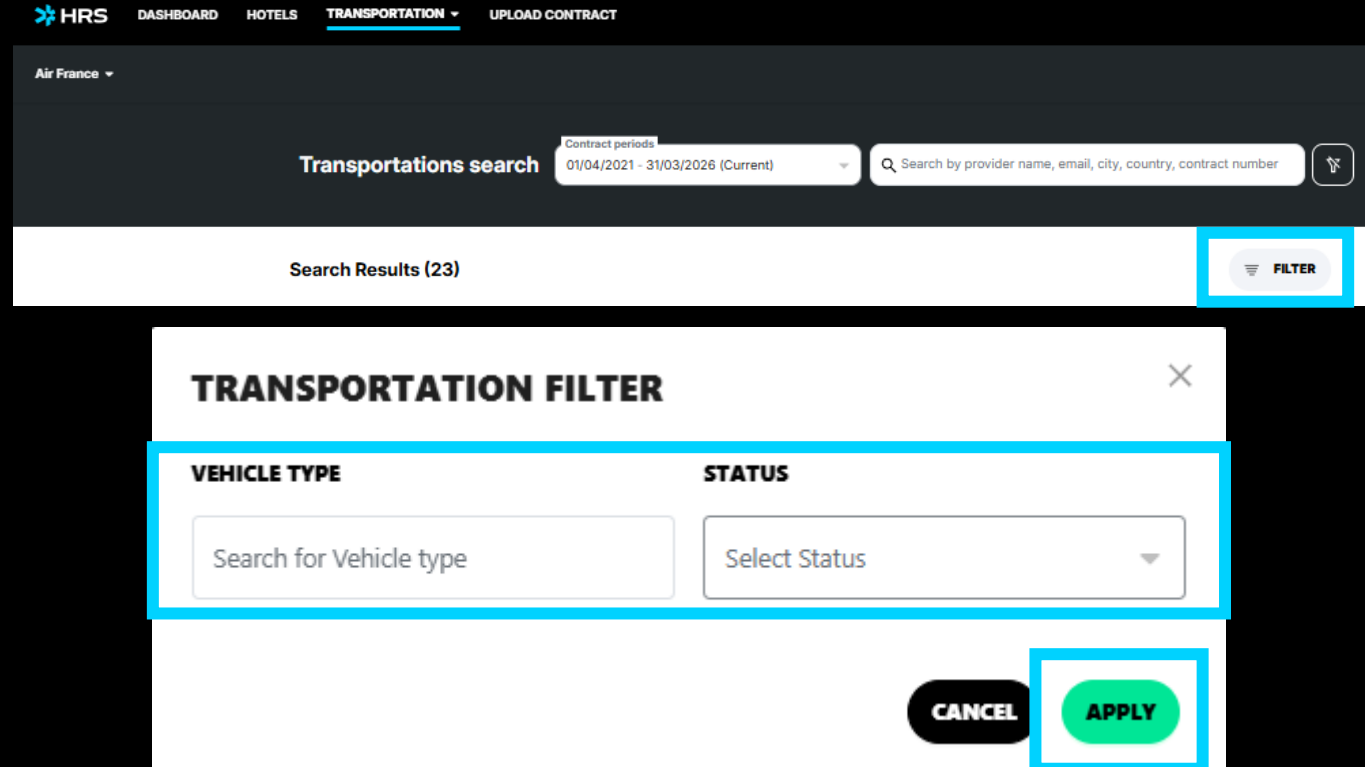
- 8138036 Canada Inc. (Limotour) - 750 Avenue Avoca, Dorval, Quebec H9P 2X9 - Contracts 1
- A Ambassador Limousine &... - 11435 Brittmoore Park Dr, Houston, TX, 77041, USA - Contracts 2
- AMSTAR TRAVEL SERVICES, S. DE R.L... - Av. Tulum, MZ 1 Lt 2, Piso 9, SMZA 9, Cancun, Benito Juarez, Quintana Roo, C.P. 77504 - Contracts 1
- ASP Airport Service Pool Berlin GmbH - Landshuter Str. 22, 10779 Berlin - Contracts 1
- AUTOSERVIZI SANGUINETTI SRL - Mestre via Mutinelli, 17 - Contracts 1
- Aerocoope (Sociedade Cooperativa... - Humberto Delgado Lisbon Airport, Rua C, Edificio 124, piso 1 sala 12 1700-412 Lisbon, Portugal - Contracts 1

A 'VIEW MORE' button is located at the bottom right of the results grid.

SECTION 5

MANAGE TRANSPORTATION

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

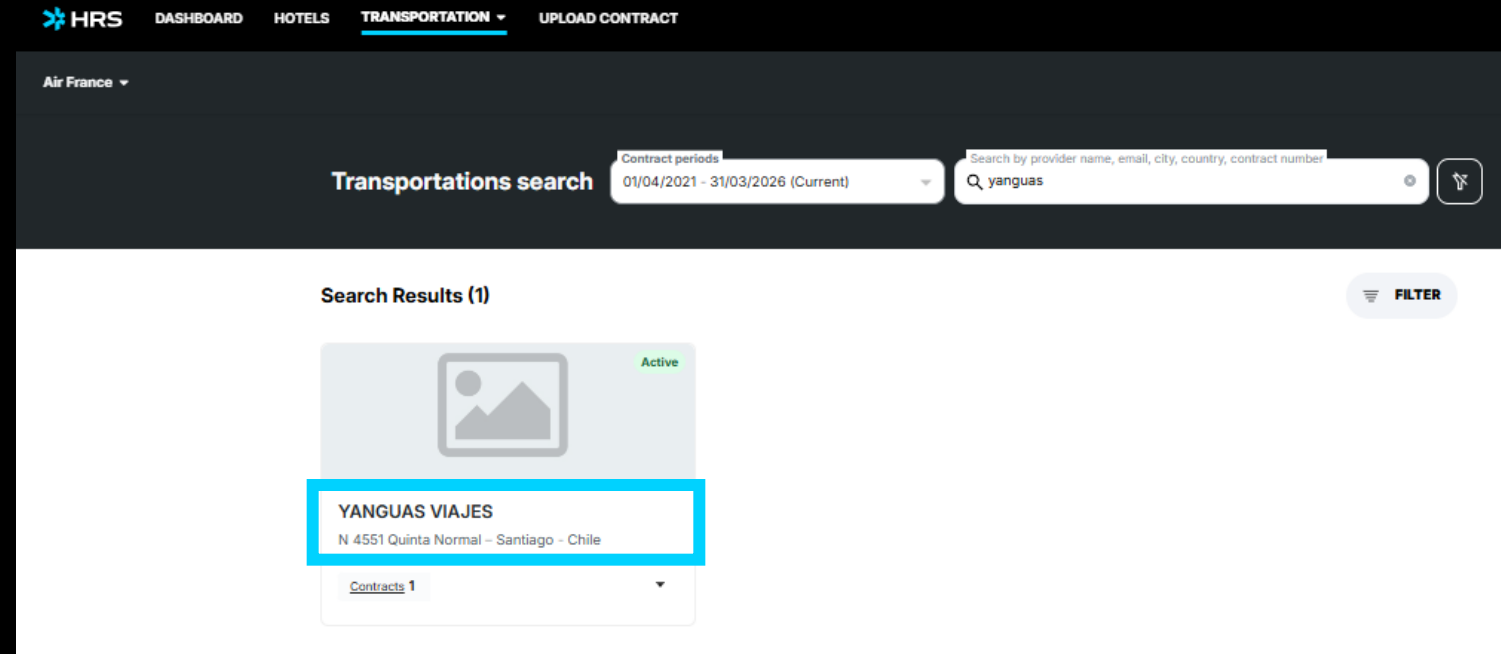


The screenshot displays the HRS Transportation management interface. At the top, the navigation bar includes the HRS logo, 'DASHBOARD', 'HOTELS', 'TRANSPORTATION' (selected), and 'UPLOAD CONTRACT'. Below this, a dropdown menu shows 'Air France'. The main section features a 'Transportations search' bar with a 'Contract periods' dropdown set to '01/04/2021 - 31/03/2026 (Current)' and a search input field with the placeholder 'Search by provider name, email, city, country, contract number'. A 'FILTER' button is located to the right of the search bar. Below the search bar, a white box indicates 'Search Results (23)'. A modal titled 'TRANSPORTATION FILTER' is open, showing two columns: 'VEHICLE TYPE' with a search input 'Search for Vehicle type', and 'STATUS' with a dropdown menu 'Select Status'. At the bottom of the modal, there are 'CANCEL' and 'APPLY' buttons.

SECTION 5

MANAGE TRANSPORTATION

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



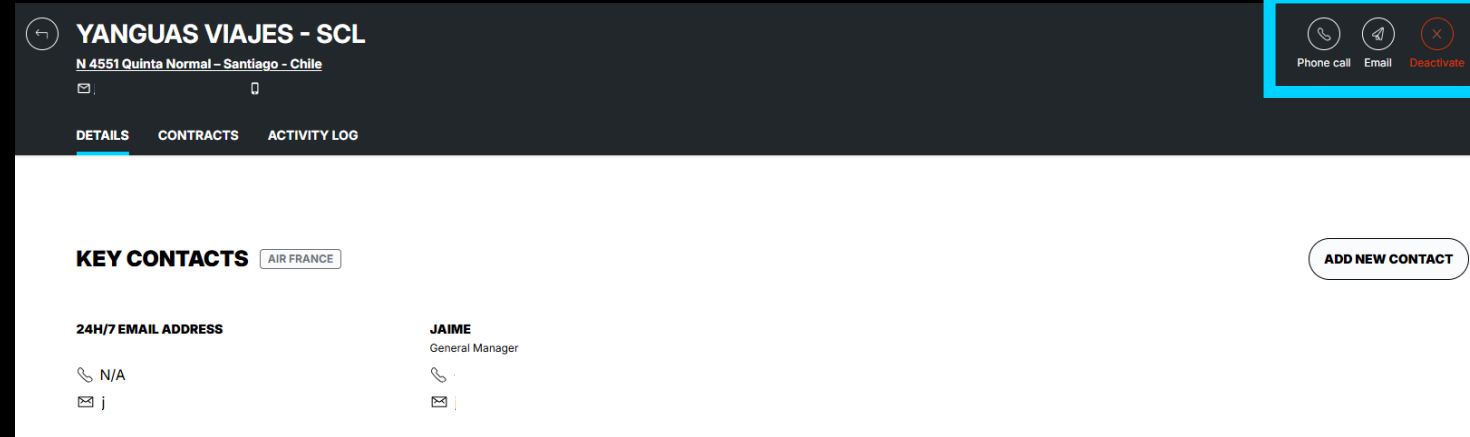
The screenshot shows the HRS web application interface for managing transportation. The top navigation bar includes the HRS logo, a 'DASHBOARD' link, a 'HOTELS' link, a 'TRANSPORTATION' link (which is underlined and has a dropdown arrow), and an 'UPLOAD CONTRACT' link. Below the navigation bar, there is a dark header area with 'Air France' on the left. The main content area has a 'Transportations search' section. This section includes a 'Contract periods' dropdown menu set to '01/04/2021 - 31/03/2026 (Current)', a search input field containing 'yanguas', and a search icon. Below the search bar, the results are displayed under the heading 'Search Results (1)'. A single result is shown for 'YANGUAS VIAJES', which is highlighted with a red border. The result card includes a placeholder image, a green 'Active' status label, the provider name 'YANGUAS VIAJES', the contract details 'N 4551 Quinta Normal - Santiago - Chile', and a 'Contracts 1' link with a dropdown arrow. A 'FILTER' button is located in the top right corner of the results area.

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

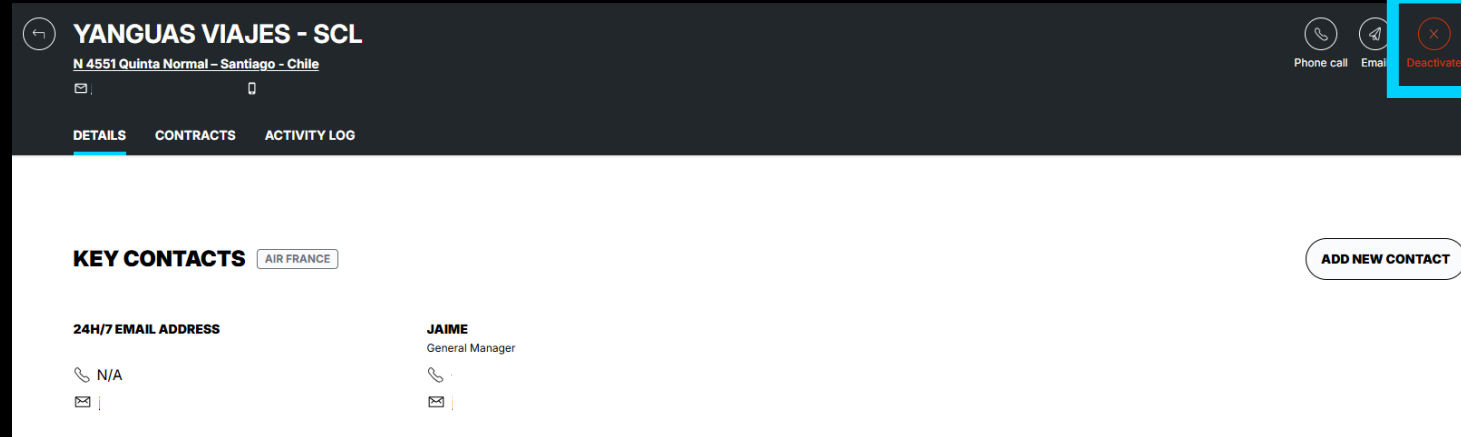
MANAGE TRANSPORTATION

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

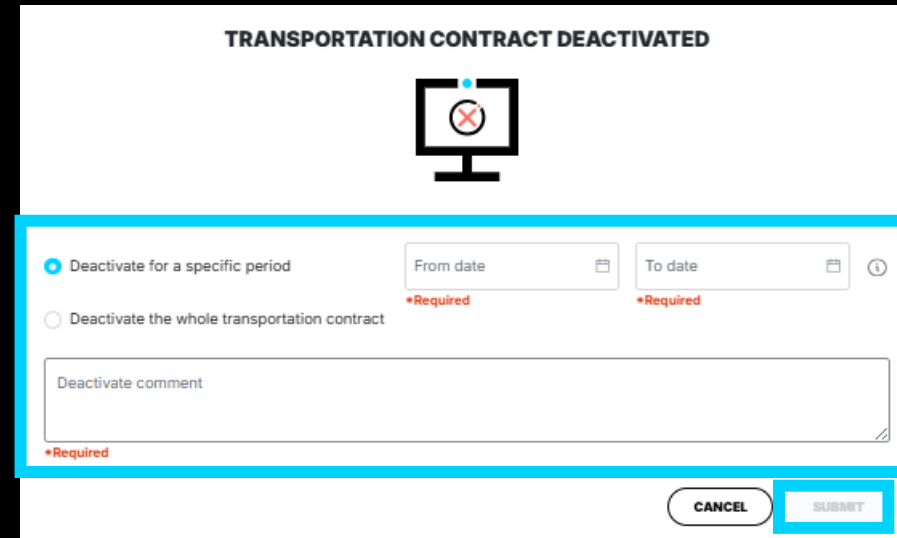
KEY CONTACTS AIR FRANCE

24H/7 EMAIL ADDRESS

JAIME
General Manager

Phone call Email **Deactivate**

ADD NEW CONTACT



TRANSPORTATION CONTRACT DEACTIVATED

Deactivate for a specific period From date To date
*Required *Required

Deactivate the whole transportation contract

Deactivate comment
*Required

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



THE TRANSPORTATION CONTRACT HAS
BEEN DEACTIVATED SUCCESSFULLY.



YANGUAS VIAJES - SCL

N 4551 Quinta Normal - Santiago - Chile



Phone call



Email



Deactivate

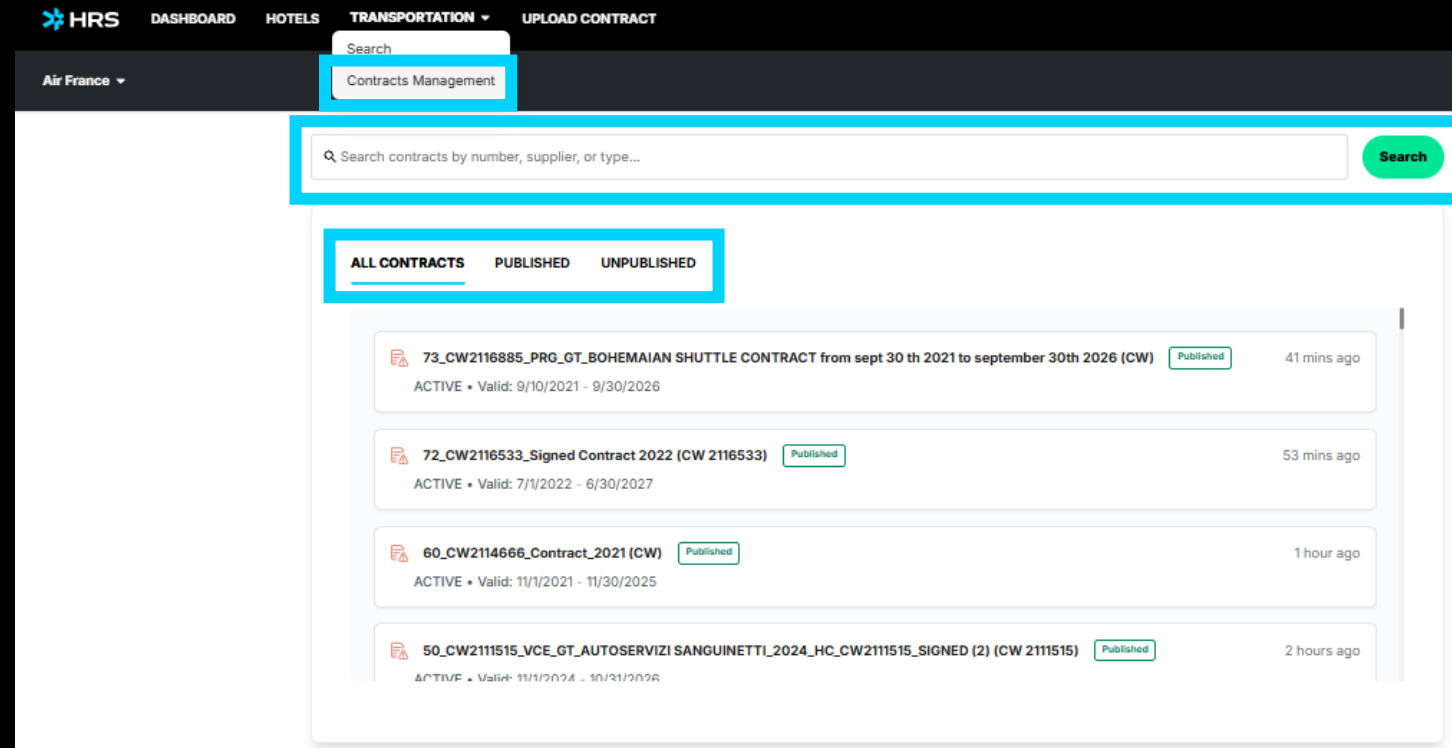
This transportation contract will be deactivated from 06.11.2025 to 06.11.2025. Any bookings made during this period will not be accepted.
Reason: no service available

SECTION 5

MANAGE TRANSPORTATION

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

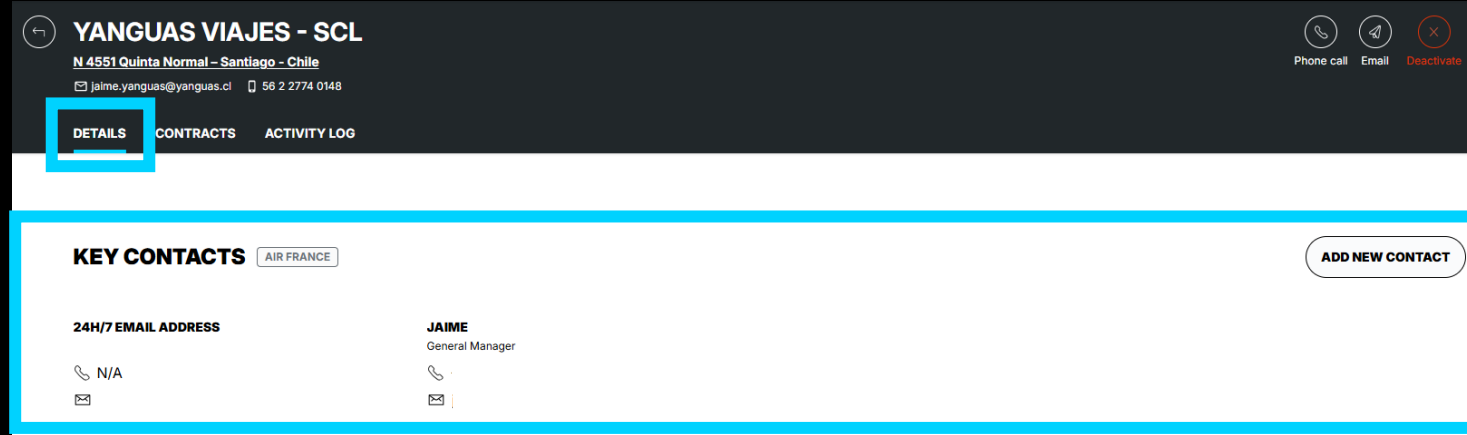
- Use the search to find contracts by number, provider or type
- Contracts are organized by All Contracts, Published and Unpublished
- Click on the contract to access it



SECTION 5.1

TRANSPORTATION DETAILS

Click on “Details” to access Key Contacts



The screenshot displays the profile page for "YANGUAS VIAJES - SCL". The header includes the company name, address "N 4551 Quinta Normal - Santiago - Chile", email "jaime.yanguas@yanguas.cl", and phone "56 2 2774 0148". Action buttons for "Phone call", "Email", and "Deactivate" are in the top right. A navigation bar below the header contains "DETAILS", "CONTRACTS", and "ACTIVITY LOG", with "DETAILS" highlighted by a red box. The main content area, also outlined in red, is titled "KEY CONTACTS" and includes a filter "AIR FRANCE". It lists "24H/7 EMAIL ADDRESS" as "N/A" and identifies "JAIME" as the "General Manager" with icons for phone and email. An "ADD NEW CONTACT" button is located in the top right of the contact list area.

YANGUAS VIAJES - SCL
N 4551 Quinta Normal - Santiago - Chile
jaime.yanguas@yanguas.cl | 56 2 2774 0148

Phone call | Email | Deactivate

DETAILS | CONTRACTS | ACTIVITY LOG

KEY CONTACTS AIR FRANCE ADD NEW CONTACT

24H/7 EMAIL ADDRESS
N/A

JAIME
General Manager
Phone | Email

SECTION 5.1

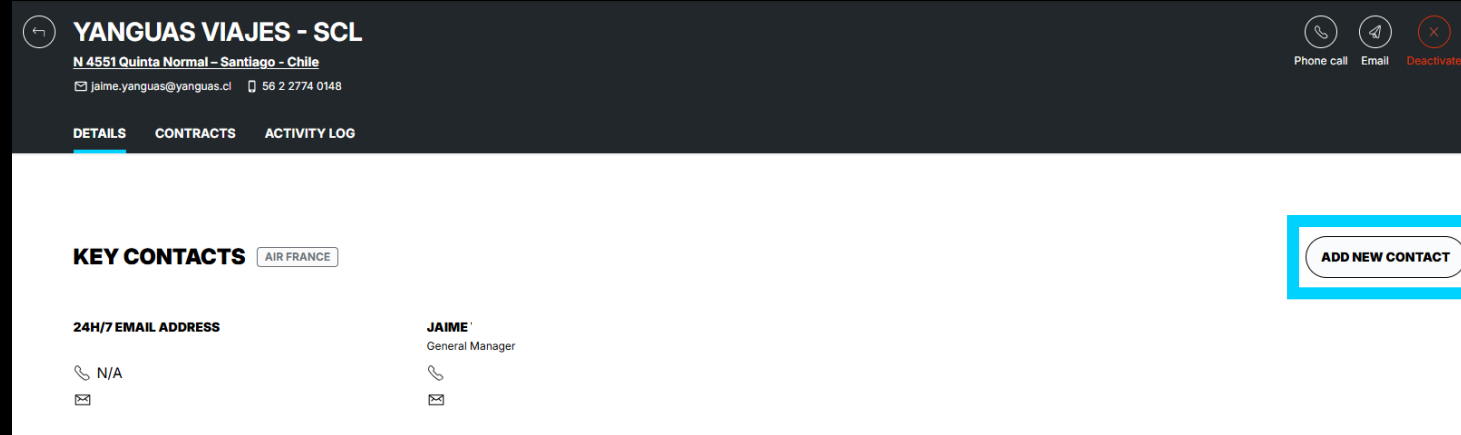
TRANSPORTATION DETAILS

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”



YANGUAS VIAJES - SCL
N 4551 Quinta Normal - Santiago - Chile
jaime.yanguas@yanguas.cl 56 2 2774 0148

Phone call Email Deactivate

DETAILS CONTRACTS ACTIVITY LOG

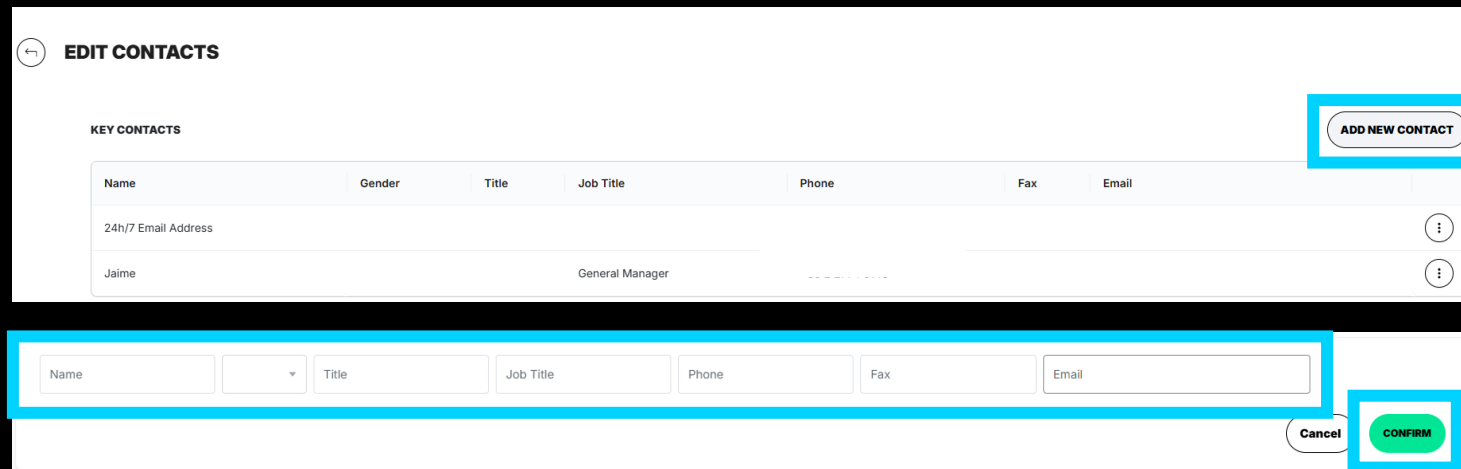
KEY CONTACTS AIR FRANCE

24H/7 EMAIL ADDRESS

N/A

JAIME
General Manager

ADD NEW CONTACT



EDIT CONTACTS

KEY CONTACTS

Name	Gender	Title	Job Title	Phone	Fax	Email
24h/7 Email Address						
Jaime			General Manager			

ADD NEW CONTACT

Name Gender Title Job Title Phone Fax Email

Cancel CONFIRM

SECTION 5.1

TRANSPORTATION DETAILS

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



CONTACT CREATED SUCCESSFULLY.



EDIT CONTACTS

KEY CONTACTS

ADD NEW CONTACT

Name	Gender	Title	Job Title	Phone	Fax	Email	
24h/7 Email Address							⋮
Jaime							⋮
Contact Name		Transportation Manager		111-111-1111		transportation.manager@email.com	⋮

KEY CONTACTS

AIR FRANCE

24H/7 EMAIL ADDRESS

📞 N/A
✉

JAIME

General Manager

📞
✉

CONTACT NAME

Transportation Manager

📞 111-111-1111
✉ transportation.manager@email.com

SECTION 5.1

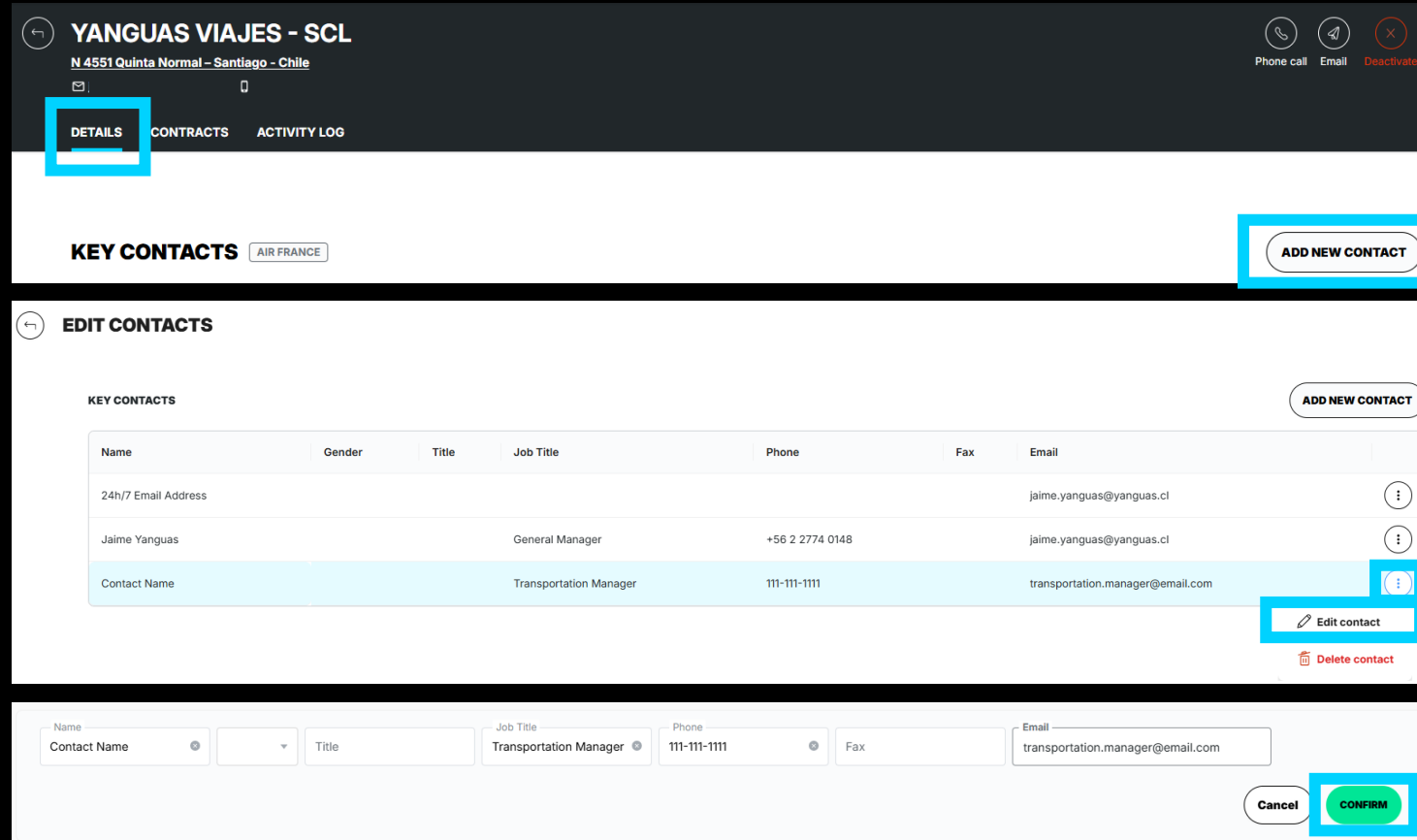
TRANSPORTATION DETAILS

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”



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

Phone call Email Deactivate

DETAILS CONTRACTS ACTIVITY LOG

KEY CONTACTS AIR FRANCE **ADD NEW CONTACT**

EDIT CONTACTS

KEY CONTACTS **ADD NEW CONTACT**

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

Edit contact **Delete contact**

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

Cancel **CONFIRM**



CONTACT UPDATED SUCCESSFULLY.



SECTION 5.1

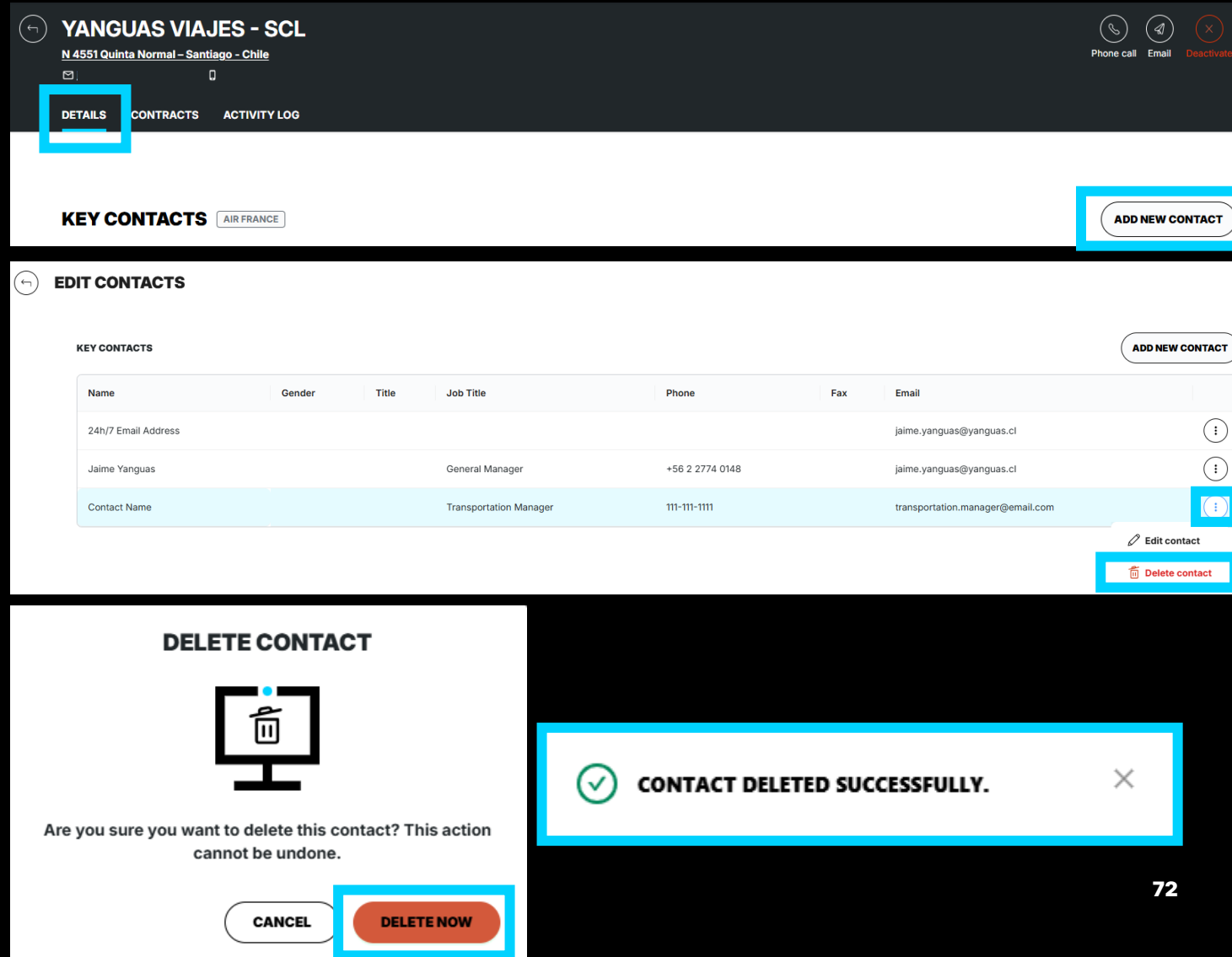
TRANSPORTATION DETAILS

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



The screenshot displays the HRS interface for managing contacts. At the top, the header shows "YANGUAS VIAJES - SCL" with a location "N 4551 Quinta Normal - Santiago - Chile". Below the header, there are tabs for "DETAILS", "CONTRACTS", and "ACTIVITY LOG". The "DETAILS" tab is selected. On the right side of the header, there are icons for "Phone call", "Email", and "Deactivate".

Below the header, there is a section titled "KEY CONTACTS" with a sub-label "AIR FRANCE". On the right side of this section, there is a button labeled "ADD NEW CONTACT".

Below the "KEY CONTACTS" section, there is a table titled "KEY CONTACTS". The table has columns for Name, Gender, Title, Job Title, Phone, Fax, and Email. The table contains three rows of contact information. The third row is highlighted in light blue. To the right of the table, there is a button labeled "ADD NEW CONTACT".

Below the table, there is a section titled "EDIT CONTACTS". It contains a table with the same columns as the "KEY CONTACTS" table. The third row is highlighted in light blue. To the right of the table, there is a button labeled "ADD NEW CONTACT".

Below the "EDIT CONTACTS" section, there is a button labeled "Delete contact".

Below the "Delete contact" button, there is a modal dialog titled "DELETE CONTACT". It features a trash can icon and the text "Are you sure you want to delete this contact? This action cannot be undone." Below the text, there are two buttons: "CANCEL" and "DELETE NOW".

Below the "DELETE CONTACT" modal, there is a success message box with a green checkmark icon and the text "CONTACT DELETED SUCCESSFULLY.".

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

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

SECTION 5.2

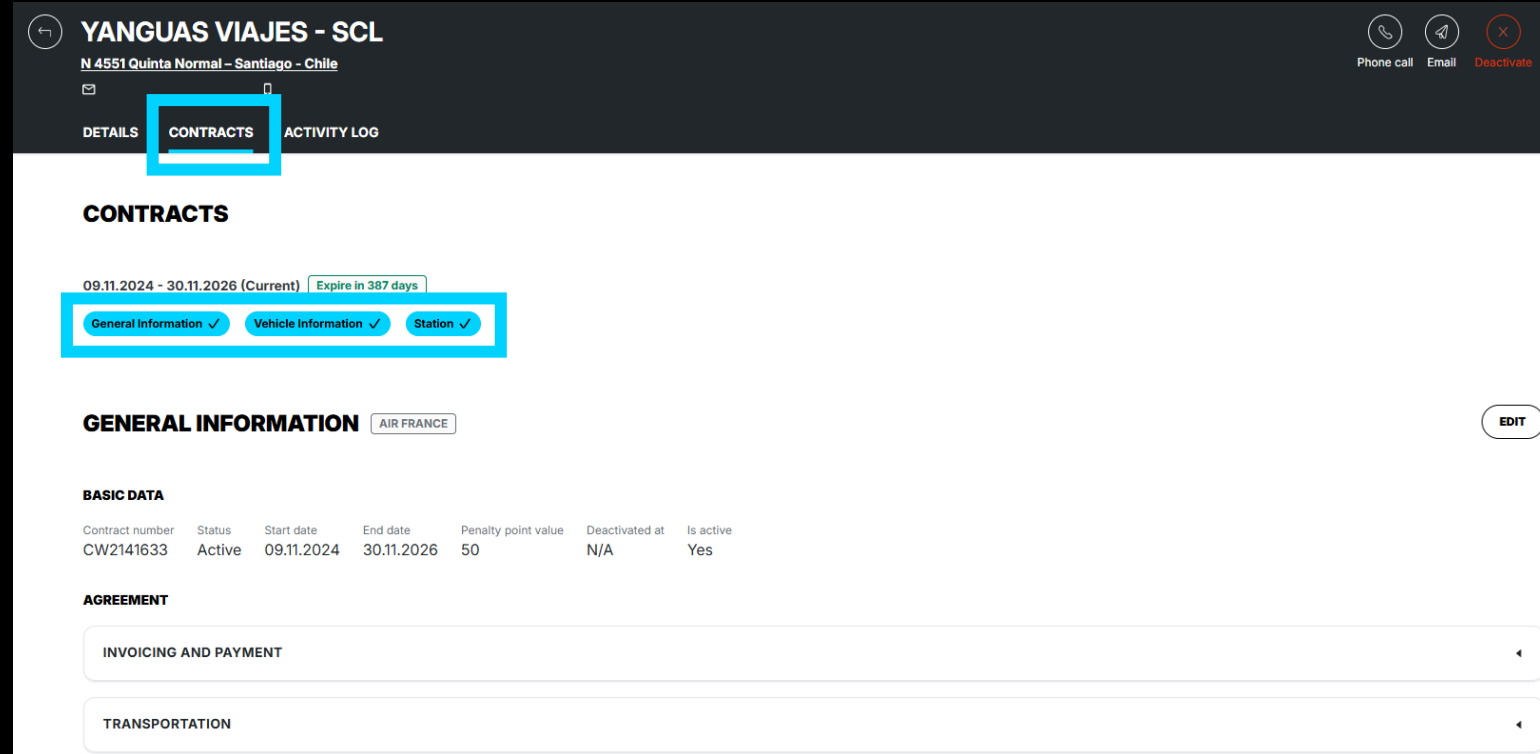
TRANSPORTATION CONTRACTS

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 EDIT

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

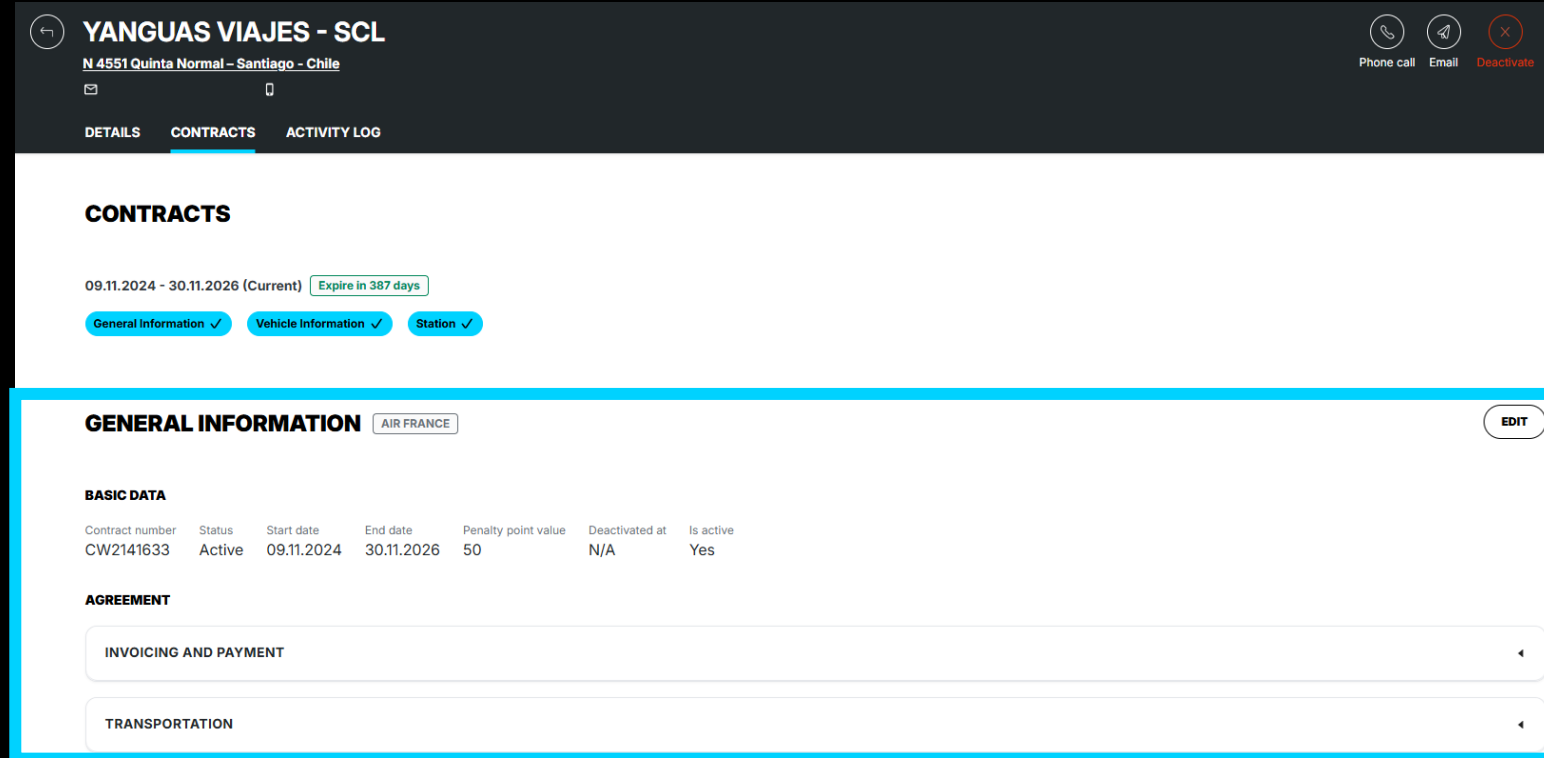
TRANSPORTATION

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

Phone call Email Deactivate

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 EDIT

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

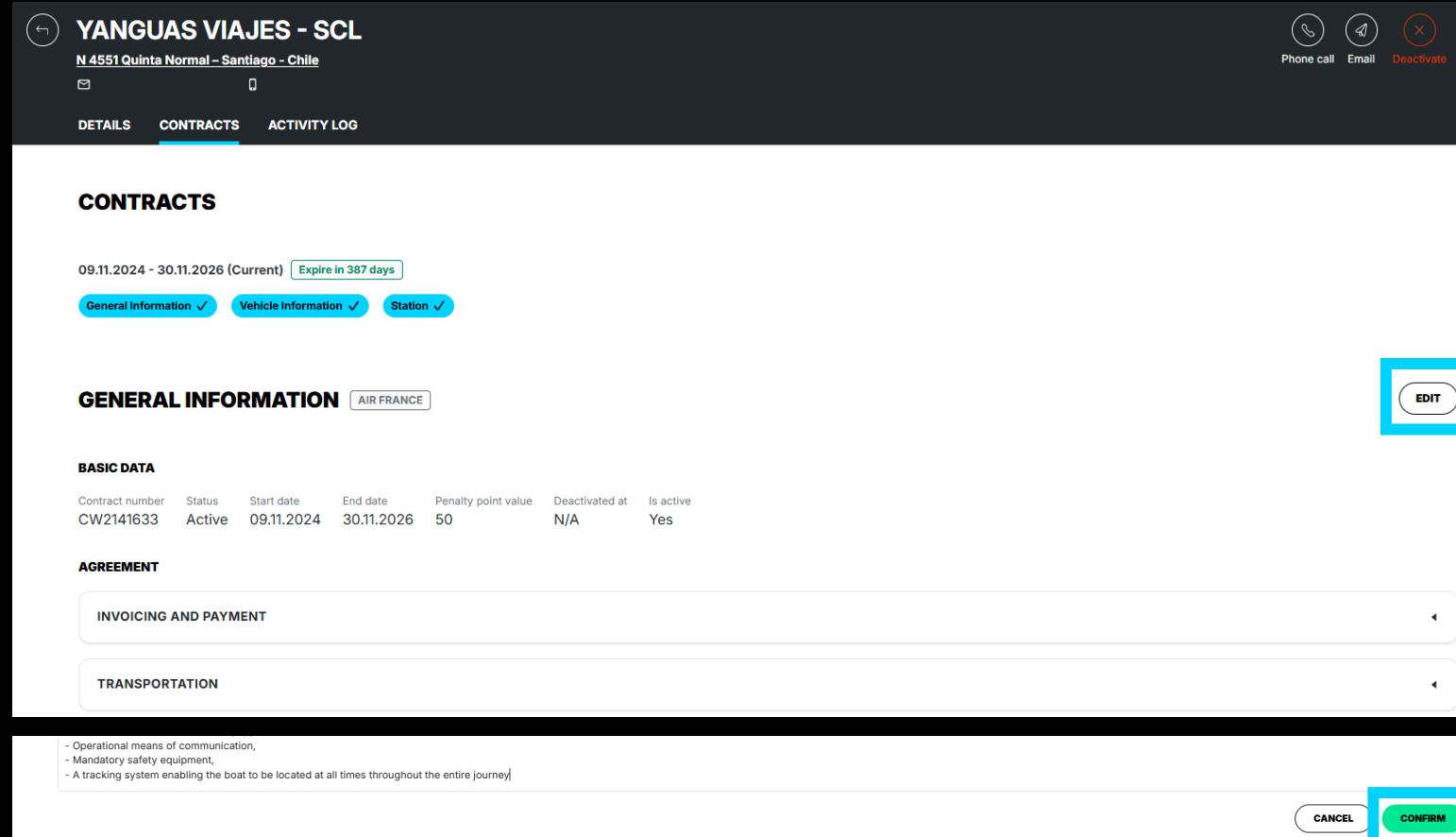
TRANSPORTATION CONTRACTS

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

Phone call Email Deactivate

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 EDIT

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



UPDATE TRANSPORTATION INFORMATION

SUCCESSFULLY



SECTION 5.2

TRANSPORTATION CONTRACTS

- Station section includes:
- Station information

←

YANGUAS VIAJES - SCL

N 4551 Quinta Normal - Santiago - Chile

✉

📱

DETAILS

CONTRACTS

ACTIVITY LOG

STATION

AIR FRANCE

SCL

MANDARIN ORIENTAL, SANTIAGO (HOTEL CORPORATION OF CHILE S.A.) - SCL

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

ADD VEHICLE

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

SECTION 5.2

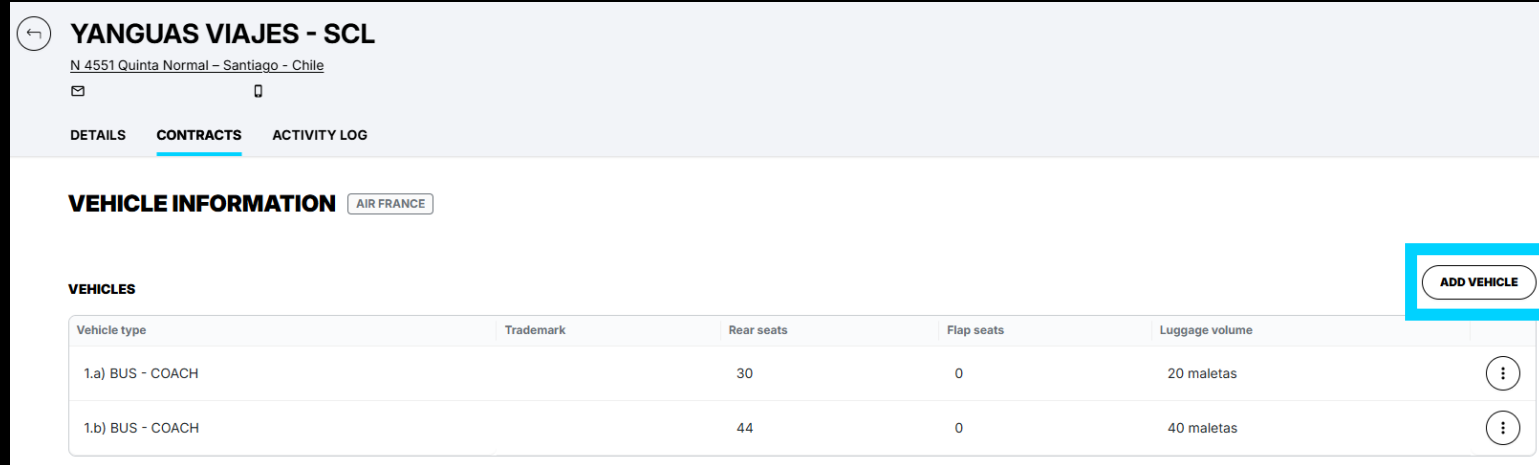
TRANSPORTATION CONTRACTS

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

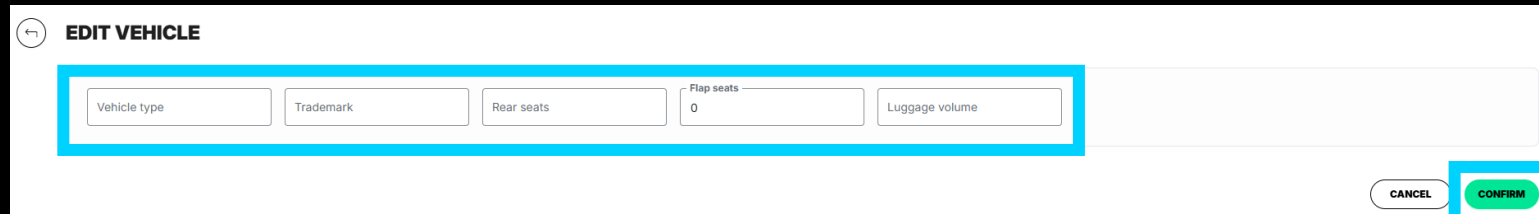
DETAILS **CONTRACTS** ACTIVITY LOG

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

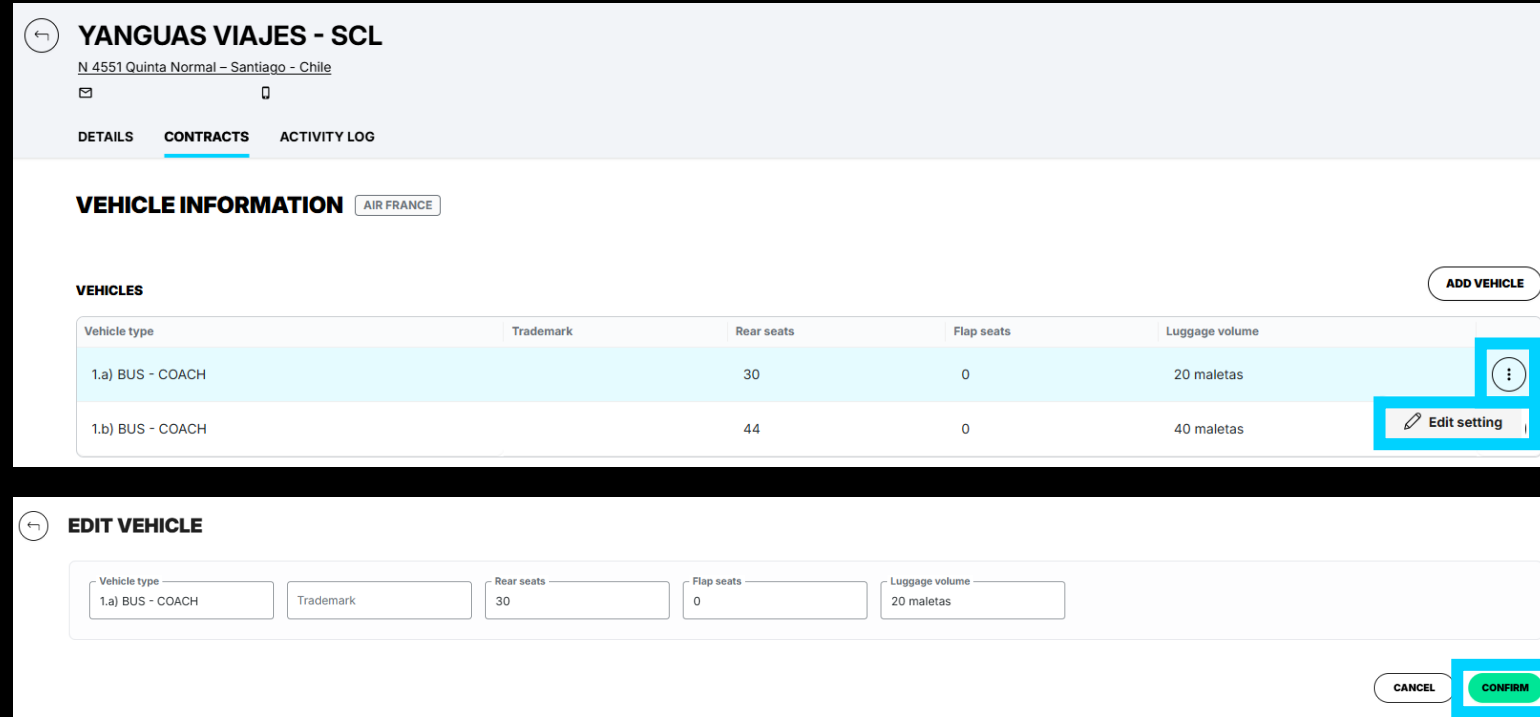
TRANSPORTATION CONTRACTS

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”



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DETAILS **CONTRACTS** ACTIVITY LOG

VEHICLE INFORMATION AIR FRANCE

VEHICLES ADD VEHICLE

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

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	✓	✓	✓	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	✓	✓	✓	26.09.2025

SECTION 5.2

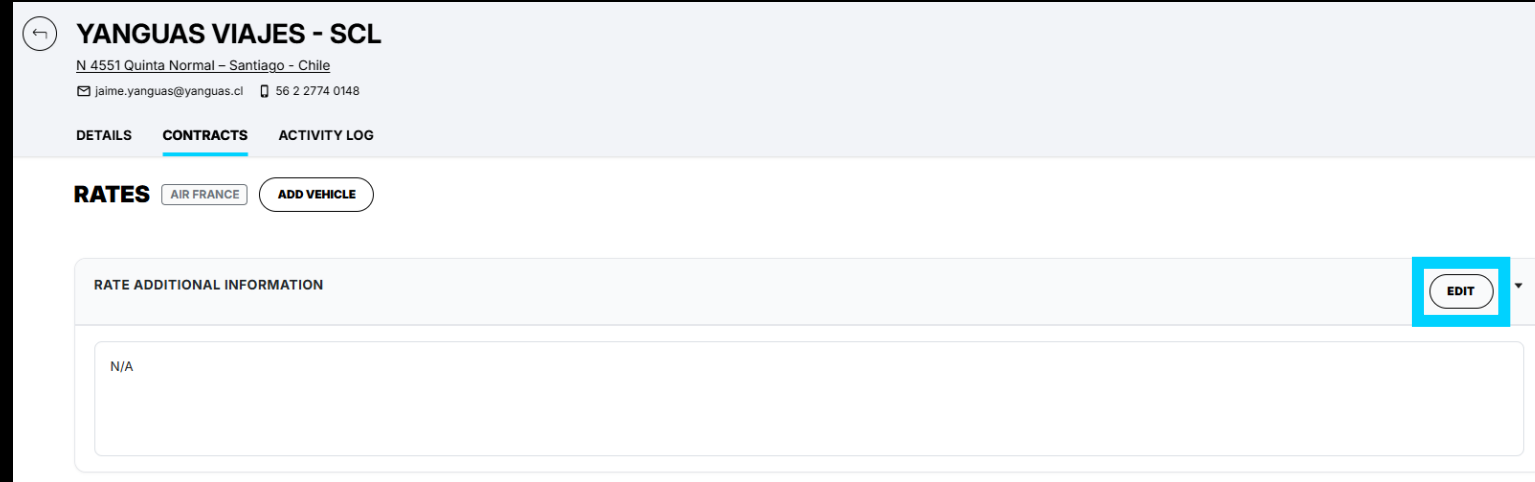
TRANSPORTATION CONTRACTS

To edit the rate additional information:

Step 1: Click on “Edit”

Step 2: Adjust the information

Step 3: Click on “Save”



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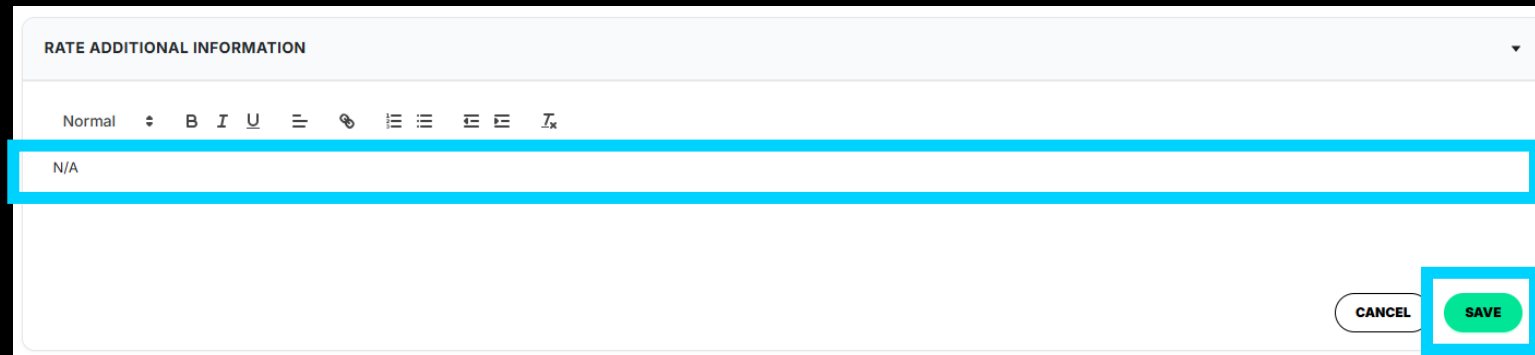
DETAILS **CONTRACTS** ACTIVITY LOG

RATES AIR FRANCE ADD VEHICLE

RATE ADDITIONAL INFORMATION

EDIT

N/A



RATE ADDITIONAL INFORMATION

Normal B I U ☰ 🔗 ☰ ☰ ☰ ☰ ☰

N/A

CANCEL SAVE



RATE POLICY SAVED SUCCESSFULLY



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”


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DETAILS
 CONTRACTS
 ACTIVITY LOG

RATES

AIR FRANCE
 ADD VEHICLE

RATE ADDITIONAL INFORMATION

EDIT


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
 ☐ Recoverable
 +

FEES

Type
 Percent
 Amount
0
 Comment
 +

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

CANCEL
 CONFIRM



SAVE CHANGE RATE SUCCESS



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 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

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
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"/>	

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)

CANCEL CONFIRM

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”

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

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	⋮
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"/>		Duplicate Delete




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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 Phone call
  Email
  Deactivate

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DETAILS
CONTRACTS

ACTIVITY LOG

ACTIVITY LOG

AIR FRANCE

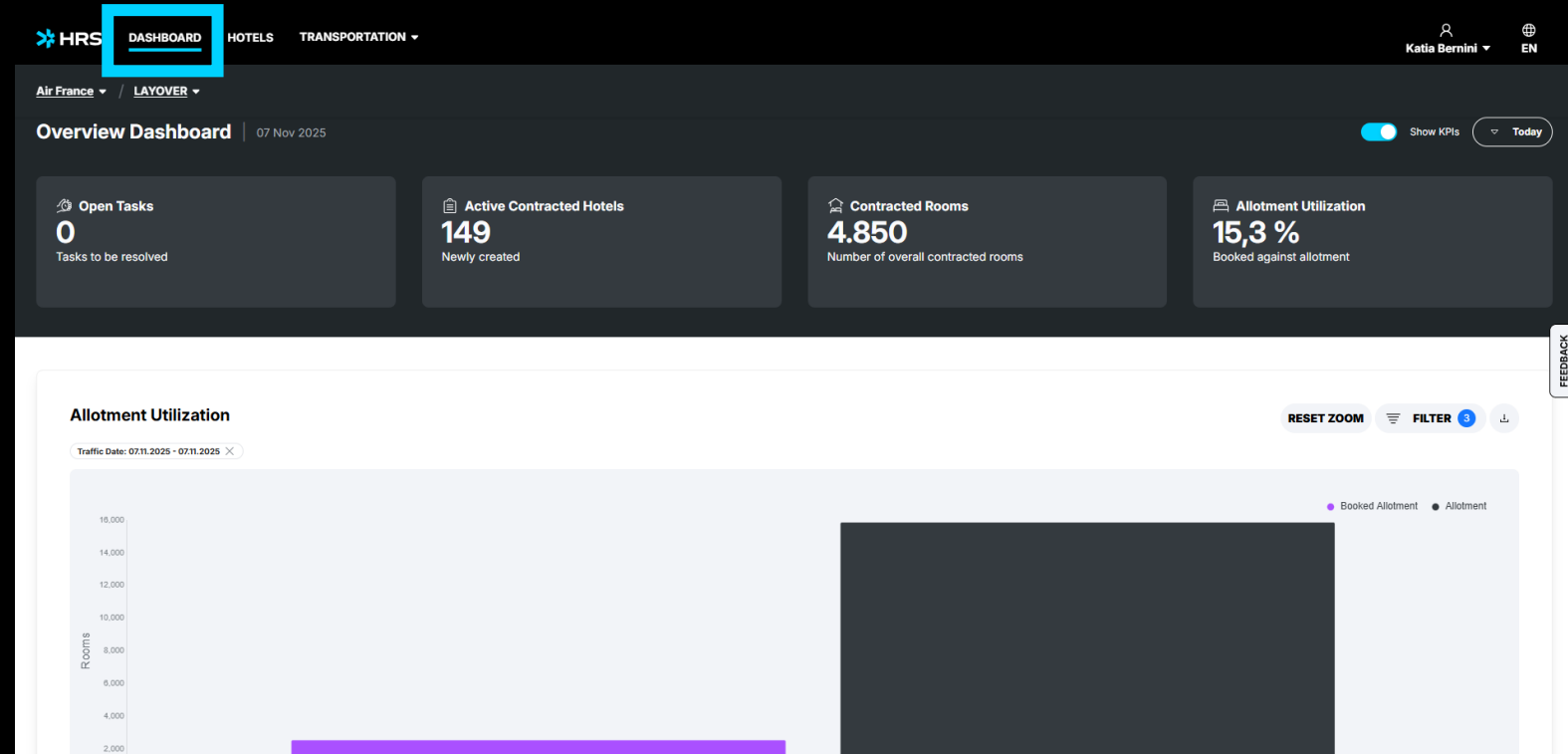
Action date	Contract status	Category	Action	Field name	Traffic date	Old value	New value	Process by
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	Edit	LuggageVolume			Operated with luggage trailers	System
07.11.2025 05:08 AM	Transportation_Contract	Vehicle	ActivityAction.Create	VehicleType			VOLKSWAGEN (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

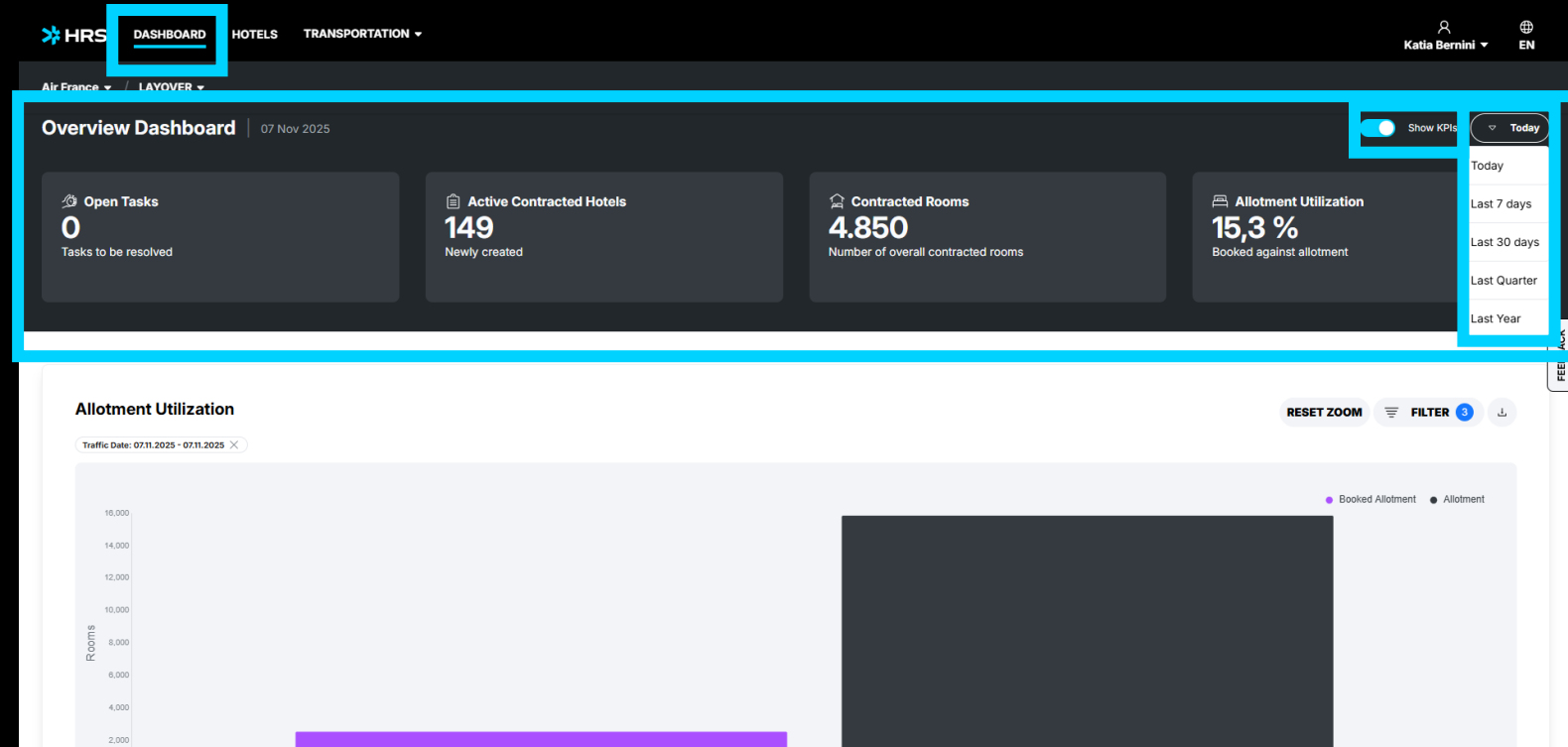


SECTION 6

DASHBOARD

→ Overview Dashboard section shows the most important KPIs including:

- Open Tasks
- Active Contracted Hotels
- Contracted Rooms
- Allotment Utilization



Tips:

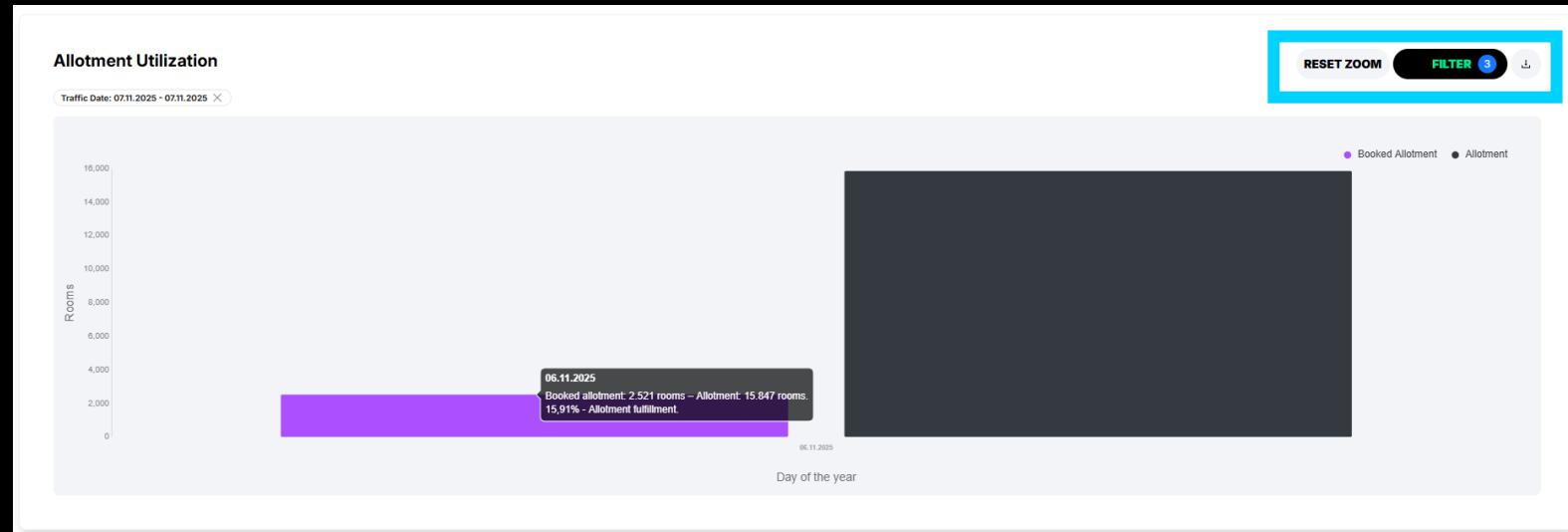
1. Use the toggle to show or hide this section
2. Use the dropdown to check the KPIs related to different periods

→ 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



FILTER

X

HOTEL NAME

Hotel name ▼

DESTINATION

Destination ▼

HOTEL CHAIN

Hotel chain ▼

TRAFFIC DATE

07.11.2025 📅

07.11.2025 📅

CANCEL

APPLY

SECTION 6

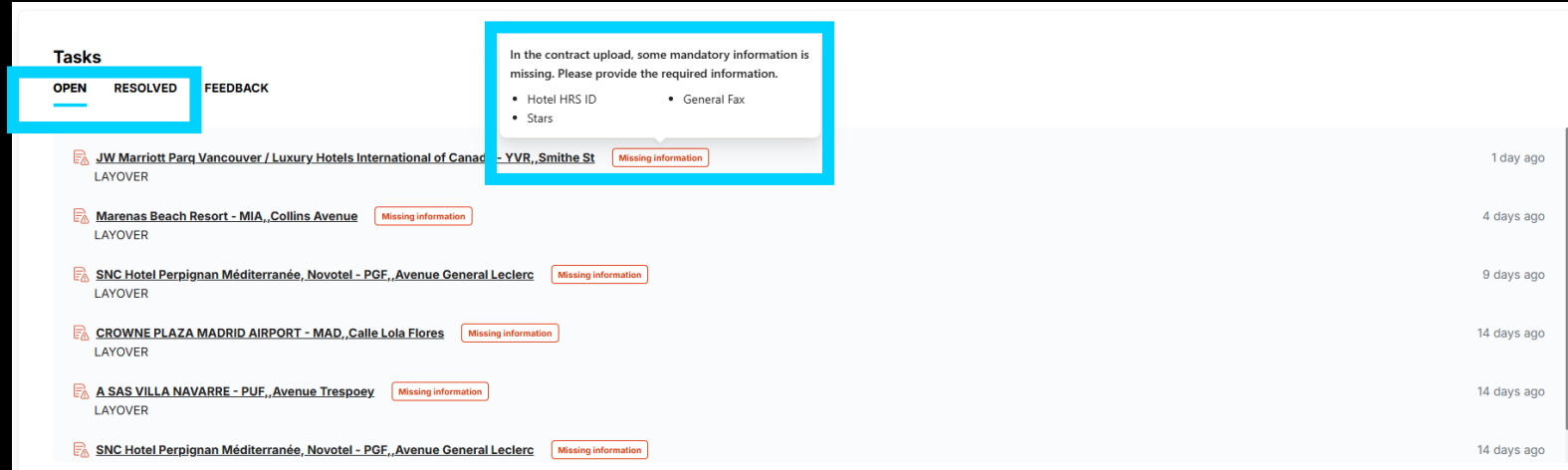
DASHBOARD

→ Task section includes tabs showing :

- Open tasks
- Resolved tasks

Tip:

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

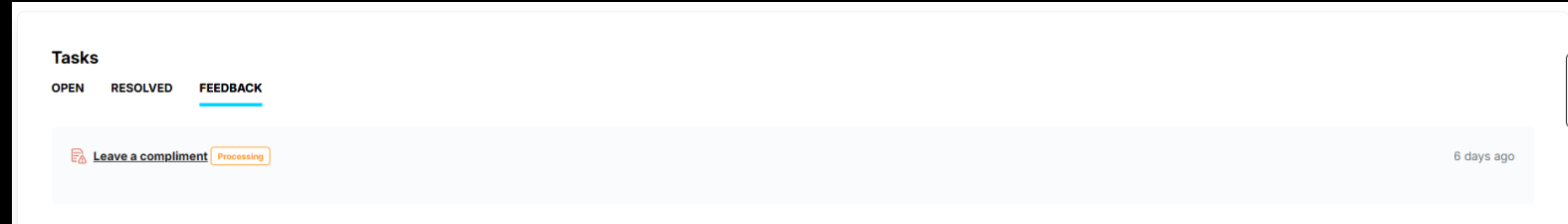


The screenshot displays the 'Tasks' section of the HRS dashboard. It features three tabs: 'OPEN' (selected), 'RESOLVED', and 'FEEDBACK'. A tooltip is visible over the 'Missing information' button for the first task, stating: 'In the contract upload, some mandatory information is missing. Please provide the required information.' The tooltip lists two items: 'Hotel HRS ID' and 'Stars'. Below the tabs, a list of tasks is shown, each with a hotel name, location, and a 'Missing information' button. The tasks are:

- JW Marriott Parq Vancouver / Luxury Hotels International of Canada - YVR, Smithe St. LAYOVER. Missing information. 1 day ago.
- Marens Beach Resort - MIA, Collins Avenue. LAYOVER. Missing information. 4 days ago.
- SNC Hotel Perpignan Méditerranée, Novotel - PGF, Avenue General Leclerc. LAYOVER. Missing information. 9 days ago.
- CROWNE PLAZA MADRID AIRPORT - MAD, Calle Lola Flores. LAYOVER. Missing information. 14 days ago.
- A SAS VILLA NAVARRE - PUF, Avenue Trespoey. LAYOVER. Missing information. 14 days ago.
- SNC Hotel Perpignan Méditerranée, Novotel - PGF, Avenue General Leclerc. LAYOVER. Missing information. 14 days ago.

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

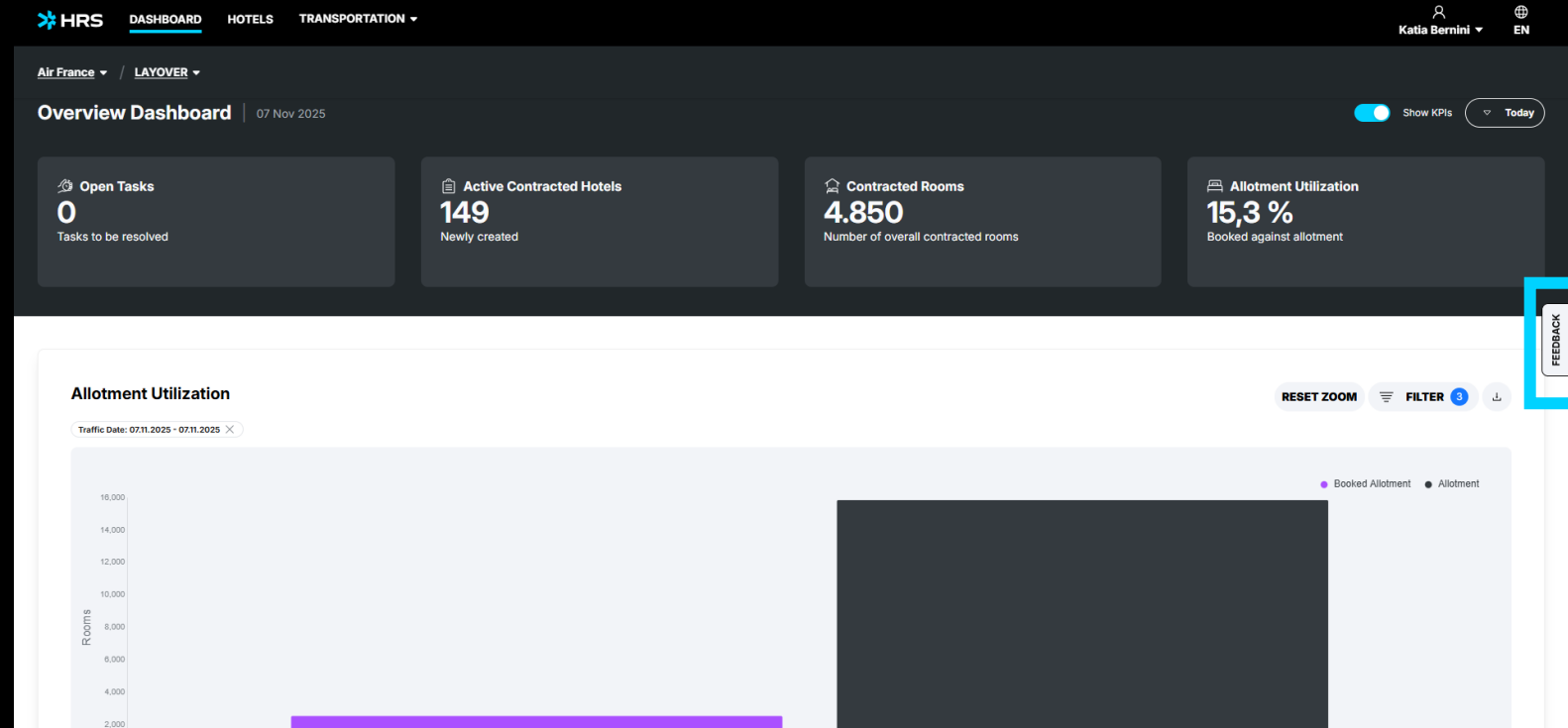


SECTION 7

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

Leave a compliment

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