HRS CREW SUPPLIER PLATFORM
PARTNERS USER GUIDE

JANUARY 2026

HRS

CONTENT

HRS

CONTENT

✳ HRS

SECTION 1
HRS & AIR FRANCE PARTNERSHIP

Air France will start booking accommodation and transportation services with the HRS Crew Platform in January 2026.

Hotel and transportation contracts were uploaded into the HRS Contract & Allotment Management System and all bookings will follow the contract terms and conditions.

HRS Crew Platform connects directly with Air France's crew scheduling system to book rooms and transportation services automatically – creating seamless journeys.

SECTION 1
HRS & AIR FRANCE PARTNERSHIP

HRS will send email communication regarding bookings, changes and requests to supplier.

All suppliers will have access to the HRS Crew Supplier Platform to check current, past and future bookings, view and download crew rooming lists and approve or deny extra room requests and get more information about arriving and departing flights.

Payments will be processed according to contracted terms with Air France and invoice processes will be supported by HRS – invoices should be sent by the end of each month to airline.invoice@hrs.com in PDF format.

SECTION 2
SIGN IN

Step 1: An email will be sent by HRS regarding crew reservations. The attachment will show the list of bookings for the informed period.

Step 2: Click on the link to access the HRS Crew Supplier Platform

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SECTION 2
SIGN IN

Step 3: Enter your email address

Step 4: Click on "Send verification code"
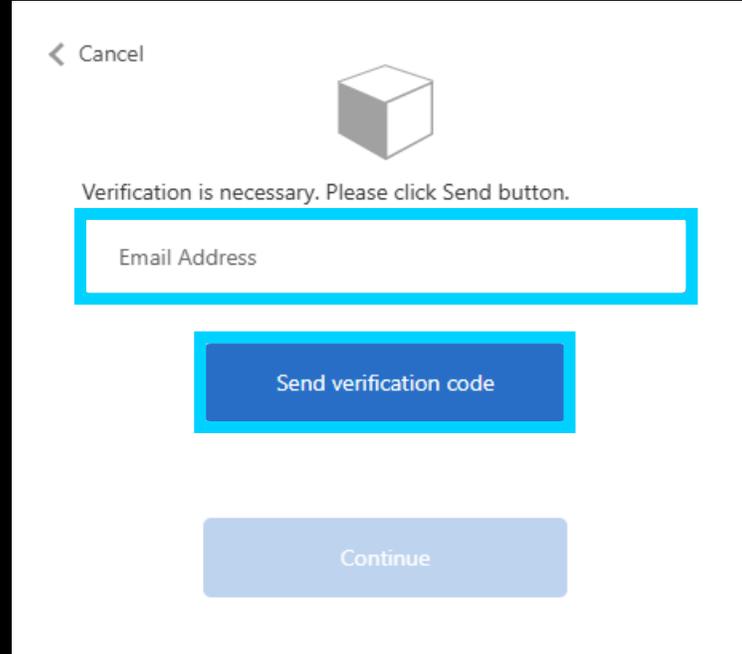
![HRS logo]

SECTION 2
SIGN IN

Step 5: You will receive a code via email

Step 6: Enter the email address and the code

Step 7: Click on "Verify code"

Verify your email address

Thanks for verifying your   account!

Your code is: 224049

Sincerely,
HRS BPA

‹ Cancel

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

Continue
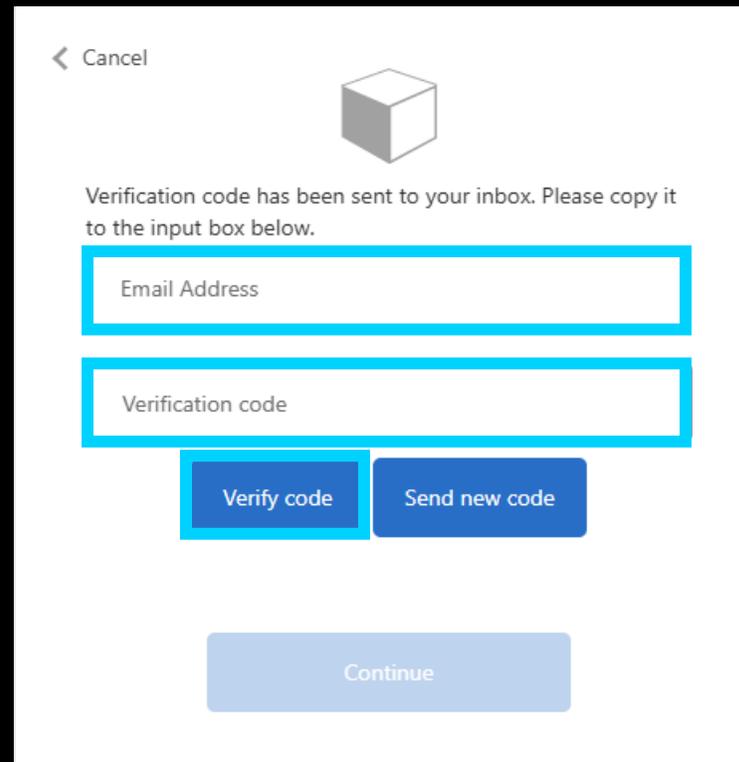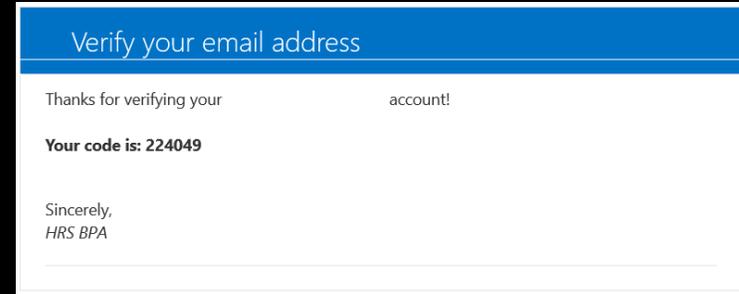
SECTION 3
HOTELS OVERVIEW

Click on the "Hotels Overview" tab to access:

→ Daily Hotel Overview

→ Flight Information

→ Check:
- Expected check-ins
- In-house crew
- Expected check-outs

→ Download Rooming List

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SECTION 3
HOTELS OVERVIEW

→ Click on the day to select a date directly on the calendar

→ Click on "Download today's rooming list" to download the crew rooming list in PDF
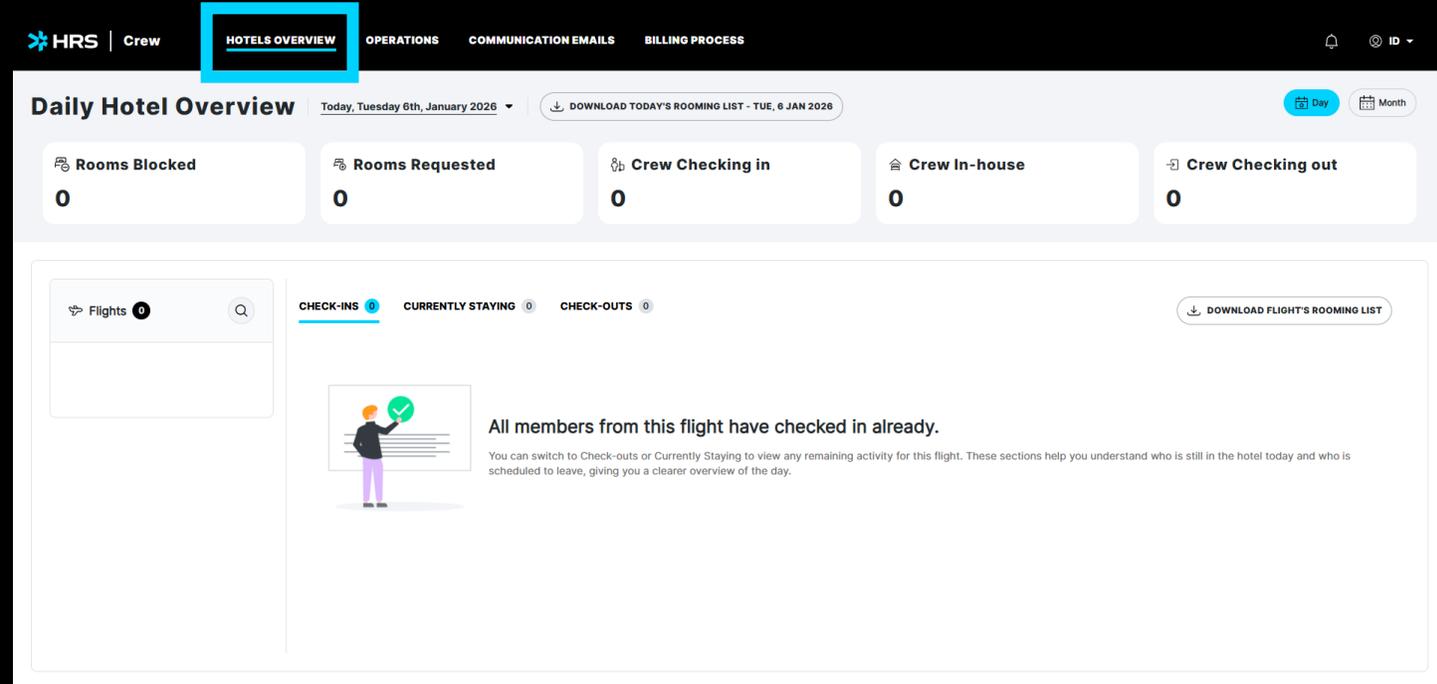
SECTION 3
HOTELS OVERVIEW

The Daily Hotel Overview will show the following information for the selected day:

→ Rooms blocked (allotment)

→ Rooms requested

→ Crew checking in

→ Crew in-house

→ Check checking-out

SECTION 3
HOTELS OVERVIEW

The related flights of the day will be displayed below

→ Click on each flight to access more information:

- Use the check-in, currently staying and check-out tabs to access more details
- Click on download flights rooming list to get the crew rooming list by flight in PDF

SECTION 3
HOTELS OVERVIEW

To access a month view:

Step 1: Click on "Month"

Step 2: Select the desired month – all metrics will be automatically updated - each day will show the number of:

→ Contracted rooms (allotments)

→ Booked rooms (consumption)

→ Room requests (additional rooms)
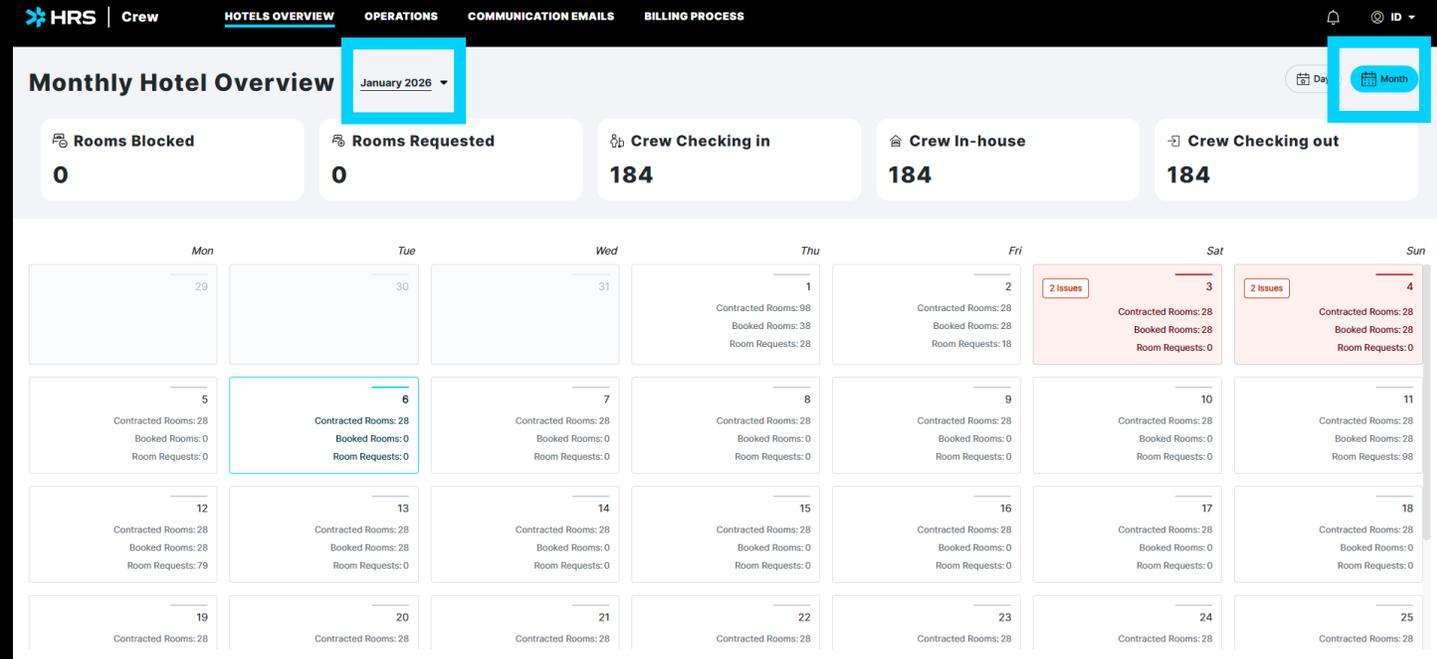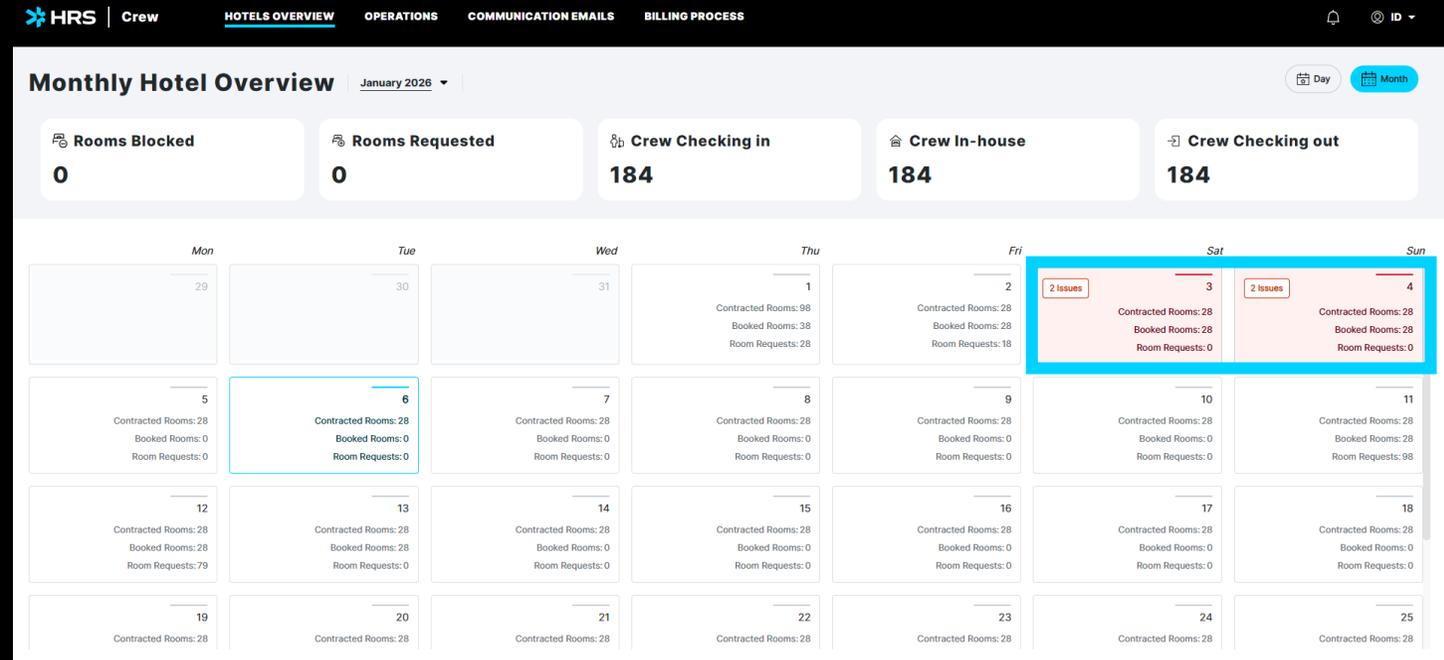
SECTION 3
HOTELS OVERVIEW

To access and fix issues:

Step 1: Select the daily view and choose the specific day

Step 2: The flights with issues will be identified in red. Click on the flight.

Step 3: The explanation will be shown. Click on "Go to issue"

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SECTION 3
HOTELS OVERVIEW

You will be taken to the Operations tab to proceed:

Step 4: Check the request – highlighted in red

Step 5: Click on "Reject" or "Approve" and your action will automatically be applied and the issue will be cleared

SECTION 4
OPERATIONS

Click on Operations to get a booking overview

→ Use the arrows to change the month

SECTION 4
OPERATIONS

Click on Operations to get a booking overview

→ The flight list is divided by:

- Action needed (in red)- where your action is required
- All clear (in green) – automation process has been completed successfully

→ Use filters to narrow down the results

→ Click on the month drop down to change the view period

SECTION 4
OPERATIONS

Click on the flight to view:

→ Flight details

→ Crew changes

→ Issues

→ Crew details

→ Download rooming list

SECTION 5
TRANSPORTATION OVERVIEW

To access the transportation information members all information about transportation will be available on the Operations tab by clicking on "Transport"

→ The flight list is divided by:

- Action needed (in red)- where your action is required

- All clear (in green) – automation process has been completed successfully

SECTION 5
TRANSPORTATION OVERVIEW

Click on the flight to view:

→ Flight details

→ Crew changes

→ Issues

→ Crew details

→ Download rooming list

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SECTION 5
DRIVER ID

ⓘ
Reminder of the KARASHI and ABIDJAN Jurisprudence:
The employer is civilly responsible for the safety of his employees expatriated abroad when he is aware of a risk and/or does not take sufficient measures to preserve their safety in the face of danger, including outside working hours. In terms of social responsibility, Article L. 4121-1 of the Labor Code clearly prescribes a general safety obligation for employers: the employer takes the necessary measures to ensure the safety and protect the physical and mental health of workers.

AIRFRANCE

What is Driver ID?

Security and traceability tool for Air France Crew

Driver ID's Objective

To secure the transport of crew from planes or terminals to hotels and from hotels to planes or terminals

Is this tool part of HRS technology?

No. Driver ID development and maintenance is carried out by a different provider. Let us know if you don't have access.

SECTION 5
DRIVER ID

Driver ID is an application for referencing and managing service providers in charge of crew transport during stopovers.

This iPad application, deployed on the Cabin Pads of cabin crew and Pilot Pads of pilots, allows crews to check the identity of drivers and check their status.

Overview

Purpose:

Shuttle driver recognition

Main Functions:

→ QR Code scanner for identity display + driver photo

→ List of secure drivers

Technologies:

IHMs

→ Air France Driver ID (driverapp.net)

→ Android APP

DRIVER ID
CREW DRIVER CHECKING PROCESS

Each crew member possess an IPAD in which DRIVER ID is installed

The shuttle driver presents his document to the crew

Driver ID AIRFRANCE

The crew open Driver ID
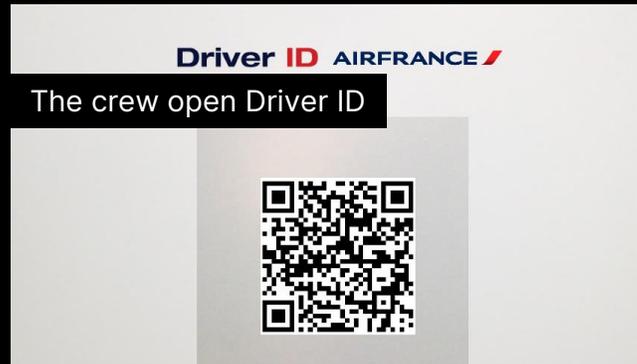
The driver QR code is scanned by the crew to check the driver's status

Using the dedicated Driver ID application, the crew can flash the code to decipher it locally

no internet connection required

The data will be clearly displayed:
❶ Station data,
❷ Driver surname,
❸ Driver first name
❹ Driver photo

for verification as well as the date/time of synchronization of the station data.

Chauffeur autorisé

Nom
DU VAL
Prénom
JONATHAN
Escale
000
Navette
...

☑ The driver is validated and the crew goes in the driver's car

Chauffeur révoqué

Nom
POURCEL
Prénom
BLANDINE
Escale
000
Navette
AF
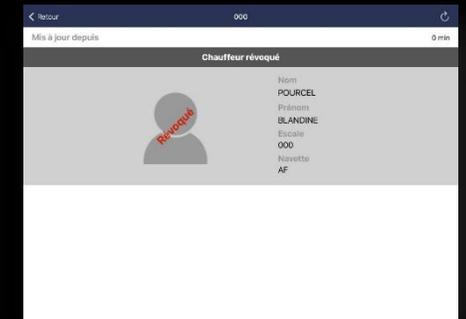
☒ The driver is banned and the crew doesn't go in the driver's car

DRIVER ID
IMPORTANT INFORMATION

The crew can check the driver's details in advance to recognize easier their allocated drivers
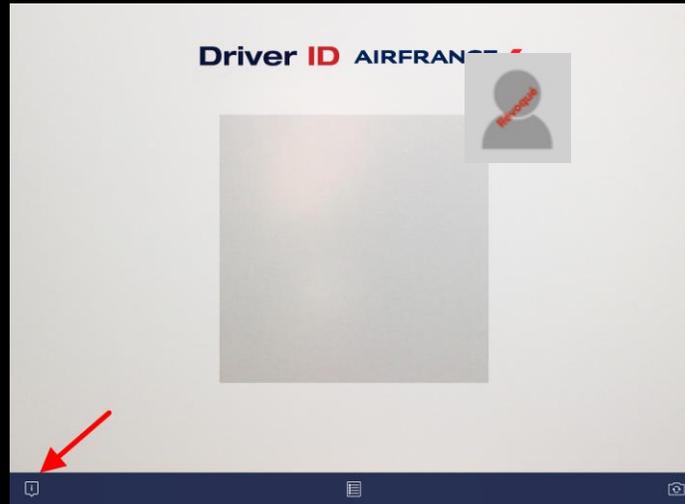
WARNING messages can be sent by DRIVER ID to the crew IPAD application

If the driver is banned, this warning message recommend to the crew:

❶ To not go in the shuttle
❷ To contact straight the transporter or to contact the station leader by phone to sort out an alternative solution
❸ To signal all the details of the issue with a written formal security PR via **eCare** application
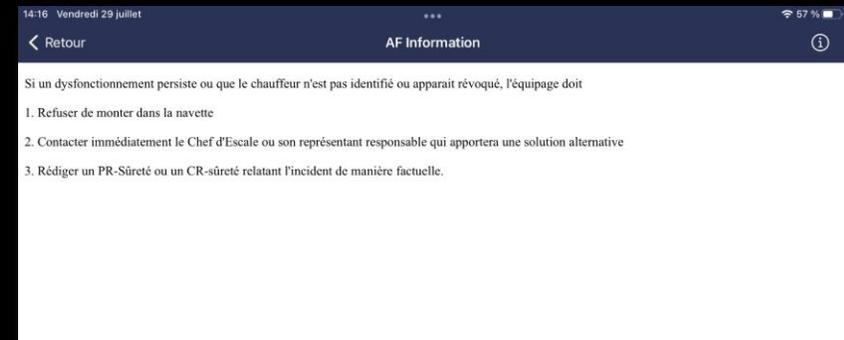
DRIVER COMPANY
ACCESS AND MANAGEMENT

Each driver's company partner with Air France will get access to this tool to enter their driver's information

Log into DRIVER ID with:

❶ Station name
❷ Login
❸ Password

Manage drivers allocated to Air France crew transportation by:

❶ Creating in the application the qualified driver's profile
❷ Adding the right qualified driver to Air France crew transportation
❸ Ban any disqualified driver from Air France crew transportation

![HRS]

DRIVER COMPANY
REGISTRATION PROCESS
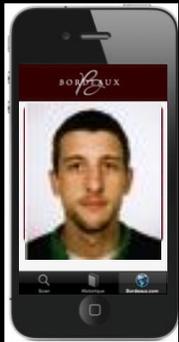
1 Take pictures of drivers / agents using a webcam or smartphone

2 List all qualified drivers and enter their data

3 Ensure that each registered driver qualified for crew transportation have printed is identification document

4 The driver presents his document to the crew

All data entered is automatically sent to the Driver ID application on IPAD tablets equipped with the application.

SECTION 6
COMMUNICATION EMAILS

All email contacts available were gathered from the contract and/or entered by Air France's procurement team.

To check the email addressed on file to receive communication regarding crew bookings:

→ Click on "Communication emails" and the list of email addresses, periods and types of emails being sent will be displayed
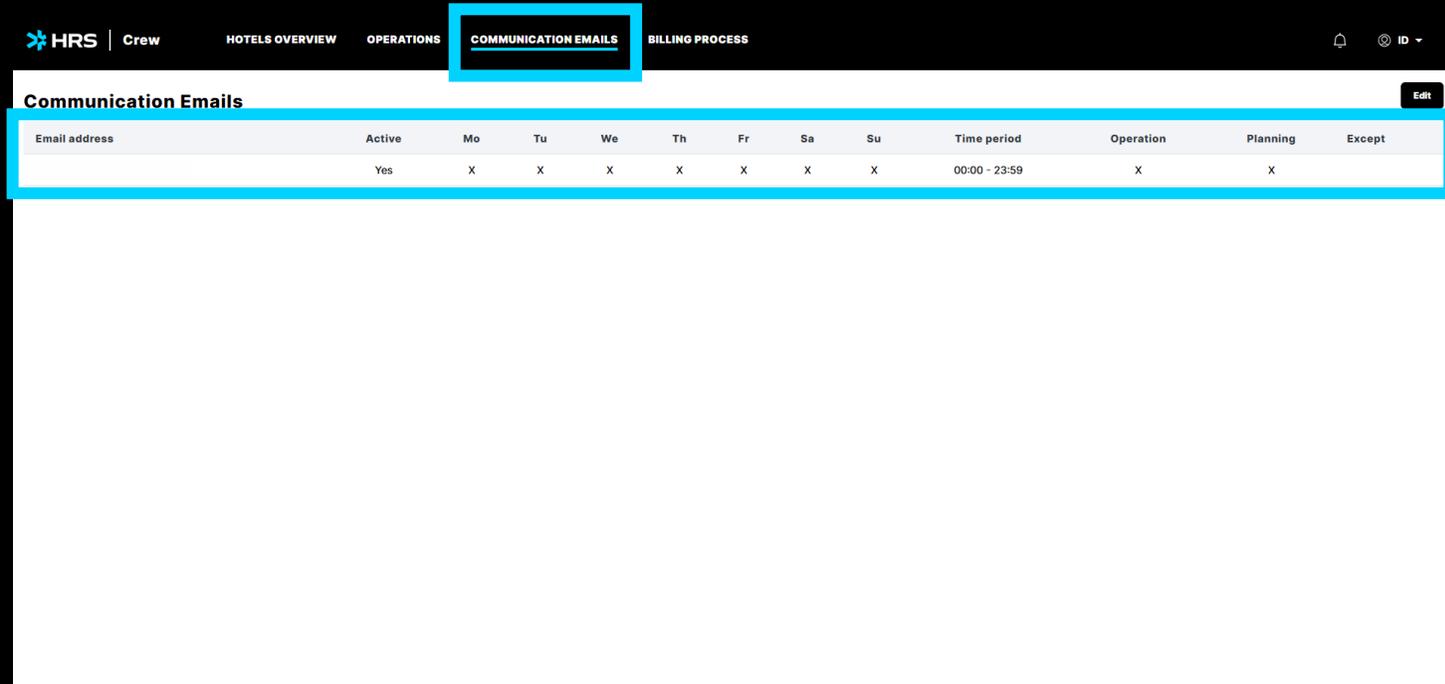
SECTION 6
COMMUNICATION EMAILS

Attention!

Make sure to add all relevant stakeholder information is always updated and ensure email time frames are covering 24 hours a day, 7 days a week, 365 days a year.

To add new email address, edit or delete email contacts from receiving communication. Click on "Edit" to get started.
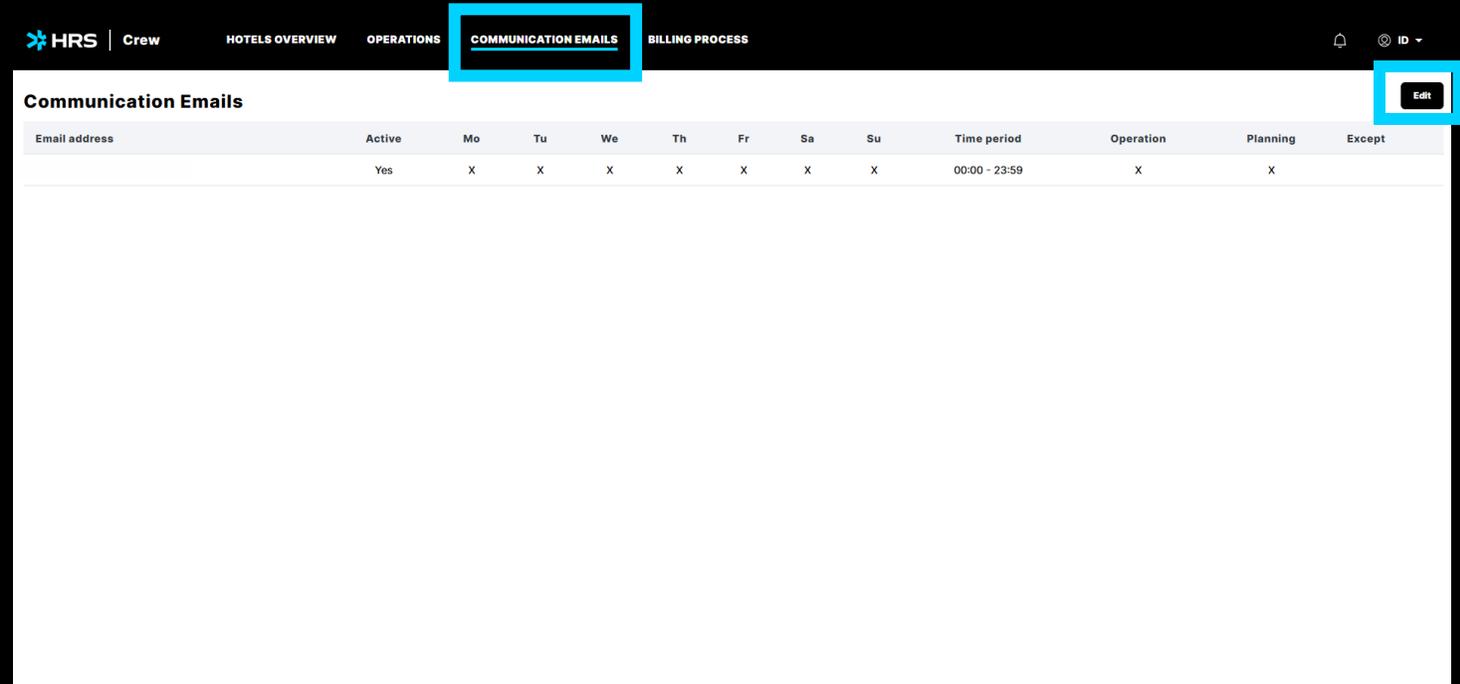
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SECTION 6
COMMUNICATION EMAILS

To add new contacts:

Step 1: Click on "Add New"

Step 2: Enter the required information

Step 3: Click ok "Save" and the contact will start receiving the upcoming communication emails

Tip:

→ Operation emails: Contain information about changes, updates and cancellations

→ Planning emails: Contain general information about next month's reservations

SECTION 6
COMMUNICATION EMAILS

To edit an email contact:

Step 1: Click on the check box to select email address

Step 2: Adjust the information displayed above

Step 3: Click ok "Save"

Info:

Email addresses can't be changed – in this case, add a new email and delete the previous one or deactivate it

SECTION 6
COMMUNICATION EMAILS

To delete emails from receiving communication:

Step 1: Click on the check box to select the email address

Step 2: Click on "Delete"

Step 3: Click on "Yes" to confirm the action

SECTION 7
BILLING PROCESS

To access billing process information:

→ Click on "Billing process" and more information about the company's payment and billing will be available

→ Payments will be processes in accordance with contracted terms and conditions

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SECTION 7
BILLING PROCESS

What is changing?

→ HRS is now your primary partner for all invoice-related matters for Air France crew accommodation:

- HRS collects, validates, and processes all invoices
- All discrepancies are resolved directly with HRS before reaching Air France
- Standardized submission process ensures faster payment
- Single point of contact for all invoice questions

SECTION 7
BILLING PROCESS

Invoice submission requirements:

Item	Requirement
Submission Channel	Email to: airline.invoice@hrs.com
File Format	PDF (preferred) or image
Invoice Frequency	Monthly consolidated invoice
Submission timeline	Within 10 calendar days after the end of the service month
Invoice cut-off rule	Includes all stays where check-out date falls within the billing month
Currency	As specified in your contract (local currency or EUR/USD)

Monthly timeline example - January 2026 services:

• January 1-31: Services provided to Air France crew, recommend submit sign-in sheet per crew check-out

• January 31: Cut-off date – submit invoice with supporting documents

• February 1-10: HRS validates invoice (3-10 business days)

• February 10+: AF review invoices proceed to payment processing if no discrepancies

SECTION 7
BILLING PROCESS

Invoice collection processes:

Per booking process (sign-in sheet)

Timing	Action
Checkout day	HRS sends reminder to hotel requesting sign-in sheet

Monthly process (invoice & supporting documents)

Timing	Action
Cut-off date	Last day of the service month — invoice submission deadline
Day +1 after cut-off	First collection letter
Day +2 after cut-off	Second collection letter
Day +3 after cut-off	Phone call from HRS team

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SECTION 7
BILLING PROCESS

Required documents (document check-list):

Every invoice submission must include required documents. Missing documents will delay processing.

Document	Required?	Frequency	Purpose
Monthly Invoice	MANDATORY	Monthly	Primary billing document with all charges
Sign-in Sheet	MANDATORY	Per booking	Validates actual crew stays, identifies no-shows
Occupancy Report	Conditional	Monthly/Per booking	Required if charging ECI/LCO/No-show with occupancy threshold
Parking Tickets	Conditional	Monthly/Per booking	Required if parking is charged
Meal Vouchers	Conditional	Monthly/Per booking	Required if extra meals charged separately
Other Receipts	Conditional	Monthly/Per booking	Required for any additional service charges

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SECTION 7
BILLING PROCESS

Mandatory Invoice Fields (Missing information will cause rejection!):

Supplier Information:

- Hotel legal name (as registered)

- Complete business address

- Hotel tax ID

Customer Information (Air France):

- Company name as specified in contract

- Company address as specified in contract

- Air France VAT number (optional)

Invoice Details:

- Unique invoice number

- Invoice issue date

- Service period (check-in to check-out dates)

- Currency

Exchange Rate (If contract currency is different invoice currency)

- Prefer to use one exchange rate for faster invoice processing

- State the exchange rate in the invoice

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SECTION 7
BILLING PROCESS

Service Line Item Breakdown:

Each service type must be listed separately:

Element	Description
Service Description	Clear description (e.g., "Room Night", "Breakfast", "Early Check-in")
Service Date(s)	Date or date range the service was provided
Quantity	Number of units (room nights, breakfasts, parking days)
Unit Price	Price per unit (must match contracted rate)
Net Amount	Quantity × Unit Price (before tax)
Tax Details	Tax name, rate, and amount for each applicable tax
Gross Amount	Net Amount + All Taxes

SECTION 7
BILLING PROCESS

Tax Breakdown Requirements

Proper tax presentation is essential for Air France VAT recovery. Taxes must be clearly separated:

Tax Category	Examples	Notes
VAT/GST	VAT, GST, PST, HST, QST	Must show rate (%) and amount separately
City tax & other taxes	City Tax, Tourism Tax, Municipality Tax, Occupancy Tax, State Tax	List each type separately with rate and amount

Important: The total of all line items plus taxes must equal the invoice total. Any discrepancy may cause rejection.

SECTION 7
BILLING PROCESS

Hotel Invoice Example

Invoice Examples

Supplier Information

Hotel Name: Grand Hotel Paris Charles de Gaulle SAS
Address: 45 Avenue des Nations, 95700 Roissy-en-France, France
Tax ID: FR12345678901

Customer Information

Company Name: Air France
Address: 45 Rue de Paris, 95747 Roissy CDG Cedex, France

Invoice Details

Invoice Number: INV-080472	**Invoice Date:** 06.08.2025
Arrival: 01.08.2025	**Departure:** 05.08.2025

Date	Description	Qty	Unit Price	Net Amount	VAT Rate	VAT Amount	Gross Amount
01-Aug	Standard Room	12	€85.00	€1020.00	10%	€102.00	€1122.00
01-Aug	Breakfast	12	€12.00	€144.00	19%	€27.36	€171.36
02-Aug	Standard Room	12	€85.00	€1020.00	10%	€102.00	€1122.00
02-Aug	Early Check-in	1	€25.00	€25.00	10%	€2.50	€27.50
02-Aug	Breakfast	12	€12.00	€144.00	19%	€27.36	€171.36
03-Aug	Standard Room	12	€85.00	€1020.00	10%	€102.00	€1122.00
03-Aug	Breakfast	12	€12.00	€144.00	19%	€27.36	€171.36
04-Aug	Standard Room	12	€85.00	€1020.00	10%	€102.00	€1122.00
04-Aug	Breakfast	12	€12.00	€144.00	19%	€27.36	€171.36
05-Aug	Standard Room	12	€85.00	€1020.00	10%	€102.00	€1122.00
05-Aug	Breakfast	12	€12.00	€144.00	19%	€27.36	€171.36

Total	5,845.00	649.30	6,584.30
Balance to pay			6,584.30 EUR
Total net			5,935.00 EUR
Total gross			6,584.30 EUR

Tax Summary

Category	Net Amount	Tax Amount	Gross Amount
VAT 10%	€5125.00	€512.50	€5637.50
VAT 19%	€720.00	€136.80	€856.80
City Tax (60 nights × €1.50)	€90.00	€0.00	€90.00

SECTION 6
BILLING PROCESS

Contract Compliance Requirements: All charges will be validated against your contract with Air France. Only contracted services at contracted rates will be approved.

Rates

- Room rate must match contract (regular, high season, or blackout)

- Breakfast rate must match contract

- ECI/LCO rate must match contract (not full room rate unless specified)

- No-show rate = room rate only (no breakfast, no city tax)

Early Check-In / Late Check-Out / No-Show

- Only charge if allowed in contract

- Only charge if time threshold is crossed

- Provide occupancy report if contract requires occupancy threshold

Additional Charges

- Only charge services mentioned in contract

- Provide supporting documents (parking tickets, meal vouchers, etc.)

Any charge not in contract will be flagged for review and likely rejected.

SECTION 7
BILLING PROCESS

Common rejection reasons and how to avoid them:

Rejection Reason	How to Avoid
Missing sign-in sheet	Always attach sign-in sheet with every invoice submission
Rate exceeds contract	Double-check all rates against your contract before invoicing
Missing VAT/tax information	Include complete tax breakdown with rates and amounts
Invoice total doesn't match line items	Verify calculation: Sum of (line items + taxes) = Invoice total
Service not in contract	Only charge for services explicitly listed in your contract
ECI/LCO without occupancy proof	Attach occupancy report when contract requires threshold validation
No-show charged incorrectly	Verify cancellation timing and occupancy requirements per contract
Quantity mismatch	Reconcile nights billed with sign-in sheet before submitting

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SECTION 7
BILLING PROCESS

Invoice Correction Process: If your invoice is rejected, here's what to expect:

Rejection Communication Timeline:

Timing	Action	What You Should Do
Day 0	Rejection Letter 1 sent	Review rejection reasons, prepare correction
Day +1	Rejection Letter 2 (if no response)	Respond within 24 hours if possible
Day +3	Phone call from HRS team	Discuss issues and resolution path
Day +7+	Escalation to Air France	Case escalated if still unresolved

How to submit corrections:

- Review the rejection email carefully – it lists specific error codes and required fixes

- Prepare additional documents and additional information addressing all issues

- If issuing a new invoice: reference the original invoice being corrected

- Submit via the same email channel: airline.invoice@hrs.com

SECTION 7
BILLING PROCESS

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Quick Reference Checklist:

Use this checklist before every invoice submission:

❏ Invoice is in PDF format

❏ Sign-in sheet is attached

❏ All mandatory fields are present (VAT#, addresses, dates, etc.)

❏ Each service has: description, quantity, unit price, net amount, service date, tax, tax amount

❏ Tax breakdown shows each tax type with rate and amount

❏ Line items + taxes = invoice total (verified)

❏ All rates match contract rates

❏ Only contracted services are charged

❏ ECI/LCO/No-show: occupancy report attached if required

❏ Additional services: receipts/evidence attached

❏ Invoice number is unique (not used before) service date, tax, tax amount

![HRS]

SECTION 8
RESOURCES, QUESTIONNAIRE, CONTACT & FEEDBACK

Visit the Air France Suppliers Knowledge HUB to access guides, FAQs and more.

Send your feedback or contact our team if you have any questions to airfrancesuppliers@hrs.com

Mandatory Questionnaire Submission

HRS & Air France - HRS Crew Supplier Platform Training Verification

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THANK YOU