



HRS CREW SUPPLIER PLATFORM PARTNERS USER GUIDE

JANUARY 2026



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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

Subject: Test - Hotel Schedule Information for June 2026 |

[Air France] - LIM - Supplier schedule June 2026_08278527.xlsx
28 KB

From: noreply-test.ipoint@smartbilling.com <noreply-test.ipoint@smartbilling.com>
Sent: Wednesday, January 7, 2026 1:00 PM

Dear Sir or Madam,

We would like to inform you of the upcoming hotel bookings scheduled for **June 2026**. A total of 10 bookings have been scheduled at your hotel. Please access your hotel portal via the link below to review the relevant information:

[Deeplink](#)

Should you require any assistance or have questions regarding the schedule, our Service Team is available to support you. Thank you for your cooperation and we look forward to our continued partnership.

With kind regards,

HRS Crew Platform

Air France
Crew Accommodation Schedule - June 2026

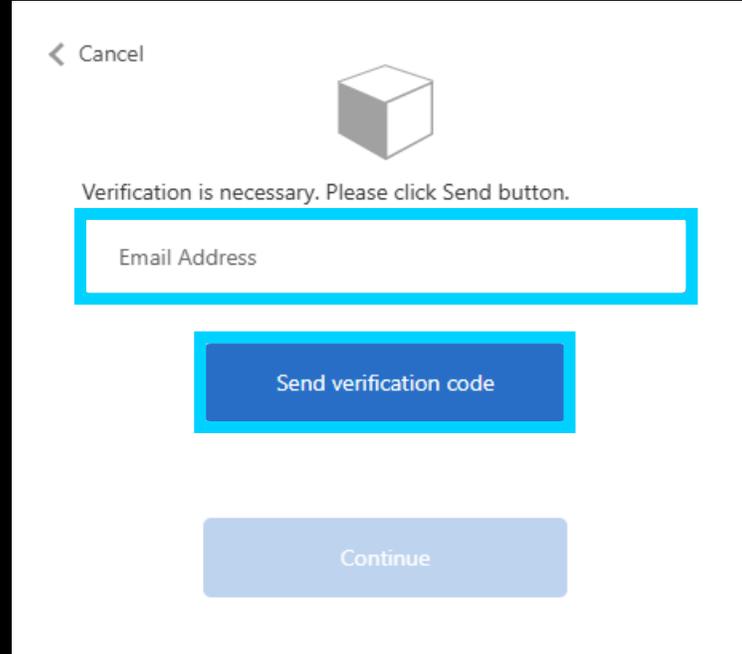
Crew member	Position	Pickup time	Wakeup time	Check-in	Check-out	Room price	Special request	Status	Room number	Signature
CREW13 (97000013)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW14 (97000014)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW15 (97000015)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW16 (97000016)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW17 (97000017)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW18 (97000018)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW19 (97000019)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW20 (97000020)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW11 (97000011)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		
CREW12 (97000012)	CC	2026-06-29 14:30	2026-07-02 11:20	2026-06-29 15:45	2026-07-02 12:20	255.00 USD	Single	BOOKED		

SECTION 2

SIGN IN

Step 3: Enter your email address

Step 4: Click on “Send verification code”

A screenshot of a mobile application interface for a verification step. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon is the text "Verification is necessary. Please click Send button." Below this is a text input field with the placeholder "Email Address". Underneath the input field is a blue button with the text "Send verification code". At the bottom is a light blue button with the text "Continue".

< Cancel



Verification is necessary. Please click Send button.



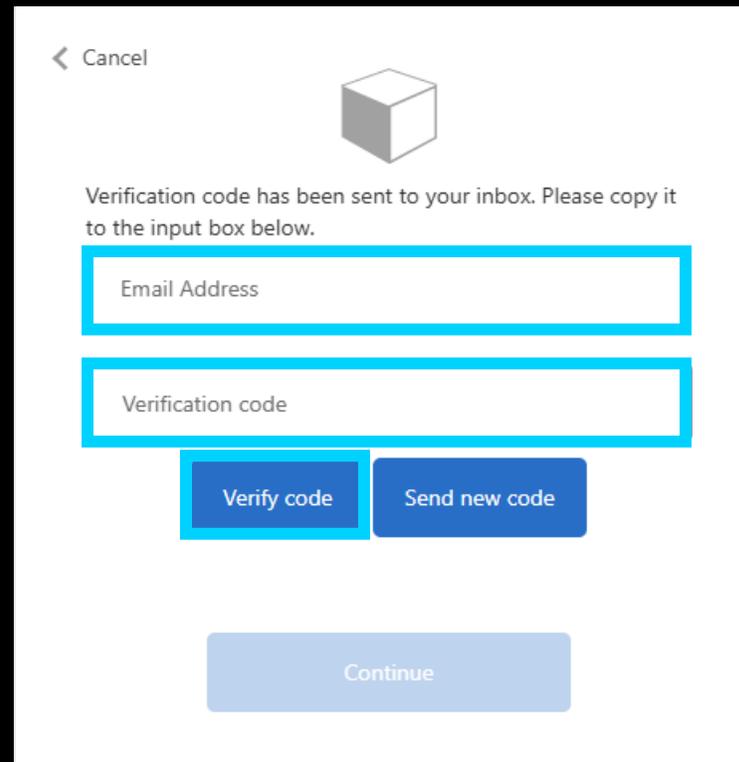
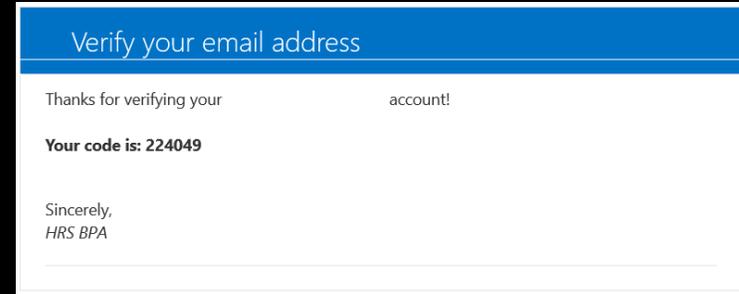
SECTION 2

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”



SECTION 3

HOTELS OVERVIEW

Click on the “Hotels Overview” tab to access:

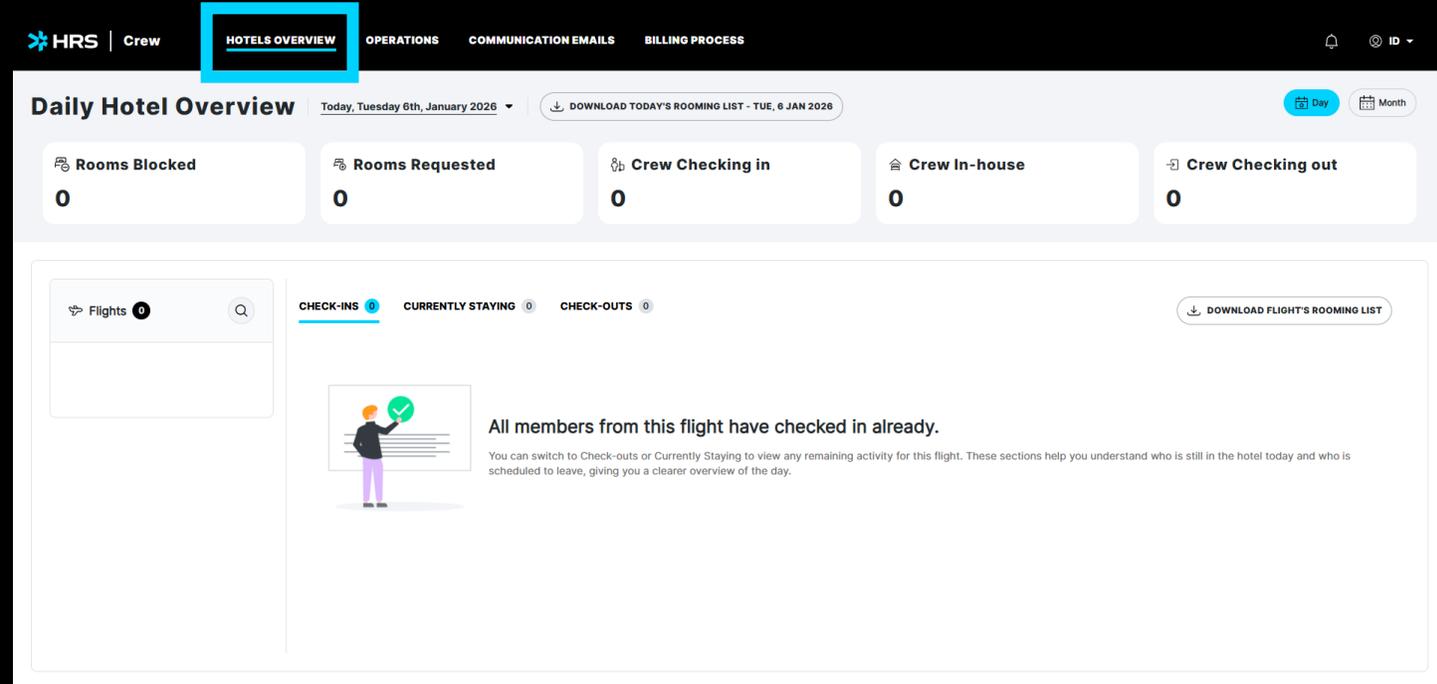
→ Daily Hotel Overview

→ Flight Information

→ Check:

- Expected check-ins
- In-house crew
- Expected check-outs

→ Download Rooming List

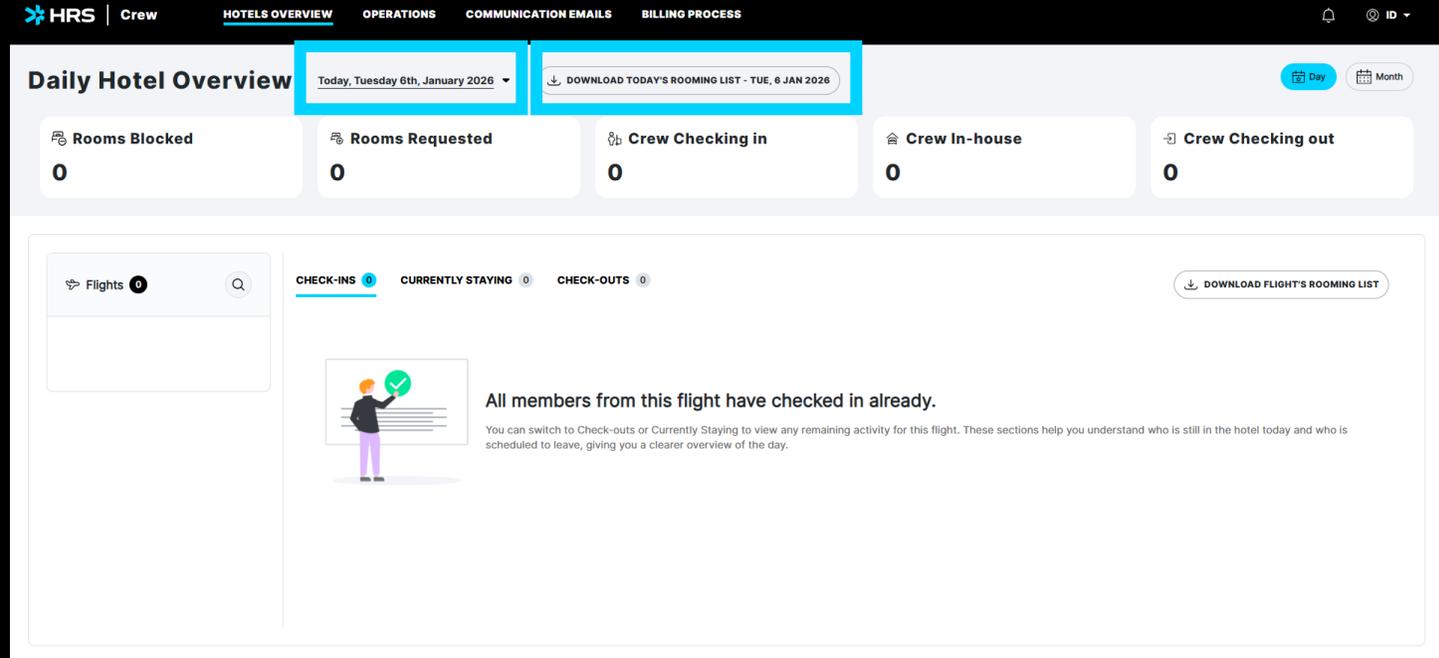


The screenshot displays the HRS Crew interface for the "HOTELS OVERVIEW" section. The top navigation bar includes "HRS | Crew", "HOTELS OVERVIEW" (highlighted with a red box), "OPERATIONS", "COMMUNICATION EMAILS", and "BILLING PROCESS". The main content area is titled "Daily Hotel Overview" for "Today, Tuesday 6th, January 2026". It features a row of five summary cards: "Rooms Blocked" (0), "Rooms Requested" (0), "Crew Checking in" (0), "Crew In-house" (0), and "Crew Checking out" (0). Below this is a "Flights" section with a search bar and a "CHECK-INS" tab selected. A message states: "All members from this flight have checked in already." Below the message, it explains that users can switch to "Check-outs" or "Currently Staying" to view remaining activity. A "DOWNLOAD FLIGHT'S ROOMING LIST" button is visible in the top right of the flight section.

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



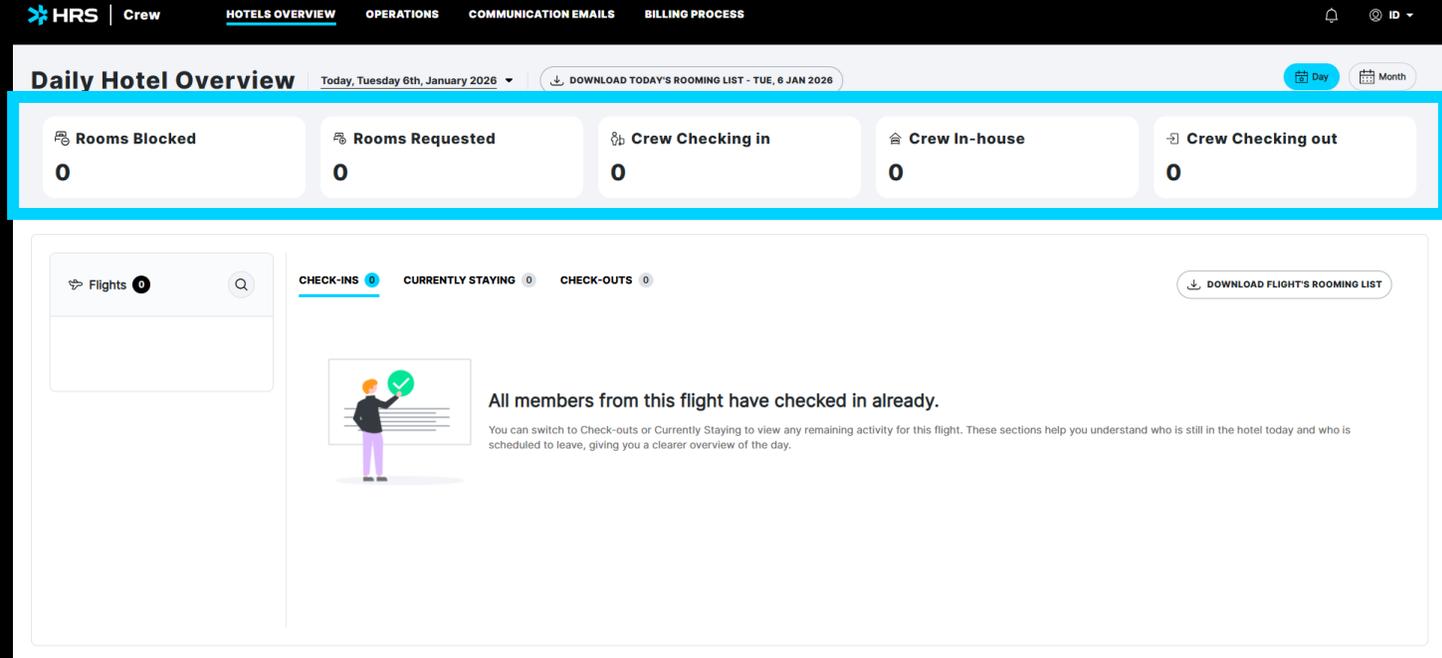
The screenshot displays the HRS Crew interface for the 'HOTELS OVERVIEW' section. The main heading is 'Daily Hotel Overview' for 'Today, Tuesday 6th, January 2026'. A 'DOWNLOAD TODAY'S ROOMING LIST - TUE, 6 JAN 2026' button is highlighted with a red box. Below this, five summary cards show 'Rooms Blocked', 'Rooms Requested', 'Crew Checking in', 'Crew In-house', and 'Crew Checking out', all with a count of 0. A 'Flights' section on the left shows a search bar and a 'CHECK-INS' tab selected. A message states: 'All members from this flight have checked in already. You can switch to Check-outs or Currently Staying to view any remaining activity for this flight. These sections help you understand who is still in the hotel today and who is scheduled to leave, giving you a clearer overview of the day.' A 'DOWNLOAD FLIGHT'S ROOMING LIST' button is also visible.

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



HRS | Crew **HOTELS OVERVIEW** OPERATIONS COMMUNICATION EMAILS BILLING PROCESS

Daily Hotel Overview

 Today, Tuesday 6th, January 2026 [DOWNLOAD TODAY'S ROOMING LIST - TUE, 6 JAN 2026](#) [Day](#) [Month](#)

Rooms Blocked 0	Rooms Requested 0	Crew Checking in 0	Crew In-house 0	Crew Checking out 0
---------------------------	-----------------------------	------------------------------	---------------------------	-------------------------------

Flights 0 [CHECK-INS](#) 0 [CURRENTLY STAYING](#) 0 [CHECK-OUTS](#) 0 [DOWNLOAD FLIGHT'S ROOMING LIST](#)

All members from this flight have checked in already.
You can switch to Check-outs or Currently Staying to view any remaining activity for this flight. These sections help you understand who is still in the hotel today and who is scheduled to leave, giving you a clearer overview of the day.

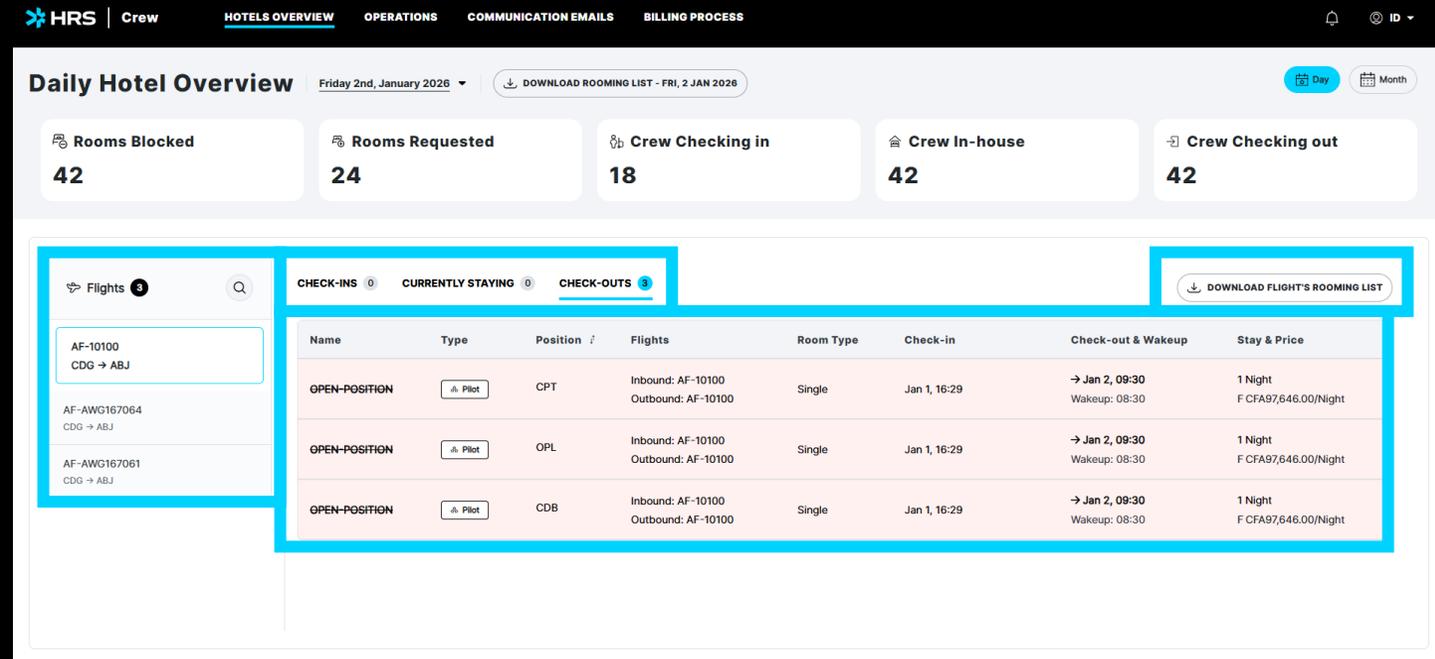
SECTION 3

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



Daily Hotel Overview Friday 2nd, January 2026 [DOWNLOAD ROOMING LIST - FRI, 2 JAN 2026](#)

Rooms Blocked: 42 | Rooms Requested: 24 | Crew Checking in: 18 | Crew In-house: 42 | Crew Checking out: 42

Flights 3 | CHECK-INS 0 | CURRENTLY STAYING 0 | CHECK-OUTS 3 [DOWNLOAD FLIGHT'S ROOMING LIST](#)

Name	Type	Position	Flights	Room Type	Check-in	Check-out & Wakeup	Stay & Price
OPEN-POSITION	Pilot	CPT	Inbound: AF-10100 Outbound: AF-10100	Single	Jan 1, 16:29	→ Jan 2, 09:30 Wakeup: 08:30	1 Night F CFA97,646.00/Night
OPEN-POSITION	Pilot	OPL	Inbound: AF-10100 Outbound: AF-10100	Single	Jan 1, 16:29	→ Jan 2, 09:30 Wakeup: 08:30	1 Night F CFA97,646.00/Night
OPEN-POSITION	Pilot	CDB	Inbound: AF-10100 Outbound: AF-10100	Single	Jan 1, 16:29	→ Jan 2, 09:30 Wakeup: 08:30	1 Night F CFA97,646.00/Night

SECTION 3

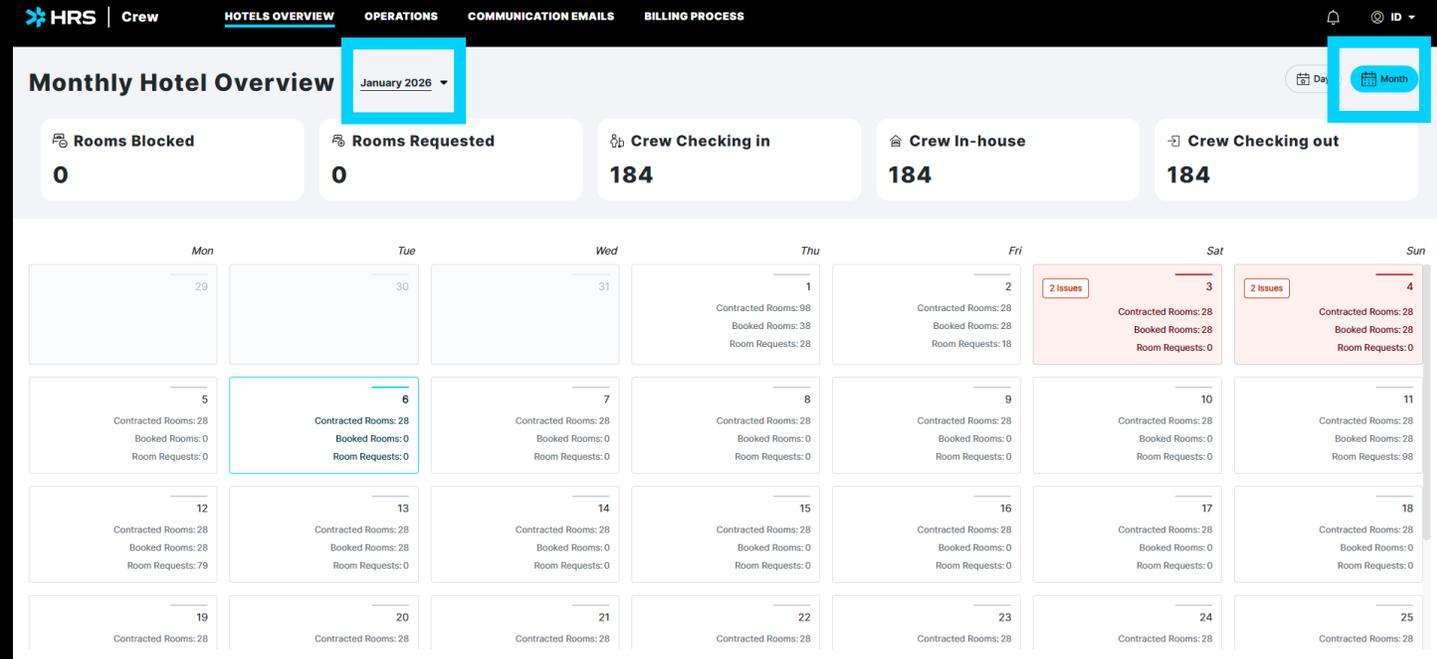
HOTELS OVERVIEW

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)

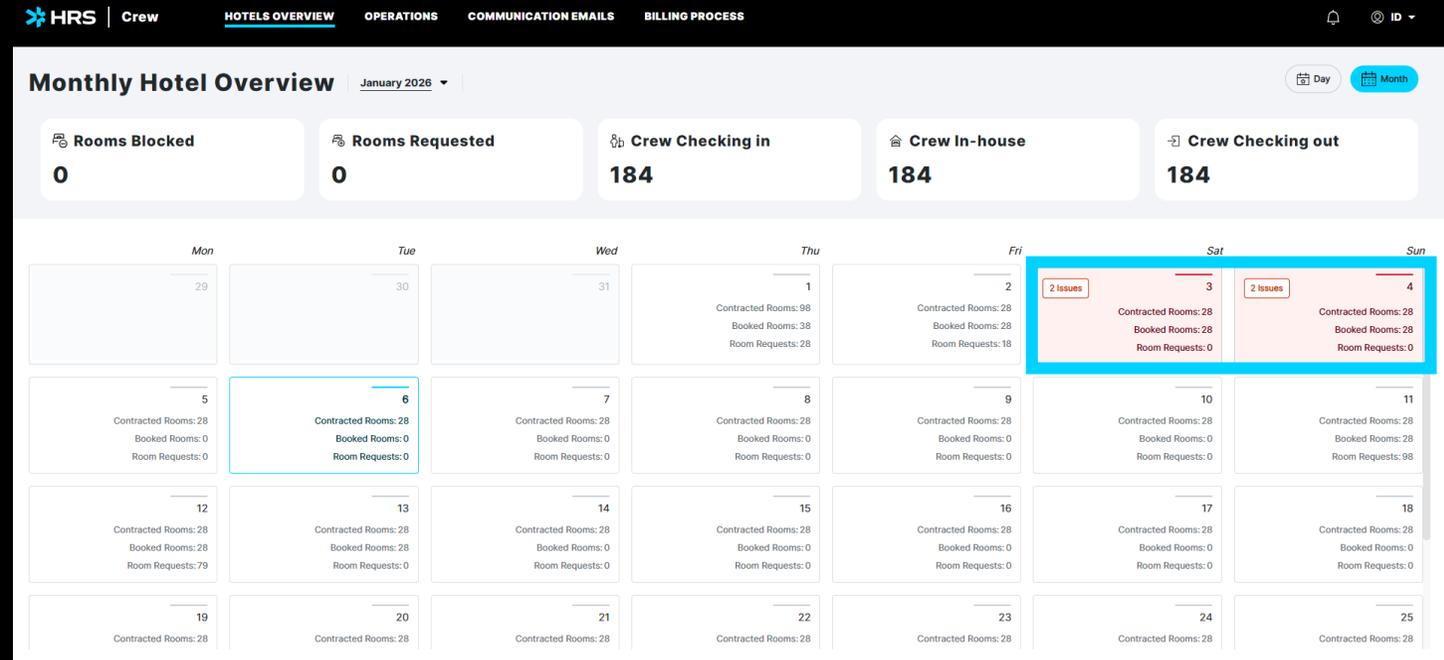




SECTION 3

HOTELS OVERVIEW

The system will mark in red the days with identified issues for you to take action.



SECTION 3

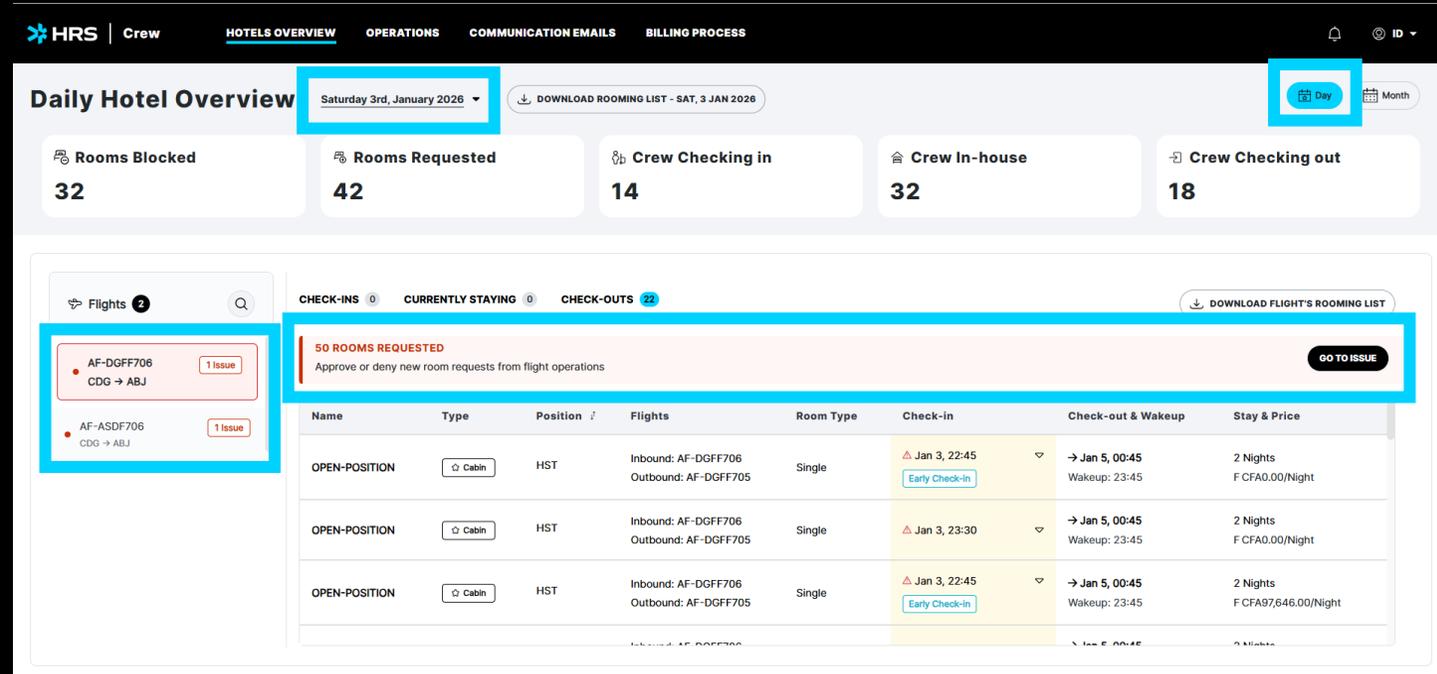
HOTELS OVERVIEW

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”



Daily Hotel Overview Saturday 3rd, January 2026

DOWNLOAD ROOMING LIST - SAT, 3 JAN 2026

Rooms Blocked: 32 | Rooms Requested: 42 | Crew Checking in: 14 | Crew In-house: 32 | Crew Checking out: 18

Flights 2

- AF-DGFF706 CDG → ABJ 1 Issue
- AF-ASDF706 CDG → ABJ 1 Issue

50 ROOMS REQUESTED
Approve or deny new room requests from flight operations

GO TO ISSUE

Name	Type	Position	Flights	Room Type	Check-in	Check-out & Wakeup	Stay & Price
OPEN-POSITION	Cabin	HST	Inbound: AF-DGFF706 Outbound: AF-DGFF705	Single	Jan 3, 22:45 Early Check-in	→ Jan 5, 00:45 Wakeup: 23:45	2 Nights F CFA0.00/Night
OPEN-POSITION	Cabin	HST	Inbound: AF-DGFF706 Outbound: AF-DGFF705	Single	Jan 3, 23:30	→ Jan 5, 00:45 Wakeup: 23:45	2 Nights F CFA0.00/Night
OPEN-POSITION	Cabin	HST	Inbound: AF-DGFF706 Outbound: AF-DGFF705	Single	Jan 3, 22:45 Early Check-in	→ Jan 5, 00:45 Wakeup: 23:45	2 Nights F CFA97,646.00/Night

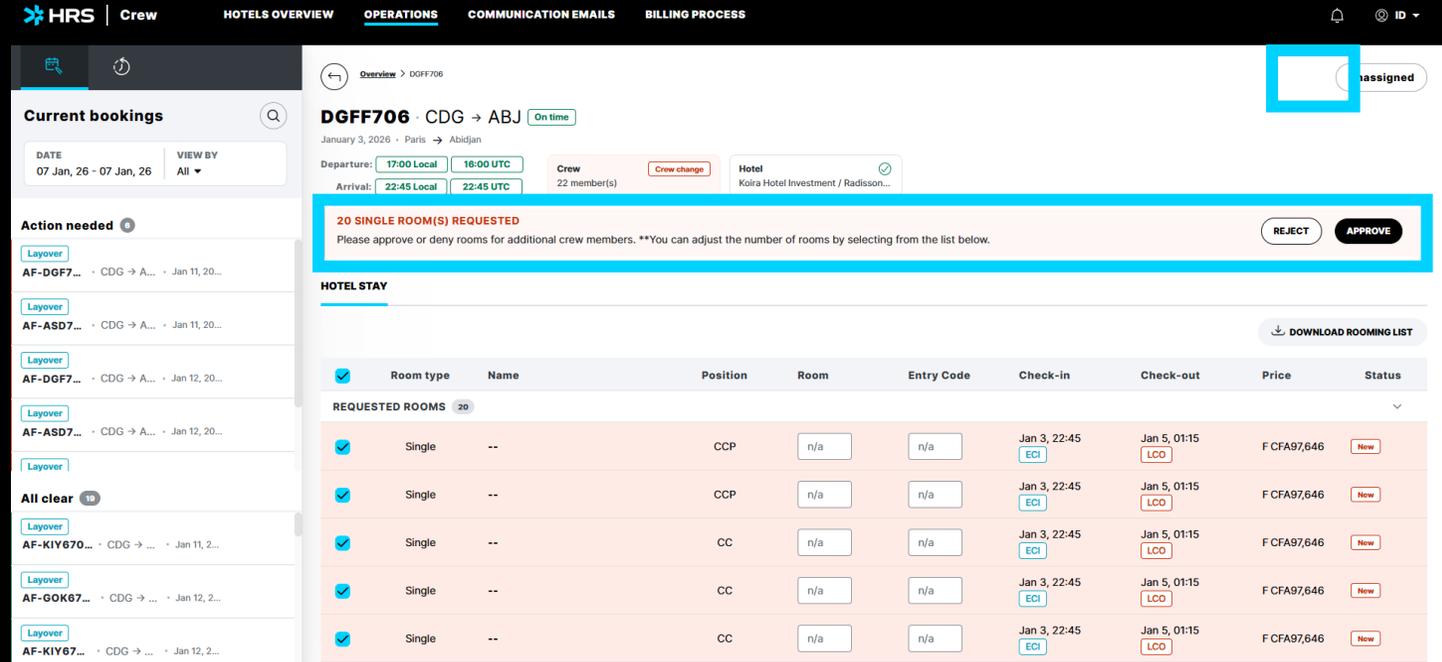
SECTION 3

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



Current bookings

DATE: 07 Jan, 26 - 07 Jan, 26 | VIEW BY: All

Action needed

- Layover: AF-DGF7... · CDG → A... · Jan 11, 20...
- Layover: AF-ASD7... · CDG → A... · Jan 11, 20...
- Layover: AF-DGF7... · CDG → A... · Jan 12, 20...
- Layover: AF-ASD7... · CDG → A... · Jan 12, 20...

All clear

- Layover: AF-KIY670... · CDG → ... · Jan 11, 2...
- Layover: AF-GOK67... · CDG → ... · Jan 12, 2...
- Layover: AF-KIY67... · CDG → ... · Jan 12, 2...

Flight Details: DGFF706 · CDG → ABJ (On time)

January 3, 2026 · Paris → Abidjan

Departure: 17:00 Local | 16:00 UTC | Crew: 22 member(s) | Hotel: Kaira Hotel Investment / Radisson...

Arrival: 22:45 Local | 22:45 UTC

20 SINGLE ROOM(S) REQUESTED

Please approve or deny rooms for additional crew members. **You can adjust the number of rooms by selecting from the list below.

HOTEL STAY

DOWNLOAD ROOMING LIST

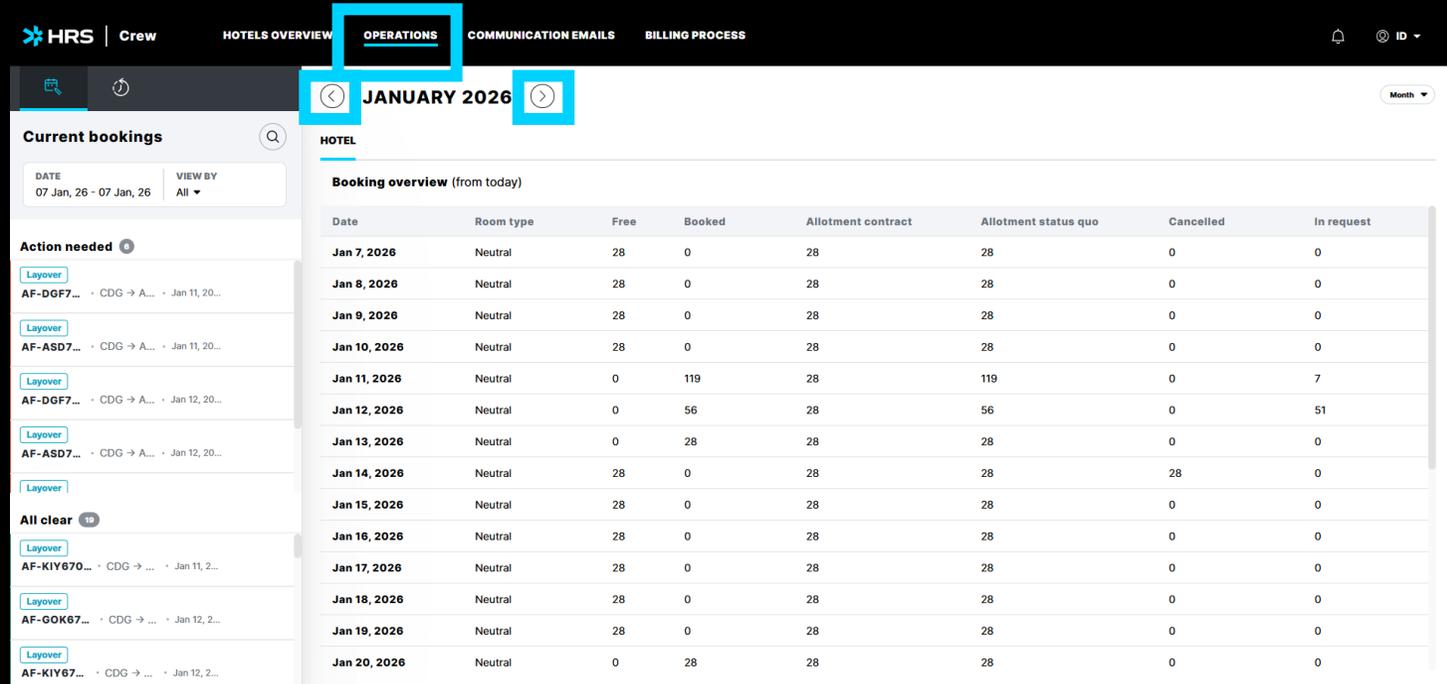
Room type	Name	Position	Room	Entry Code	Check-in	Check-out	Price	Status
Single	--	CCP	n/a	n/a	Jan 3, 22:45 [EG]	Jan 5, 01:15 [LCO]	F CFA97,646	New
Single	--	CCP	n/a	n/a	Jan 3, 22:45 [EG]	Jan 5, 01:15 [LCO]	F CFA97,646	New
Single	--	CC	n/a	n/a	Jan 3, 22:45 [EG]	Jan 5, 01:15 [LCO]	F CFA97,646	New
Single	--	CC	n/a	n/a	Jan 3, 22:45 [EG]	Jan 5, 01:15 [LCO]	F CFA97,646	New
Single	--	CC	n/a	n/a	Jan 3, 22:45 [EG]	Jan 5, 01:15 [LCO]	F CFA97,646	New

SECTION 4

OPERATIONS

Click on Operations to get a booking overview

→ Use the arrows to change the month



The screenshot shows the HRS Operations interface. The top navigation bar includes 'HRS | Crew', 'HOTELS OVERVIEW', 'OPERATIONS' (highlighted), 'COMMUNICATION EMAILS', and 'BILLING PROCESS'. Below the navigation bar, the 'OPERATIONS' section is active, showing a 'Current bookings' sidebar and a 'HOTEL' booking overview table. The 'Current bookings' sidebar lists several layover bookings with 'Layover' buttons. The 'HOTEL' section shows a 'Booking overview (from today)' table for January 2026. The table has columns for Date, Room type, Free, Booked, Allotment contract, Allotment status quo, Cancelled, and In request. The month 'JANUARY 2026' is displayed with navigation arrows, and the 'OPERATIONS' tab is highlighted in the top navigation bar.

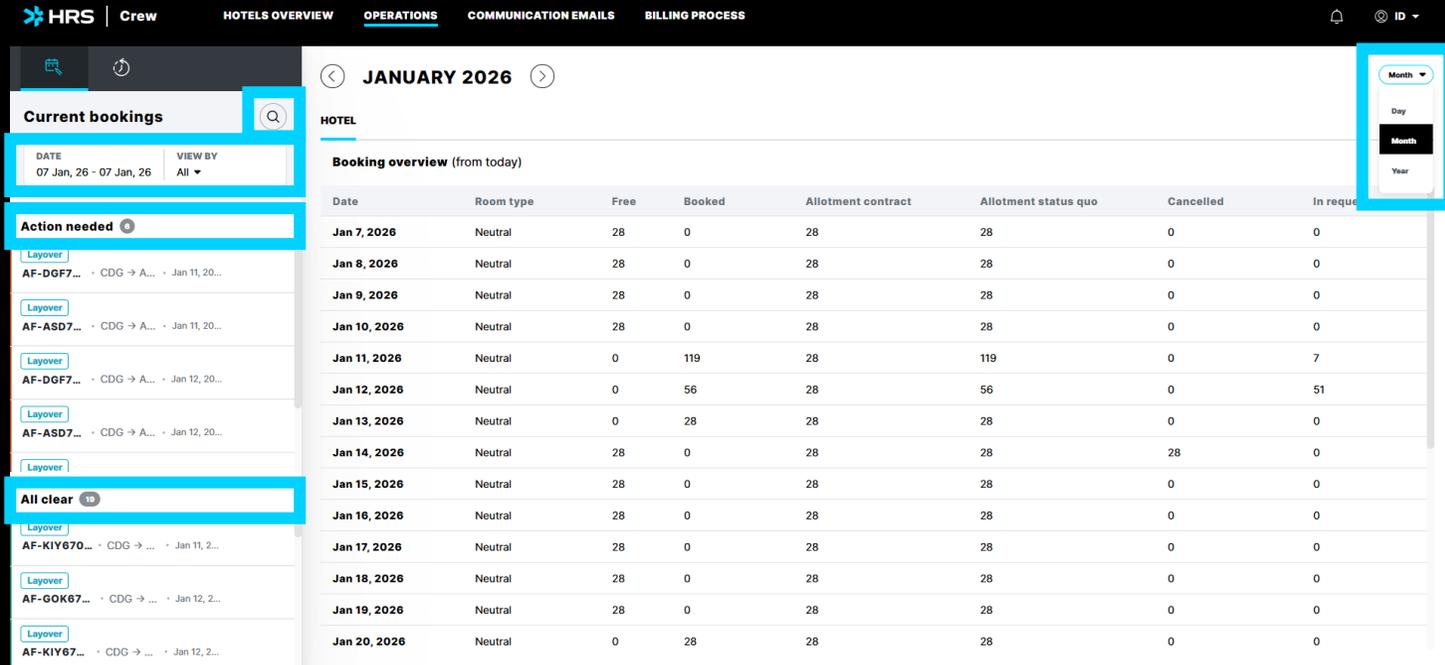
Date	Room type	Free	Booked	Allotment contract	Allotment status quo	Cancelled	In request
Jan 7, 2026	Neutral	28	0	28	28	0	0
Jan 8, 2026	Neutral	28	0	28	28	0	0
Jan 9, 2026	Neutral	28	0	28	28	0	0
Jan 10, 2026	Neutral	28	0	28	28	0	0
Jan 11, 2026	Neutral	0	119	28	119	0	7
Jan 12, 2026	Neutral	0	56	28	56	0	51
Jan 13, 2026	Neutral	0	28	28	28	0	0
Jan 14, 2026	Neutral	28	0	28	28	28	0
Jan 15, 2026	Neutral	28	0	28	28	0	0
Jan 16, 2026	Neutral	28	0	28	28	0	0
Jan 17, 2026	Neutral	28	0	28	28	0	0
Jan 18, 2026	Neutral	28	0	28	28	0	0
Jan 19, 2026	Neutral	28	0	28	28	0	0
Jan 20, 2026	Neutral	0	28	28	28	0	0

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



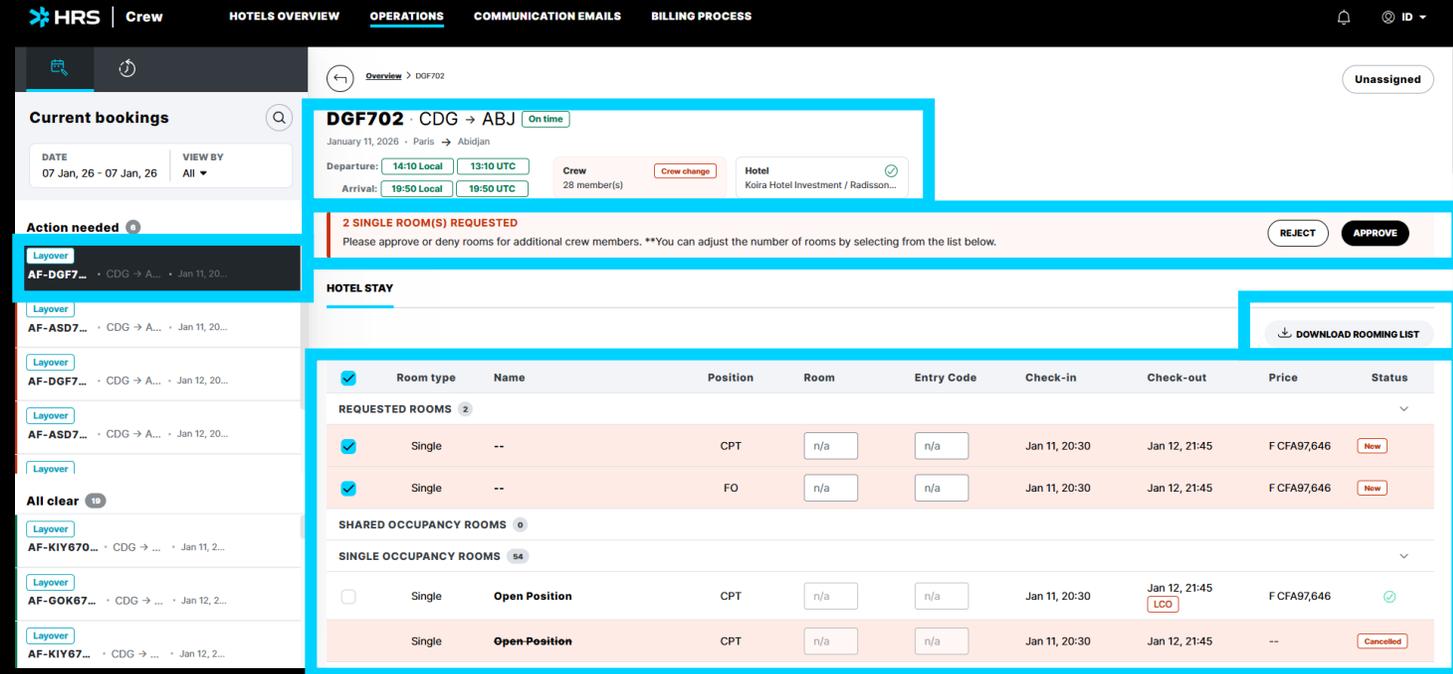
The screenshot displays the HRS Operations interface. The top navigation bar includes 'HRS | Crew', 'HOTELS OVERVIEW', 'OPERATIONS' (highlighted), 'COMMUNICATION EMAILS', and 'BILLING PROCESS'. The main content area is titled 'JANUARY 2026' and features a 'Current bookings' sidebar on the left and a 'Booking overview (from today)' table on the right. The sidebar shows a list of flights with status indicators: 'Action needed' (in red) and 'All clear' (in green). The table provides a detailed view of the booking status for each day of the month, including room types, free and booked counts, and allotment contracts.

Date	Room type	Free	Booked	Allotment contract	Allotment status quo	Cancelled	In request
Jan 7, 2026	Neutral	28	0	28	28	0	0
Jan 8, 2026	Neutral	28	0	28	28	0	0
Jan 9, 2026	Neutral	28	0	28	28	0	0
Jan 10, 2026	Neutral	28	0	28	28	0	0
Jan 11, 2026	Neutral	0	119	28	119	0	7
Jan 12, 2026	Neutral	0	56	28	56	0	51
Jan 13, 2026	Neutral	0	28	28	28	0	0
Jan 14, 2026	Neutral	28	0	28	28	28	0
Jan 15, 2026	Neutral	28	0	28	28	0	0
Jan 16, 2026	Neutral	28	0	28	28	0	0
Jan 17, 2026	Neutral	28	0	28	28	0	0
Jan 18, 2026	Neutral	28	0	28	28	0	0
Jan 19, 2026	Neutral	28	0	28	28	0	0
Jan 20, 2026	Neutral	0	28	28	28	0	0

SECTION 4 OPERATIONS

Click on the flight to view:

- Flight details
- Crew changes
- Issues
- Crew details
- Download rooming list



The screenshot displays the HRS Operations interface for flight DGF702. The interface includes a navigation bar with 'HRS | Crew', 'HOTELS OVERVIEW', 'OPERATIONS', 'COMMUNICATION EMAILS', and 'BILLING PROCESS'. The main content area is divided into several sections:

- Current bookings:** A sidebar on the left showing a list of flights with 'Layover' buttons and 'All clear' status.
- Flight Details (DGF702):** A central panel showing flight information for January 11, 2026, from Paris to Abidjan. It includes departure and arrival times (14:10 Local / 13:10 UTC and 19:50 Local / 19:50 UTC), crew details (28 members), and hotel information (Koira Hotel Investment / Radisson...).
- Action needed:** A notification bar indicating '2 SINGLE ROOM(S) REQUESTED' and providing instructions for approval or denial.
- HOTEL STAY:** A section with a 'DOWNLOAD ROOMING LIST' button.
- Rooming List Table:** A table with columns: Room type, Name, Position, Room, Entry Code, Check-in, Check-out, Price, and Status. It lists requested rooms and occupancy details.

Room type	Name	Position	Room	Entry Code	Check-in	Check-out	Price	Status
REQUESTED ROOMS 2								
<input checked="" type="checkbox"/>	Single	--	CPT	n/a	n/a	Jan 11, 20:30	Jan 12, 21:45	F CFA97,646 New
<input checked="" type="checkbox"/>	Single	--	FO	n/a	n/a	Jan 11, 20:30	Jan 12, 21:45	F CFA97,646 New
SHARED OCCUPANCY ROOMS 0								
SINGLE OCCUPANCY ROOMS 54								
<input type="checkbox"/>	Single	Open Position	CPT	n/a	n/a	Jan 11, 20:30	Jan 12, 21:45 LCO	F CFA97,646 ✓
<input type="checkbox"/>	Single	Open-Position	CPT	n/a	n/a	Jan 11, 20:30	Jan 12, 21:45	-- Cancelled

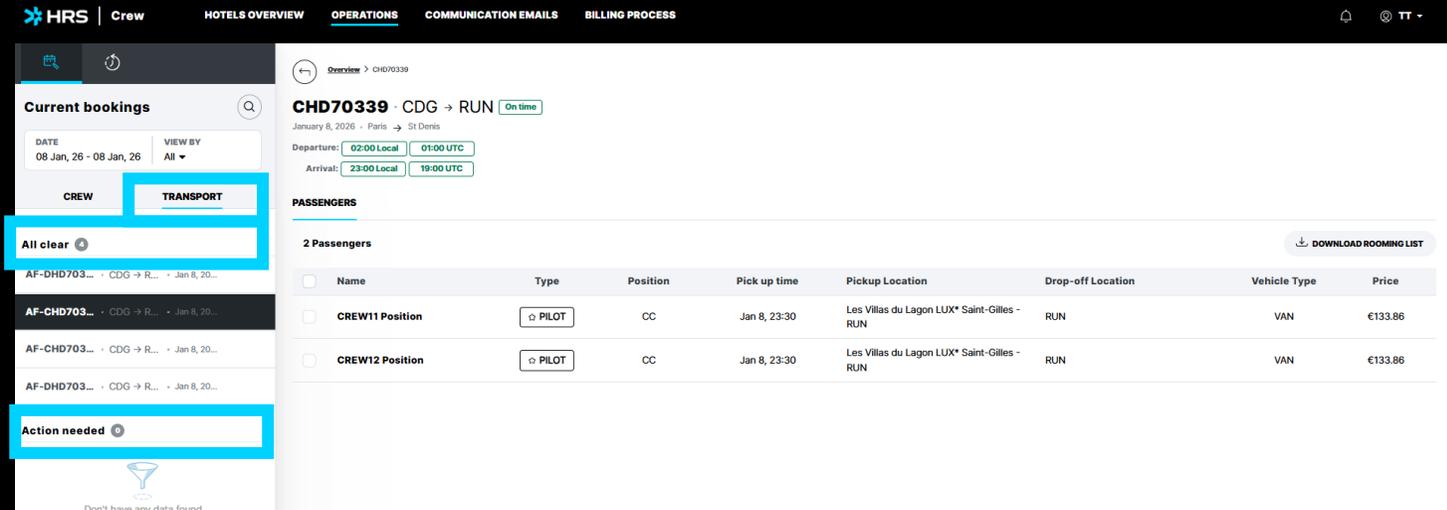
SECTION 5

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



The screenshot displays the HRS Operations interface. The top navigation bar includes 'HOTELS OVERVIEW', 'OPERATIONS' (selected), 'COMMUNICATION EMAILS', and 'BILLING PROCESS'. The main content area is divided into two panels. The left panel, titled 'Current bookings', shows a list of flights with filters for 'DATE' (08 Jan, 26 - 08 Jan, 26) and 'VIEW BY' (All). A 'TRANSPORT' tab is selected, and a red box highlights the 'All clear' status. Below this, a list of flights is shown, with a red box highlighting the 'Action needed' status. The right panel, titled 'CHD70339 · CDG → RUN', shows flight details for January 8, 2026, from Paris to St Denis. It includes departure and arrival times in local and UTC, a 'PASSENGERS' section with a 'DOWNLOAD ROOMING LIST' button, and a table of 2 passengers.

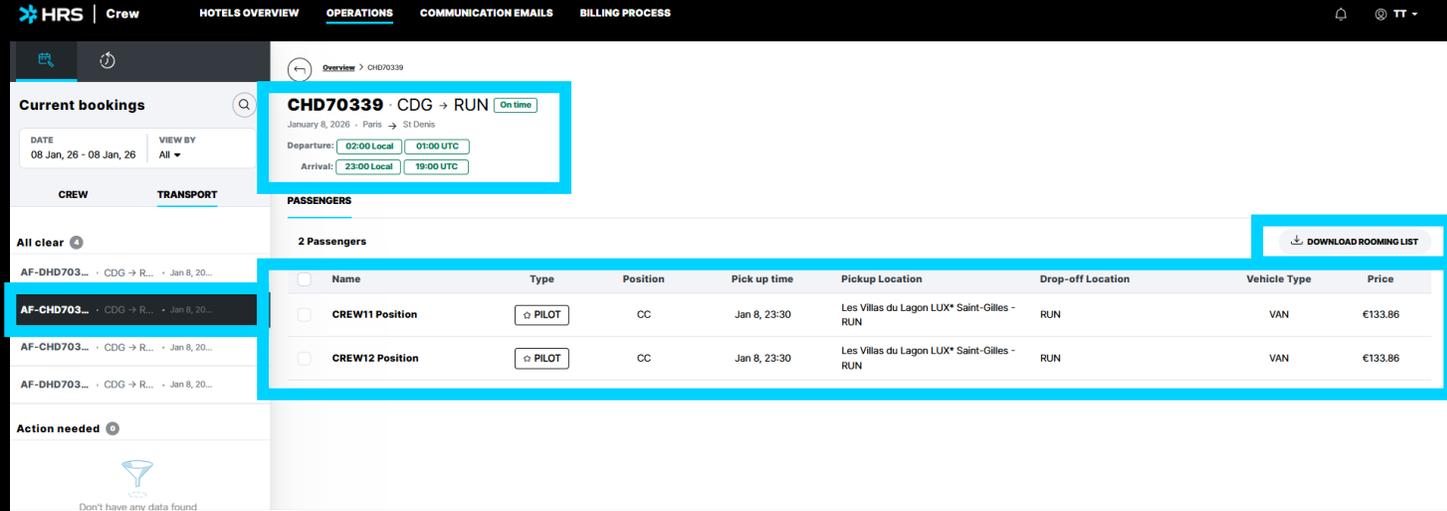
Name	Type	Position	Pick up time	Pickup Location	Drop-off Location	Vehicle Type	Price
CREW11 Position	PILOT	CC	Jan 8, 23:30	Les Villas du Lagon LUX* Saint-Gilles - RUN	RUN	VAN	€133.86
CREW12 Position	PILOT	CC	Jan 8, 23:30	Les Villas du Lagon LUX* Saint-Gilles - RUN	RUN	VAN	€133.86

SECTION 5

TRANSPORTATION OVERVIEW

Click on the flight to view:

- Flight details
- Crew changes
- Issues
- Crew details
- Download rooming list



The screenshot displays the HRS Operations interface. The top navigation bar includes 'HRS | Crew', 'HOTELS OVERVIEW', 'OPERATIONS', 'COMMUNICATION EMAILS', and 'BILLING PROCESS'. The main content area is divided into several sections:

- Current bookings:** A search bar and filters for 'DATE' (08 Jan, 26 - 08 Jan, 26) and 'VIEW BY' (All).
- CREW / TRANSPORT:** A list of bookings. The selected flight is 'AF-CHD703... · CDG → R... · Jan 8, 20...'. Below it, there are sections for 'All clear' and 'Action needed'.
- Flight Details (CHD70339 · CDG → RUN):** Shows the flight status as 'On time' for January 8, 2026, from Paris to St Denis. Departure is at 02:00 Local (01:00 UTC) and arrival is at 23:00 Local (19:00 UTC).
- PASSENGERS:** A table showing 2 passengers. A 'DOWNLOAD ROOMING LIST' button is located at the top right of this section.

Name	Type	Position	Pick up time	Pickup Location	Drop-off Location	Vehicle Type	Price
CREW11 Position	PILOT	CC	Jan 8, 23:30	Les Villas du Lagon LUX* Saint-Gilles - RUN	RUN	VAN	€133.86
CREW12 Position	PILOT	CC	Jan 8, 23:30	Les Villas du Lagon LUX* Saint-Gilles - RUN	RUN	VAN	€133.86

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.



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:



IHM's

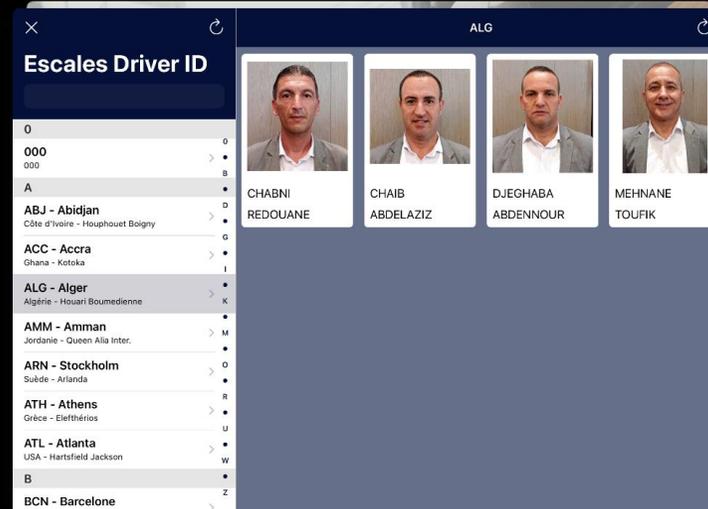
- Air France Driver ID (driverapp.net)
- Android APP



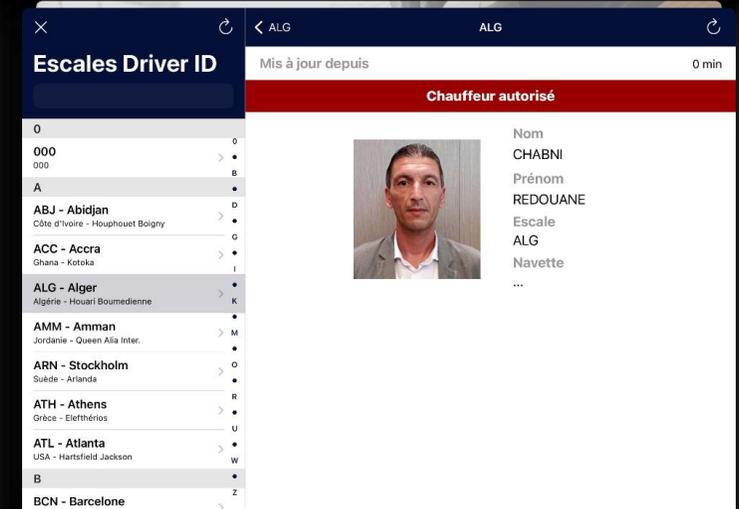
DRIVER ID CREW PRE-CHECK-IN



The crew can check the driver's details in advance to recognize easier its allocated drivers



The crew can consult the list of drivers by station



The crew can consult each driver's individual file

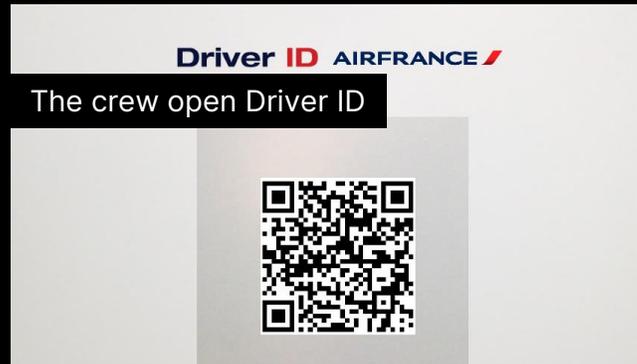
DRIVER ID

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



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

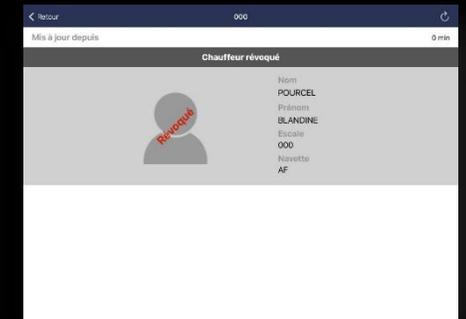
The data will be clearly displayed:

- 1 Station data,
- 2 Driver surname,
- 3 Driver first name
- 4 Driver photo

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



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



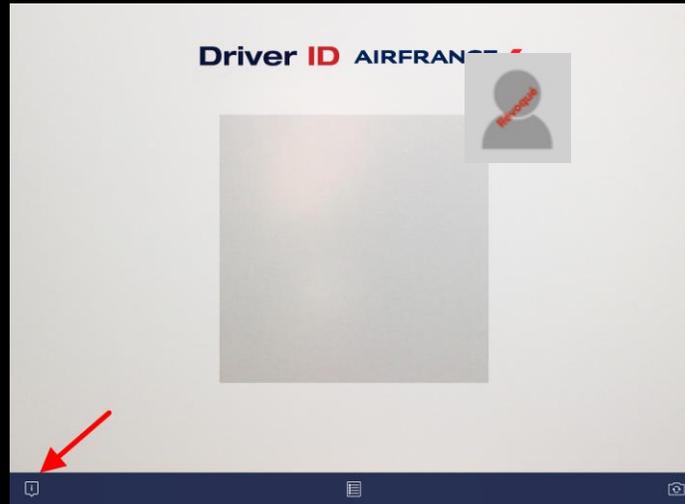
The driver is banned and the crew doesn't go in the driver's car

DRIVER ID

IMPORTANT INFORMATION



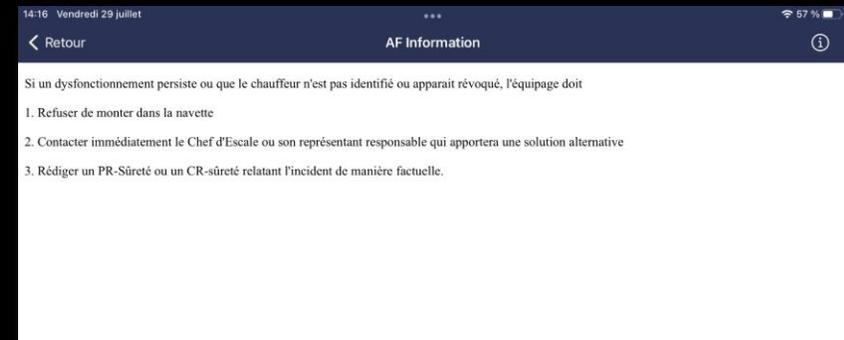
The crew can check the driver's details in advance to recognize easier their allocated drivers



 **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:

- 1 Station name
- 2 Login
- 3 Password

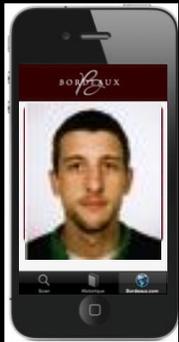


Manage drivers allocated to Air France crew transportation by:

- 1 Creating in the application the qualified driver's profile
- 2 Adding the right qualified driver to Air France crew transportation
- 3 Ban any disqualified driver from Air France crew transportation

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.

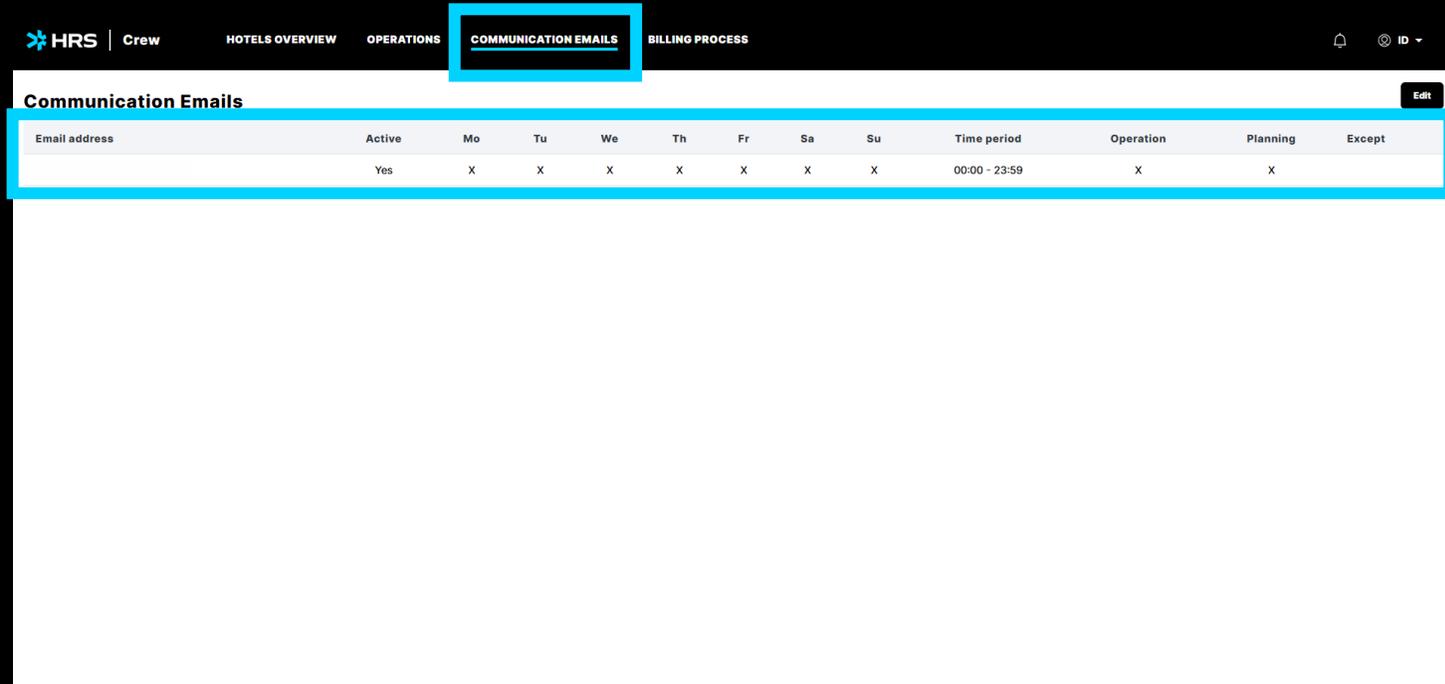
SECTION 6

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



Email address	Active	Mo	Tu	We	Th	Fr	Sa	Su	Time period	Operation	Planning	Except
	Yes	X	X	X	X	X	X	X	00:00 - 23:59	X	X	

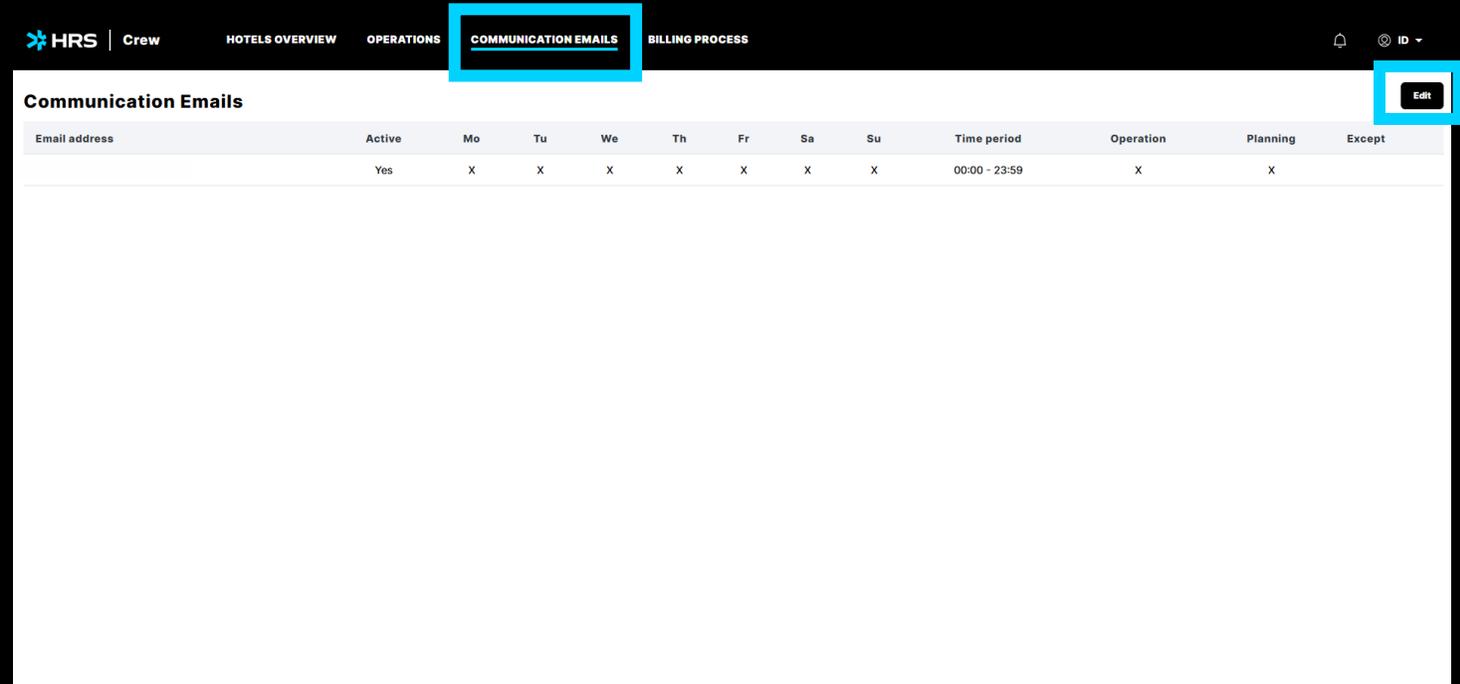
SECTION 6

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.



Email address	Active	Mo	Tu	We	Th	Fr	Sa	Su	Time period	Operation	Planning	Except
	Yes	X	X	X	X	X	X	X	00:00 - 23:59	X	X	

SECTION 6

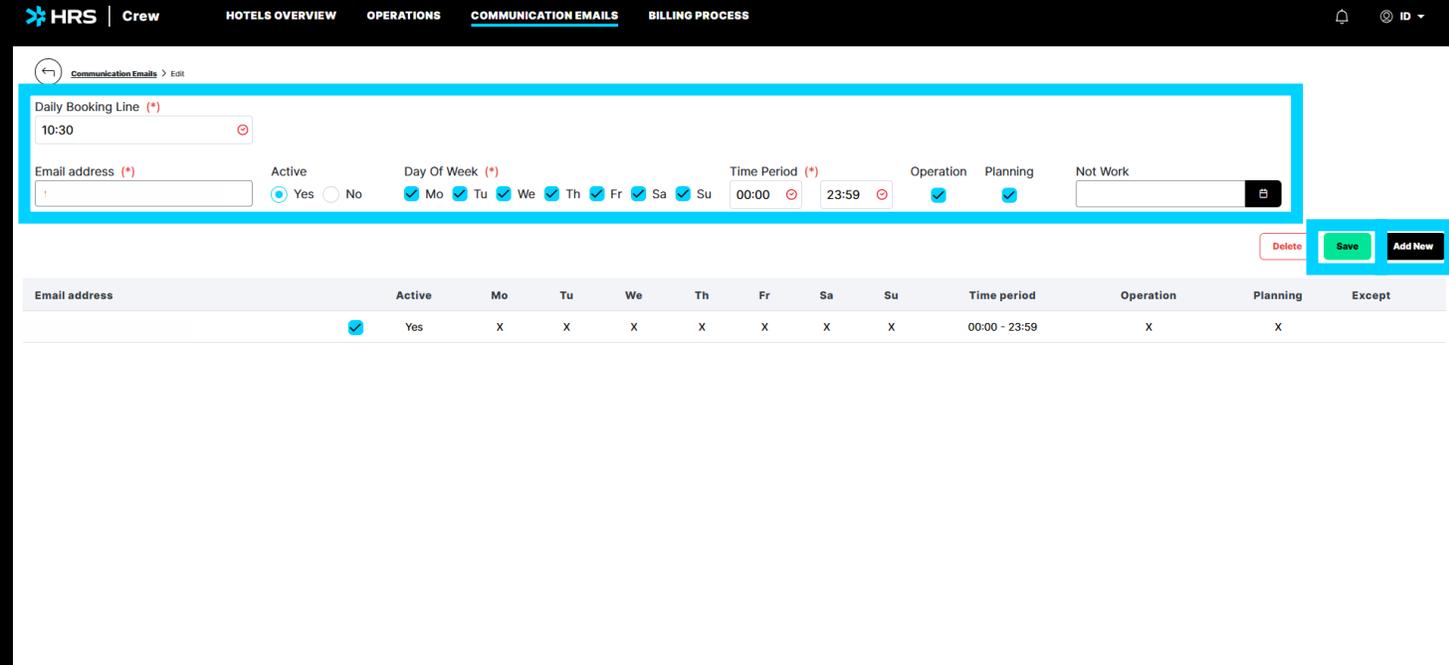
COMMUNICATION EMAILS

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



The screenshot displays the 'Communication Emails' management interface. At the top, there are navigation tabs: 'HOTELS OVERVIEW', 'OPERATIONS', 'COMMUNICATION EMAILS' (selected), and 'BILLING PROCESS'. The main form includes the following fields and options:

- Daily Booking Line (*):** 10:30
- Email address (*):** [Empty input field]
- Active:** Radio buttons for Yes (selected) and No.
- Day Of Week (*):** Checkboxes for Mo, Tu, We, Th, Fr, Sa, Su (all selected).
- Time Period (*):** 00:00 to 23:59.
- Operation:** Checked checkbox.
- Planning:** Checked checkbox.
- Not Work:** [Empty input field]

Buttons for 'Delete', 'Save', and 'Add New' are visible on the right side of the form. Below the form is a table with the following columns: Email address, Active, Mo, Tu, We, Th, Fr, Sa, Su, Time period, Operation, Planning, and Except.

Email address	Active	Mo	Tu	We	Th	Fr	Sa	Su	Time period	Operation	Planning	Except
	<input checked="" type="checkbox"/>	Yes	X	X	X	X	X	X	00:00 - 23:59	X	X	

Tip:

- Operation emails: Contain information about changes, updates and cancellations
- Planning emails: Contain general information about next month's reservations

SECTION 6

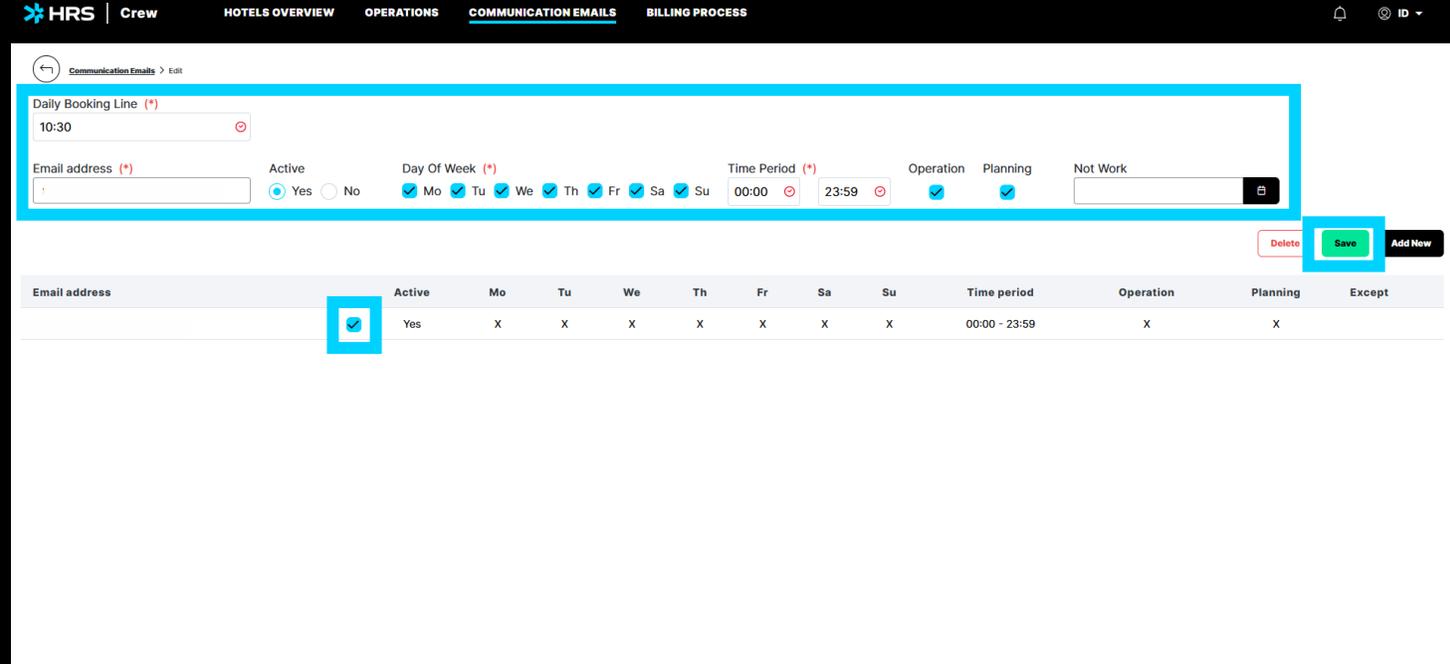
COMMUNICATION EMAILS

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”



The screenshot shows the HRS Communication Emails management interface. The top navigation bar includes 'HRS | Crew', 'HOTELS OVERVIEW', 'OPERATIONS', 'COMMUNICATION EMAILS', and 'BILLING PROCESS'. The main content area is titled 'Communication Emails > Edit'. It features a form for editing an email contact with the following fields:

- Daily Booking Line (*): 10:30
- Email address (*): [Empty field]
- Active: Yes No
- Day Of Week (*): Mo Tu We Th Fr Sa Su
- Time Period (*): 00:00 - 23:59
- Operation:
- Planning:
- Not Work: [Empty field]

Buttons for 'Delete', 'Save', and 'Add New' are visible. Below the form is a table of existing email contacts:

Email address	Active	Mo	Tu	We	Th	Fr	Sa	Su	Time period	Operation	Planning	Except
[Empty field]	<input checked="" type="checkbox"/>	Yes	X	X	X	X	X	X	00:00 - 23:59	X	X	

Info:

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

SECTION 6

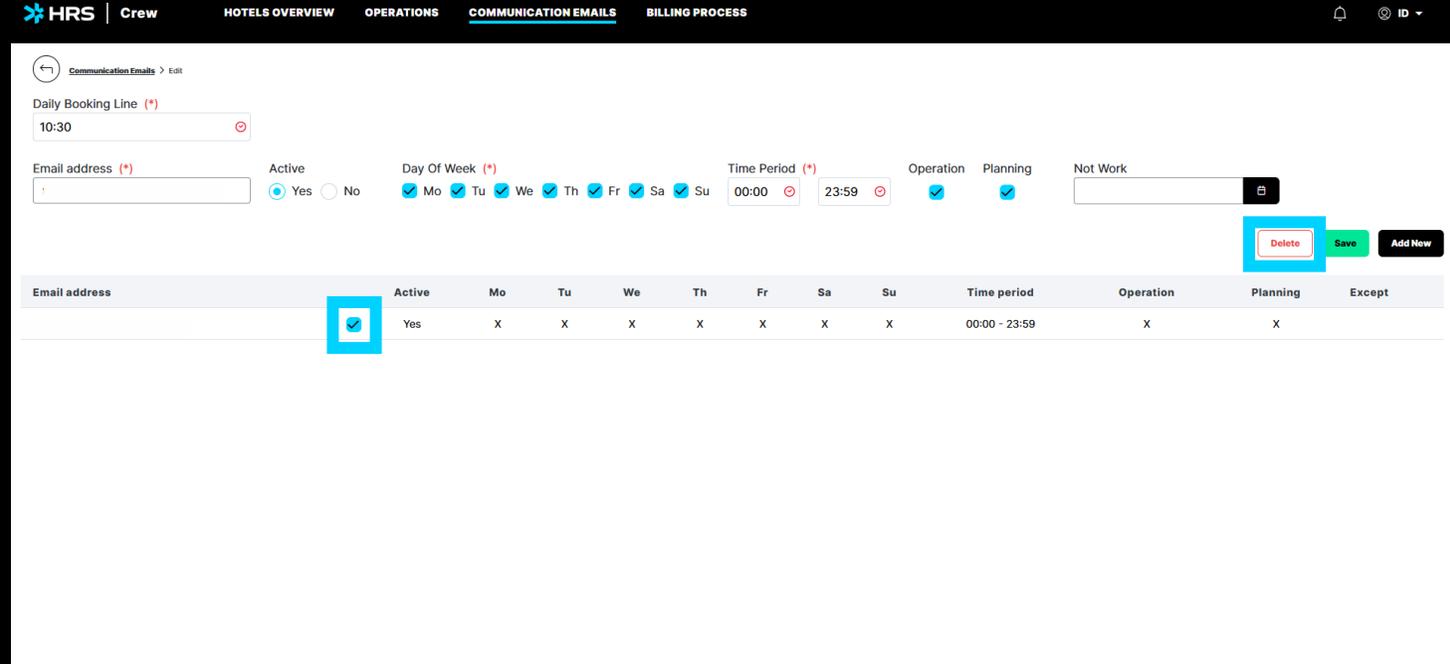
COMMUNICATION EMAILS

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



The screenshot shows the HRS interface for managing communication emails. At the top, there are navigation tabs: HRS | Crew, HOTELS OVERVIEW, OPERATIONS, COMMUNICATION EMAILS (selected), and BILLING PROCESS. Below the navigation, there is a form for adding or editing an email address. The form includes fields for Daily Booking Line (10:30), Email address (*), Active (Yes/No), Day Of Week (*), Time Period (*), Operation, Planning, and Not Work. A blue box highlights the 'Delete' button in the top right of the form area. Below the form is a table with columns: Email address, Active, Mo, Tu, We, Th, Fr, Sa, Su, Time period, Operation, Planning, and Except. A blue box highlights the 'Active' checkbox in the first row of the table.

Email address	Active	Mo	Tu	We	Th	Fr	Sa	Su	Time period	Operation	Planning	Except
	<input checked="" type="checkbox"/>	X	X	X	X	X	X	X	00:00 - 23:59	X	X	



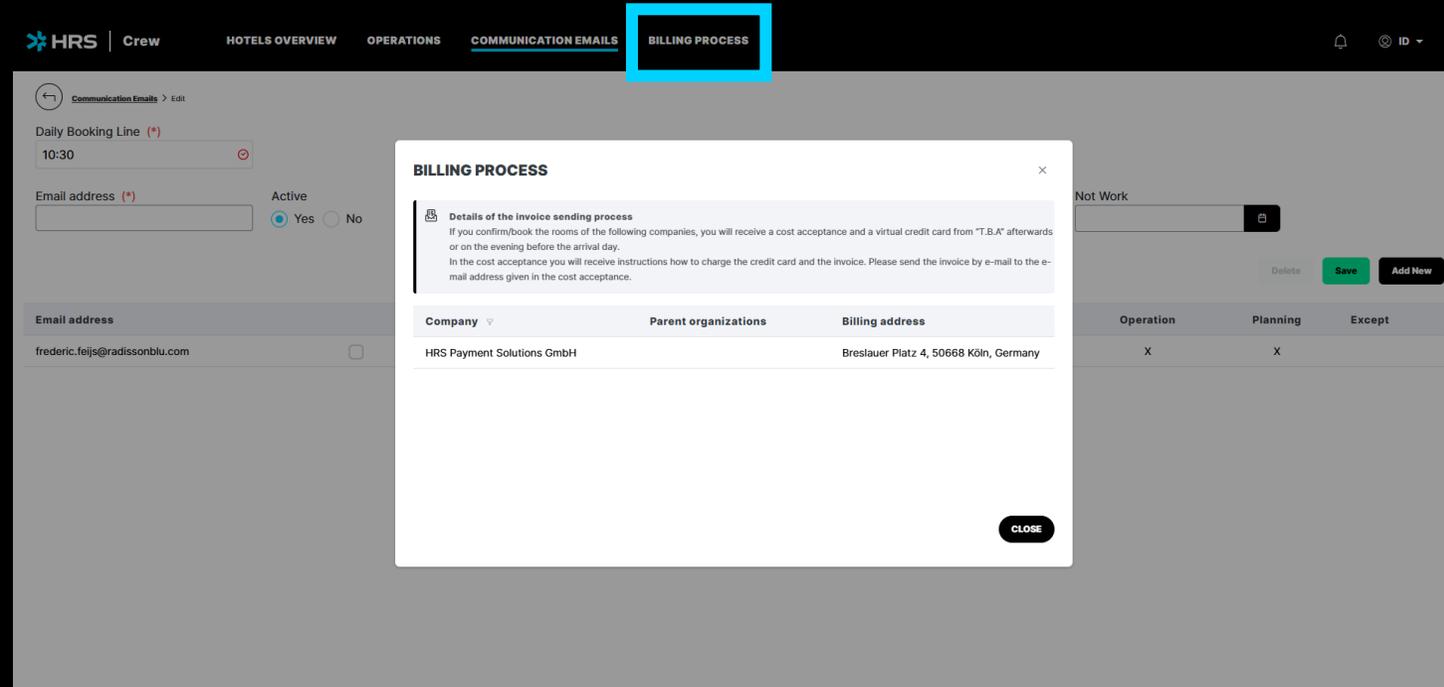
The screenshot shows a Confirmation dialog box with the title 'Confirmation' and a close button (X). The text inside the dialog asks 'Do you want to delete the selected item(s)?'. At the bottom right, there are two buttons: 'No' and 'Yes'. A blue box highlights the 'Yes' button.

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 processed in accordance with contracted terms and conditions



The screenshot shows the HRS web interface. The top navigation bar includes 'HRS | Crew', 'HOTELS OVERVIEW', 'OPERATIONS', 'COMMUNICATION EMAILS', and 'BILLING PROCESS' (highlighted with a red box). The main content area displays a 'Communication Emails' form with fields for 'Daily Booking Line' (10:30), 'Email address' (frederic.fejs@radissonblu.com), and an 'Active' toggle (Yes/No). A modal window titled 'BILLING PROCESS' is open, showing 'Details of the invoice sending process' and a table of company information.

Company	Parent organizations	Billing address
HRS Payment Solutions GmbH		Breslauer Platz 4, 50668 Köln, Germany



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



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

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



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 x €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



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

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



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





THANK YOU