



HRS CREW SUPPLIER PLATFORM TRANSPORTATION 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 cancelations to suppliers.

All suppliers will have access to the HRS Crew Supplier Platform to check current, past and future bookings, view and download crew lists 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.

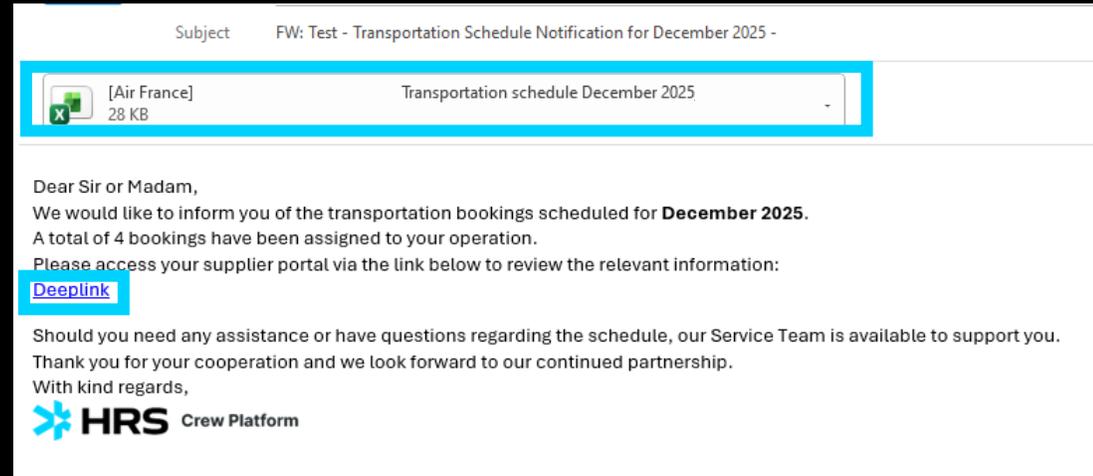


SECTION 2

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



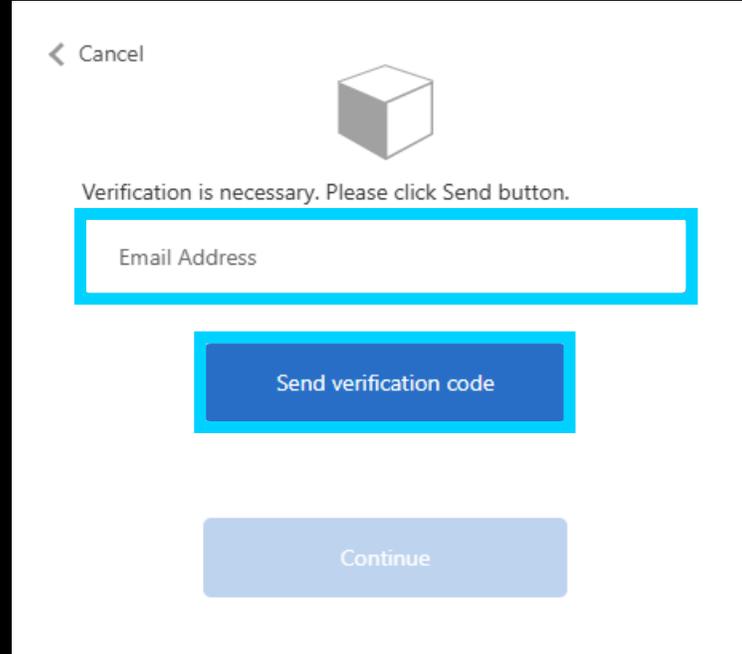
Flight number	Departure time	Arrival time	Crew member	Position	Pickup time	Price	Pickup location	Dropoff location	Route type	Status	Signature
AF-CHD70313	2025-12-30 02:00	2025-12-30 14:00	CREW11	CC	2025-12-30 14:00		YOW		Airport to Hotel	BOOKED	
AF-CHD70313	2025-12-30 02:00	2025-12-30 14:00	CREW12	CC	2025-12-30 14:00		YOW		Airport to Hotel	BOOKED	
AF-CHD70314	2026-01-02 14:00	2026-01-02 22:00	CREW11	CC	2026-01-02 13:20			YOW	Hotel to Airport	BOOKED	
AF-CHD70314	2026-01-02 14:00	2026-01-02 22:00	CREW12	CC	2026-01-02 13:20			YOW	Hotel to Airport	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." A text input field with the placeholder "Email Address" is highlighted with a red border. Below the input field is a red button labeled "Send verification code", which is also highlighted with a red border. At the bottom is a light gray button labeled "Continue".

< Cancel



Verification is necessary. Please click Send button.

Send verification code

Continue



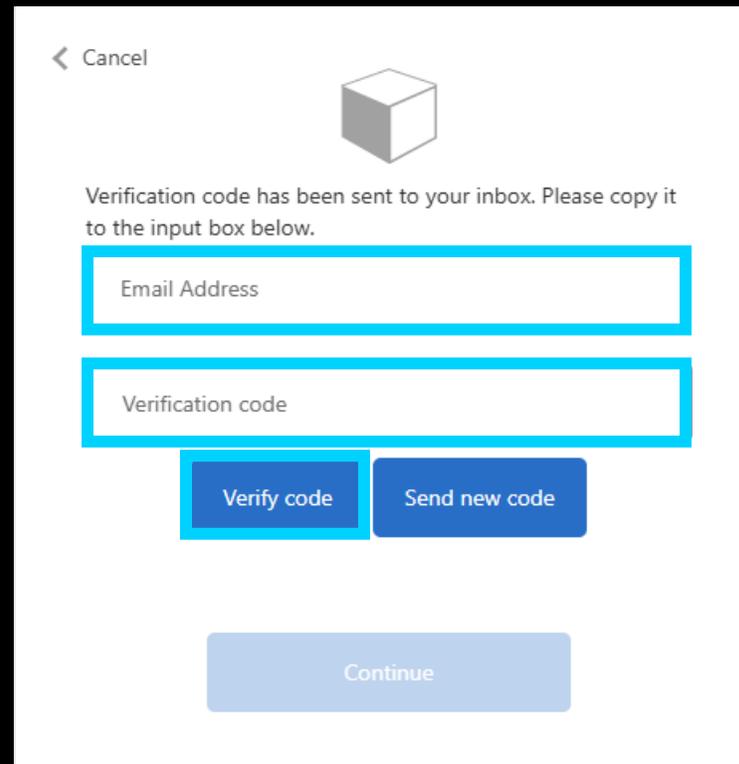
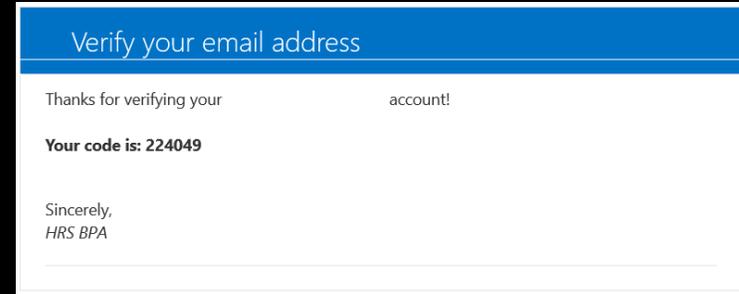
SECTION 2

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”

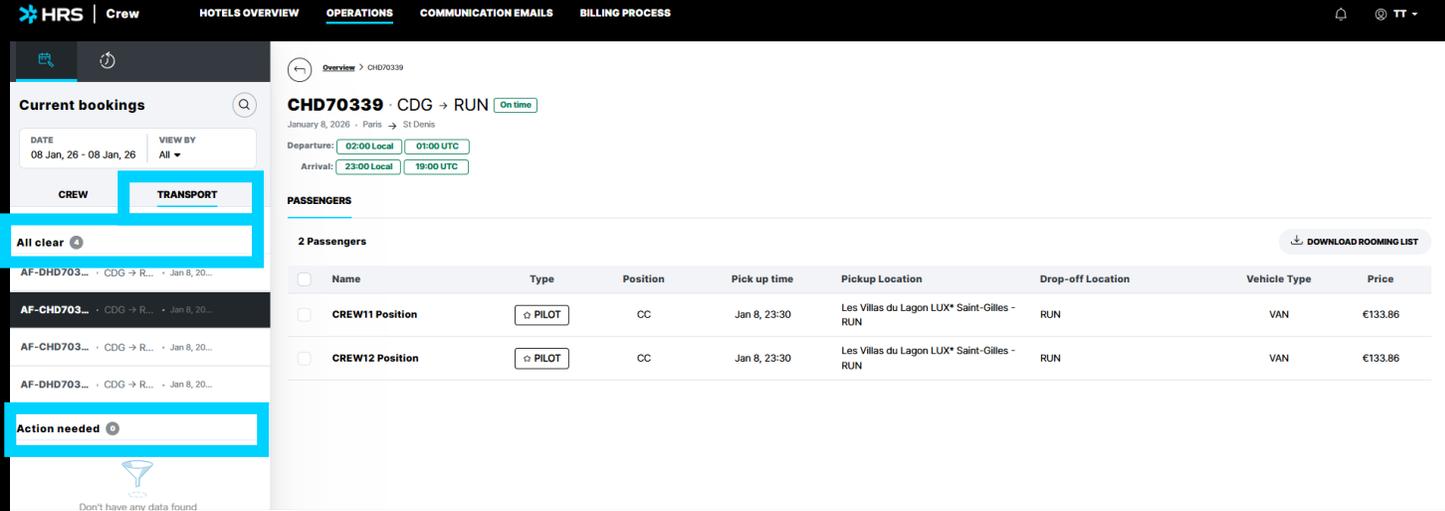


SECTION 3

OPERATIONS

To access the transportation information, click on the Operations tab:

- 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 'HRS | Crew', 'HOTELS OVERVIEW', 'OPERATIONS' (highlighted), '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). It has two tabs: 'CREW' and 'TRANSPORT' (highlighted). Below the tabs, there are two status indicators: 'All clear' (in green) and 'Action needed' (in red). The right panel shows details for flight 'CHD70339' (CDG → RUN) with a status of 'On time'. It includes departure and arrival times in local and UTC, and a 'PASSENGERS' section with a 'DOWNLOAD ROOMING LIST' button. A table lists 2 passengers:

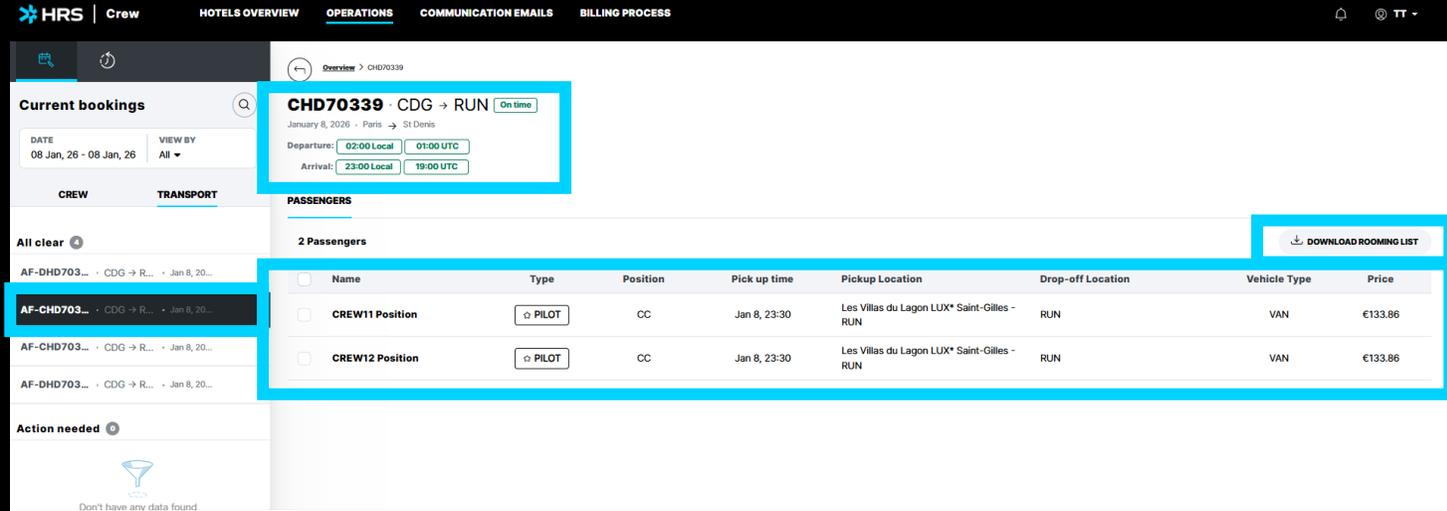
Name	Type	Position	Pick up time	Pickup Location	Drop-off Location	Vehicle Type	Price
CREW11 Position	PILOT	CC	Jan 8, 23:30	Les Villas du Lagon LUX* Saint-Gilles - RUN	RUN	VAN	€133.86
CREW12 Position	PILOT	CC	Jan 8, 23:30	Les Villas du Lagon LUX* Saint-Gilles - RUN	RUN	VAN	€133.86

SECTION 3

OPERATIONS

Click on the flight to view:

- Flight details
- Crew changes
- Crew details
- Download crew lists



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. One entry, 'AF-CHD703... · CDG → R... · Jan 8, 20...', is highlighted with a red box.
- Flight Details (CHD70339 · CDG → RUN):** A detailed view of the selected flight, showing 'On time' status, departure (02:00 Local / 01:00 UTC), and arrival (23:00 Local / 19:00 UTC) times.
- PASSENGERS:** A table listing 2 passengers. A 'DOWNLOAD ROOMING LIST' button is visible in the top right corner 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 3

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 3

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

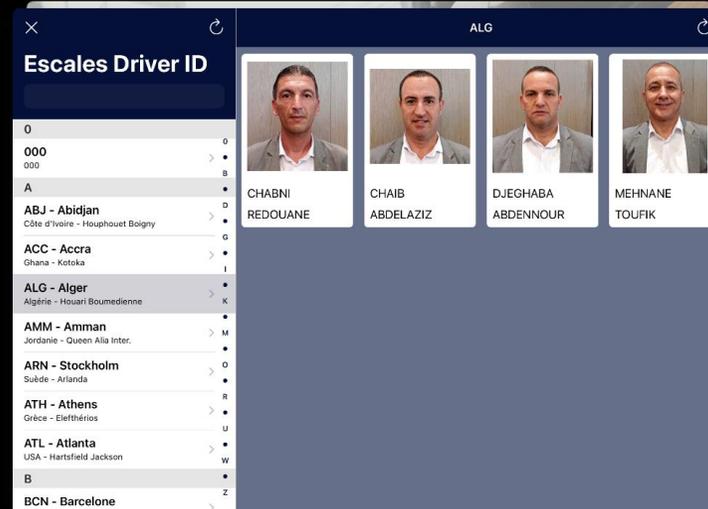


DRIVER ID

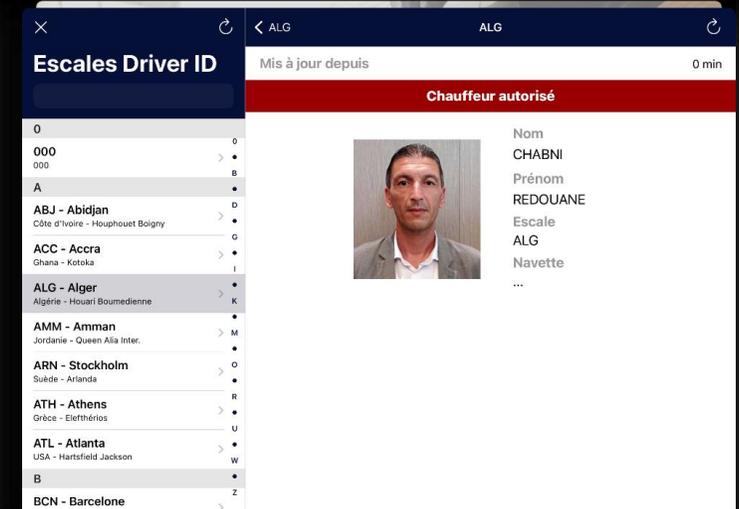
CREW PRE-CHECK-IN



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

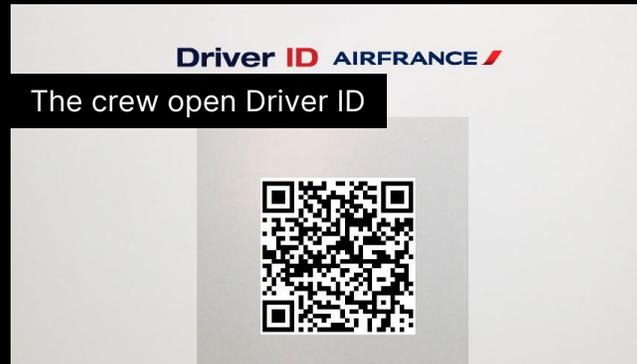
DRIVER ID

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

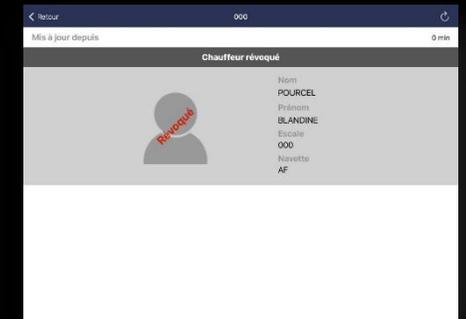
The data will be clearly displayed:

- 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



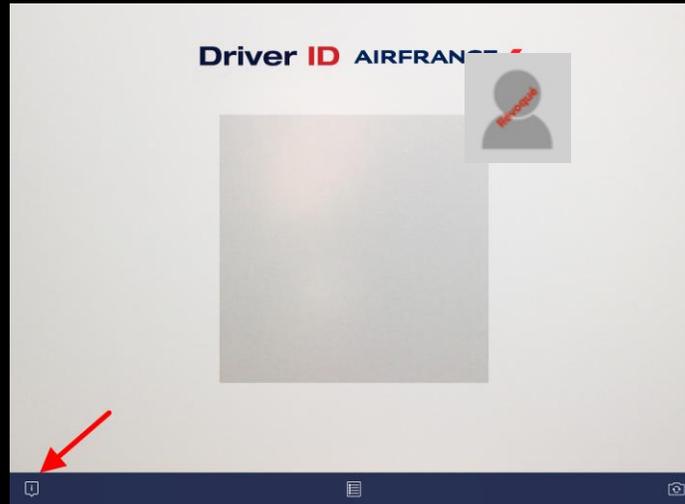
The driver is banned and the crew doesn't go in the driver's car

DRIVER ID

IMPORTANT INFORMATION



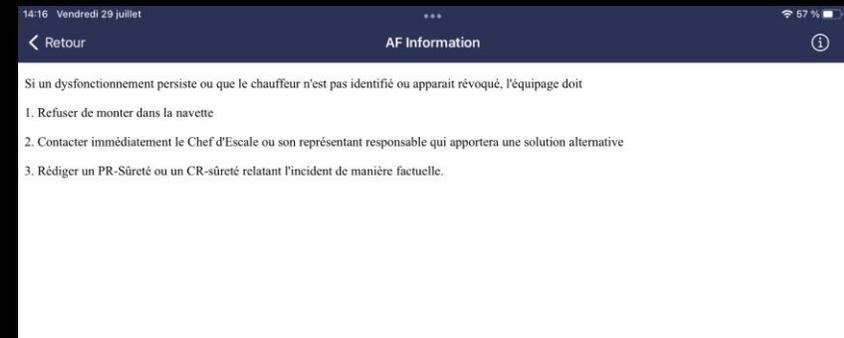
The crew can check the driver's details in advance to recognize easier their allocated drivers



 **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.

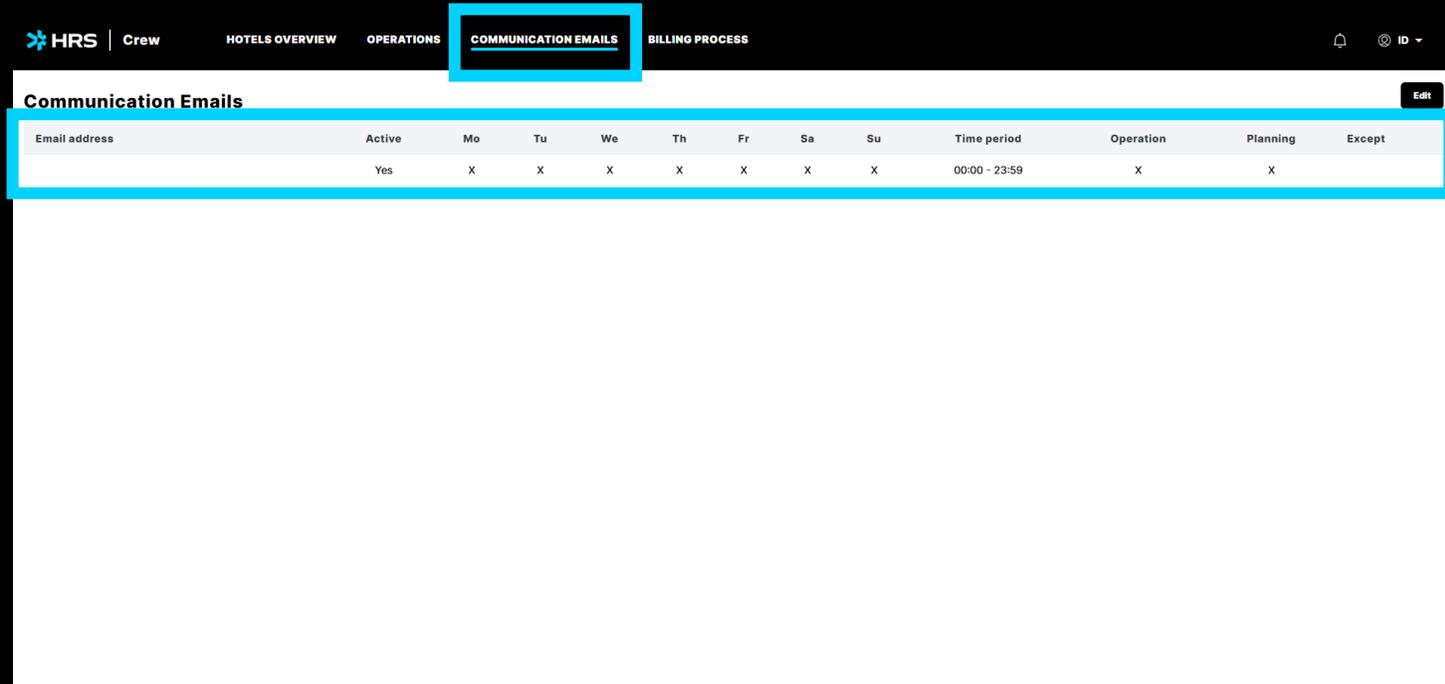
SECTION 4

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	

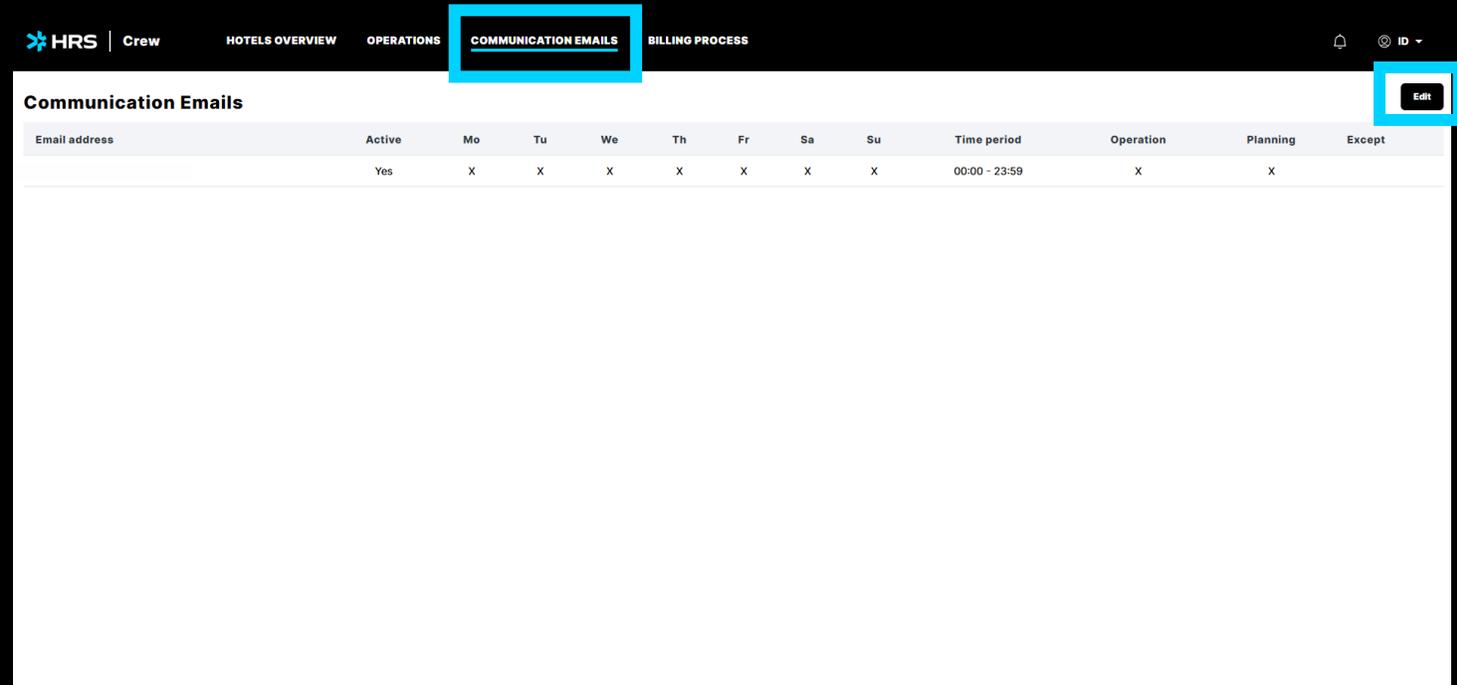
SECTION 4

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 4

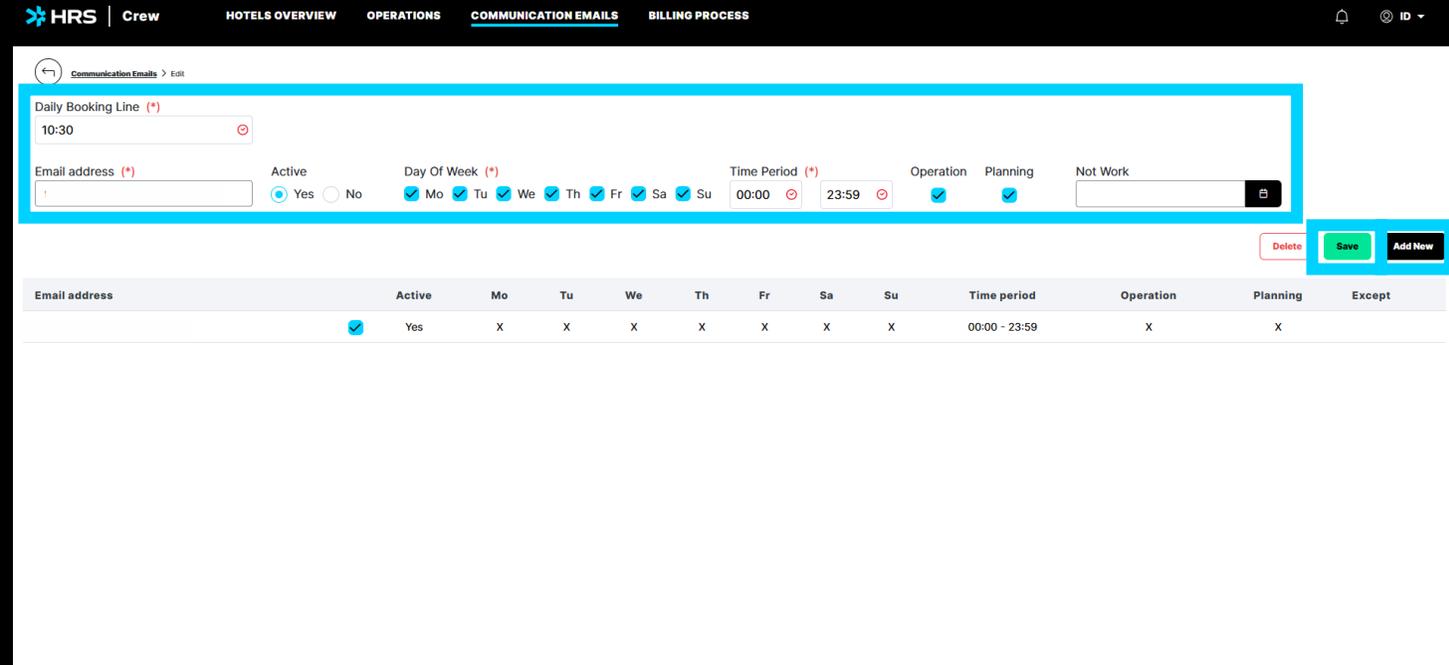
COMMUNICATION EMAILS

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 (*):** A text input field containing '10:30'.
- Email address (*):** A text input field.
- Active:** Radio buttons for 'Yes' (selected) and 'No'.
- Day Of Week (*):** Checkboxes for 'Mo', 'Tu', 'We', 'Th', 'Fr', 'Sa', and 'Su', all of which are checked.
- Time Period (*):** Two input fields for start and end times, both containing '00:00' and '23:59' respectively.
- Operation:** A checked checkbox.
- Planning:** A checked checkbox.
- Not Work:** A text input field.

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'. The table contains one row of data:

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 4

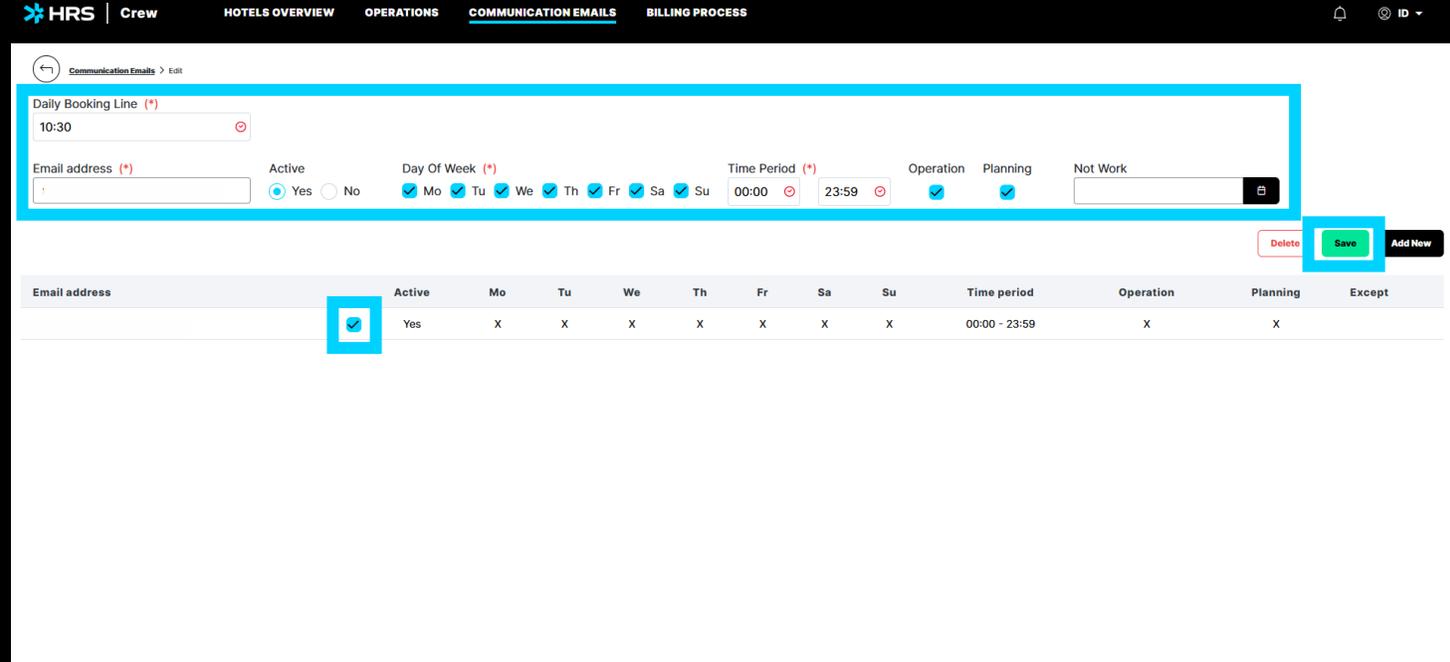
COMMUNICATION EMAILS

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 interface for managing communication emails. 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 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 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 4

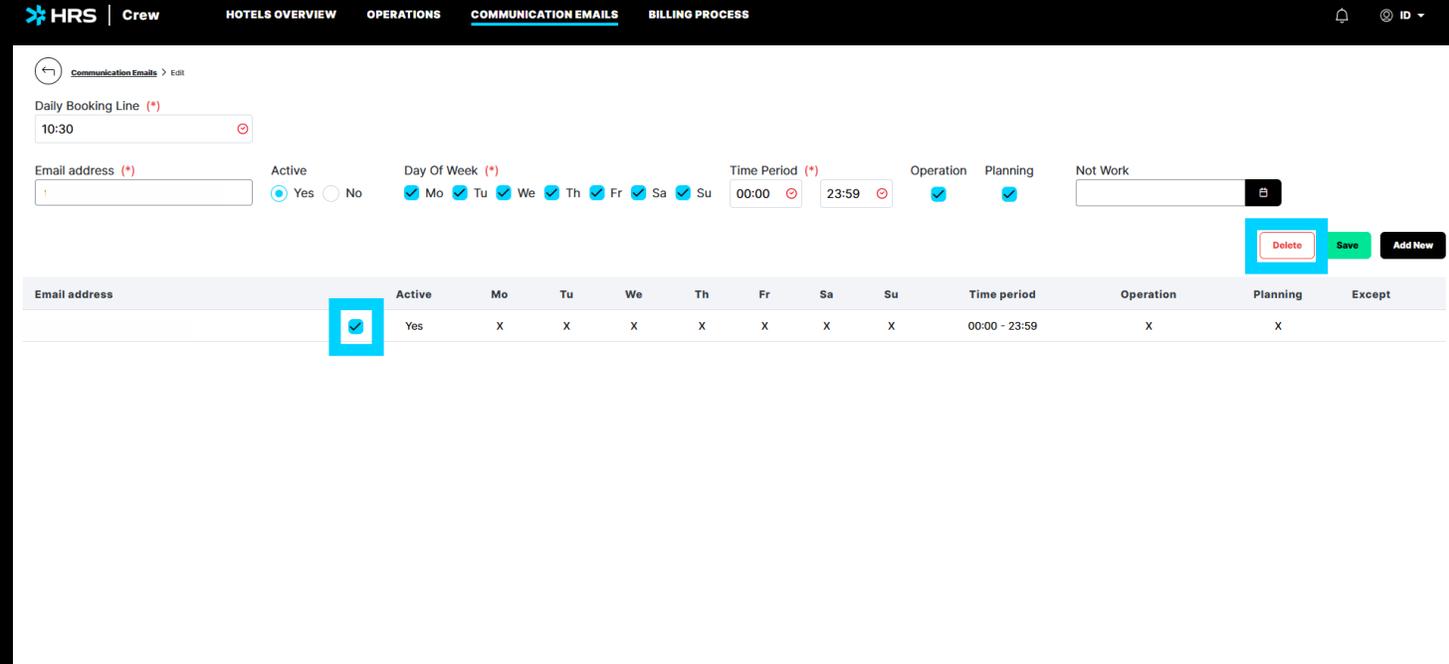
COMMUNICATION EMAILS

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



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

Communication Emails > Edit

Daily Booking Line (*)
10:30

Email address (*)
:

Active: Yes No

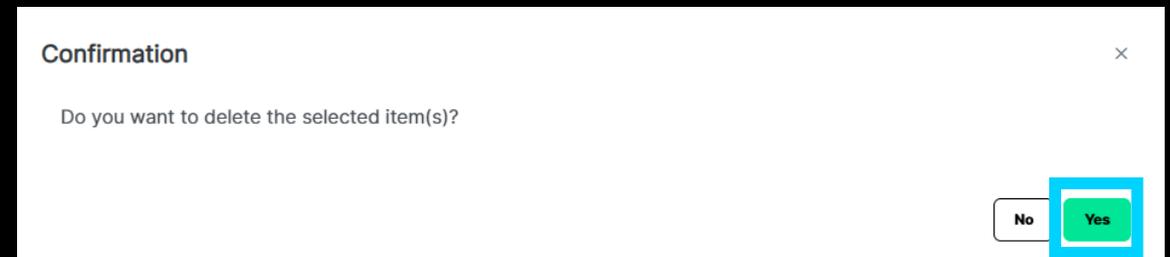
Day Of Week (*)
 Mo Tu We Th Fr Sa Su

Time Period (*)
00:00 23:59

Operation: Planning: Not Work: [input]

[Delete] [Save] [Add New]

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	



Confirmation

Do you want to delete the selected item(s)?

[No] [Yes]



SECTION 5

BILLING PROCESS

What is changing?

- HRS is now your primary partner for all invoice-related matters for Air France crew ground transportation:
- HRS collects, validates, and processes all transportation invoices
 - All trip-related discrepancies are resolved directly with HRS
 - Single point of contact for all invoice questions



SECTION 5

BILLING PROCESS

Scope of services:

- Airport to Hotel transfers
- Hotel to Airport transfers
- Ad-hoc/emergency crew transportation



SECTION 5

BILLING PROCESS

Invoice submission details:

Item	Requirement
Submission Channel	Email to: airline.invoice@hrs.com
File Format	PDF (scanned paper or electronic) or image type
Invoice Frequency	Monthly consolidated invoice (per station/route)
Submission timeline	Expected within 10 calendar days after the end of the service month
Invoice cut-off rule	Includes all trips provided within the billing month
Submission Deadline	Last day of the service month (cut-off date)
Currency	As specified in your contract (local currency or EUR/USD)

Monthly timeline example - January 2026 services:

- January 1-31: Transportation services provided
- January 31: Cut-off date – submit invoice
- February 1-10: HRS validates invoice
- February 10+: Air France review invoices proceed to payment processing if no discrepancies



SECTION 5

BILLING PROCESS

Invoice collection process:

Monthly (invoice & supporting documents)

Monthly invoices and supporting documents are collected after the service month ends.

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 5

BILLING PROCESS

Required documents (document check-list):

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

Document	Required?	Purpose
Monthly Invoice	MANDATORY	Primary billing document with all trip charges
Parking Receipts	Conditional	Required if airport parking is charged
Waiting Time Log	Conditional	Required if waiting time charges apply
Fuel Surcharge Calc.	Conditional	Required if contract includes fuel adjustment clause

SECTION 6

BILLING PROCESS

Mandatory Invoice Fields - Your invoice must contain all the following information for legal compliance:

Supplier Information:

- Company legal name (as registered)
- Complete business address
- Tax ID

Customer Information (Air France):

- Company name as specified in contract
- Company address as specified in contract
- Air France VAT number (if available)

Invoice Details:

- Unique invoice number
- Invoice issue date
- Service period (first trip date to last trip date)
- Payment terms

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 5

BILLING PROCESS

Service Line Item Breakdown:

Each service/route type should be listed with the following details:

Element	Description
Route/Service Type	Clear description (e.g., "CDG T2E → Hilton Paris CDG", "Standard Transfer")
Vehicle Category	As per contract (Sedan, Minivan, Coach, etc.)
Number of Trips	Total trips for this route/vehicle combination
Pax	Number of crews
Unit Price	Price per trip (must match contracted rate)
Net Amount	Number of Trips × Unit Price (before tax)
Tax Details	Tax type, rate, and amount for each applicable tax
Gross Amount	Net Amount + All Taxes

SECTION 5

BILLING PROCESS

Tax Breakdown Requirements

Proper tax presentation is essential for Air France VAT recovery:

Tax Category	Examples	Notes
VAT/GST	VAT, GST, IVA	Must show rate (%) and amount separately
Other Taxes	Local Tax, Regional 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 5 BILLING PROCESS

Transportation Invoice Example

Invoice Example

Supplier Information	
Company Name:	ABC Transportation Services
Address:	123 Airport Boulevard, Los Angeles, CA 90045, USA
Tax ID:	12-3456789

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

Invoice Details	
Invoice Number: GT-2025-001234	Invoice Date: 01.02.2025
Service Period: 01.01.2025 - 31.01.2025	Currency: USD

Date	Vehicle	Description	Trip ID	PAX	Qty	Rate	Amount
05.01.2025	Coach	LAX → Marriott Torrance	TRP-0501-001	18	1	162.00	162.00
05.01.2025	-	Toll Fee	TRP-0501-001	-	1	14.40	14.40
06.01.2025	Coach	Marriott Torrance → LAX	TRP-0601-001	18	1	162.00	162.00
12.01.2025	Van	LAX → Marriott Torrance	TRP-1201-001	6	1	167.00	167.00
12.01.2025	-	Waiting Time (30 min)	TRP-1201-001	-	2	20.00/hr	40.00
13.01.2025	Van	Marriott Torrance → LAX	TRP-1301-001	6	1	107.00	107.00
20.01.2025	Coach	LAX → Marriott Torrance	TRP-2001-001	20	1	162.00	162.00
21.01.2025	Coach	Marriott Torrance → LAX	TRP-2101-001	20	1	162.00	162.00

Total: 1,440.80
FUEL SURCHARGE (5.000%): 72.04
Tax (9.50%): 143.72
Total Due (\$): 1,656.56



SECTION 5

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.

Vehicle Category Rates

Your contract specifies rates by vehicle category. Ensure you charge the correct rate:

Vehicle Type	Typical Use	Rate Validation
Sedan (1-3 pax)	Small crew, pilots	Must match sedan rate in contract
Minivan (4-7 pax)	Standard crew groups	Must match minivan rate in contract
Van (8-14 pax)	Larger crew groups	Must match van rate in contract
Coach (15+ pax)	Full crew rotations	Must match coach rate in contract

Note: Using a larger vehicle than required does not entitle you to charge the higher rate unless pre-approved.



SECTION 5

BILLING PROCESS

Contract Compliance Requirements:

Rates

- Trip rate must match contract for vehicle type and route
- Waiting time rate must match contract (after grace period)
- Fuel surcharge percentage must match contract clause

Quantities

- Number of trips must match actual trips completed
- Waiting time hours must be justified (flight delay, etc.)

Additional Charges

- Toll fee: only if in contract, with receipts
- Waiting time: only after grace period (usually 30 min)
- Fuel surcharge: only if contract clause triggered (e.g., gas price above threshold)

[Important!](#) Flight delays do not automatically qualify for waiting time charges – check your contract terms.



SECTION 5

BILLING PROCESS

Additional Charges - The following can only be charged if explicitly mentioned in your contract:

Toll Charges

- Only chargeable if contract allows pass-through of tolls

Parking Charges

- Airport parking only if specified in contract
- Provide parking receipts as evidence

Fuel Surcharges

- Only if contract includes fuel adjustment clause
- Must follow the formula specified in contract
- Provide calculation worksheet with reference fuel prices

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



SECTION 5

BILLING PROCESS

Common rejection reasons and how to avoid them:

Rejection Reason	How to Avoid
Rate exceeds contract	Double-check all rates by vehicle type and route against contract
Wrong vehicle category charged	Bill for vehicle category actually used not larger vehicle
Missing VAT/tax information	Include complete tax breakdown with rates and amounts
Unauthorized waiting time	Only charge after grace period; provide waiting time log
Fuel surcharge not in contract	Verify contract includes fuel adjustment before charging
Invoice total calculation error	Verify: Sum of (line items + taxes) = Invoice total
Duplicate invoice number	Use unique invoice numbers; never reuse numbers



SECTION 5

BILLING PROCESS

Common rejection reasons and how to avoid them:

Rejection Reason	How to Avoid
Rate exceeds contract	Double-check all rates by vehicle type and route against contract
Wrong vehicle category charged	Bill for vehicle category actually used not larger vehicle
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Unauthorized waiting time	Only charge after grace period; provide waiting time log
Fuel surcharge not in contract	Verify contract includes fuel adjustment before charging
Invoice total calculation error	Verify: Sum of (line items + taxes) = Invoice total
Duplicate invoice number	Use unique invoice numbers; never reuse numbers



SECTION 5

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 5

BILLING PROCESS

Quick Reference Checklist:

Use this checklist before every invoice submission:

- Invoice is in PDF format
- Trip manifest is attached with all required fields
- All mandatory fields are present (VAT#, addresses, dates, etc.)
- Each route/service should have description, vehicle type, quantity, unit price
- Tax breakdown shows each tax type with rate and amount
- Line items + taxes = invoice total
- All rates match contract rates by vehicle category
- Trip count on invoice matches trip manifest count
- Waiting time: log attached if charged (after grace period only)
- Tolls/parking: receipts attached if charged
- Fuel surcharge: calculation worksheet attached if charged
- Invoice number is unique (not used before)



SECTION 5

BILLING PROCESS

To ensure a consistent and fair process for all suppliers, **we actively monitor invoice compliance performance metrics.**

Suppliers submitting fully compliant invoices benefit from **faster processing** and **timely payment cycles.**

Low or recurring non-compliance **may result in payment delays** and **additional validation steps.** If non-compliance persists over time, **further consequences may be taken by the client.**

Our goal is to work in partnership with suppliers to maintain high compliance standards, improve efficiency for everyone involved and ensure reliable processes.



SECTION 6

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