SMART
CHECK-IN

TRANSFORMS THE GUEST EXPERIENCE

MAKE A GREAT
FIRST IMPRESSION

Whether a guest is checking in for business or pleasure, you want to make their every experience a pleasant and frictionless one... from the time they walk in the door until the time they walk out. With NEC's Smart Check-In software solution, you can streamline your check in and check out process which makes the guests' first and last interaction on your property easy and seamless.

SMART CHECK-IN SOLUTION

Smart Check-In solution provides an easy-to-use, automated, self-service interface that walks a guest through the check in/check out process. This self-service application enables a guest to walk up to a kiosk, verify their identity through facial recognition and Government issued ID authentication, pull up their reservation information, add a payment option if needed, encode their room key cards and receive their room assignment.

When a guest is ready to check out, this same self-service software enables them to simply enter their room number and check in date, review their bill, and request either a printed receipt or have it conveniently emailed to them. It's as simple and quick as that.

The interface is fully customizable with your property's logo and images along with selection of languages. You are also able to select which functionality of the software that you want to include in your check in/check out process. The software seamlessly integrates with Property Management Systems (PMS) to immediately alert staff when a room has been assigned and when the guest has officially checked out.

SEAMLESS INTEGRATIONS

With the utilization of NEC's UNIVERGE Integration Platform (UIP), the Smart Check-In solution can seamlessly interconnect with your back-office systems to function as one complete end-to-end solution. UIP can connect any application/data source and enables comprehensive Application programming Interface (API) management.

TRANSFORM YOUR GUEST EXPERIENCE

When a guest engages with Smart Check-In, here are some of the steps and easy to use screens they will go through to check in:

AT A GLANCE

> Transforms the guest experience – intuitive, easy-to-use automated interface that walks a guest through check in/check out step by step

> Speeds up the check in/check out process...no more waiting in lines

> Guests can choose their language of choice

> Utilizes NEC's UNIVERGE Integration Platform to integrate easily with a property's PMS system as well as facial recognition software, touch screen display, camera, Passport/ID reader, credit card payment device and door key encoder

> Identification verification through facial recognition and Passport/ID reader for added security – supports Know Your Customer (KYC) policies

> Accepts credit card payments if required when attached to an appropriate payment terminal

> Provides guest with room number and encodes key cards through a door key encoder device when attached

> Seamlessly checks guests out - provides them with details of their bill and an option to print or have it emailed to them

> Frees up front desk staff to service other guests – enhances staff productivity and focuses attention on guest experience

> Fully customizable interface including changes to background, logos and color schemes

TRANSFORMS THE GUEST EXPERIENCE

INTUITIVE, EASY-TO-USE AUTOMATED INTERFACE THAT WALKS A GUEST THROUGH CHECK IN/CHECK OUT STEP BY STEP

GUEST CHECK IN

To enhance the guest experience, the "Home" screen for the Smart Check-In provides multiple options for customization.
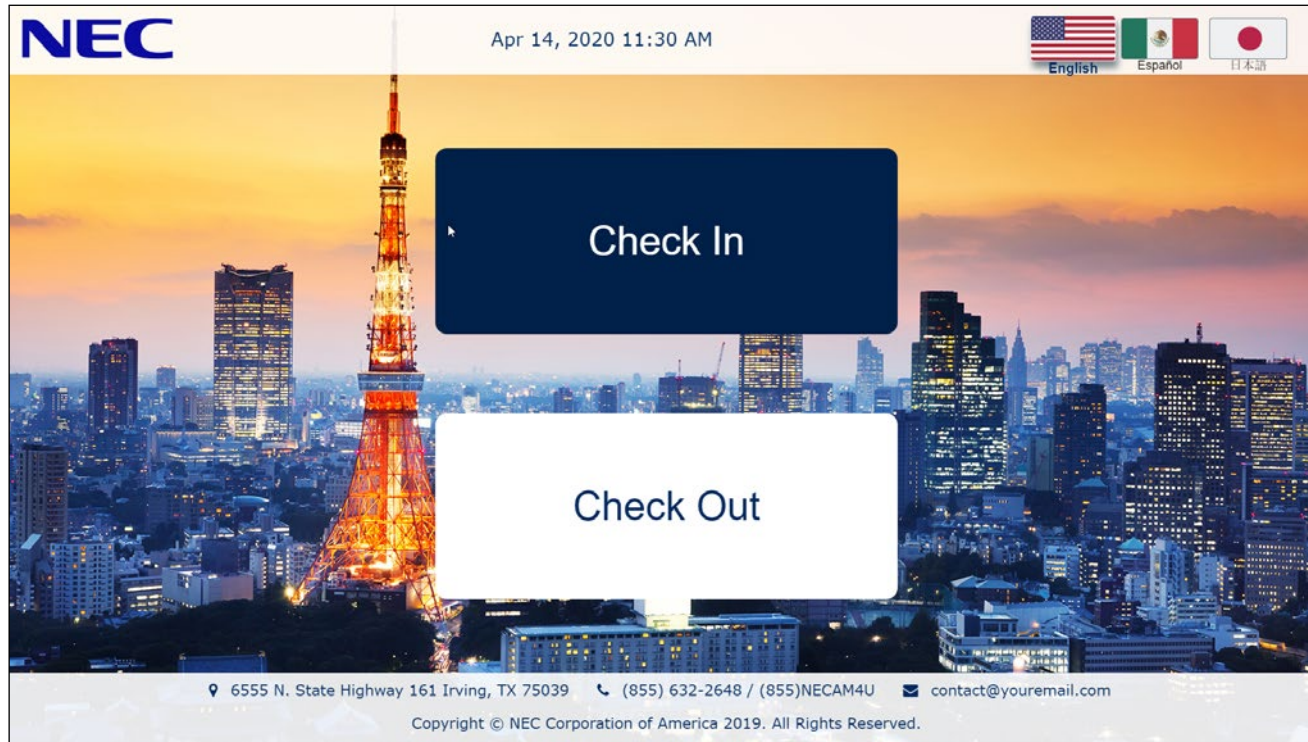
> Choose language options to display and the order in which they appear
> Add a custom logo
> Easily change background images and color scheme
> Show or hide the information footer
> Turn on "Early arrival" feature allowing guests to partially check in before
   allowed check in time

GUEST CHECK IN
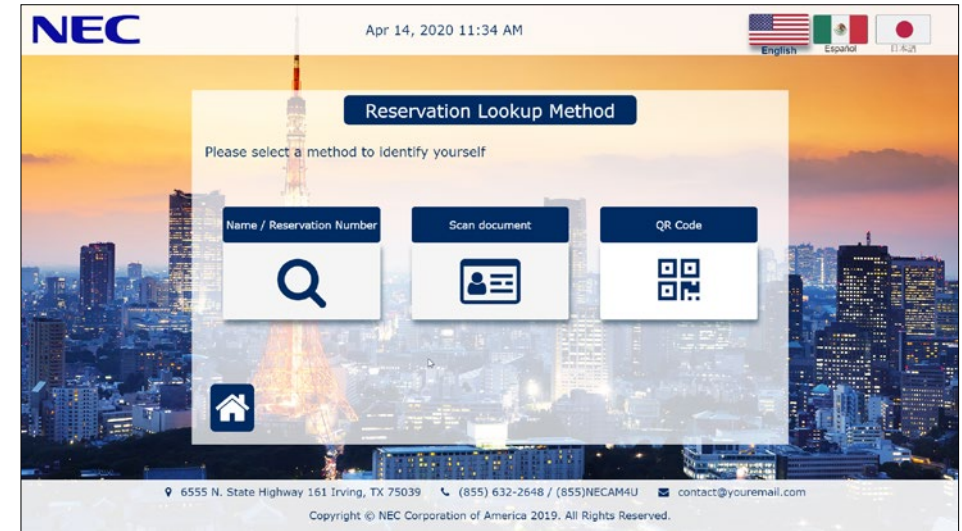
The system can be configured for the guest to lookup their reservation by QR code, face match, reservation number or, depending on the hotel, all three options could be offered.
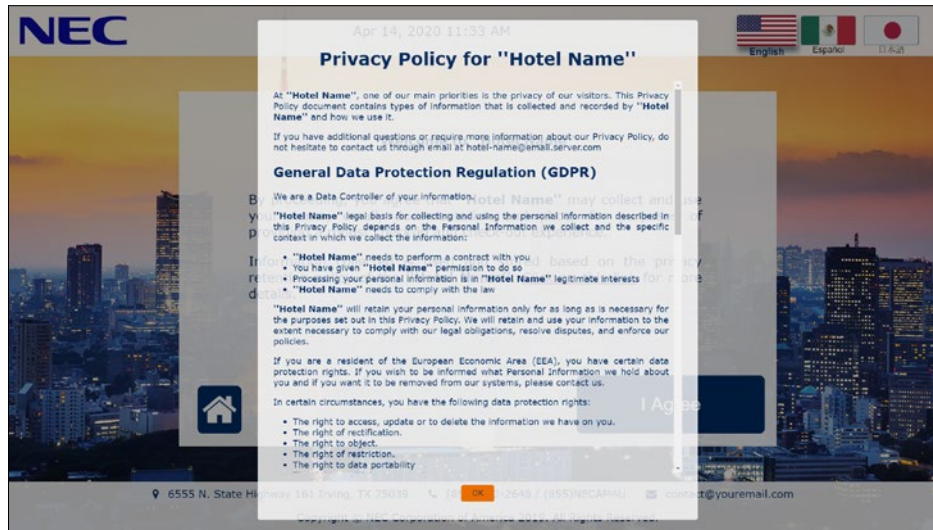
Customize the privacy policy statement and/or link to the hotel's general privacy policy.

GUEST CHECK IN

> Booking Details offer reservation review
> Select the number of guests that will be staying
> Option to add or update the credit card on the folio
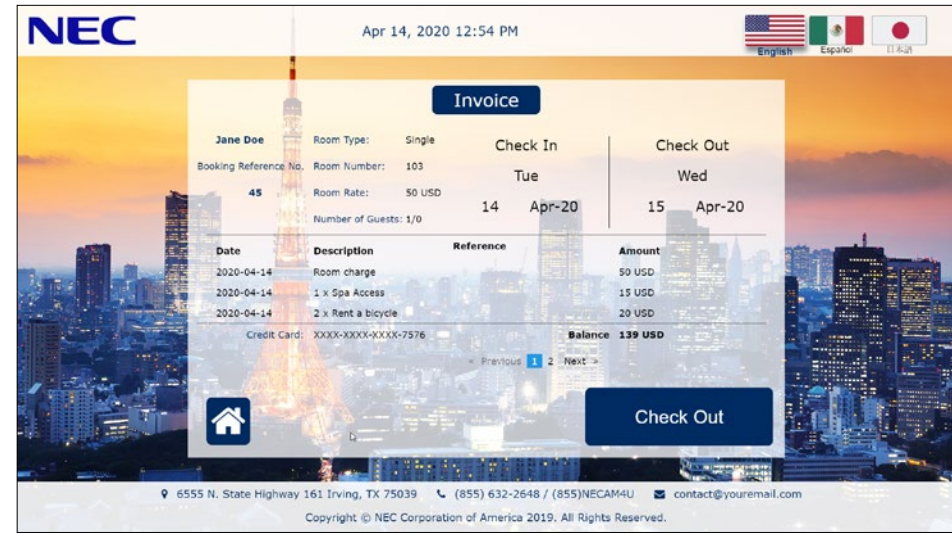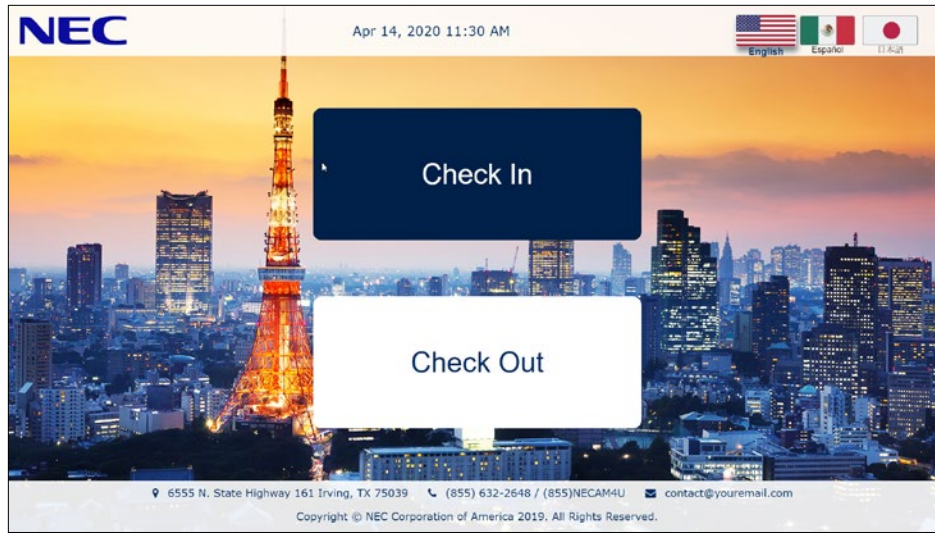> Pick from a list of additional services to purchase prior to check in

GUEST CHECK IN
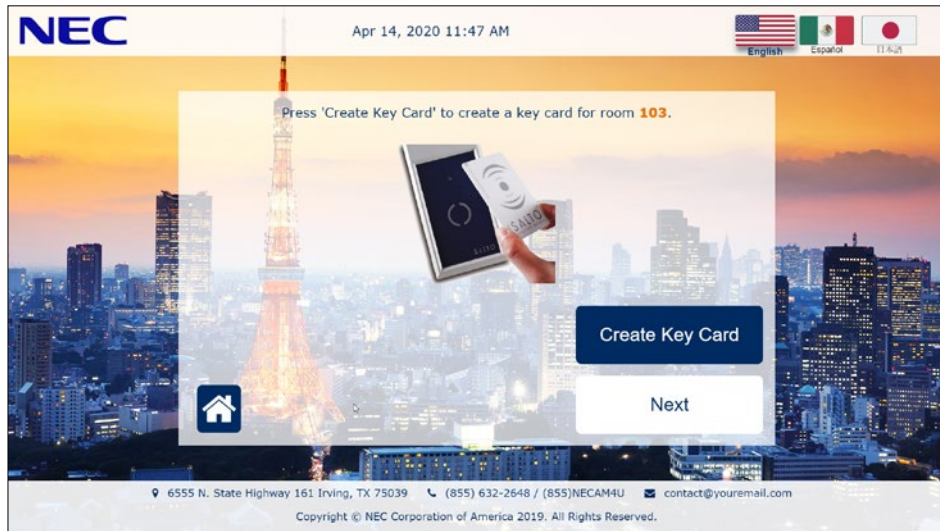
With integrated dispenser or manual encoder the guest is instructed how to create their key card(s)
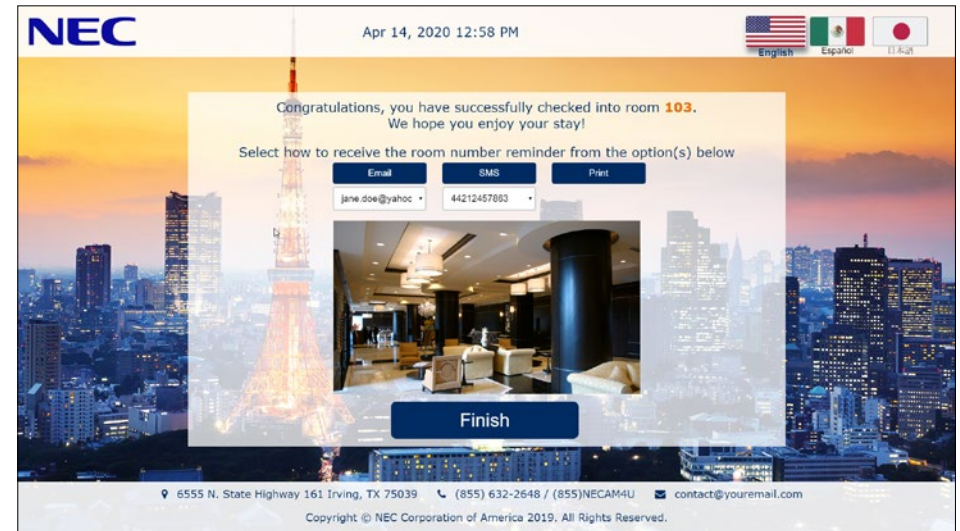
> Guest can be provided their room number by text message, email or a printed message
> Wi-Fi details included with welcome message

GUEST CHECK OUT

> Check out offers the opportunity for guest to review invoice and incidentals
> Key cards can be dropped in a standard drop box or re-inserted into the room card dispenser
> Check out completes billing immediately and shows a zero balance
> Confirmation is provided by Email, text message or printed at front desk
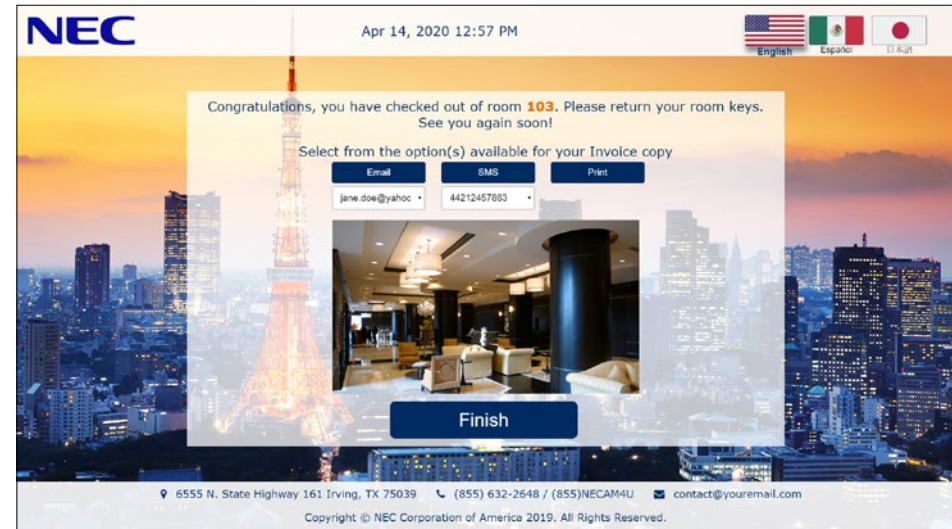
DETAILED REPORTS

Smart Check-In offers detailed reports that can be run to give you a precise view of usage statistics. The Kiosk Position report contains statistics such as check ins and check outs and the Cashier Report provides you with a complete payment transaction history.

Position Detail Report

Position Summary Report

Cashier Report

OVER
$29 BILLION
REVENUE

75 MILLION
GLOBAL USERS

125+
COUNTRIES

#1

SMB & ENTERPRISE
COMMS WORLDWIDE

GLOBAL 100
MOST SUSTAINABLE
COMPANIES IN THE WORLD
(CORPORATE KNIGHTS)

LEADER IN
BIOMETRICS

RECOGNIZED
AS A LEADER
BY FROST & SULLIVAN
IN ENTERPRISE
COMMUNICATIONS
TRANSFORMATION

TOP 100
GLOBAL INNOVATORS
(THOMSON REUTERS)

4,000+
CHANNEL
PARTNERS

107,000
TEAM MEMBERS
WORLDWIDE

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