

AutoCheckin

hotelinking



Index

Introduction		3	<input type="checkbox"/> Phase one		10	<input type="checkbox"/> Room type selection		17
Problematic		4	<input type="checkbox"/> Welcome		11	<input type="checkbox"/> Document signing		18
What is Autocheckin		5	<input type="checkbox"/> Booking search		12	<input type="checkbox"/> SMS notifications		19
Benefits			<input type="checkbox"/> Check-in: guests		13	<input type="checkbox"/> Data of companions		20
<input type="checkbox"/> Features: Phase one		6	<input type="checkbox"/> Check-in: underage guests		14	<input type="checkbox"/> Check-in finished		21
<input type="checkbox"/> Features: Product evolution		7	<input type="checkbox"/> Document scanning		15	<input type="checkbox"/> Time of arrival and comments		22
3 Check-ins in one		8	<input type="checkbox"/> Data verification		16	Related content		23
How it works		9						



Introduction

The arrival of a guest to a hotel and the check-in process is one of the most critical aspects of the hotel service since it is the first touchpoint when visiting the property and it gives an idea of the quality of the service.

This process can be really tedious and lengthy for the customer since the receptionist must efficiently meet many standards within the shortest time.

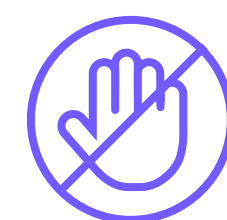
Problematic



The check-in process at the reception **is often a manual process that is not very digitalised**, hence it generates waiting queues and is uncomfortable for guests. Data gathering, passport validation and document signing tends to be a process slower than desired.



Kiosks or totems solve part of the problem, but they still generate queues and do not allow to perform several check-ins simultaneously.



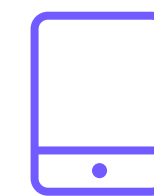
Current precheck-in systems only allow those guests who have booked through the hotel website to check-in online. **Travellers with bookings made through other channels (TTOO, OTAs) cannot check-in online.**



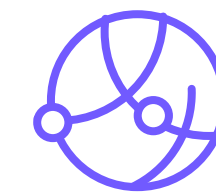
Meeting the current measures and capacity and distancing protocols is difficult, sometimes even impossible, with a manual check-in process at the hotel reception.



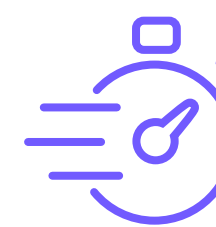
What is Autocheckin



AutoCheckin enables guests to **check-in online, in an automated manner** and without involving a receptionist.

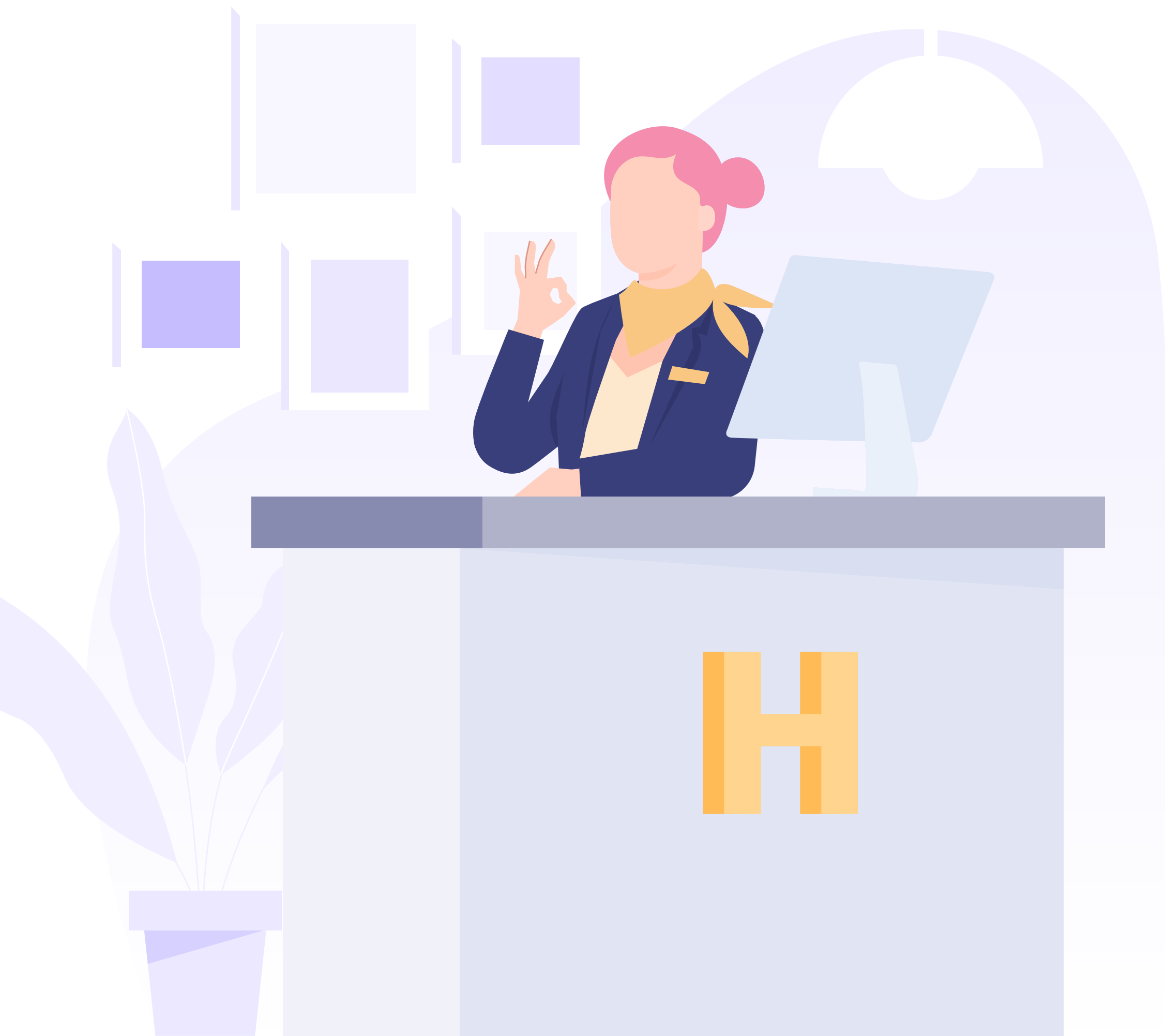


It enables travellers with **bookings from any channel** (direct web, TTOO, OTA) to check-in online from the hotel web before the arrival or upon arrival to the hotel using its WiFi.

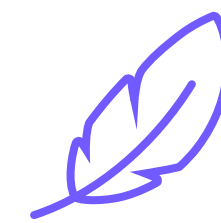


Designed to complete check-in processes quickly, it is **the solution to long waits** at the reception and the tool that will improve the daily routine of receptionists.





Benefits



Optimising the check-in process **enables to significantly lighten the workload at the reception**, eliminating tasks that do not add an essential value



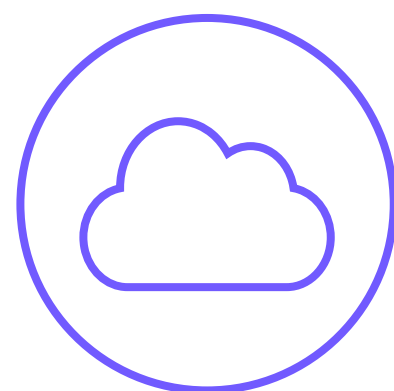
By improving guests' check-in time, **it is easier to offer a proper quality service**, offering a fast check-in with no need to interact with a receptionist.



By digitalising the check-in process, **crowds at the reception are avoided** making it easier to maintain social distancing and protecting the health of employees and guests alike.

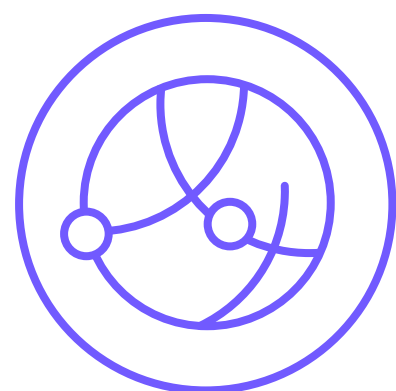
Features

Phase one



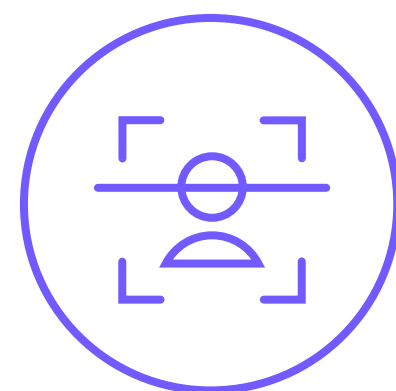
No need

to download an app



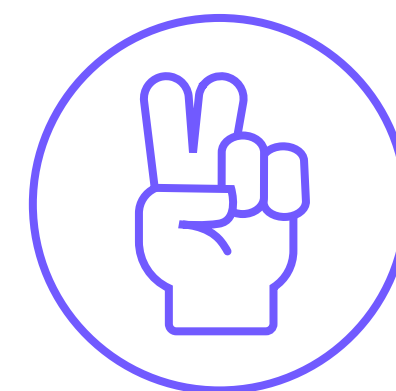
PreCheck-in

of bookings made
through any channel



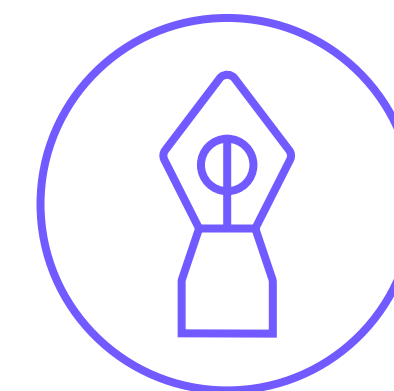
Data gathering

by scanning
passport/ ID



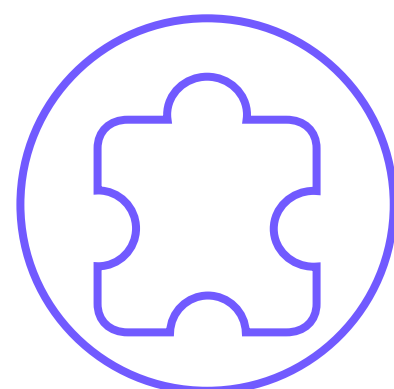
Easy to fill-in

information



Includes digital

document signature



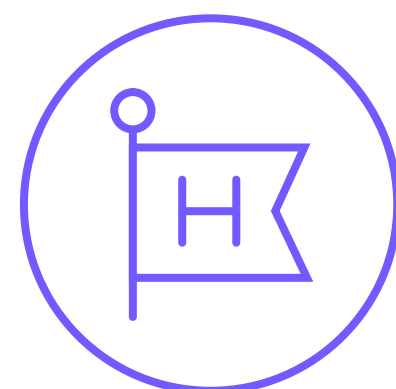
Integrated

with PMS and
meeting GDPR



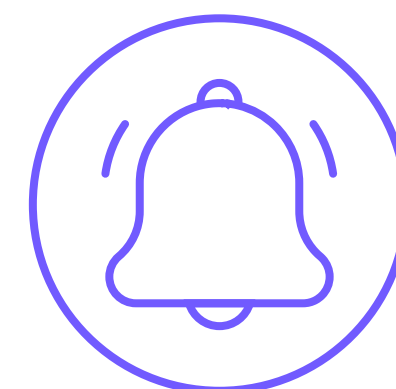
Send data

to PMS in an
automated way



Customisable

with the hotel
brand



Automated

notifications
by SMS

Features

Product evolution - Roadmap



Guest

gets to choose the room



Upgrades

and crossselling possibilities



Invoice

collection and fraud control



Secure

payment system

Complies with European regulations:



- PSD2 regulations and reinforced customer authentication (SCA)
- Level 1 PCI DSS certification



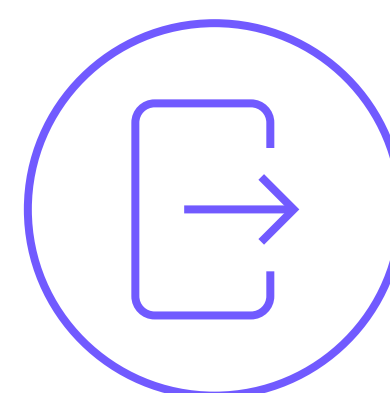
Credit card

authorisation for consumptions



Digital

opening of room door



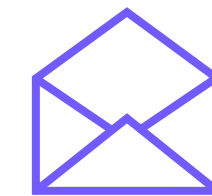
Automatic

folio and check-out





3 Check-ins in one



If the customer has booked through the hotel website, they will **receive an email with a link to check-in.**



Should they have booked through intermediaries such as OTAs or TTOOs, they will also **be able to check-in before the arrival on the hotel website**, in a section specially set up for this.

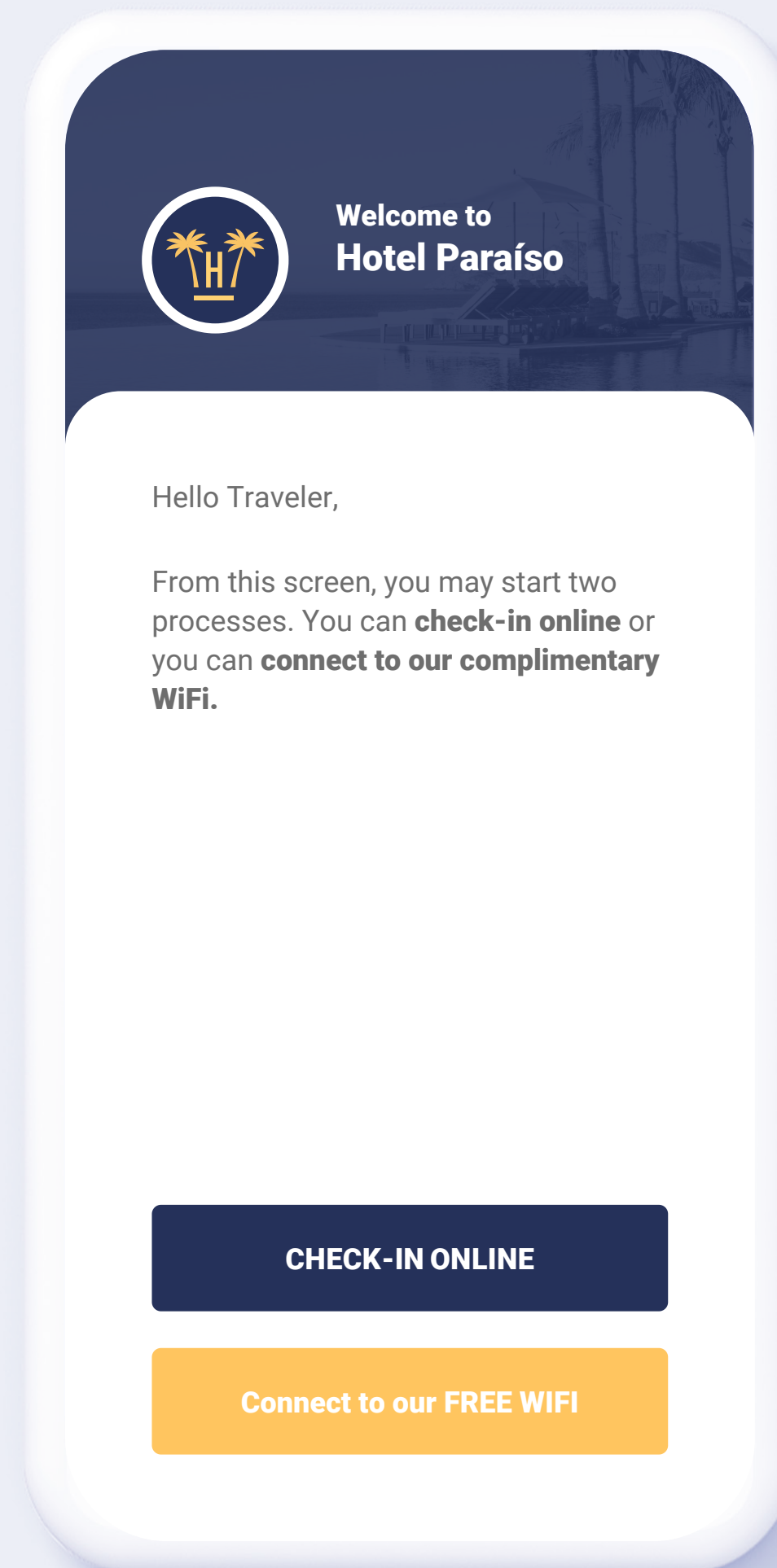
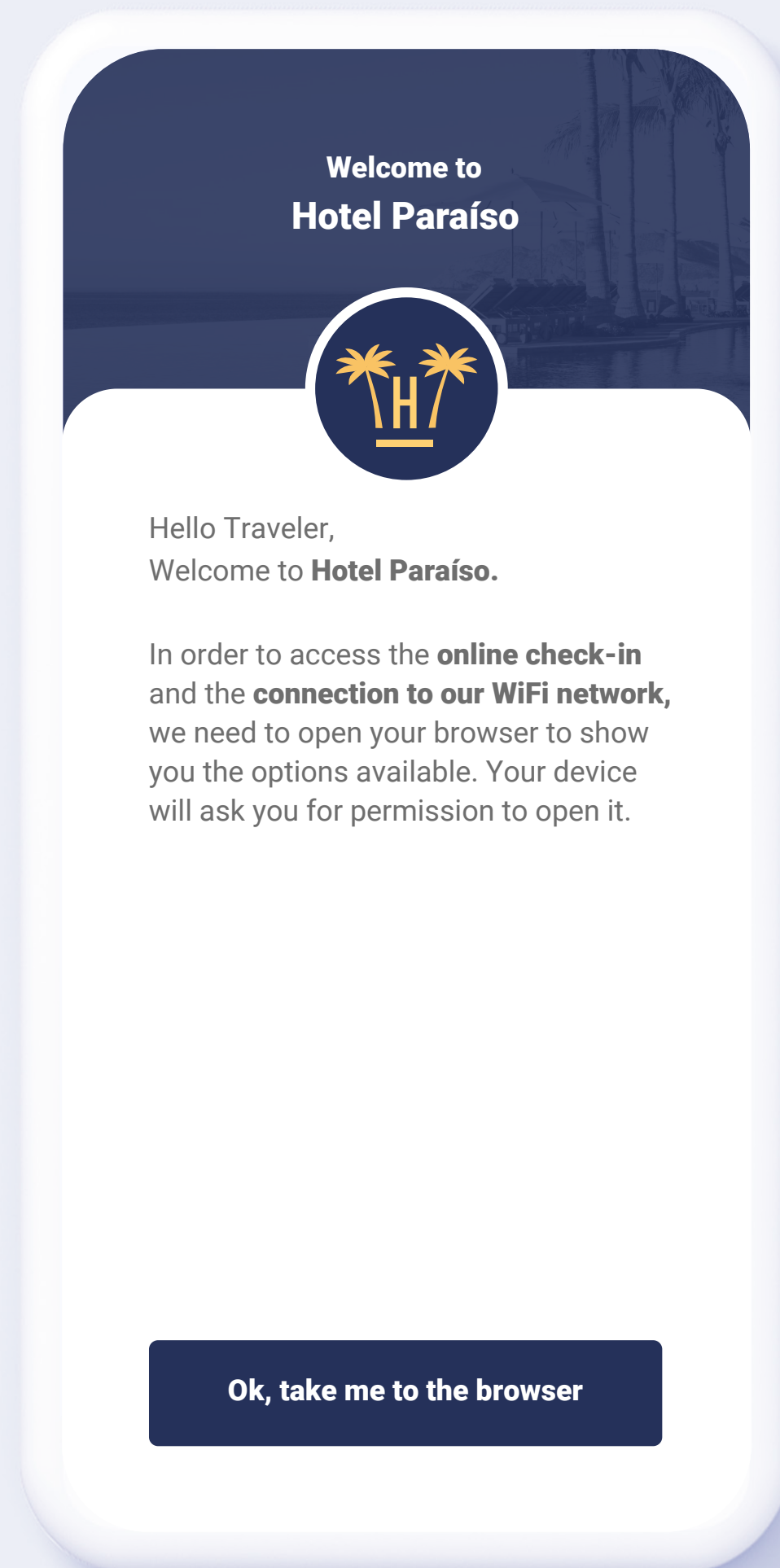


If they have not checked in prior to the arrival, they can do so at the property itself. They will **just have to select the WiFi network**, and they will be redirected to a site where they will be able to check-in online, with no need to download an app or connect to the network.

How it works

Phase one

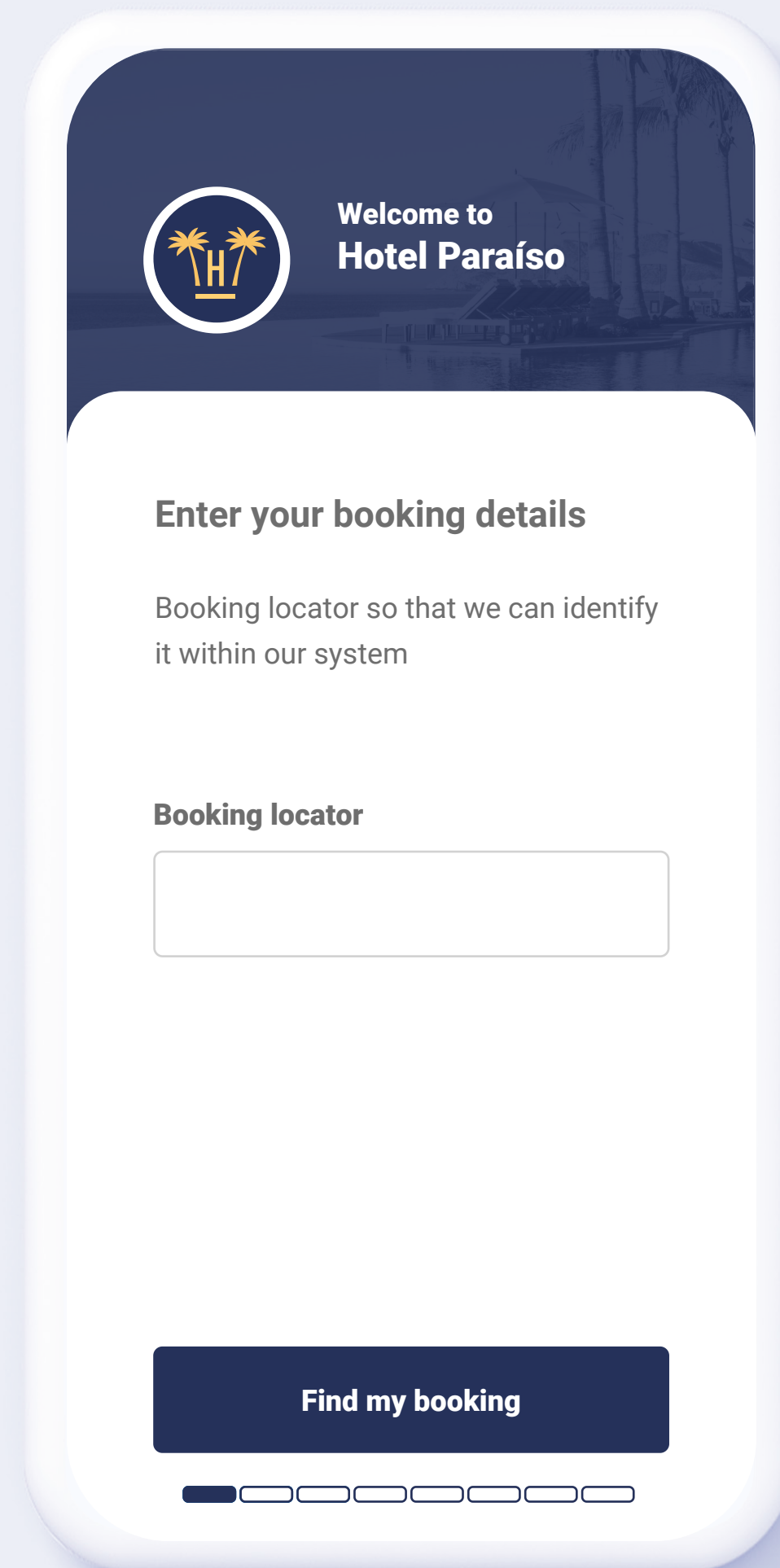




Welcome

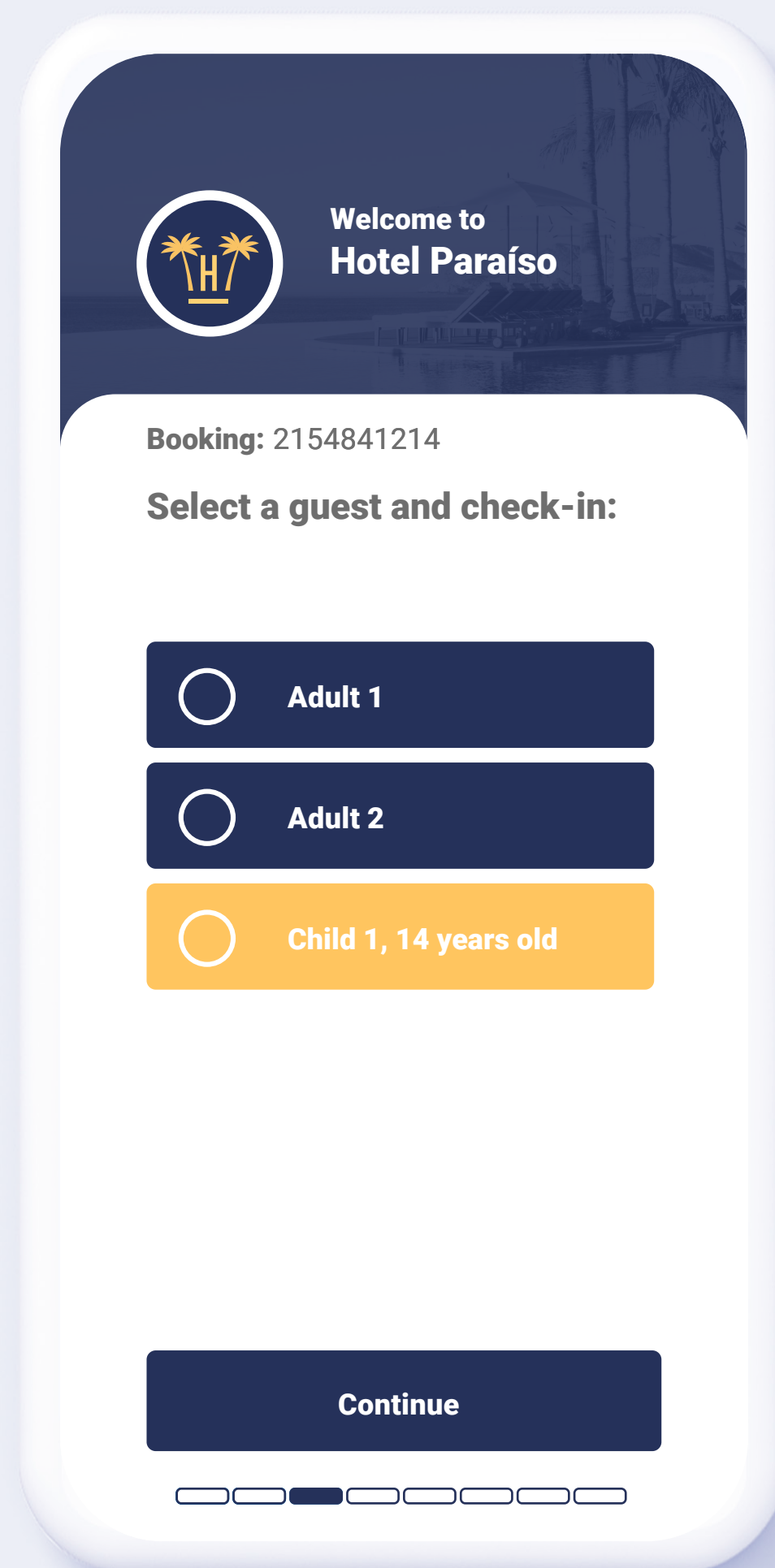
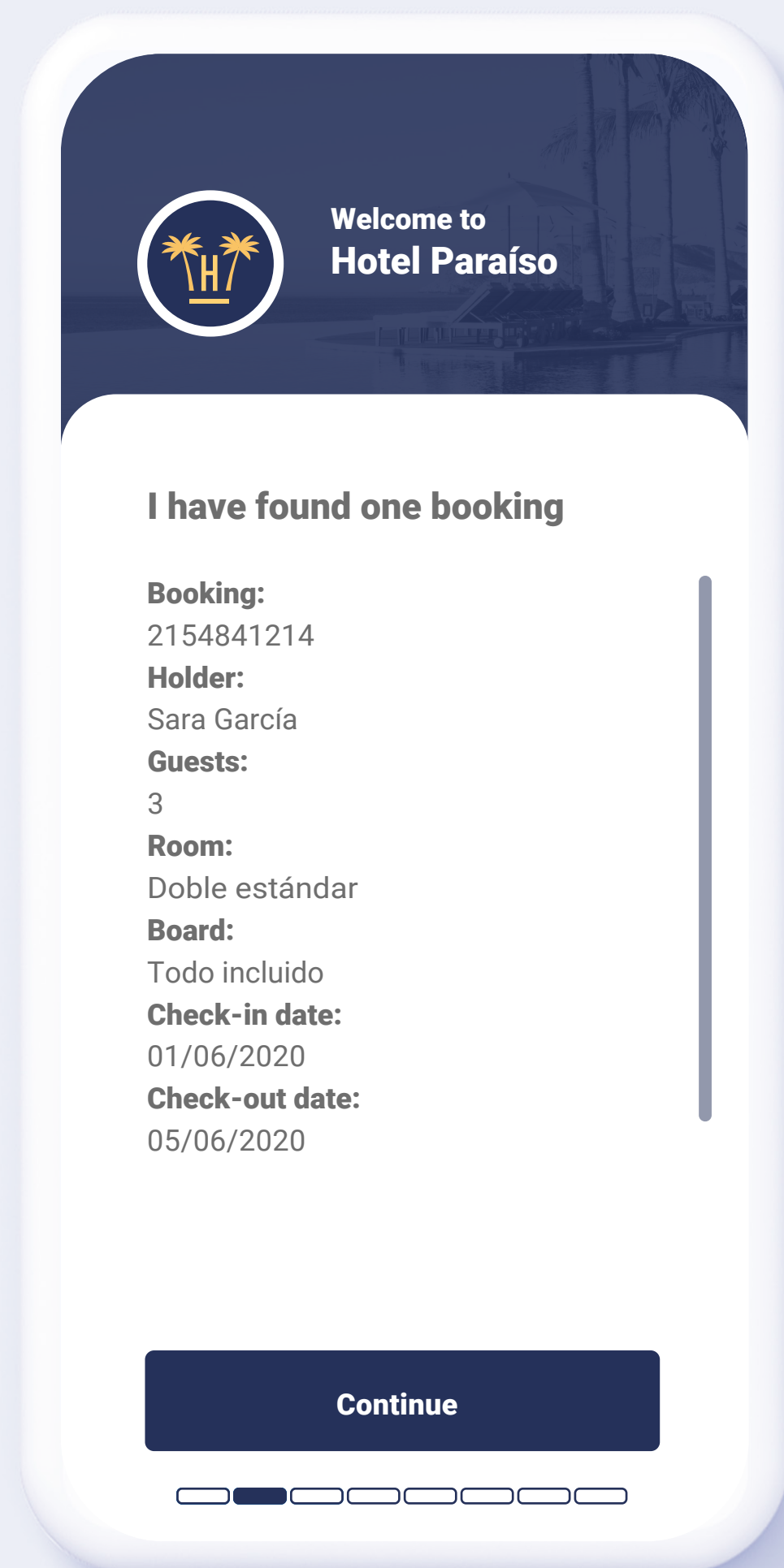
When the guest tries to connect to the hotel WiFi, this screen will appear redirecting the browser so that they can access the check-in online and the network, should they already have a room assigned.

The guest does not need to connect to the WiFi or download an app. They just need to select the hotel's WiFi and they will be able to auto check-in.



Booking search

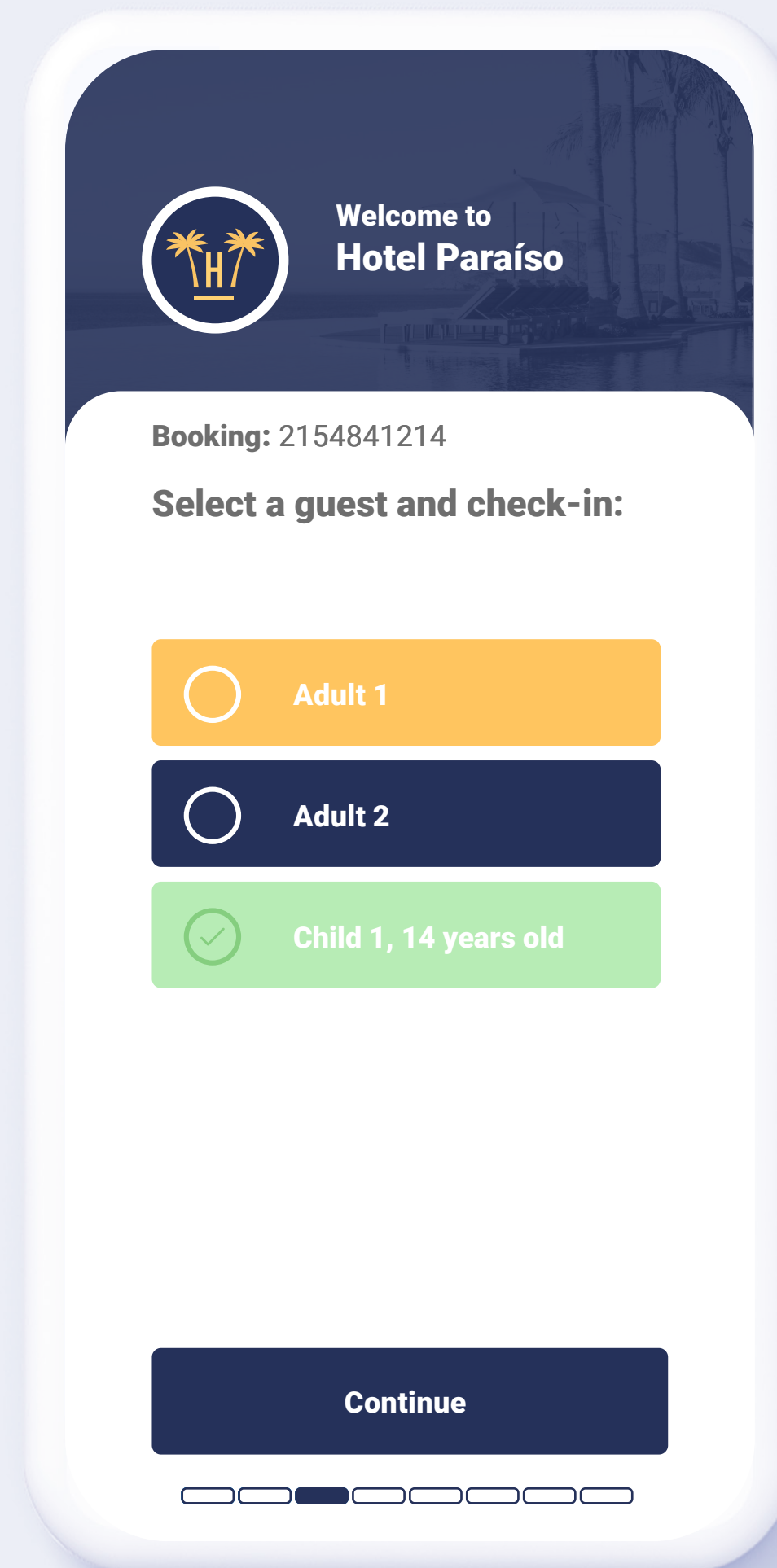
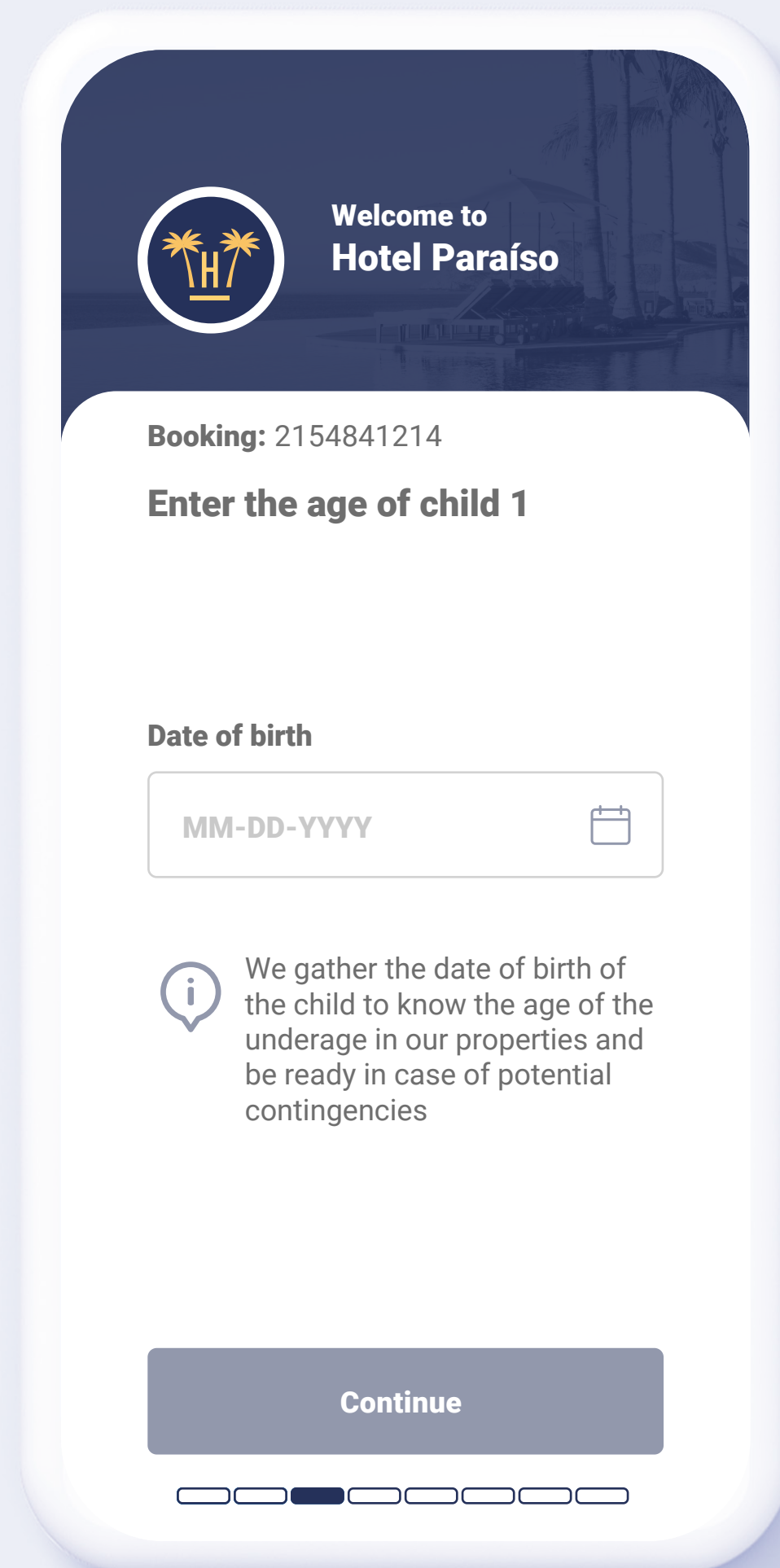
Hotelinking is flexible when it comes to finding the booking; the main method will be using the locator, but there are other possibilities such as using the surname or check-out date, among other filtering systems



Check-in: guests

If the booking is confirmed, the customer may continue and check each guest in.

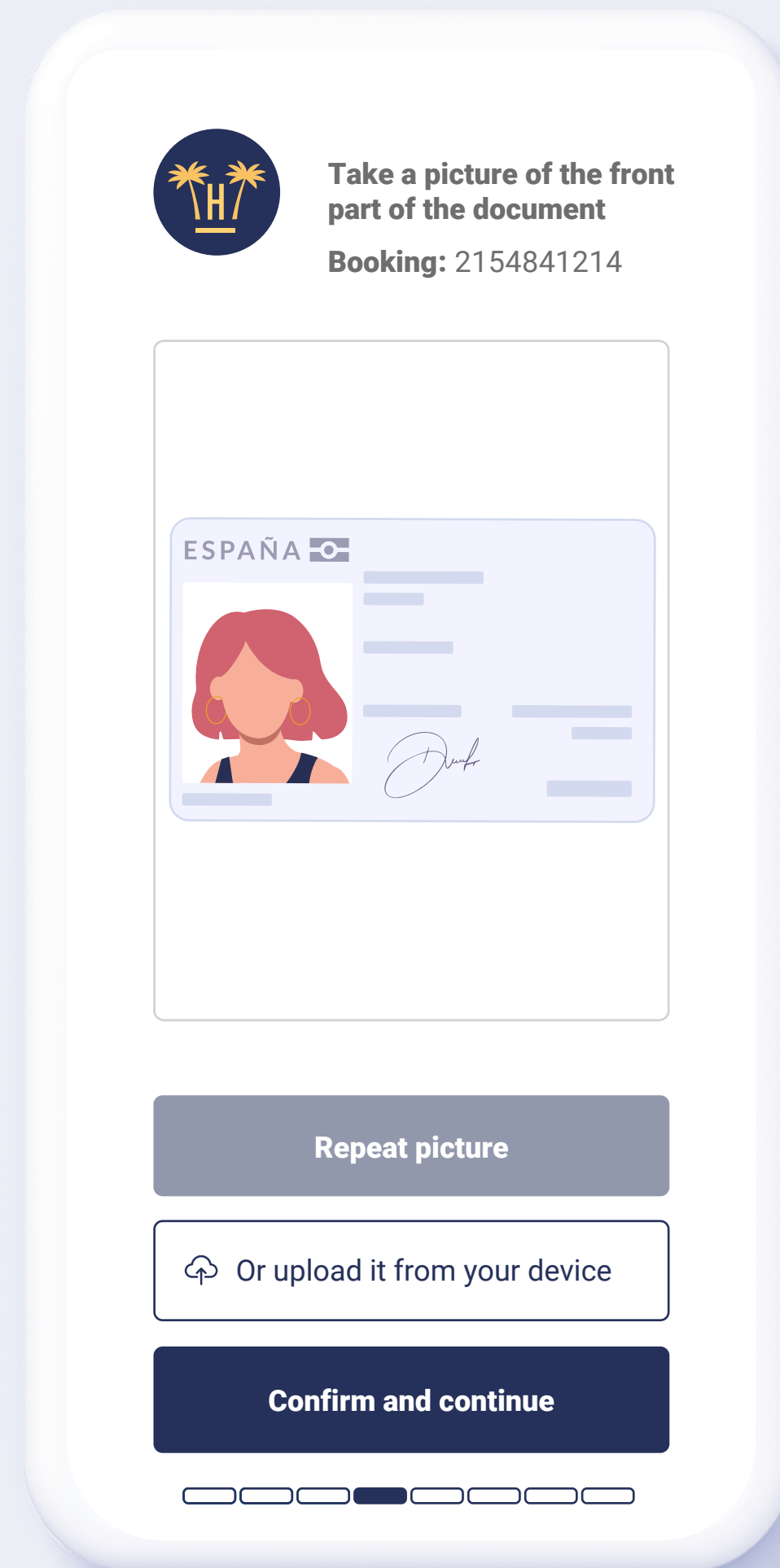
It is also possible that each guest checks in individually at the same time



Check-in: underage guests

Should there be any underage guests, **only the age of the child will be requested.**

If the system notices that the data entered are not correct, it will request that the underage's ID is scanned.



Document scanning

To perform a valid check-in, this step is crucial. The guest does not need to select the type of document or the nationality before; **the system detects them automatically.**

Welcome to
Hotel Paraíso

Booking: 2154841214

Please check and fill in
the information necessary

Name:
Sara

Surname:
García

Date of birth:
26-10-1985

Nationality:
ESP

Gender:
Male

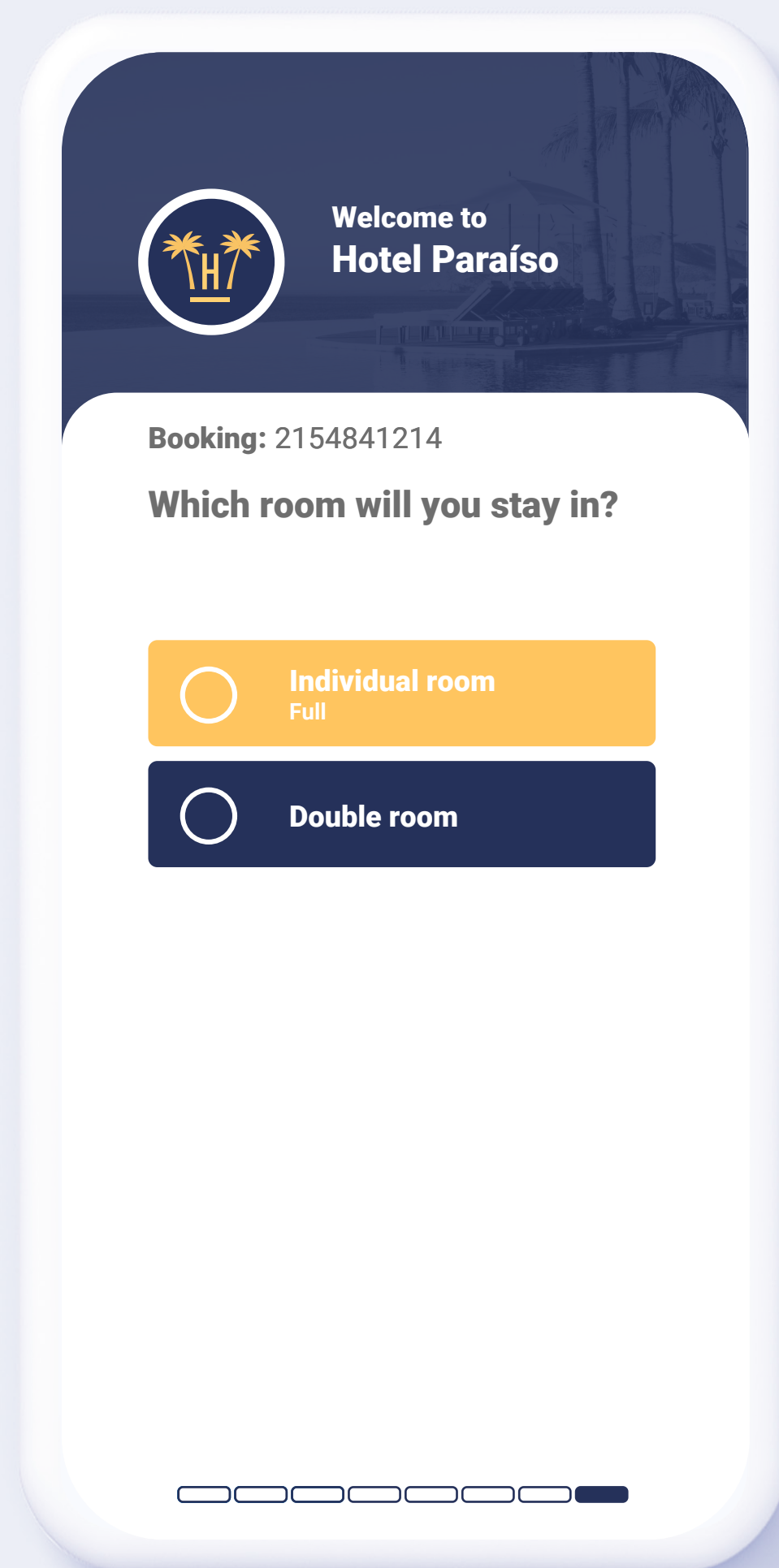
Passport number:
AAR0182375

Confirm and continue

Data verification

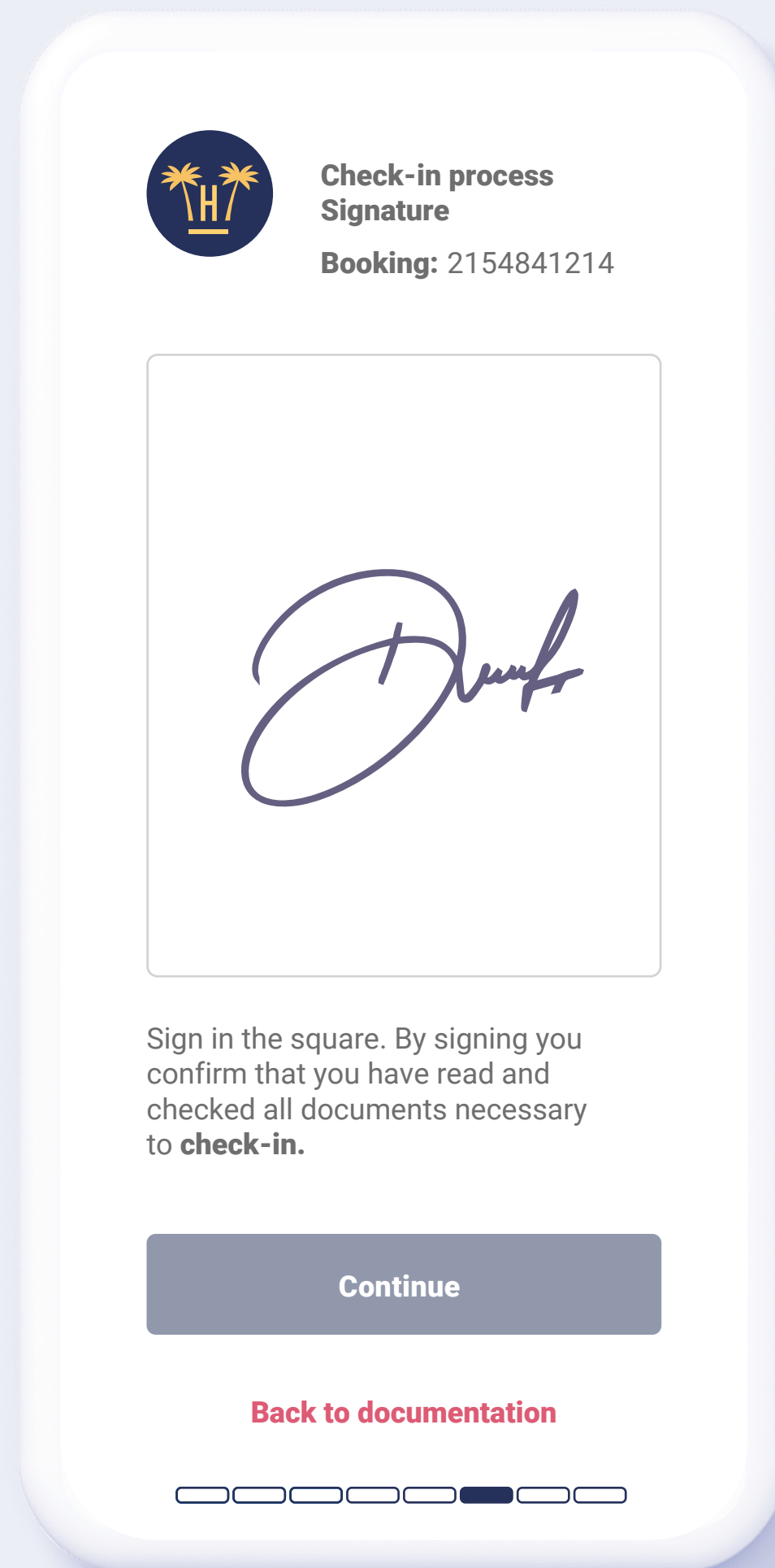
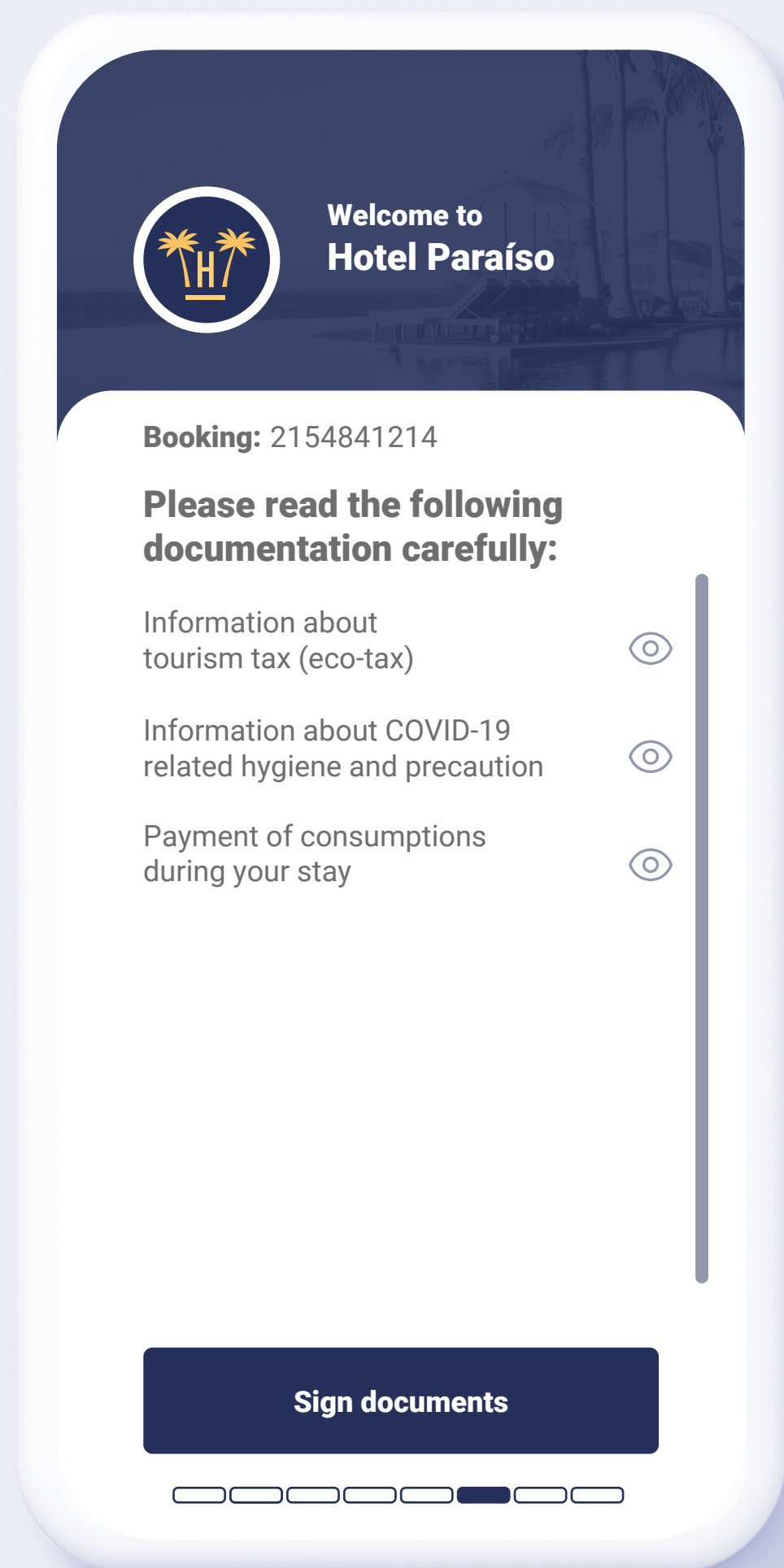
Before the check-in is completed, the guest can verify that the information gathered is correct.

The information will be automatically sent to the hotel's PMS.



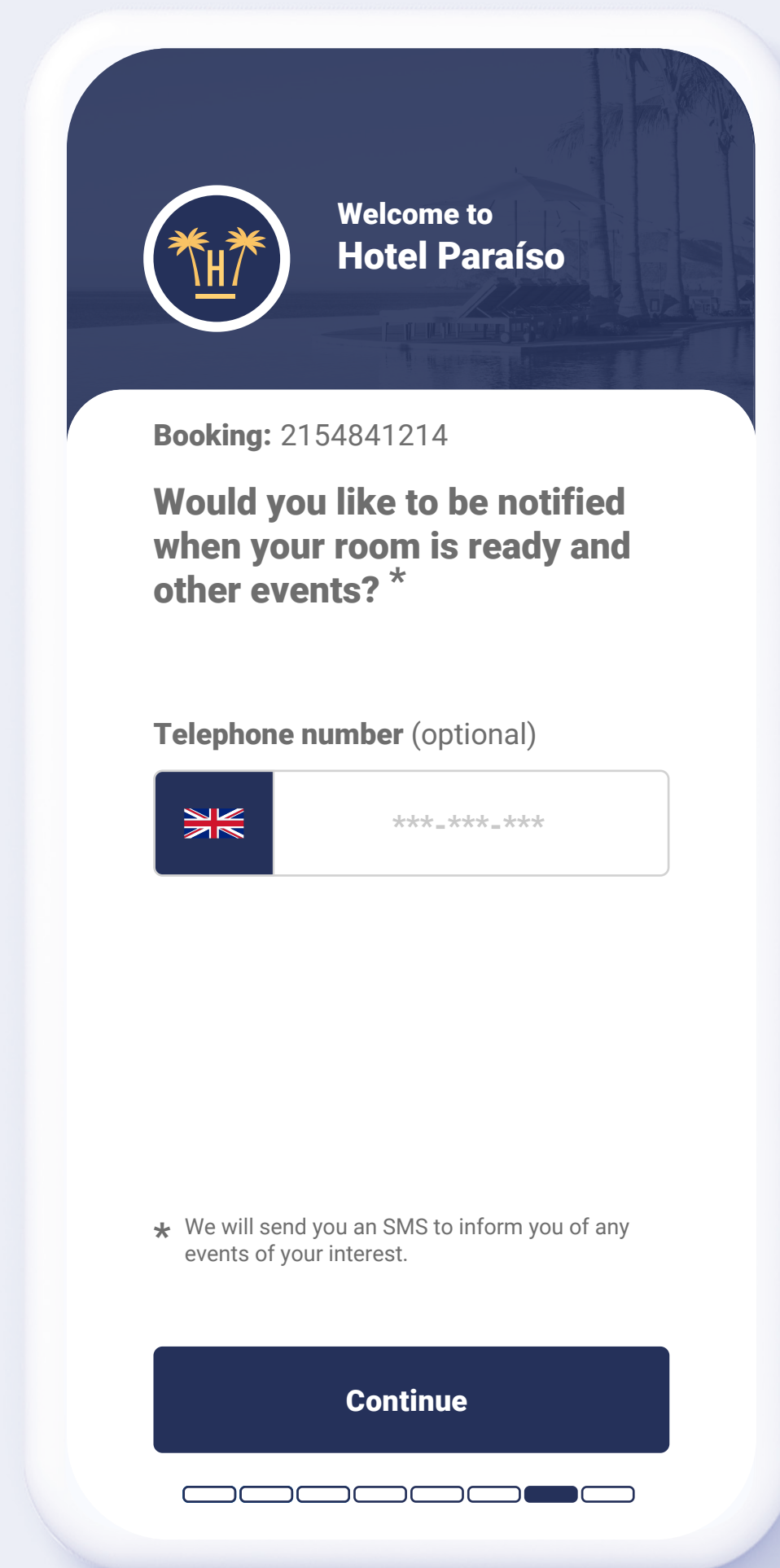
Room type selection

In this step, the guest will select in which room and who each person will stay with.



Document signing

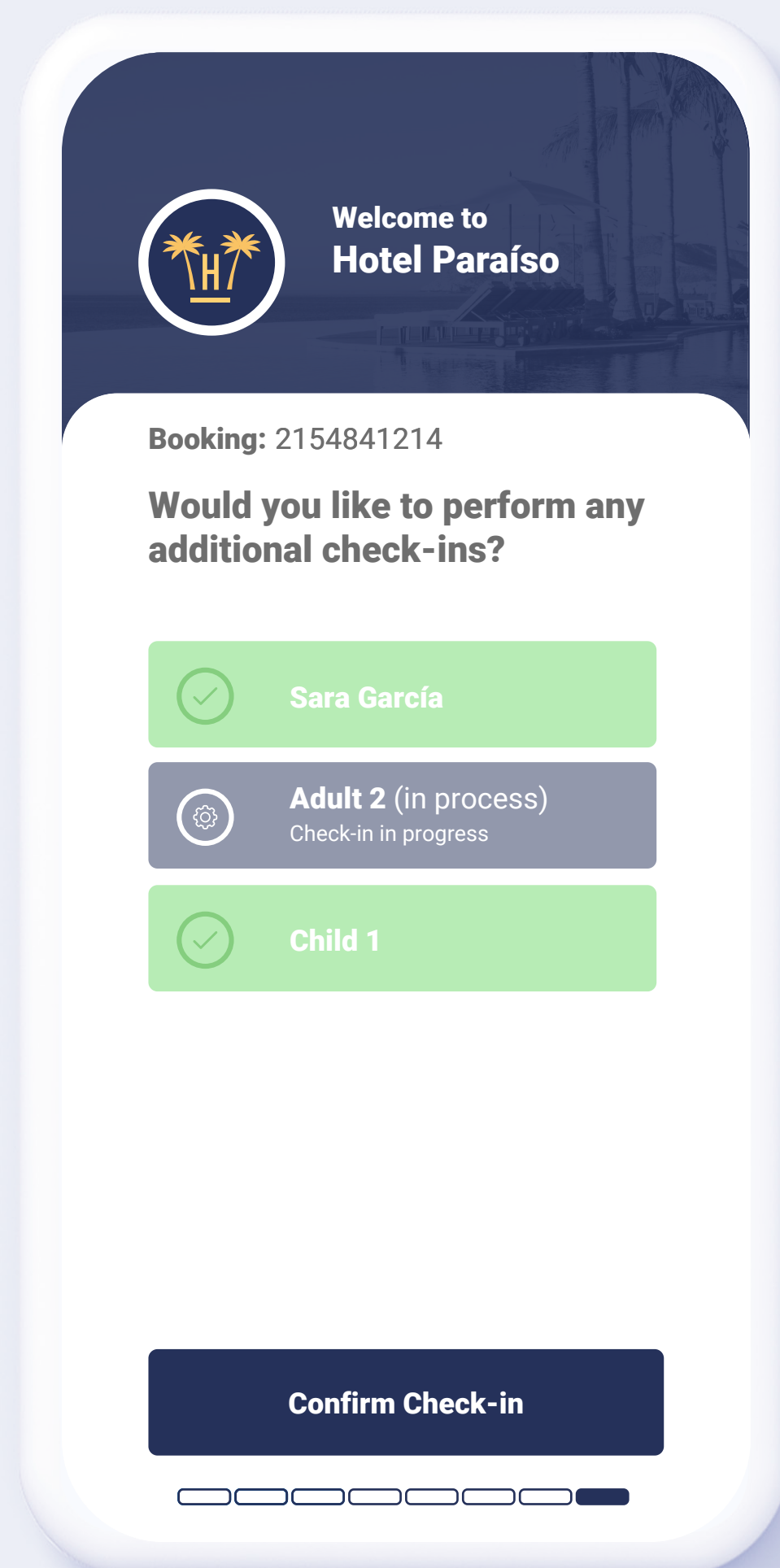
The AutoCheckin control panel will enable the hotel or chain to upload to the system **those documents that are necessary for guests to read and accept** as a condition to stay.



SMS notifications

SMS notifications are very efficient to bond with guests. The guest can benefit from a direct and immediate contact with the hotel, and the property can make the most of this channel to gain their loyalty.

In this stage, the guest is offered the option to leave their mobile number so that they are notified via SMS when their room is ready.



Data of companions


If the booking includes more people in addition to family members, **the system also allows to perform the same check-in process for each one of them**, and it even allows to share a link so that check-ins can be performed at the same time.


Check-in finished

Now, to enjoy their stay guests **only have to go to the reception and show the code provided to collect their room key.**

If they wish to do so, they can receive their booking documentation via email.

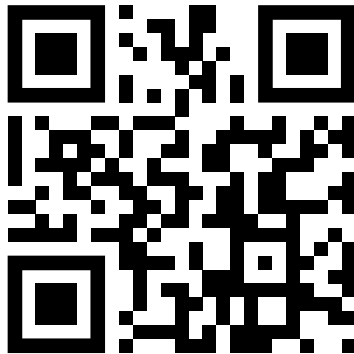
Also, they can share the booking details with other companions in a practical way through a link that is only valid during the check-in process.

 Check-in process
Thanks!



Thanks!

Show this code at the reception to collect your key





F2KG2145

Add to my wallet

Download PDF

Finish Check-in

 Documentation Sending





Would you like to receive the documentation you have signed via email?

We can send you the signed documentation via email, or you can collect it at the reception once the check-in process is finished.

Email: (optional)


Continue

 Check-in process Share



Would you like to share a link with other members of your booking? *

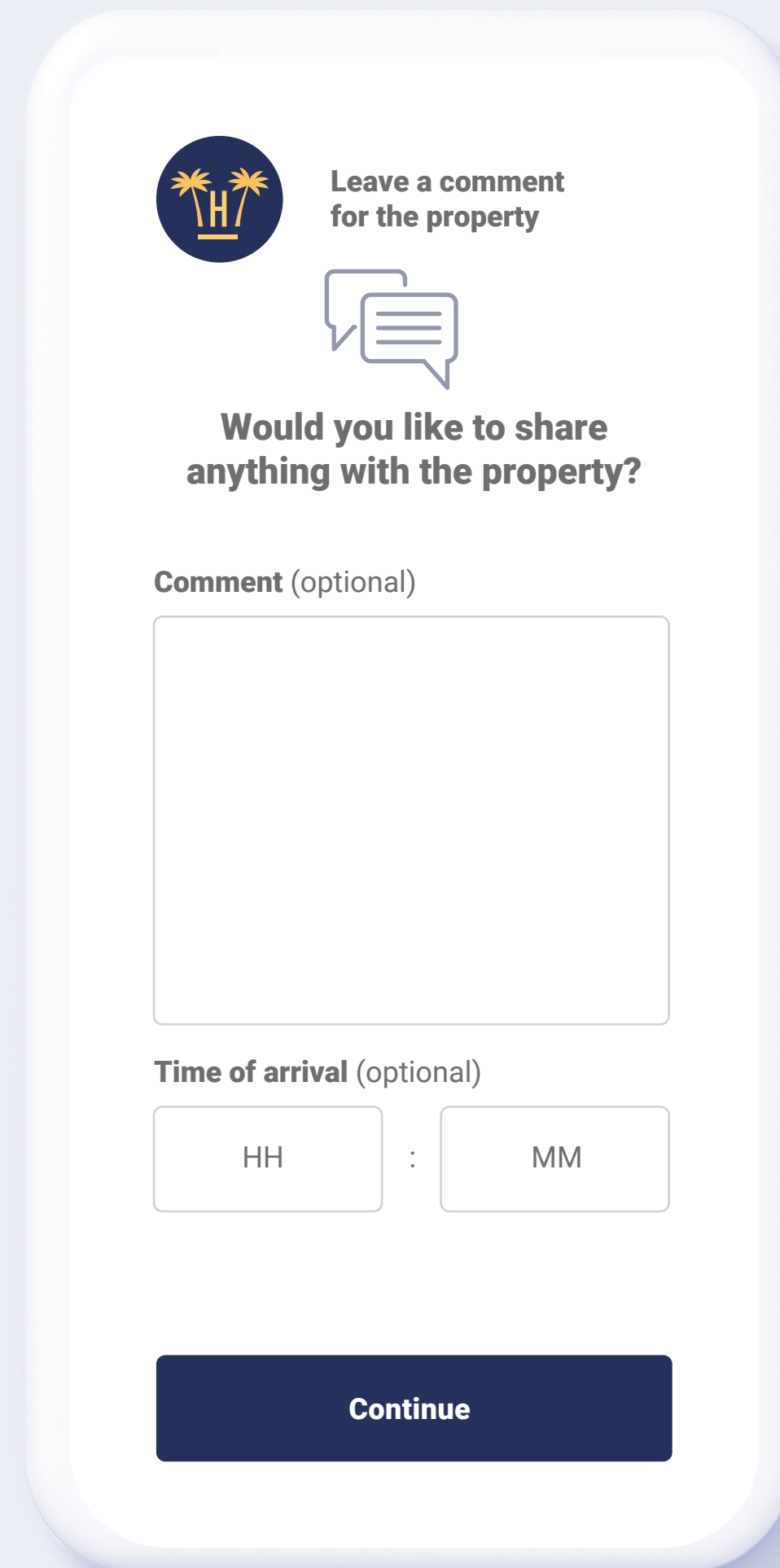
To make it easier for other people in the same booking to access it, you can share the following link so that they can go directly to this booking.

<https://bit.ly?v=1233e> 

* This link is only valid while the check-in process is taking place and will be deleted once this is finished.

* Share this link only with those people who need to check-in.

I don't want to share, exit





The screenshot shows a mobile app interface for leaving a comment. At the top left is a circular icon with palm trees and the letter 'H'. To its right is the text 'Leave a comment for the property'. Below this is a speech bubble icon and the question 'Would you like to share anything with the property?'. A text input field is labeled 'Comment (optional)'. Below that is a time selection interface with two input boxes labeled 'HH' and 'MM' separated by a colon. At the bottom is a dark blue button labeled 'Continue'.



Time of arrival and comments

If the guest checks in before the arrival to the hotel, they can define an arrival time and add comments for special requests they may have. The information will be automatically sent to the PMS.

If the user checks in through the hotel's WiFi, the time of arrival will not appear.

Related content

Enable AutoCheckin for Expedia customers  

Enable AutoCheckin for Booking customers  

Suite of contactless tools for hotels  

Contactless technology for hotels  

hotelinking

CONTACTLESS TECH TO CONNECT WITH YOUR GUESTS

Carretera de Valldemossa, Km. 7,4 Parc Bit. Edifici Disset 3^a Planta Puerta D7, 07120

www.hotelinking.com | sales@hotelinking.com

