



Transforming Transactions  
into Relationships

# NCR EasyPoint™ Solutions: Xpress Hotel Check-In

NCR Xpress Hotel Check-In allows guests to conveniently check in and check out while enabling you to more effectively utilize your staff by freeing their time for other tasks.



NCR EasyPoint Solutions are revolutionizing traditional consumer interactions, and NCR Xpress Hotel Check-In has specifically been developed to meet the unique needs of the lodging industry.

NCR Xpress Hotel Check-In uses advanced NCR EasyPoint technology with a touchscreen interface, allowing hotel guests to check in and check out without staff assistance, at any time of the day or night. Not only can this new and efficient process delight your guests; our innovative technology can positively impact your bottom line by optimizing staff utilization.

## **An innovative way to enhance customer service**

Today's sophisticated travelers are exceptionally receptive to technology solutions that can help make traveling more enjoyable and trouble-free. NCR Xpress Hotel Check-In provides discerning guests with an easy and contemporary approach to efficient service.

With NCR Xpress Hotel Check-In, the guest is initially prompted to select the check-in or check-out option. Depending on the selection, the guest is asked to insert a credit card, frequent guest card, or room key. NCR Xpress Hotel Check-In determines the card type, decodes card information, and intuitively guides the guest through the remainder of the transaction.

During the customer interaction, NCR Xpress Hotel Check-In is communicating with your property management system (PMS) by either requesting information or providing data from the inserted card or touchscreen selections. Based on this information, a series of tasks are then completed – coding and dispensing of an electronic room key, capturing an electronic signature, printing guest stay information, displaying and printing the in-house guest folio, or processing check-out. The solution also contains a key encoder verification process eliminating distribution of faulty keys.

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## Tailor to your unique property and systems needs

The NCR Xpress Hotel Check-In application allows for easy development of interfaces to multiple PMS and lock systems. The user interface can be customized to meet your unique requirements and enhance brand identification.

## Designed to achieve labor optimization

The lodging industry faces unique labor challenges:

- High employee turnover – among managers and entry-level employees;
- Maintaining favorable guest relations – common events like bad weather, late-arriving planes, or other unscheduled events can cause major disruptions to normal check-in and check-out patterns, resulting in poor service and staff shortages at the front desk.

NCR Xpress Hotel Check-In was designed to help you face all of these challenges and optimize your labor resources. Your guests will have the option of waiting in line to obtain individualized attention at the front desk, or they can interact with NCR's kiosk and quickly receive their room key. This solution helps front desk staff provide better service to those guests requiring specialized service.

## Ideal companion solution for loyalty programs

For lodging chains that keep guests' credit card information on file, guests can use their Preferred Guest/Loyalty Card to check in without staff assistance. NCR Xpress Hotel Check-In software can be configured to recognize these cards, and can further encode these cards to function as a room key. This benefits both you and your guests: loyalty cards that become room keys are easy to manage while they also reinforce your company's brand image with each use.

## Applicable to all lodging formats

NCR Xpress Hotel Check-In is designed to be applicable to the entire lodging industry – its unique features can offer distinct benefits to each segment of the industry.

Premium properties can utilize this application as a “preferred guest” service facilitator, while at limited-service properties, NCR Xpress Hotel Check-In can take on the tasks of third-shift personnel.

## An exceptional cross-selling tool

The NCR Xpress Hotel Check-In solution is a perfect tool for presenting a multimedia snapshot of your amenities. The web kiosk can display photos featuring your “five-star” dining establishment, provide information such as gift store hours, or present a full-motion video of guests enjoying the fitness facility.

This cross-selling capability also allows your guests the opportunity to inquire about other facilities within your chain or affiliated properties, which encourages customer loyalty to your brand.

Additionally, NCR Xpress Hotel Check-In can be used to promote local sites and attractions. This can provide an opportunity to generate significant revenue through cooperative advertising with local merchants.

## Competitive advantages

This fully featured application offers unique advantages for you and your valued guests. NCR Xpress Hotel Check-In is an integrated, end-to-end solution designed to increase guest satisfaction while improving your bottom line.

For more information about NCR EasyPoint Solutions, contact your local NCR representative or visit NCR on the Internet at [www.ncr.com](http://www.ncr.com).



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