

B R O C H U R E

Infor HMS Guest Self-Service web-based check in and check out

H O S P I T A L I T Y

Online, mobile-friendly functionality for a superior, modern guest experience

With advanced cloud-based hotel property management solution Infor® Hospitality Management System (HMS), guests are empowered to manage their check-in and check-out experiences according to preference—often en route and on their phones requiring minimal contact with hotel staff. This hotel PMS functionality helps to start and end a hotel stay with convenience, clarity, and care.

Infor HMS is deployed in the cloud and is accessible in real time, keeping pace with the busy lives and schedules of the modern guest. Infor HMS enables hotels to tailor a seamless and contactless guest self-service check-in and check-out experience for their guests. It provides an intuitive user interface for everyone to manage each stage easily, delivering the most welcoming experience possible.

The guest is in control

Infor HMS puts the guest in the driver's seat.

Guest self-service online check-in functionality presents guests of any skill level with a clean and intuitive mobile interface that enables them to choose from available room options, provide check-in times, and update those times when necessary. They can also access their room keys, either digitally or dispensed from a physical kiosk via bar code. The guest is in control even before they arrive, with the process easily managed on their mobile devices without mandatory staff interaction.

With guest self-service online check-out capability, guests can review their folio at the end of their stay. They can also view charges on their smart phones, get an email copy of the folio, and check out without having to interact with the hotel staff.

Versatile upsell and room upgrade functionality

This easy and convenient online environment gives guests access to the full range of room options while supporting the hotel in maximizing revenues and profitability. This feature gives hoteliers an in-context space to upsell rooms that accurately reflect rates in real time. Along with the option to upgrade their rooms, guests can select service add-ons like breakfast services. These options empower guests to personalize their stay with the touch of a button, while the system simultaneously updates hotel inventory.

End to end visibility for everyone

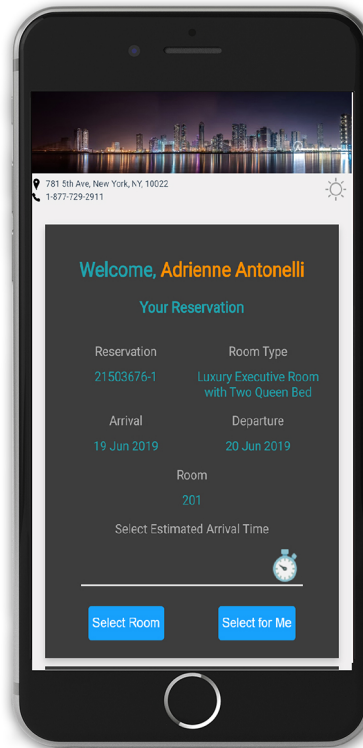
During the online check-in and check-out process, Infor HMS provides precision and clarity for the guest and for hotel teams. The solution anticipates the evolving expectations of the modern hotel guest and makes it easy for them to manage the experience from end to end with maximum visibility without necessarily approaching staff. In the meantime, hotel teams can focus on operations that support a great stay, as automation within the system sends guest folios that account for all charges related to their stay when it's time to check out.

Making the check-in and check-out process easy

Cloud-based hotel property management solutions should empower guests and staff alike, helping everyone focus on the best possible experience. Infor HMS helps hotels deliver that with web-based check-in and check-out functionality—giving guests a contactless means to manage those processes easily, clearly, and conveniently.

Infor HMS online check-in functionality makes it easy for everyone. Guests gain the control they're looking for using their mobile devices, and hoteliers create guest loyalty and additional revenue opportunities with a welcoming process that keeps their guests coming back.

Reservation and check-in summary

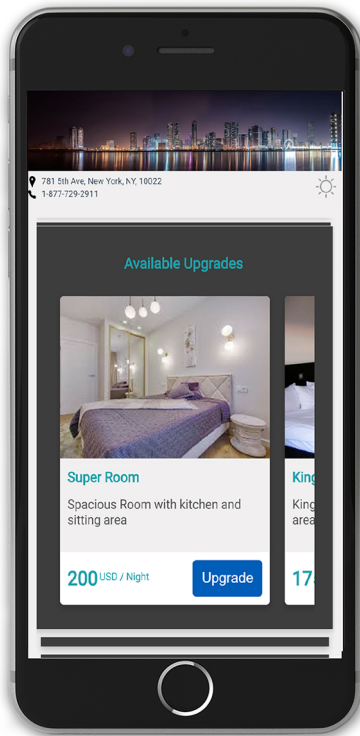


A wealth of capabilities across two modules:

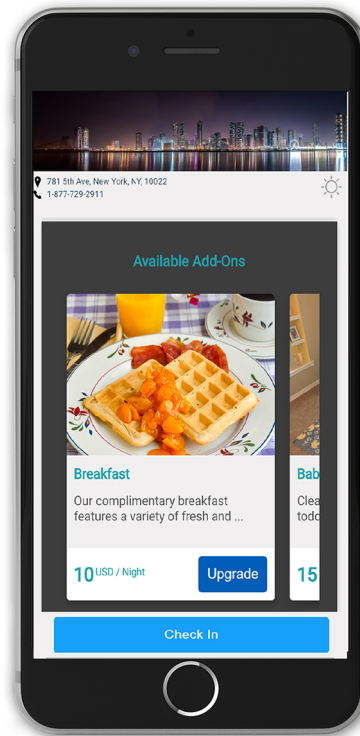
Guest self-service online check in

- Customize the online invite letter with images and text
- Select the invite for online check-in check box on guest stay
- Automatically send invite letters to guests during the end of day process
- Verify that an email has been sent
- Allow guests to select an available room by floor and preference
- Allow guests to check in
- Add hyperlink recommendations for offers/promotion on the confirmation page

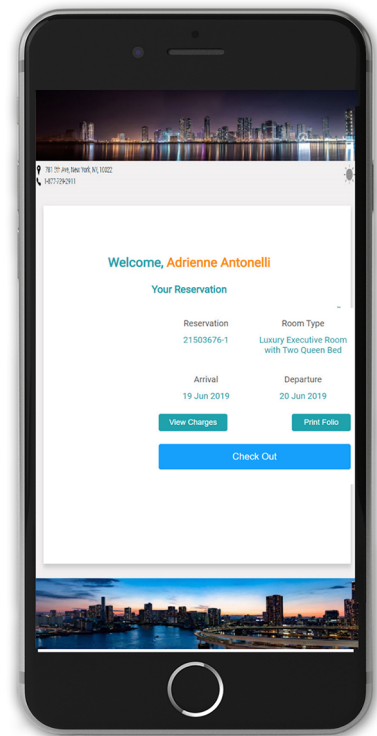
Guest room upgrade options



Options for add-on services



Guest folio review and checkout



- Utilize selected guest language from guest stay
- View the arrival time selected by the guest
- Utilize digital room keys for select key vending solutions
- Provide QR code based support for select key vending solutions for physical room keys via kiosk (Summer 2020)
- Present upsell options for guests using online check in (Summer 2020)
- Enable guests to add packages on the fly at the time of online check in (Summer 2020)

Guest self-service online check out

- Customize the online check-out invitation letter with images and text
- Automatically send invite letters to guests during the end-of-day process
- Verify that an email has been sent
- Allow guests to view their charges
- Allow guests to perform the check out
- Add hyperlink recommendations on the confirmation page
- Utilize the selected guest language from guest stay
- Automatically email folios to guests

Note: Online check out is available only in countries that do not use tax invoices or fiscal interface as part of the check-out process.

Why Infor?

- Infor is a global ERP software solutions innovator, with more than 68K customers worldwide
- Infor understands the need for an integrated and scalable technology platform that grows with hospitality organizations as new, game-changing innovations emerge
- Infor offers industry-specific technology solutions to match your unique needs based on detailed knowledge and experience in the hospitality industry
- Infor has deep relationships with industry leaders who are defining success in single and multi-location hotel, resort, and gaming organizations
- Infor provides remote deployment via SaaS for straightforward implementation to help meet customer timelines
- Infor offers stable, scalable, and secure native cloud-based infrastructure, closely partnering with industry leaders Amazon Web Services® (AWS®)
- Infor customers can access friendly and knowledgeable support 24/7/365

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