Use Case
Hospitality

100% Remote Check-In

▷▷▷ víntegris

Index

Challenge

Currently, hotel check-in and check-out are mixed processes, in which the reservation is made electronically, followed by a face-to-face process of information verification and access to accommodation.

However, this has recently changed with the **regulation of the legal framework for video identification with OM ETD/465/2021**, which has come to cover the needs that arose during the pandemic. The hotel industry has joined the use of this technology that **facilitates remote check-in and check-out**, guaranteeing a **level of security and identification of the client similar to the face-to-face check-in**.

The advantages that video identification brings to the check-in process are multiple, and affect both the client and the hotels themselves: **greater security, cost and time savings, improved service and the client's experience**, etc.

Description

1 Start of the Process

Customers **connect with the hotel App or its web portal** to start their check-in process.

2 Identification

Identification begins in real-time through nebulaID, with OCR data extraction, biometric verification and AML/KYC verification.

3 Signature Validation

The user obtains a **certificate with which he signs the check-in**. This signature is validated by the accommodation staff and sent to the company's Property Management System (PMS).
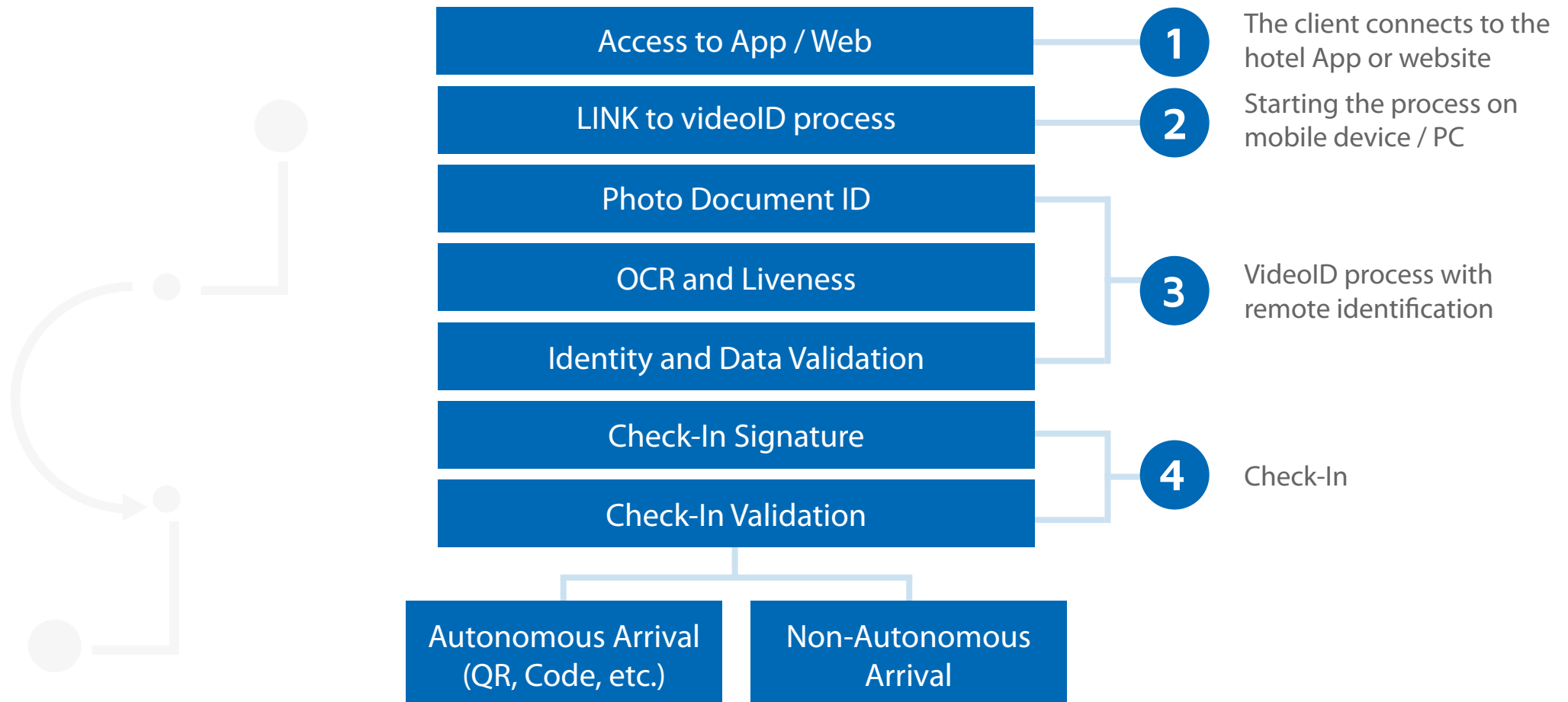
4 Arrival Management

If the client's arrival is autonomous, he will receive an **email with the necessary information** (such as a QR, access code, etc.). If it is a non-automatic arrival, the email must be shown at reception to obtain the keys.

Flowchart

Access to App / Web	**1** The client connects to the hotel App or website
LINK to videoID process	**2** Starting the process on mobile device / PC
Photo Document ID	
OCR and Liveness	**3** VideoID process with remote identification
Identity and Data Validation	
Check-In Signature	**4** Check-In
Check-In Validation	

Autonomous Arrival (QR, Code, etc.)   Non-Autonomous Arrival

Solution

During the process, which lasts approximately 90 seconds, **the authenticity of the documentation, personal data and biometric traits is verified**, and proof of life is performed.

nebulaID offers video identification that **meets the requirements of SEPBLAC** (Banking) **and eIDAS** (Trusted Electronic Services).

All the functionalities can be integrated into the web or application of the service to offer a unique user experience.

The identity of clients can be certified remotely with probative validity from anywhere.

The identification process culminates with the **issuance of an electronic certificate** that allows managing the check-in and optionally enabling the **qualified electronic signature in all future procedures** between the client and the accommodation.

Discover more features of nebulaID in the following **brochure**

Advantages

Video identification at **remote check-in has these advantages**:

- **Greater security**: The verification of the identity of each guest, contrasted in real time with the police database following international AML/KYC regulations, provides greater security and knowledge of the guests who stay at the hotel.

- **Cost savings**: The staff present at the reception can be reduced by 50%, being able to reinvest in services.

- **Time savings**: The client can check-in before arriving at the hotel, at any time and from anywhere, avoiding queues.

- **Service improvement**: The hotel can offer a 24/7 service alternative to traditional check-in. Giving customers the choice that best suits their needs.

- **Improved customer experience**: Customer satisfaction improves, as do their ratings and reviews. Translating into a better brand image.

- **Competitive advantage**: There are booking platforms such as AirBnB that better position establishments with online check-in, and can generate a competitive advantage.

- **New monetization possibilities**: Fast track, reward cards, etc.

▷▷▷▷ vintegris

in   🐦

www.vintegris.com