NEC Mobility Unmanned Check-In Solution (MUCIS) realizes hotel guests self check-in and check-out process with face recognition technology. A light touch and highly personalized solution for the new normal.

Using the highest accuracy and real-time precision face recognition technology, the check-in and check-out kiosk terminal allows guests to quickly complete the registration process and get into their designated rooms without fuss. Hotel staff are also protected as interaction is reduced and manpower resources can be redeployed to serve other guests’ needs.

### The Technology

- **Traditional**
  - Queue to check in.
  - Density control requirement may lengthen queue.
  - Exposed to crowd.

- **NEC MUCIS**
  - Light Touch and Highly Personalised Solution to Check-In/Out.
  - Complete all check-in, registration of ID / passport photo, face check and collect key card in hotel.

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**How It Works**

**Check In**
- **Retrieve**: Select your preferred language & click “Search Reservation Number” or “Scan Document” to retrieve reservation.
- **Register & Confirm**: Scan required ID/passport & confirm reservation details with face check (against ID/passport photo).
- **Make Key**: Follow instructions to tap key card on encoder for encoding room to key card.
- **Finish**: Select Email / SMS / Print buttons to obtain a reminder with room number (and WiFi connection details).

**Check Out**
- **Retrieve**: Select one of the three options to retrieve reservation.
- **Check Folio**: Check pre-paid payment & any balance amount to be paid.
- **Payment**: Select credit card types and swap/insert credit card into the POS terminal.
- **Finish**: Folio & check-out info sent to guest’s email. Physical folio print-out available too.

**The Benefits**

**Compliance**
Meet regulations on minimizing face-to-face & ensuring low crowd density.

**Cost**
Cost effective solution that is expandable to include add-ons.

**Operational**
Improve resource planning & optimize manpower to higher value tasks.

**Data Analytics**
Targeted advertising and promotions (for frequent customers) on check-in portals.

**Customers**
Reduce crowd & exposure to staff during check-in/out.
Check-in at your pace & preferred language.

**Continuity**
Future ready e.g. with face ID for mobile savvy business, millennial or Gen Z travellers.

This smart hospitality solution can be scaled to further enhance guest experience. Using the same face ID captured during registration*, hotel staff can do breakfast entitlement matching when guests walk into restaurants, give access to hotel facilities like gym or pool and instantly recognise VIPs at hotel lounge or executive club; guests can even use face ID to make payment at shops or restaurants in the hotel premises.

* Subject to guest’s approval for use of face ID outside of the registration process; and only for use in the hotel premises during guest’s stay.

**Coming Soon**

**Mobile for Pre Check-In**
Pre check-in with your mobile phone, include registering photo of ID/passport. Complete check-in, face check and collect key card in hotel.

**Talk to us about your needs today. Contact us at** +65 6273 8333 or SED_marketing@nec.com.sg.