



Fast Pass to Check-In

Selecting ID Scanners
to Transform Hospitality

Introduction

Efficient, minimal friction check-in processes are crucial for providing exceptional hotel guest experiences. But capturing guest data manually is time-consuming, insecure and can cause unnecessary paper wastage. Integrating advanced ID scanners and document readers into hotel systems revolutionizes the check-in experience through:

- Instant identity data capture
- Creation of an auditable electronic record
- Enabling compliance by securely passing data for checks against law enforcement databases
- Enabling intuitive self-service check-in amenities

This eBook provides insider guidance for hospitality IT integrators on selecting the optimal ID document readers and scanners to integrate into their hotel clients' systems.

By understanding key selection criteria, IT providers can confidently provide their hotel clients with an ID scanner that checks all the boxes for performance and ease of use.





1. Creating Minimal Friction Guest Experiences

Lengthy check-in lines frustrate guests and create a poor first impression that sets the tone for the rest of their stay. Slow gathering of guest identification data is a major problem. Can your hotel clients afford to have valued guests waiting in lobby lines while front desk staff manually inspect IDs, take a photocopy, conduct manual entry of document data or use slow and outdated ID document readers?

Integrating advanced ID document readers transforms and expedites the arrival experience. By reading and retrieving guest identification document details in seconds, guests get prompt, personalized service. Key benefits include:



Shorter lines and smoother lobby flow



Enhanced health and safety from less lobby congestion



Faster check-in during peak times



Reduction in data entry error



Increased staff engagement with guests



Reduction in paper usage

Satisfaction scores can see a boost when guests feel prioritized by swift, competent check-in. Properties with self-service kiosks also rely on fast, intuitive devices to read ID documents and empower guests to get their own keys and room assignments on demand, 24/7.

Choosing ID scanners with rapid reading capabilities is crucial. The latest devices can read ID credentials almost instantly with no need for precise document positioning. This allows uninterrupted scanning even during a busy check-in.

By evaluating ID scanner reading performance, integrators can enable superior experiences for their hotel clients. ID scanners are the gateway to greet guests smoothly and set the right tone for their entire stay.

2. Streamlining Integration and Deployment

Integrating new systems into existing hotel platforms can be complex for properties and vendors alike. ID scanners that have a pre-validated interface with hospitality property management systems (PMS) simplify and expedite the deployment process. This enables rapid set up without costly custom programming. Key benefits include:

- ID scanners are ready-to-use right away
- No need for custom APIs or coding
- Reduced installation time and costs
- Optimized data flows between ID scanner and the PMS

Consider where ID scanners will be placed. Devices with compact footprints are ideal for space-constrained front desks. Shallow housings are ideal for creating a streamlined finish in self-serve kiosks.

With seamless PMS integration and versatile placement options, ID scanners simplify deployment. Hospitality integrators can confidently promise plug-and-play convenience rather than extensive, time-consuming customization.



3. Evaluating Speed and Reading Performance

Slow document reading, failed reads or confusing operation hinders front desk staff productivity and the guest experience. When assessing ID scanners, prioritize models that deliver exceptional speed and usability.

Rapid results are key. Look for split-second reading of ID document data. Instant transfer of data into the PMS, keeps lines moving quickly.

Intuitive operation is equally crucial. Devices that require precise document positioning introduce friction. The best ID scanners automatically trigger the reading of data when an ID is presented without specific alignment, allowing continuous guest processing.

By evaluating reading performance, integrators can provide hotels with ID scanners that wow guests and staff instead of slowing them down.





4. Meeting Current and Future ID Reading Needs

ID Scanners need to validate reliably all government-issued IDs and alternative credentials that guests may present.

Scanners must read worldwide driver's licenses, passports, travel visas, national IDs, hotel loyalty cards and other current formats. Multi-language optical character recognition (OCR) also broadens international guest support.

To help combat identity fraud, deploy scanners with ID verification software that authenticates ID document security features. This enables fake ID detection — crucial for hotels liable for issues with underage guests or to reenforce the security of other guests.

As mobile IDs on phones and wearables are adopted, prioritize scanners that can capture and authenticate digital IDs.

Barcode and QR code reading should also be standard for retrieving reservation data via a single interface.



Deploying the Best ID Scanners for Hotels

Selecting the right ID scanners is key for hospitality integrators to deliver optimized guest experiences and seamless systems integration. When evaluating scanner solutions for hotel clients, focus on devices that:

- Provide rapid result times for line reduction
- Feature intuitive operation that won't slow down staff
- Offer validated integration with major property management platforms to simplify deployment
- Enable omnichannel flexibility across staffed desks and kiosks
- Future-proof capabilities by supporting all current and emerging ID types

By keeping these criteria top of mind, IT integrators can best match client needs and maximize value. The ideal scanners simplify integration, empower staff, enable guests and future-proof ID credential compatibility. With optimized ID document reading and verification, hotels can confidently deliver secure world-class service and satisfaction.

Take Hotel Front Desk Efficiency to the Next Level

- » [Contact our experts](#) to get personalized guidance on finding the ID document reader for your hotel clients. We offer detailed assessments and technical advice to support your integration success.
- » Discover insights from hotel IT professionals about automated guest data capture
- » Make the strategic case for ID document readers – get our executive brief
- » Visit our Hotel Guest Registration Data Capture and ID Verification web page
- » [Learn about HID ATOM™ ID Scanner with a validated PMS interface](#)



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