



## SATISFIED GUESTS, FRAUD CONTROL

### The challenge: Improve the guest experience, while fighting fraud

As the receptionist registers the hotel guest, the line of people waiting to check in grows. Now, the guest asks about enrolling in the hotel loyalty program. The line grows longer and the receptionist must still authenticate the guest's identification credentials. For waiting guests, frustration and irritation begins to show. This is a familiar scene that is repeated at properties across the country every day.

Situations such as this do not need to be accepted as "part of doing business." At every touch point, hospitality providers understand that the guest experience is critical to a successful business. They also understand the realities of today's business climate. The industry is experiencing unprecedented competition and there must be an unwavering focus on the quality of the guest experience and providing personal, attentive service. This includes assuring that the check-in process seamlessly verifies credentials to prevent fraud. Intellicheck has the answer to balancing these competing forces.

## THE INTELLICHECK SOLUTION:

### Enhanced guest services, State-of-the-art fraud protection



With Intellicheck's Guest ID™, the receptionist simply scans the barcode from the guest's driver license or other government issued identification using a smartphone, tablet or the existing property management system. Guest ID™ authenticates guest credentials in real-time, while automatically populating key fields of guest registration or customer loyalty registration information. This process fights fraud, avoids problematic manual data entry errors, streamlines and enhances the guest check in experience and maximizes operational efficiency. Time consuming delays and exasperated guests become a thing of the past. Guest ID™ transforms the front desk experience.

**Ready to reduce fraud, increase efficiency and improve your guests' experience at your property? Contact Intellicheck today for a free consultation at (516) 992-1900 or visit [intelllicheck.com](http://intelllicheck.com)**

### Faster, more accurate registration



Makes guest check-in quick, easy, more efficient and accurate by automatically populating standardized forms with guest information retrieved during the ID credential authentication process.

### Integrates with existing systems



Guest ID™ is easy to integrate with your existing property management system, or deploy on mobile devices. Guest ID is already integrated and operational at properties operated by one of America's largest hospitality providers.

### Reduces fraud



Helps reduce fraud by ensuring that the guest's ID credentials are validated, and is the only solution that authenticates more than 250 unique driver license barcode formats from every US state and territory, Canadian province and most Mexican states.

### Integrates with custom databases



Makes it easy to quickly extend authentication capabilities via integration with custom databases and other specified data sources.

### Expert consulting, optimal results



Available as a subscription service, bundled or customized solution. Our experienced professional services team of authentication experts can work with you to integrate Guest ID™ with information technology backbones.