

BHS^{5.0}

BAGGAGE HANDLING SYSTEM

PMS INTERFACE
ORACLE OPERA

JOB DISPATCH
BHS built-in



KEY FEATURES



BAGGAGE TAG
Scan QR Code
WeChat QR Code



BAGGAGE GROUP



LOCATION ROUTES
Predefined location points
for job dispatching



INSTANT MESSAGING
Text / Audio / Photo
(for Live Support & Troubleshooting)



DASHBOARD
Location / Statistics



JOB DISPATCH
Overdue Alerts / Routing



AD-HOC QR CODE
Printing



SEARCH & REPORTS
Storage / KPI / etc.



USER INTERFACE
Traditional Chinese
Simplified Chinese
English

THE SYSTEM

BHS is a complete solution for Hotel Concierge to manage baggage delivery from guest check-in to check-out and temporary storage through integration with Oracle Opera for high quality baggage management service.

BHS MOBILE APP provides an intuitive interface for Guest Services to scan QR codes for baggage registration and movement updates.

BHS WEB APP provides a web-based dashboard for Concierge to monitor and handle baggage deliveries.

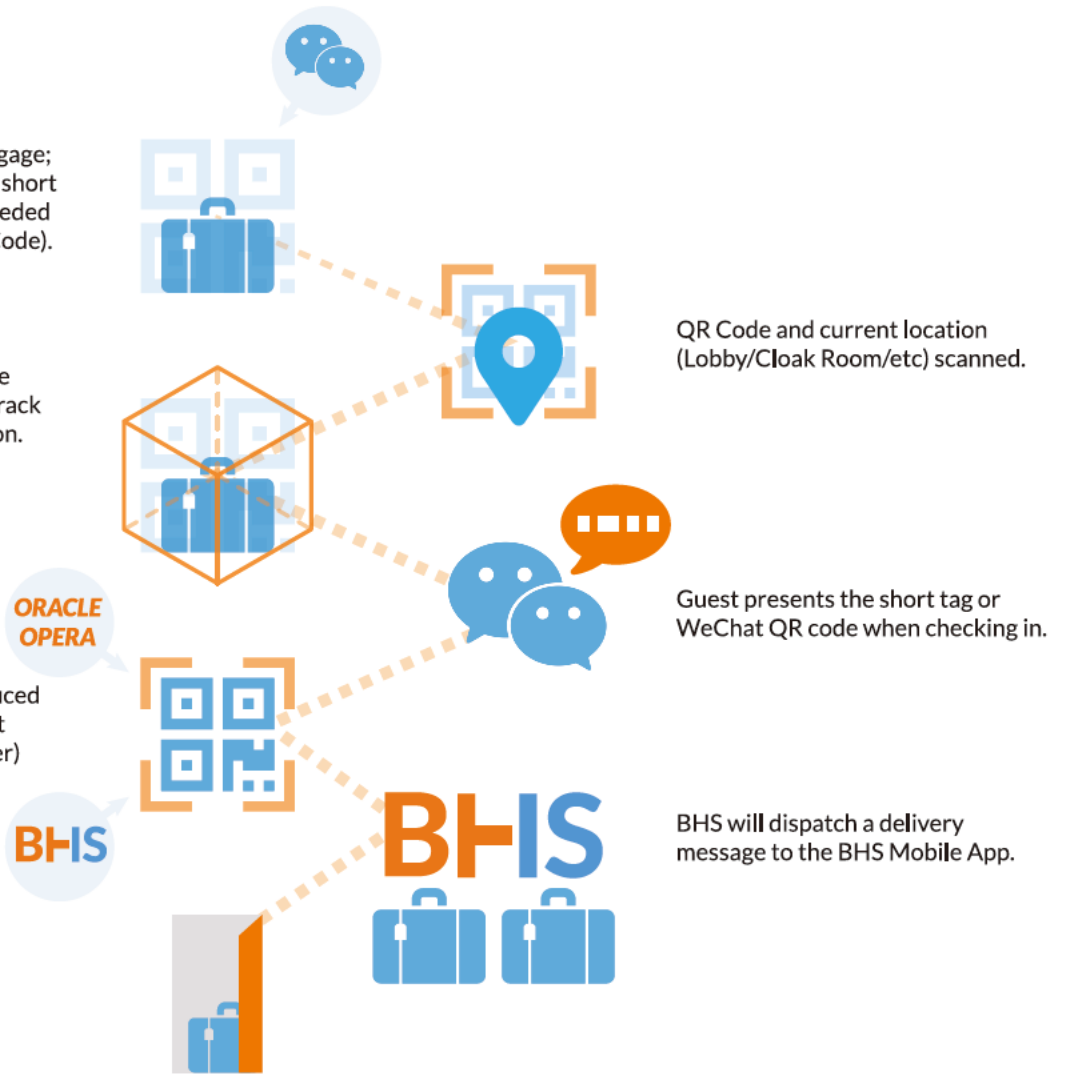
OPERATION WORKFLOW

Concierge receives guest's baggage; a baggage tag will be tied and a short tag is given to the guest (not needed if guest presents WeChat QR Code).

Baggage moved into the storage room, QR Code on the storage rack is scanned to update the location.

Baggage tag is scanned/introduced into Opera and the Opera guest profile (with guest room number) is linked to the BHS.

When the baggage is delivered to the guest room, job is closed when the location is updated.



KEY BENEFITS



1. A SaaS (Software as a Service) with App + Web Interface for cost-effective operation.
2. Automatic identification to avoid misrouting and misplacing of baggage.
3. Advanced baggage arrangement planner to meet the baggage management service standard.
4. Built-in Instant Message feature for instant communication for support and troubleshooting.
5. Real-time monitoring feature to enable human resource allocation during peak hours for quality concierge service.