

Vouch

Mobile Check-In Integration with Oracle Hospitality OPERA 5.6

Vouch's mobile check-in solution enables contactless check-in integrated with property management systems (PMSs), Singapore Tourism Board's E-Visitor Authentication (EVA), and hotel payment partners for a fully automated check-in and checkout process. The solution can be purchased as a standalone module or as part of the full Vouch Digital Concierge suite as part of a seamless guest journey.

COMPANY OVERVIEW

Headquartered in Singapore, Vouch is an award-winning travel-tech company that offers customized digital solutions for streamlining hotel operations and enhancing guest experiences. Since launching in 2016, Vouch has steadily garnered recognition for its work in catalyzing digital transformation in the hospitality industry, receiving Singapore Tourism Board's Best Business Innovation award in 2019 and being named one of PhocusWire's Hot 25 Startups for 2021. The company has also been shortlisted to participate in Facebook's prestigious Startup Station Accelerator and the Amadeus Next Startup program.

INTEGRATION OVERVIEW

Vouch's mobile check-in solution allows a contactless check-in and checkout process. As such, the solution is integrated with Oracle Hospitality OPERA PMS to enable retrieving and updating booking and guests' profile information from/to the PMS and to facilitate the seamless process during guest check-in and checkout.

INTEGRATION DETAILS

The integration with Oracle Hospitality OPERA goes through OPERA Web Service (OWS) APIs. The web services and the functionalities enabled by the integration are:

- Name web service for updating guest profile details such as email, address, nationality, date of birth, passport, phone, and privacy.
- Reservation web service to create and combine sharer bookings, update reservation comments, retrieve booking details, and complete pre-check-in.
- Reservation advanced web service to check in, check out, and retrieve invoice.



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ORACLE

Validated Integration

Oracle Hospitality

Oracle Validated Integration provides customers with confidence that a partner's integration with an on-premise Oracle application is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

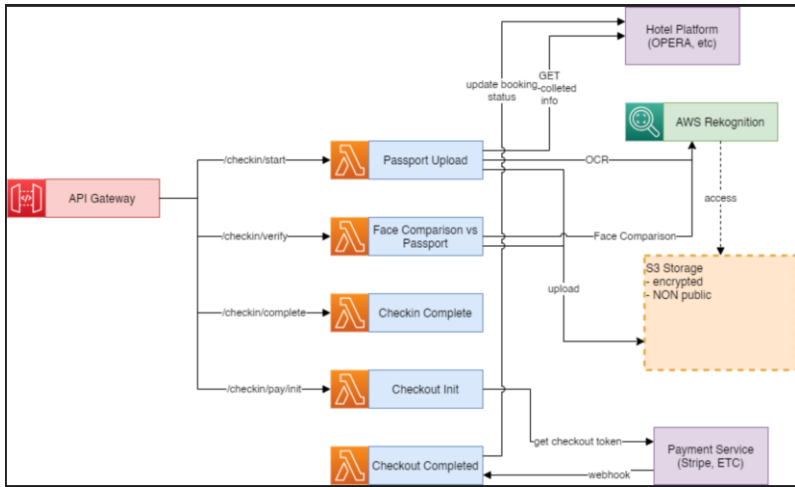


Figure 1. Architecture diagram of the integration between Vouch Mobile Check-In and Oracle Hospitality OPERA

AVAILABILITY

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SUPPORT

vouchconcierge.com

TECHNICAL DETAILS	
Partner Environment	Oracle Environment
<ul style="list-style-type: none"> Vouch Mobile Check-In V1.0 	<ul style="list-style-type: none"> Oracle Hospitality OPERA 5.6
Product ID (FKT)	Description and Name
<ul style="list-style-type: none"> OPP_KSK 	<ul style="list-style-type: none"> Oracle Hospitality OPERA Property KIOSK Interface for Vouch Mobile Check-In by Vouch SG Pte Ltd
Supported Protocols	
<ul style="list-style-type: none"> HTTPS 	

ORACLE
 Validated Integration
 Oracle Applications

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