

Some illustrative changes hotels will have to consider.

Changes to consider	Single-channel self-service environment	Multichannel self-service environment
Self-service application	Presentation view, flow control and business logic are within a single application structure.	Application must be discrete and separated between the presentation and flow/business logic to enable use in a multichannel environment.
Single vs. multiproperty view	Kiosk check-in application is designed around a single user, single-property paradigm.	Application must support concurrent users connecting to multiple properties across a hospitality enterprise.
User interface (UI) characteristics	UI is designed specifically for a touchscreen kiosk.	UIs must be developed to support the Web, kiosks, wireless devices and other channels.
Handling advance checkins	Application assumes the guest is at the hotel and ready to proceed to the room.	Multichannel self-service application and the hotel's PMS must support both real-time arrivals and advance checkin.
Connectivity between hotel Web site and PMS	No real-time connectivity is required between a hotel's Web site and its PMS.	Real-time connectivity is required to support advance checkins from the hotel's Web site.
Room key disbursement	Room keys are dispensed from and encoded by the on-site kiosk.	Based on checkins that occur via different channels, room keys will need to be pre-encoded by the front desk, who must be aware of advanced Web checkins.
Room assignment	Only vacant, unoccupied rooms are assigned.	Support must be provided for the case when a pre-assigned room is still occupied upon arrival.