BHS 5.5

BAGGAGE HANDLING SYSTEM

PMS INTERFACE
ORACLE OPERA

JOB DISPATCH
BHS Built-in

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BHS
Baggage Handling System
v5.5

Staff ID
Staff ID

Password
password

Location
--Location--

Log-in
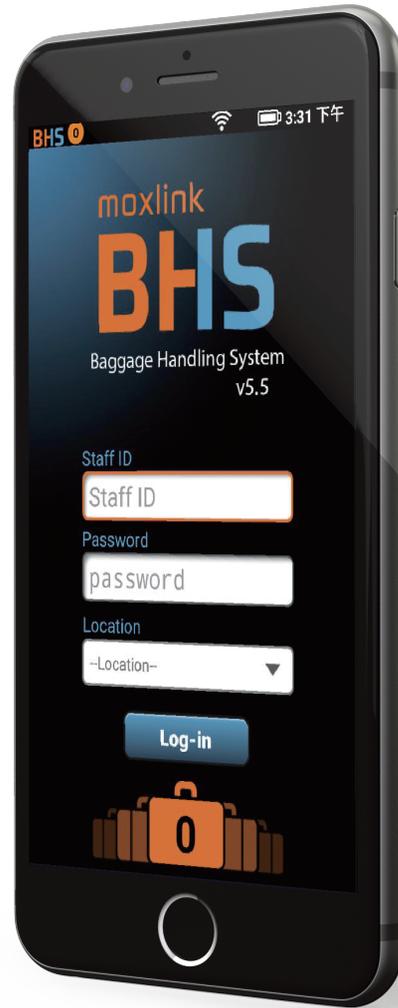
KEY FEATURES

BAGGAGE TAG
Scan QR Code
WeChat QR Code

BAGGAGE GROUP

LOCATION ROUTES
Predefined location points for job dispatching and baggage return location update upon job completion

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

DASHBOARD
Location / Statistics

JOB DISPATCH
Manual or Automatic Assignment/Overdue Alerts/Job Escalation/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 in single or multiple properties 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.

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To learn more about BHS, contact us at **https://www.moxlink.com** | **info@moxlink.com** | +853 2871 7990

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.)

QR Code and current location (Lobby/Cloak Room/etc) scanned.

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

Guest presents the short tag QR code when checking in.

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

BHS will dispatch a delivery message to the BHS Mobile App.

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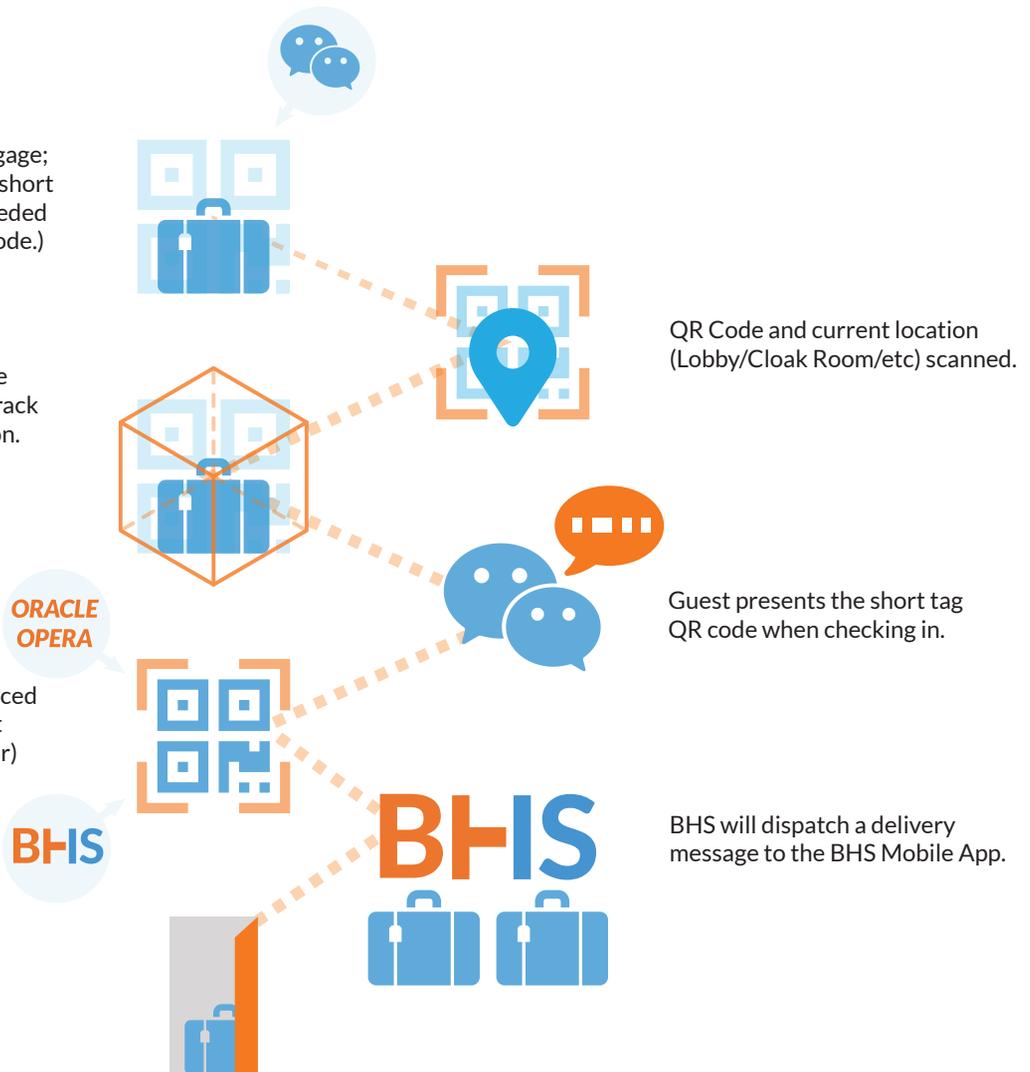
KEY BENEFITS

1. A SaaS (Software as a Service) with App + Web Interface for cost-effective operation.

2. Automatic identification to avoid misrouting, misplacing and mishandling of baggage.

3. Advanced baggage arrangement planner and tracking system 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.