



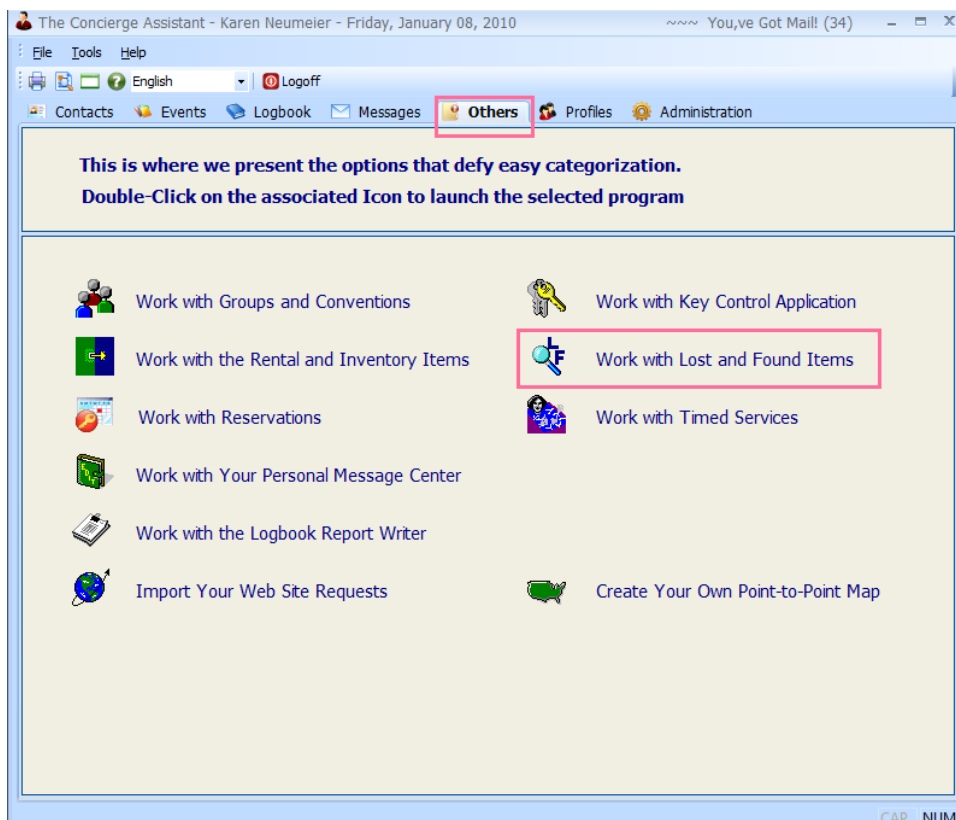
Best Practices The Concierge Assistant Lost and Found Items Add-On*

**The Lost and Found Items is an Add-On feature available for an additional charge and may not be part of your current Concierge Assistant system. Please contact our main office at 818-865-0006 if you are interested in acquiring this feature.*

Overview

The Lost and Found Items feature has been designed by Gold Key Solutions to track all Lost and Found items and their eventual Disposition.

This feature, if your property has signed up for it, will be found under the “Others” tab.



Click on “Work with Lost and Found Items” and the following screen will appear.

This is the main screen display of the Lost and Found Items feature. In this screen the user will Search by selecting one of the three categories under the “Search For” area to the left side of the screen.

Select “Found” if attempting to locate an item that was **found** at the property and turned into Security or Housekeeping for holding, etc.

Select “Lost” for items that the guest has reported as **lost** while at the property.

Select “Disposed” if searching for an item that has already been matched up and returned to the guest or items that were never claimed and have been permanently retired.

After selecting the category for the search, the user may also select additional criteria under the “Select by” field to fine tune their search. The “Search by” criteria selections differ depending on the category selected. Please refer to each category for specific discussion.

A printer is located in the upper right-hand corner of the screen for a print of the screen display after the selection has been made and entered.

Found Items

Found Items are those items that are found on the property that someone has left behind. Sometimes the Security Department or Housekeeping Department is responsible for safe keeping these items until they are claimed or until the “maturity date”, established by each property for the maximum amount of time they will hold an item before disposing of it, expires.

Category	Date Found	Location Found	Finder
Mr Norrell, opaperback book	1/17/2007	Pool	Jacqueline - Pool attendar
Cingular carrier, Camera abili	1/17/2007	Lobby	Frank - Front Desk
rola side plug with prong end	1/17/2007	Guest Room	Holly - Housekeeping
woman's wedding Ring, 3 bands, big stone in ce	12/18/2009	Lobby	maria
Women's Glasses with case, pink metal rims	1/17/2007	Spa	Franklin - therapist
	1/17/2007	Guest Room	Maria - Housekeeping

6 Entries were selected.

When the category “**Found**” is selected, as it is in this picture, the user has the ability to search the items that have been entered into the database as **found** entries. The “Select by” field will allow the user to fine tune their search specifying a date range, the location where the item was found, the tag number and so forth. You may also specify the category that the found item was classified under, such as glasses, clothing, cameras etc.

When a newly **found** item is turned in the user will click on the button “Add a Found Item”. The user then will fill out the form providing the relevant information relating to the Found item, such as the category (classification), where it was found, who found it, where it is being stored, the eventual Disposition of this item if it is not claimed, the Room Number if the item was found in a room, the date found, estimated value and the tag number if you are manually assigning them, as in the sample below.

As reflected in the example there is an ability to tie a picture of the item to the entry of the item for positive identification. Where and how to store a photo is discussed under “Administration”.

Maintain Found Items

Item Description:

Room Number:

Item Category: ...

Date Found:

Where Found: ...

Estimated Value:

Storage Location: ...

Tag Number:

Disposition: ...

To Change this from Found Item to Disposed enter the Date Disposed.


Finder:

Date Disposed:

Search Word:

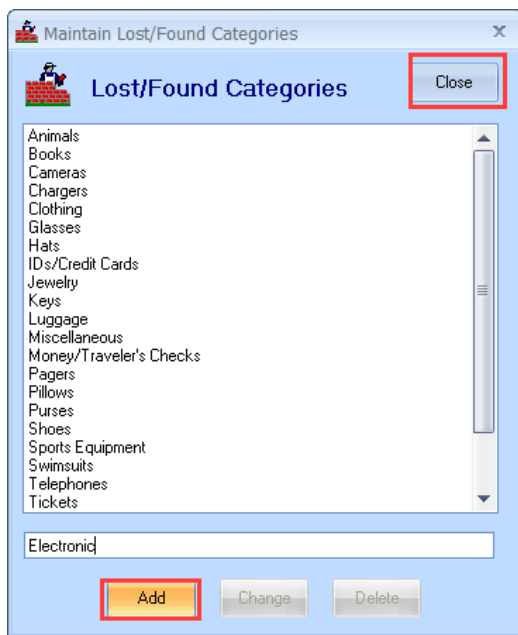
Category	Item Description	Date Lost	Location Lost	Name

Photograph (if any):

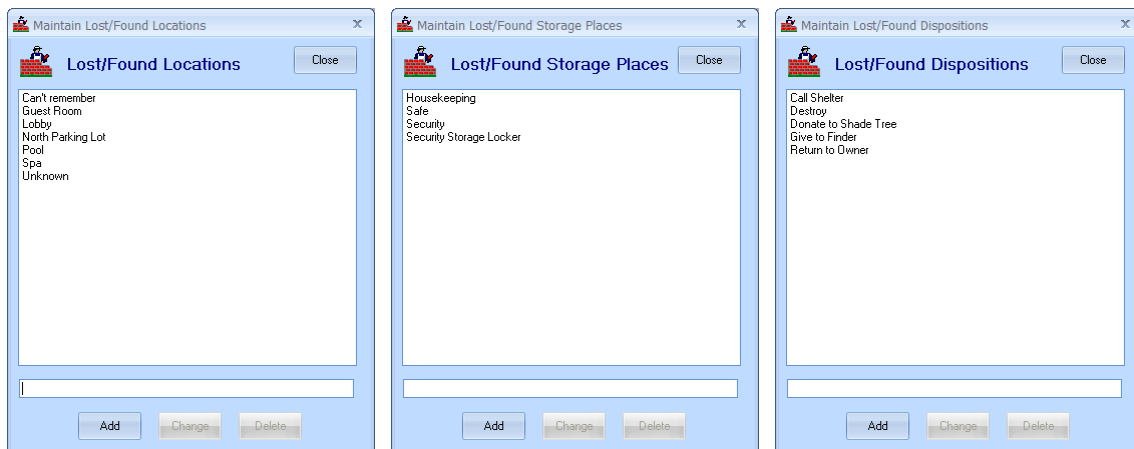


On this form there are 4 areas of information that can be selected from a drop down menu. This means that the users can create a list of as many applicable criteria as needed, with the ability to add to the selection at any time. When the user wishes to add to the selection, the user clicks on the square with 3 little dots and will get this screen. Simply type the new item category (in this example) in the blank space at the bottom and click Add. You may also Change and Delete categories. Close when finished.

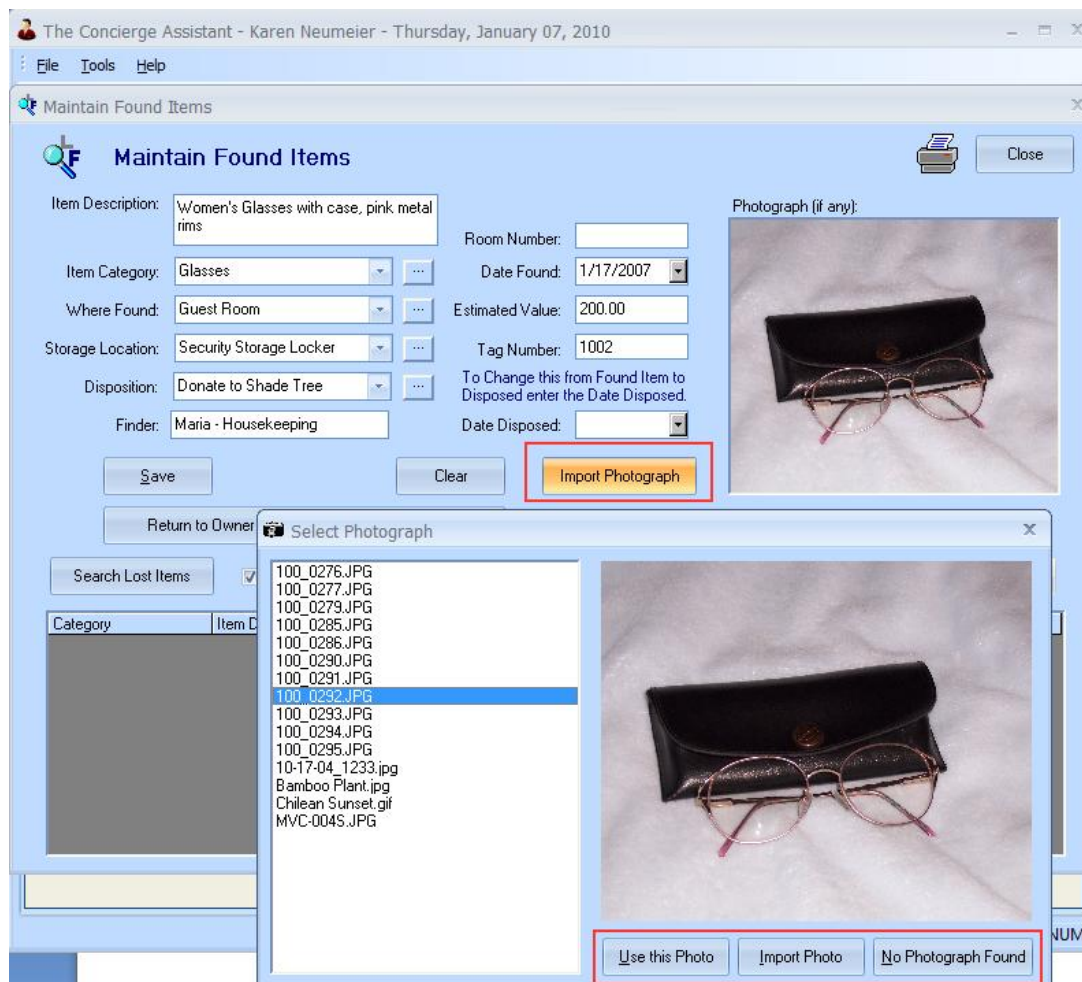
When entering new items, the user will select the appropriate category, location etc. from the drop down list for the item being entered.



This same procedure will be used for Where Found, Storage Location and Disposition.

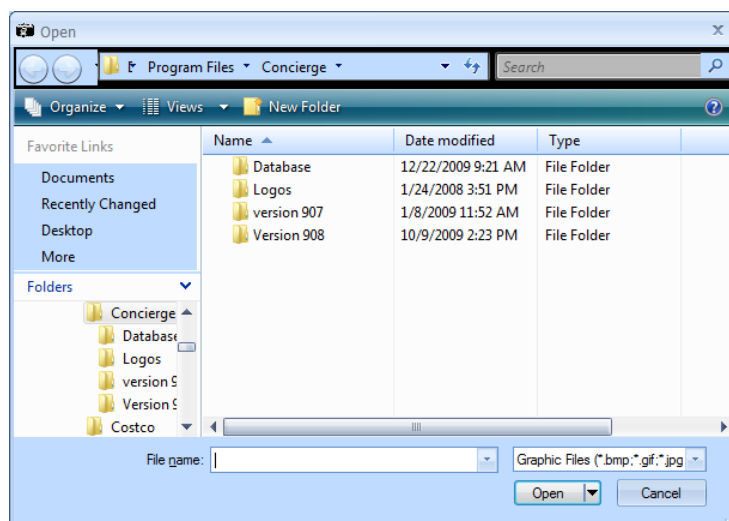


Attaching a photograph is as easy as clicking on the button "Import Photograph". On the left side there will be a listing of the photos available for attaching. As you click on each picture, you will see the actual picture on the right. When you have located the correct item, click on the button "Use This Photo"



Also available is a selection enabling the user to notify CA that there is “No Photograph Found”.

If you click on the button “Import Photo”, CA will present the user with a “browse” window to enable the user to link to another folder and file located on the server as in this example below.



When Found Items are entered into the system, there is an ability to search the **lost** items that have been entered previously into the system by category, where the item was found or the date the item was found. The user then clicks on the “Search Lost Items” button.

Maintain Found Items

Item Description: Women's Glasses with case, pink metal rims

Item Category: Glasses

Where Found: Guest Room

Storage Location: Security Storage Locker

Disposition: Donate to Shade Tree

Finder: Maria - Housekeeping

Room Number:

Date Found: 1/17/2007

Estimated Value: 200.00

Tag Number: 1002

To Change this from Found Item to Disposed enter the Date Disposed.

Date Disposed:

Photograph (if any):

Save Clear Import Photograph

Return to Owner - No Lost Item Entry was Found

Search Word:


Search Lost Items ☒ Use Category ☐ Use Where Found ☐ Use Date Found (+/- 2 days) Match

Category	Item Description	Date Lost	Location Lost	Name
Glasses	Armani Sunglasses - Bronze with Blue Tint	12/10/2006	Pool	Susan Westin
Glasses	Varnet Sunglasses	1/17/2007	Pool	Karen Frances

In this example a search was done by the category and 2 items were located as possible matches.

When an item matches, the user will click on the matching Lost Item and the “Match” button will highlight. Click on this button for the disposition of the item and this screen will appear.

Work with Matched Items
Close


Work with Matched Items

Item Description: **Women's Glasses with case, pink metal rims**

Item Category: **Glasses**


Where Found: **Guest Room** Date Found: **1/17/2007** Found Value: **200.00**


Where Lost: **Pool** Date Lost: **1/17/2007** Lost Value: **120.00**

Disposition: **Return to Owner**

Finder Name: **Maria - Housekeeping** Tag Number: **1002**

Photograph (if any):




First Name: **Karen** Last Name: **Frances**

Address: **2468 Stanford Street** City: **Los Angeles**

State: **CA** Postal Code: **90026**

Home Phone: **310-258-6547** Work Phone: **310-276-5585**

Other Phone: Email Address:

Date Disposed: 1/7/2010
Date Returned: 1/7/2010
How Returned: ... Return Charge: Payment Method:
Return Notes:
Return to Owner

The upper part of the screen displays the information originally entered for the item. The middle area is now available for the name and address of the owner claiming this Found Item.

The bottom portion deals with the disposition information such as the dates for the disposition and return. These must be filled in along with the other fields provided. If the guest credit card is being charged for the return costs, all credit card information will be masked and encrypted and only authorized users may decrypt it, if the property permits it.

When items are matched in this way, Concierge Assistant will fill in the Date Disposed and change the status of the item from **Found** to **Disposed**.

Maintain Found Items

Item Description: Women's Glasses with case, pink metal rims

Item Category: Glasses

Where Found: Guest Room

Storage Location: Security Storage Locker

Disposition: Donate to Shade Tree

Finder: Maria - Housekeeping

Room Number:

Date Found: 1/17/2007


Estimated Value: 200.00

Tag Number: 1002

To Change this from Found Item to Disposed enter the Date Disposed.

Date Disposed:

Photograph (if any):



Save Clear Import Photograph

Return to Owner - No Lost Item Entry was Found

Search Lost Items ☒ Use Category ☒ Use Where Found ☒ Use Date Found (+/- 2 days) Search Word: Match

Often times an item may be found before a guest has reported it as lost, such as when a guest has left the hotel and does not realize anything is missing until they unpack at home. If the guest should call, and a search of the Found Items has produced the missing article, the button "Return to Owner - No Lost Item Found" can be used without the need to enter a **lost** item first and then do a match up. Clicking on this button will give you the same screen displayed for matched items being returned to the owner, as in the example above.

Lost Items

Searching and looking up Lost Items is very similar to searching and entering Found Items. The main difference being that these items have been **lost** by the guest while staying at the property and is generally reported to the property via phone, email or sometimes in person if they have discovered their loss while still at the property.

When searching for Lost Items that have been reported and have been entered into the Lost and Found feature, the Lost Items “Search For” must be selected. The “Select By” field may stay as **None**, as in this example, if the user wants the entire database of Lost Items searched or one of the other options available may be chosen to narrow down the search and display. A category may also be entered to limit the search to just one category and is optional to the user.

Category	Item Description	Date Lost	Location Lost	Name
Glasses	Armani Sunglasses - Bronze with Blue Tint	12/10/2006	Pool	Susan Westin
Cameras	Camera, Kodak disposable	1/15/2007	Pool	George Jones
Clothing	pair of boy's orange flip flops	1/17/2007	Pool	Sherry North
Glasses	Varnet Sunglasses	1/17/2007	Pool	Karen Frances

All new **Lost Items** will be entered by clicking on the button “Add a Lost Item”. Simply fill in the blanks with the information as it is relayed to you, as in the sample below. This form will include the name and address the guest wants this item sent to if it should be located.

As in the Found item form, there is a multiple choice drop down at the “Category” and “Where Lost” as displayed below. These drop-down choices offer the same for both Lost and Found Items, as their searches will depend on them.

There is also a “Save and Repeat” button for guests who are missing multiple items.

Maintain Lost Items

Item Description: Varnet Sunglasses

Item Category: Glasses ...

Where Lost: Pool ...

Room Number:

Date Lost: 1/17/2007

Estimated Value: 120.00

First Name: Karen

Last Name: Frances

Address: 2468 Stanford Street

City: Los Angeles

State: CA

Postal Code: 90026

Home Phone: 310-258-6547

Work Phone: 310-276-5585

Other Phone:

Email Address:

Search Found Items ☒ Use Category ☐ Use Where Lost ☐ Use Date Lost (+/- 2 days) Search Word: Match

Category	Item Description	Date Found	Location Found	Finder
Glasses	Sunglasses	12/18/2009	Lobby	maria
Glasses	Women's Glasses with case, pink metal rims	1/17/2007	Guest Room	Maria - Housekeeping

Buttons: Close, Save, Save & Repeat, Delete, Clear

Users may search all **Found Items** from this entry or may select to search by category, where the item was lost and by a date search based on the guest's stay at the property.

If a matching item is located, click on it. This will make the "Match" button light. Click on the Match button and you will get this screen.

Work with Matched Items

Item Description: **Sunglasses**

Item Category: **Glasses**

Where Found: **Lobby**

Date Found: **12/18/2009**

Found Value: **1.00**

Where Lost: **Pool**

Date Lost: **1/17/2007**

Lost Value: **120.00**

Disposition: **Return to Owner**

Finder Name: **maria**

Tag Number:

First Name: **Karen**

Last Name: **Frances**

Address: **2468 Stanford Street**

City: **Los Angeles**

State: **CA**

Postal Code: **90026**

Home Phone: **310-258-6547**

Work Phone: **310-276-5585**

Other Phone:


Email Address:

Date Disposed: 1/20/2010

Date Returned: 1/20/2010

How Returned: ... Return Charge: Payment Method:

Return Notes:

Photograph (if any): 

Return to Owner

Follow the same procedure as outlined under "Found Items", for returning the item to the guest for disposition..

Disposed Items

From time to time it may be necessary to look up an item that has already been Disposed. As already discussed in the sections covering Found Items and Lost Items, Disposed Items have the same search ability. The “Search For” must have **Disposed** selected. The “Select By” has options allowing the user to look these items up by a Search Word, Date, Disposition, Last Name, Finder Name, Stored, Tag number or None for a retrieval of everything that is in the Disposed database.

Category	Item Description	Date Disposed	Disposition	Finder Name
Miscellaneous	Beach Towel with KFWB Logo	12/2/2006	Return to Owner	Sven - Maintenance
Jewelry	Bracelet, ivory wide band with ivory on sides, carved	1/17/2007	Return to Owner	Holly - Housekeeping
Miscellaneous	Coffee Cup with House of Blues Logo	11/22/2006	Return to Owner	Butler - Charles Sweeny
Animals	Dog, shorthaired, black with lighter undercoat, wri	1/17/2007	Return to Owner	Jimmy Gardner - Valet
Books	Joanhan Strange & Mr Norrell, opaperback book	1/8/2010	Return to Owner	Jacqueline - Pool attendar
Books	Rabbit, Rieux by John Updike	12/5/2006	Return to Owner	Imelda - GRA
Glasses	Women's Sunglasses, black rims, opaque lens	1/17/2007	Donate to Shade Tree	Jacqueline - Pool Attendar

After locating the disposed item in question, double click to open it. All of the information entered into CA about this item becomes available for review.

Item Description: **Bracelet, ivory wide band with ivory on sides, carved fa**

Item Category: **Jewelry**

Where Found: **Guest Room** Date Found: **1/17/2007** Found Value: **500.00**

Where Lost: **Can't remember** Date Lost: **1/17/2007** Lost Value: **300.00**

Disposition: **Return to Owner** Date Disposed: **1/17/2007**

Finder Name: **Holly - Housekeeping** Tag Number: **579**

Photograph (if any):

First Name: **Eunice** Last Name: **Girardo**

Address: **9853 Sutton Pl** City: **New York**

State: **NY** Postal Code: **00124**

Home Phone: **212-456-7890** Work Phone: **212-852-9514**

Other Phone: Email Address:

How Returned: **Sent by Fedex** Return Charge: **17.95** Payment Method: **xxxxxxxxxxxx0298**

Return Notes: **insure for \$300.00 replacement cost at request of**

Save **Decrypt the Credit Card**

There are a number of ways an item may be **Disposed**.

As discussed in sections “Found Items” and “Lost Items”, when an item is “Matched” the item is considered to be Disposed. The status of an item is changed to **Disposed** when a match is made.

There is also the ability to dispose each item individually directly on the Maintain Found Item form, by filling in the Date Disposed. This is good for reviewing Found Items one at a time for content and a property determined “maturity” date of retention. By filling in this date, the status of the item will go from **Found** to **Disposed**.

The screenshot shows the 'Maintain Found Items' window. It has a title bar 'Maintain Found Items' and a close button. The form includes the following fields and controls:

- Item Description: Text box containing 'Women's Glasses with case, pink metal rims'.
- Item Category: Dropdown menu set to 'Glasses'.
- Where Found: Dropdown menu set to 'Guest Room'.
- Storage Location: Dropdown menu set to 'Security Storage Locker'.
- Disposition: Dropdown menu set to 'Donate to Shade Tree'.
- Finder: Text box containing 'Maria - Housekeeping'.
- Room Number: Text box.
- Date Found: Dropdown menu set to '1/17/2007'.
- Estimated Value: Text box containing '200.00'.
- Tag Number: Text box containing '1002'.
- Date Disposed: Dropdown menu, highlighted with a red box and the text 'To Change this from Found Item to Disposed enter the Date Disposed.'.
- Buttons: 'Save', 'Clear', 'Import Photograph', and 'Close'.
- Photograph: A photo of a black case with pink-rimmed glasses.

A large number of Found items may also be disposed by filling in the date of the Default Disposition under the Administration tab. (Only “Authorized” users have access to the Administration feature.) By entering a date in this area and clicking on the button “Dispose of All Found Items Entries Prior To:”, the system will review each **found** item using the date found and then changing the status of all qualifying Found Items entered to Disposed. Refer to **Administration** section.

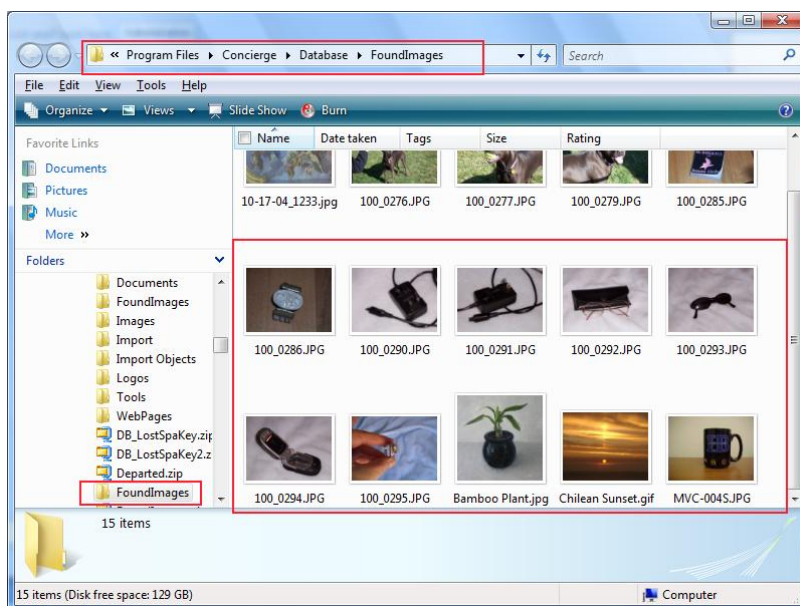
This screenshot shows a button labeled 'Dispose of All Found Items Entries Prior to ->' and a date dropdown menu set to '12/1/2009'.

Administration

Controls and maintenance of the Lost and Found system is done under the Administration tab. It is our recommendation that permission for this area of the Lost & Found feature be given to a restricted number of users, such as Managers and/or Supervisors, referred to as “Authorized” users.

From top to bottom, the first area of the Administration screen gives the user access to the location of the photographs taken of **found** items

When the user clicks on this link, CA will open the folder enabling the ability to paste the photos, as in this screen shot below, giving users access to the photos for linking when entering new found items.



The next area is for the **Defaults** selection on **Disposition for Found Items** and **Disposition for Matched Items**. These dropdown selections are established under the “Found Items” entry form. Select your property’s choice on how these items will be handled and Save.

If the property chooses to have CA automatically issue a Tag Number for each **found** item entered, enter a check mark in the small box labeled “Use ItemID as Tag Number”.

Work with Lost and Found Items - Karen Neumeier - Wednesday, January 20, 2010

Work With Lost and Found Items Close

Search for Lost and Found Items Administration

Folder where photographs are stored:
[C:\Program Files\Concierge\Database\FoundImages\](#)

Default Disposition for Found Items: Donate to Shade Tree Save

Default Disposition for Matched Items: Return to Owner

Use ItemID as Tag Number: ☒

Dispose of All Found Items Entries Prior to -> 12/1/2009

Delete All Disposed Entries Prior to -> 10/1/2009

Delete All Lost Item Entries Prior to -> 10/1/2009

If the property selects this option, the “Maintain Found Items” form will reflect the ItemID tag number, as in this example below.

Maintain Found Items

Item Description: Motorola Cell Phone, Cingular carrier, Camera abilities

Item ID: 13

Item Category: Telephones ...

Where Found: Lobby ...

Room Number:

Date Found: 1/17/2007

Estimated Value: 200.00

If the property issues their own Tag Number, especially if they have had a system in place for some time and do not want to change the numbering system currently being used, leave the box blank. The “Maintain Found Items” form will provide a space for the property to enter its own Tag ID number.

Maintain Found Items

Item Description: Motorola Cell Phone, Cingular carrier, Camera abilities

Item Category: Telephones

Where Found: Lobby

Storage Location: Security Storage Locker

Disposition: Donate to Shade Tree

Finder: Frank - Front Desk

Room Number:

Date Found: 1/17/2007

Estimated Value: 200.00

Tag Number:

To Change this from Found Item to Disposed enter the Date Disposed.

Date Disposed:

The last portion of the screen deals with the maintenance of the property's Lost and Found Items. This area should be visited periodically for cleaning out the database and unclaimed items.

When Found items have remained unclaimed past the property's "maturity date", it is sometimes necessary, on a periodic basis, to manually dispose of these items. After determining what items are to be disposed, be sure to clean them out of their area of safekeeping and enter the date to **"Dispose of All Found Items Entries Prior To"**. Entering a date into this area and clicking on the button "Dispose of All Found Items Entries Prior To:", the system will review each **found** item using the date found and then change the status of all qualifying Found Items to **Disposed**.

When an extended period of time has elapsed and the property feels it is no longer necessary to retain Disposed and Lost Item history, CA allows the property to delete these old records.

By filling in the date in "Delete All Disposed Entries Prior To" and/or "Delete All Lost Item Entries Prior To" and clicking on the corresponding button, CA will delete these transactions permanently and users will no longer be able to access them.

Work with Lost and Found Items - Karen Neumeier - Wednesday, January 20, 2010

Work With Lost and Found Items

Search for Lost and Found Items Administration

Folder where photographs are stored:
[C:\Program Files\Concierge\Database\FoundImages\](#)

Default Disposition for Found Items: Save

Default Disposition for Matched Items:

Use ItemID as Tag Number: ☐

Dispose of All Found Items Entries Prior to ->

Delete All Disposed Entries Prior to ->

Delete All Lost Item Entries Prior to ->