

# Guide - Registering a Lost Item

**Brookfield  
Properties**

This guide provides a comprehensive walkthrough for registering lost items within the Maximus Lost and Found module, ensuring users can effectively report, donate, discard, claim, or turn over items to the police. By following the outlined steps, users can streamline the process, making it easier to manage lost property and enhance communication with security personnel.

## 1 Navigate to [Maximus](#)



Security Officer Mark Zeigler, Lynnhaven Mall  
ven Mall, Virginia Beach, VA - On  
day, June 21, 2023, Security Officer Mark  
encountered an unresponsive elderly  
er laying on the floor in Center Court. He  
ately notified dispatch and Rescue was

ext Above

[See All Success Stories](#)

INSPECTIONS



SECURITY SCHEDULING



COMMUNICATIONS



ADMINISTRATION



INCIDENT REPORT BOARD



MAP MANAGEMENT



Monday

There were no people in the Irvine jewelry store at the time of the robbery.  
according to the Irvine Police Department.

[View Details](#)

Created Tue, Aug 1, 2023 at 9:29 am PT | Updated Wed, Aug 2, 2023 at 8:57 am PT



Members of the jewelry industry have indicated that smash and grab daytime robberies of jewe

[View Details](#)

[Show Next Above](#)

TIER MANAGEMENT



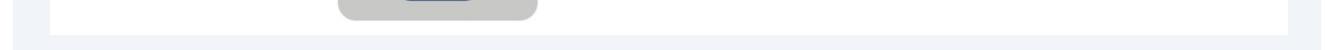
INCIDENT REPORT LOG



RISKONNECT REPORT LOG



LOST AND FOUND



**2** Click on the Lost and Found module.

The screenshot shows the MAXIMUS Incident Management System homepage. On the left, there's a thumbnail of a security officer in uniform. Below it, a text box details an incident at Lynnhaven Mall where a security officer responded to an unresponsive elderly customer. Two buttons are at the bottom: "Show Next Above" and "See All Success Stories". To the right, there's a grid of icons representing different modules: Administration (gear), Incident Report Board (file folder), Map Management (person with location pin), Tier Management (person with gear), Incident Report Log (book), Riskonnect Report Log (document), and a large central icon for the Lost and Found module (a blue box with a question mark and a hand holding a small object). On the far right, another thumbnail shows two people in a store. A text box below it discusses smash-and-grab robberies. A "Show Next Above" button is also present here.

Pictured: Security Officer Mark Zeigler, Lynnhaven Mall

Lynnhaven Mall, Virginia Beach, VA - On Wednesday, June 21, 2023, Security Officer Mark Zeigler encountered an unresponsive elderly customer laying on the floor in Center Court. He immediately notified dispatch and Rescue was

Show Next Above See All Success Stories

ADMINISTRATION INCIDENT REPORT BOARD MAP MANAGEMENT

TIER MANAGEMENT INCIDENT REPORT LOG RISKONNECT REPORT LOG

LOST AND FOUND

To contact customer support: Email [Brookfield Properties Service Desk](#) or call 855-447-4457.  
Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

**3** Click the "Select Property" text field.

The screenshot shows the MAXIMUS Lost And Found search interface. At the top, there's a header with the MAXIMUS logo, a TEST SITE notice, and user information (0 Tutorials, Trending View, Change Password, Nathaniel Kusolek). Below the header, a navigation bar includes links for HOME, LOG/SEARCH FOUND ITEM (which is highlighted in green), and SEARCH PII. The main search form has fields for Date Range (MM-DD-YYYY), Disposition (Logged), Select Property (which is highlighted with a red oval), Item Description, Item Type, Brand, Found Since, Storage Location, Item Log ID, and buttons for SEARCH, DONATE FOUND ITEMS, and DISCARD FOUND ITEMS. At the bottom, a message says "No Record Found."

MAXIMUS  
INCIDENT MANAGEMENT SYSTEM

TEST SITE  
DO NOT ENTER ACTUAL LIVE DATA  
MAXIMUS Alerts

0 Tutorials Trending View Change Password Nathaniel Kusolek 1

Members of the jewelry industry

HOME LOG/SEARCH FOUND ITEM SEARCH PII

Home > Lost and Found > Log/Search Found Item

Lost And Found

Date Range MM-DD-YYYY Select Property Item Description Item Type Brand

Disposition Logged Found Since Storage Location Item Log ID

SEARCH DONATE FOUND ITEMS DISCARD FOUND ITEMS

ITEM LOG ID DATE FOUND TIME FOUND ITEM TYPE ITEM DESCRIPTION LOCATION WHERE FOUND DISPOSITION FOUND SINCE STORAGE LOCATION RESOLVED

No Record Found.

- 4 Select the property where the item was lost. (In this case "Carolina Place")

The screenshot shows the 'Lost And Found' section of the MAXIMUS Alerts system. At the top, there are navigation links for 'HOME', 'LOG/SEARCH FOUND ITEM' (which is highlighted in green), and 'SEARCH PII'. Below these are search filters for 'Date Range' (MM-DD-YYYY to MM-DD-YYYY) and 'Disposition' (Logged). A dropdown menu titled 'Select Property' is open, listing various locations with their IDs. The location 'Carolina Place - 3793' is circled in red. To the right of the dropdown, there are fields for 'Item Description', 'Item Type', and 'Brand', along with a 'SEARCH' button and links for 'DONATE FOUND ITEMS' and 'DISCARD FOUND ITEMS'. At the bottom of the search area, it says 'No Record Found.'



Note: Only properties you have access to will be listed.

- 5 Click "Search" if you would like to see any existing logged items.

The screenshot shows the IMUS system's search interface. At the top, there's a header with the IMUS logo, a 'TEST SITE' notice, and user information for 'Test Katie'. Below the header, a banner displays 'MAXIMUS Alerts' with a message about smash and grab珠宝店 robberies. The main area is titled '1 Found' and contains a search form with fields for 'Select Property' (set to 'Carolina Place - 3793'), 'Item Description', 'Item Type', and 'Brand'. There are also fields for 'Found Since', 'Storage Location', and 'Item Log ID'. A prominent blue button labeled 'SEARCH' is highlighted with a red circle. Below the search form is a table header with columns: ITEM FOUND, TIME FOUND, ITEM TYPE, ITEM DESCRIPTION, LOCATION WHERE FOUND, DISPOSITION, FOUND SINCE, STORAGE LOCATION, RESOLVED DATE, and ACTION. A message 'No Record Found.' is displayed below the table.



### Scenario 1: Adding a lost item.

- 6 Click on the plus sign next to "Add Found Item".

The screenshot shows the IMUS interface with a search bar for 'FOUND ITEM' and 'SEARCH PII'. A message at the top right says 'MAXIMUS Alerts' with a note about recent robberies. Below is a table of found items:

FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE	ACTION
25/2024	1715	Personal Item		Aéropostale4	Logged	328 Days Ago	Storage #10		
24/2024	1533	Identification		ALDO	Logged	329 Days Ago	Storage #10		
23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office		
21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office		

- 7 Select the time and date that the item was handed to security. (Click the target icon next to the "Time" field to select the current date and time)

The screenshot shows the MAXIMUS interface with a 'LOG FOUND ITEM' section. The 'Date/Time Handed to Security' field is highlighted with a red circle. Other fields include 'Location Item Found', 'Item Type', 'Disposition', and 'Logged by'.

Date/Time Handed to Security	Location Item Found	Date/Time Reported Found	Disposition	Logged by
06/18/2025	Location Item Found	06/18/2025	L&F - Logged	Nathaniel Kusiolek 1107 06/18/2025

Below are additional fields: 'Found Item Type', 'Location where stored', 'Item Description', and 'Name of Store where purchased'.

**8** Click the "Location" field.

Location Item Found:  
Date Reported Found: 06/18/2025  
Time Reported Found:  
Found Since: 0 Days Ago

Item Type:  
Unique Identifiers:  
Item Log ID:

Date/Time Handed to Security **Location Item Found**  
1108 ⚡  
06/18/2025

Location

Optional: Provide an additional location description in your own words.  
0 of 120 Characters

Date/Time Reported Found Disposition  
Time ⚡ L&F - Logged

Logged by Nathaniel Kusiolek 1107 06/18/2025

Found by Security:  
Found by Security

Witness by:  
Username  Password

Found Item Type Location where stored

Item Description Name of Store where purchased  
Provide Description if Item Type is 'Other'  
Store Name

High Value Item? Brand  
 Yes  Enter Brand  
 No

Color Size  
Enter Color  Enter Size

**9** Select where the item was found. (In this case "Aerie1")

Location Item Found: Aéropostale1  
Date Reported Found: 06/18/2025  
Time Reported Found:  
Found Since: 0 Days Ago

Item Type:  
Unique Identifiers:  
Item Log ID:

Date/Time Handed to Security **Location Item Found**  
1108 ⚡  
06/18/2025

Aéropostale1

7/11 Gas Station  
A R Gold Treasure  
Aerie1  
Aerie2  
Aerie3  
Aéropostale1  
Aéropostale2  
Aéropostale3

Date/Time Reported Found Disposition  
Time ⚡ L&F - Logged

Logged by Nathaniel Kusiolek 1107 06/18/2025

Found by Security:  
Found by Security

Witness by:  
Username  Password

Found Item Type Location where stored

Item Description Name of Store where purchased  
Provide Description if Item Type American Eagle Outfitters1  
Store Name

High Value Item? Brand  
 Yes  Enter Brand  
 No

Color Size  
Enter Color  Enter Size

- 10** Click on the box below the "Location" field to enter a description of where the item was found. (Optional)

Location Item Found: Aerie1 Date Reported Found: 06/18/2025 Time Reported Found: Found Since: 0 Days Ago	Item Type: Unique Identifiers: Item Log ID:			
Date/Time Handed to Security <b>1108</b> ⚙ ◀ 06/18/2025	Location Item Found <b>Aerie1</b> 🔎 Optional: Provide an additional location description in your own words. 0 of 120 Characters	Date/Time Reported Found Time ⚙ ◀ 06/18/2025	Disposition L&F - Logged	Logged by Nathaniel Kusiolek 1107 06/18/2025
		Found by Security: Found by Security		
		Witness by: Username _____ Password _____		
Found Item Type	Location where stored			
Item Description Provide Description if Item Type is 'Other'	Name of Store where purchased Store Name			
High Value Item? <input type="radio"/> Yes <input type="radio"/> No	Brand Enter Brand			
Color Enter Color	Size Enter Size			

- 11** Select the time and date that the item was reported as found. (Click the target icon next to the "Time" field to select the current date and time)

Location Item Found: Aerie1 Date Reported Found: 06/18/2025 Time Reported Found: Found Since: 0 Days Ago	Item Type: Unique Identifiers: Item Log ID:			
Date/Time Handed to Security <b>1108</b> ⚙ ◀ 06/18/2025	Location Item Found <b>Aerie1</b> 🔎 0 of 120 Characters	Date/Time Reported Found <b>Time</b> ⚙ ◀ 06/18/2025	Disposition L&F - Logged	Logged by Nathaniel Kusiolek 1107 06/18/2025
		Found by Security: Found by Security		
		Witness by: Username _____ Password _____		
Found Item Type	Location where stored			
Item Description Provide Description if Item Type is 'Other'	Name of Store where purchased Store Name			
High Value Item? <input type="radio"/> Yes <input type="radio"/> No	Brand Enter Brand			
Color Enter Color	Size Enter Size			

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Click the "Found by Security" field and enter the name of the security member that picked up the item.

The screenshot shows a software application window for managing found items. At the top, there are buttons for 'FOUND ITEM' and 'SEARCH PII'. On the right, there's a 'BACK TO LIST' button and the location 'Carolina Place - 3793'. The main area contains several input fields and dropdown menus. One field, 'Location Item Found', has the value 'Aerie1'. Another field, 'Date/Time Reported Found', shows '1050 ⏪' and '06/18/2025'. A dropdown menu for 'Disposition' is set to 'L&F - Logged'. Underneath these, there's a note about providing an optional location description. To the right, there's a section for 'Logged by' with a list of names and IDs. Below that, the 'Found by Security' field is highlighted with a red oval. It contains the text 'Found by Security' and 'Found by Security'. There's also a 'Witness by' section with 'Username' and 'Password' fields. Other sections include 'Location where stored' (with a large green placeholder bar), 'Name of Store where purchased' (with a green placeholder bar), and 'Brand' (with a green placeholder bar).



Note: If the item was not found by a security member (example: found by a customer at the property), then leave this field blank.

13

Click the "Found Item Type" field and select the correct item category from the drop down menu.

Date Reported Found: 06/18/2025 Unique Identifiers:  
Time Reported Found: 1050 hrs Item Log ID:  
Found Since: 0 Days Ago

Date/Time Handed to Security Location Item Found Date/Time Reported Found Disposition Logged by  
1108 Aerie1 1050 L&F - Logged Nathaniel Kusiolek 1107 06/18/2025  
06/18/2025  
Optional: Provide an additional location description in your own words.  
0 of 120 Characters

Found by Security:  
Found by Security

Witness by:  
Username Password

**Found Item Type**

- Apparel
- Camera
- Cash
- Cell Phone
- Computer/Laptop/Tablet
- Credit Card/Checkbook
- Hub Cap
- Identification
- Jewelry
- MP3 Player/Ipod
- Other
- Personal Item
- Prescription/OTC Medicine

Upload Photo/Image

**Location where stored**

Name of Store where purchased  
Store Name

Brand  
Enter Brand

Size  
Enter Size

14

Click the "Location where stored" field and select where the item is now being held from the drop down menu.

ported Found: 06/18/2025 Unique Identifiers:  
ported Found: 1050 hrs Item Log ID:  
ince: 0 Days Ago

me Handed to Security Location Item Found Date/Time Reported Found Disposition Logged by  
1108 Aerie1 1050 L&F - Logged Nathaniel Kusiolek 1107 06/18/2025  
/2025  
Optional: Provide an additional location description in your own words.  
0 of 120 Characters

Found by Security:  
Found by Security

Witness by:  
Username Password

**Item Type**

el

Description  
e Description if Item Type is 'Other'

**Location where stored**

Safe - Security Office  
Safe - Mail Management Office  
Storage #1  
Storage #2  
Storage #3  
Storage #4  
Storage #5  
Storage #6  
Storage #7  
Storage #8  
Storage #9  
Storage #10  
Storage #11

Photo/Image

**15** Click the "Item Description" field and enter a description of the item. (Optional)

Date/Time Handed to Security **Location Item Found** Aerie1 **Date/Time Reported Found** 1050 **Disposition** L&F - Logged **Logged by** Nathaniel Kusiolek 1107 06/18/2025

1108 ◇ 06/18/2025 ◇ 06/18/2025

Optional: Provide an additional location description in your own words.

0 of 120 Characters

Found Item Type Apparel Location where stored Storage #1

Item Description Provide Description if Item Type is 'Other'

High Value Item? Yes Brand Enter Brand

No

Color Enter Color Size Enter Size

Upload Photo/Image Choose Files No file chosen

To contact customer support: Email Brookfield Properties Service Desk or call 855-447-4457.

**16** Click the "Store Name" field and enter the name of the store where the item was purchased if that information is known.

Time Handed to Security **Location Item Found** Aerie1 **Date/Time Reported Found** 1050 **Disposition** L&F - Logged **Logged by** Nathaniel Kusiolek 1107 06/18/2025

8 ◇ 18/2025 ◇ 06/18/2025

Optional: Provide an additional location description in your own words.

0 of 120 Characters

Item Type Apparel Location where stored Storage #1

Description Store Name

High Value Item? Yes Brand Enter Brand

No

Color Enter Color Size Enter Size

Upload Photo/Image Choose Files No file chosen

To contact customer support: Email Brookfield Properties Service Desk or call 855-447-4457.

## 17 Select if the item is a High Value Item or not.

Date/Time Handed to Security: 1108 ◊ 06/18/2025

Location Item Found: Aerie1

Date/Time Reported Found: 1050 ◊ 06/18/2025

Disposition: L&F - Logged

Logged by: Nathaniel Kusiolek 1107 06/18/2025

Optional: Provide an additional location description in your own words.  
0 of 120 Characters

Found by Security: Found by Security

Witness by: Username: [ ] Password: [ ]

Found Item Type: Apparel

Location where stored: Storage #1

Item Description: Provide Description if Item Type is 'Other'

Name of Store where purchased: [ ]

High Value Item?  Yes  No

Brand: Enter Brand

Color: Enter Color

Size: Enter Size

Upload Photo/Image: Choose Files No file chosen

To contact customer support: Email Brookfield Properties Service Desk or call 855-447-4457.  
Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

## 18 If it is a high value item, enter the Maximus username and password of someone who witnessed the item being placed in storage.

BACK TO LIST

Carolina Place - 3793

d: Aerie1  
nd: 06/18/2025  
nd: 1050 hrs  
s Ago

Item Type: Unique Identifiers: Item Log ID:

Date/Time Handed to Security: 1108 ◊ 06/18/2025

Location Item Found: Aerie1

Date/Time Reported Found: 1050 ◊ 06/18/2025

Disposition: L&F - Logged

Logged by: Nathaniel Kusiolek 1107 06/18/2025

Optional: Provide an additional location description in your own words.  
0 of 120 Characters

Found by Security: Found by Security

Witness by:  Username: [ ] Password: [ ]

Location where stored: Storage #1

Name of Store where purchased: Store Name

on if Item Type is 'Other'

Brand: Enter Brand

Size: [ ]

**19** Click the "Brand" field and enter the brand of the item (if possible).

Date/Time Handled to Security: 1108 ◊ 06/18/2025 Location Item Found: Aeriel 1050 ◊ 06/18/2025 Disposition: L&F - Logged Logged by: Nathaniel Kusolek 1107 06/18/2025  
Optional: Provide an additional location description in your own words.  
0 of 120 Characters  
Item Type: Location where stored: Storage #1  
Description: Name of Store where purchased: Store Name  
Description if Item Type is 'Other':  
Is Item? Brand: Enter Brand  
Color: Size: Enter Size  
Photo/Image: Choose Files No file chosen  
To contact customer support: Email Brookfield Properties Service Desk or call 855-447-4457. Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

**20** Click the "Color" field and enter the color of the item. (Optional)

Date/Time Handled to Security: 1108 ◊ 06/18/2025 Location Item Found: Aeriel 1050 ◊ 06/18/2025 Disposition: L&F - Logged Logged by: Nathaniel Kusolek 1107 06/18/2025  
Optional: Provide an additional location description in your own words.  
0 of 120 Characters  
Found Item Type: Location where stored: Storage #1  
Item Description: Name of Store where purchased: Store Name  
Provide Description if Item Type is 'Other':  
High Value Item?: Brand  
 Yes  
 No  
Color: Enter Color  
Enter Color  
Upload Photo/Image: Choose Files No file chosen  
To contact customer support: Email Brookfield Properties Service Desk or call 855-447-4457. Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

## 21 Click the "Size" field and enter the size of the item. (Optional)

Date/Time Handed to Security: 1108 ◇ 06/18/2025

Location Item Found: Aerie1  
Optional: Provide an additional location description in your own words.  
0 of 120 Characters

Date/Time Reported Found: 1050 ◇ 06/18/2025

Disposition: L&F - Logged

Logged by: Nathaniel Kusiolek 1107 06/18/2025

Found by Security:  
Found by Security

Witness by:  
Username: [redacted] Password: [redacted]

Type: [redacted]  
Location where stored: Storage #1

Description: Description if Item Type is 'Other': [redacted]  
Name of Store where purchased: Store Name

Item?  
Brand: Enter Brand

Size: Enter Size

Photo/Image  
Files: No file chosen

To contact customer support: Email [Brookfield Properties Service Desk](#) or call 855-447-4457.  
Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

## 22 Click the "Choose Files" field to upload a picture of the item. (Optional)

Date/Time Handed to Security: 1108 ◇ 06/18/2025

Location Item Found: Aerie1  
Optional: Provide an additional location description in your own words.  
0 of 120 Characters

Date/Time Reported Found: 1050 ◇ 06/18/2025

Disposition: L&F - Logged

Logged by: Nathaniel Kusiolek 1107 06/18/2025

Found by Security:  
Found by Security

Witness by:  
Username: [redacted] Password: [redacted]

Found Item Type: Apparel  
Location where stored: Storage #1

Item Description: Provide Description if Item Type is 'Other': [redacted]  
Name of Store where purchased: Store Name

High Value Item?  
 Yes  
 No

Brand: Enter Brand

Color: Enter Color  
Size: [redacted]

Upload Photo/Image  
Choose Files: No file chosen

To contact customer support: Email [Brookfield Properties Service Desk](#) or call 855-447-4457.  
Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

**23** Click "Save".

The screenshot shows the IMUS system interface. At the top, there's a header with the IMUS logo, a 'TEST SITE' notice, and user information like 'Nathaniel Kusiolek' and 'Test Katie'. Below the header, a 'MAXIMUS Alerts' banner indicates a security issue in California. The main form is titled 'Item Found' and includes fields for 'Item Type' (set to 'Aerie1'), 'Unique Identifiers' (containing '1050'), and 'Item Log ID'. A large text area for 'Additional Location Description' is present. On the right, there are sections for 'Disposition' (set to 'L&F - Logged'), 'Logged by' (Nathaniel Kusiolek), and 'Date/Time Reported Found' (1050, 06/18/2025). A 'Save' button is located at the bottom right of the form area, which is circled in orange.

**24** The item will now be registered as "Logged". This message should briefly appear in the top right after clicking save.



**i** **Scenario 2: Marking an item as donated.**

25

Select the item you want to mark as donated. (Note: can click anywhere on the item row to select it)

The screenshot shows a software interface for managing found items. At the top, there's a header with the IMUS logo, a test site notice, user information (Nathaniel Kusiolek, Test Katie), and navigation links (Tutorials, Trending View, Change Password). Below the header is a banner for 'MAXIMUS Alerts' with a message about珠宝店白天抢劫案。The main area is titled 'FOUND ITEM' and shows a search bar with fields for Select Property (Carolina Place - 3793), Item Description, Item Type, Brand, Found Since, Storage Location, and Item Log ID. There are buttons for SEARCH, DONATE FOUND ITEMS, DISCARD FOUND ITEMS, and Add Found Item. Below the search bar is a table of found items with columns: FOUND, TIME FOUND, ITEM TYPE, ITEM DESCRIPTION, LOCATION WHERE FOUND, DISPOSITION, FOUND SINCE, STORAGE LOCATION, RESOLVED DATE, and ACTION. The first item in the table, 'Apparel', is circled in orange.

FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE	ACTION
18/2025	1050	Apparel		Aerie1	Logged	0 Days Ago	Storage #1		
25/2024	1715	Personal Item		Aéropostale4	Logged	328 Days Ago	Storage #10		
24/2024	1533	Identification		ALDO	Logged	329 Days Ago	Storage #10		
23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office		
21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office		



Note: You can select multiple items at once.

**26** Click "Donate Found Items".

FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE	ACTION
18/2025	1050	Apparel		Aerie1	Logged	0 Days Ago	Storage #1		
25/2024	1715	Personal Item		Aéropostale4	Logged	328 Days Ago	Storage #10		
24/2024	1533	Identification		ALDO	Logged	329 Days Ago	Storage #10		
23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office		
21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office		

**27** Click the "Organization name" field and enter the name of the organization the item was donated to.

ITEM LOG ID	DATE FOUND
25-3793-2	06/18/2025
24-3793-179	07/25/2024
24-3793-177	07/24/2024
24-3793-170	07/23/2024
24-3793-171	07/21/2024

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Select the time and date that the item was donated. (Click the target icon next to the "Time" field to select the current date and time)

The screenshot shows the MAXIMUS Management System interface. At the top, there's a header with the MAXIMUS logo, a 'TEST SITE' notice, and user navigation links like 'Tutorials', 'Change Password', and 'Logout'. Below the header, the main menu includes 'SEARCH FOUND ITEM' and 'SEARCH PII'. The 'Lost And Found' section is active. A modal window is open, prompting for donation details. The 'Which organization was item donated to?' field contains 'Charity'. The 'Date and Time of Donation' section shows a 'TIME' field with a target icon (circled in orange) and a 'MM/DD/YYYY' field with a calendar icon. Below this, there's an 'Upload Receipt' section with a 'Choose Files' button and a note 'No file chosen'. The 'Donated by' section shows 'Nathaniel Kusiolek'. At the bottom of the modal is a 'SAVE' button.

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Click the "Choose Files" field to upload a picture of the donation receipt. (Optional)

This screenshot is similar to the previous one but focuses on the 'Choose Files' field in the 'Upload Receipt' section of the modal. The 'Choose Files' button is highlighted with an orange circle. The rest of the modal and the surrounding interface are identical to the first screenshot.

**30** Click "Save".

Home > Lost and Found > Log/ Search Found Item

**Lost And Found**

Date Range: MM-DD-YYYY

Disposition: Logged

ITEM LOG ID	DATE FOUND
25-3793-2	06/18/2025
24-3793-179	07/25/2024
24-3793-177	07/24/2024
24-3793-170	07/23/2024
24-3793-171	07/21/2024

Which organization was item donated to? Charity

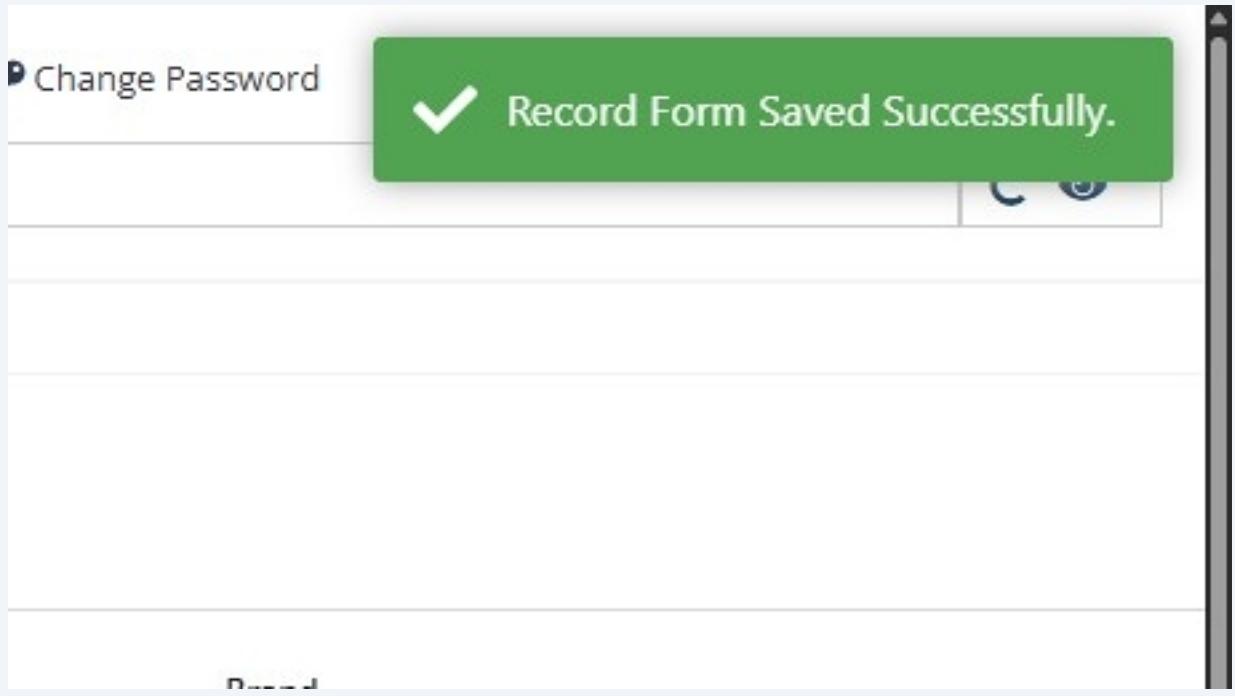
Date and Time of Donation: 1111, 6/18/2025

Upload Receipt: Choose Files 657a1a59e400bb105dce...4b273f970aac185a9.png

Donated by: Nathaniel Kusiolek

**SAVE**

**31** The item will now be registered as "Donated". This message should briefly appear in the top right after clicking save.





### Scenario 3: Marking an item as discarded.

32

Select the item you want to mark as discarded. (Note: can click anywhere on the item row to select it)

The screenshot shows a web-based application for managing lost and found items. At the top, there are navigation links: HOME, LOG/SEARCH FOUND ITEM (which is highlighted in green), and SEARCH PII. Below the navigation is a breadcrumb trail: Home > Lost and Found > Log/Search Found Item. The main title is "Lost And Found" with a gear icon. The search form includes fields for Date Range (MM-DD-YYYY to MM-DD-YYYY), Select Property (Carolina Place - 3793), Item Description, Item Type, and Brand. There are also filters for Disposition (Logged), Found Since, Storage Location, and Item Log ID, along with a SEARCH button, a DONATE FOUND ITEMS button, and a DISCARD FOUND ITEMS button. The results table has columns: ITEM LOG ID, DATE FOUND, TIME FOUND, ITEM TYPE, ITEM DESCRIPTION, LOCATION WHERE FOUND, DISPOSITION, FOUND SINCE, STORAGE LOCATION, and RESOLVED DATA. Four rows of data are listed:

ITEM LOG ID	DATE FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATA
24-3793-179	07/25/2024	1715	Personal Item		Aéropostale4	Logged	328 Days Ago	Storage #10	
24-3793-177	07/24/2024	1533	Identification		ALDO	Logged	329 Days Ago	Storage #10	
24-3793-170	07/23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office	
24-3793-171	07/21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office	



Note: You can select multiple items at once.

**33** Click "Discard Found Items".

FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE	ACTION
25/2024	1715	Personal Item		Aéropostale4	Logged	328 Days Ago	Storage #10		
24/2024	1533	Identification		ALDO	Logged	329 Days Ago	Storage #10		
23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office		
21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office		

**34** Click the "Notes" field and enter how the item was discarded. (Optional)

ITEM LOG ID	DATE FOUND
24-3793-179	07/25/2024
24-3793-177	07/24/2024
24-3793-170	07/23/2024
24-3793-171	07/21/2024

35

Select the time and date that the item was discarded. (Click the target icon next to the "Time" field to select the current date and time)

The screenshot shows the IMUS system interface. At the top, there's a header with the IMUS logo, 'TEST SITE DO NOT ENTER ACTUAL LIVE DATA', and user information like 'Nathaniel Kusiolek' and 'Test Katie'. Below the header, there's a search bar with 'MAXIMUS Alerts' and a 'SEARCH PII' button. The main area is titled 'Found' and shows a table of found items with columns for 'ITEM LOG ID', 'DATE FOUND', and 'ACTION'. A modal window is overlaid on the page, prompting the user to 'Enter Date and Time when the items were discarded.' It contains fields for 'Notes for Discarded Item(s)' (with placeholder 'Notes on how you discarded the items.'), 'TIME' (with a target icon), and 'MM/DD/YYYY' (with a calendar icon). There's also an 'Auto Time Insert' button and a 'SAVE' button at the bottom of the modal.

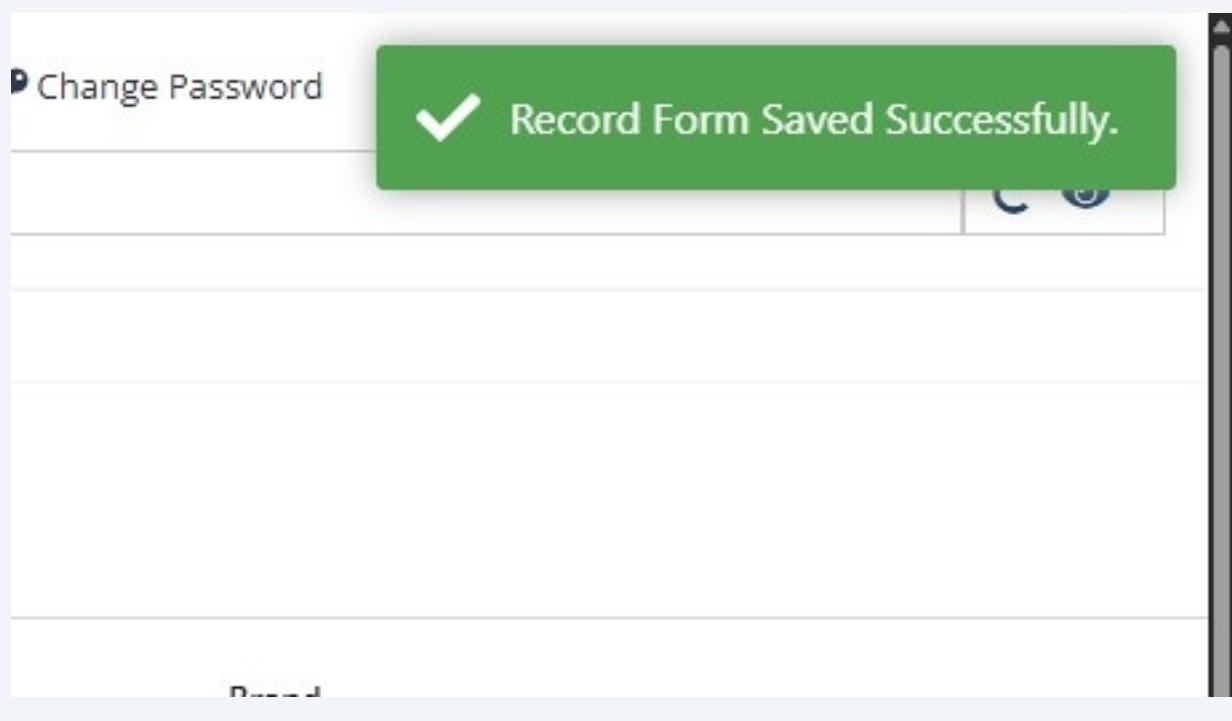
36

Click "Save".

This screenshot shows the 'Lost And Found' section of the IMUS system. The interface is similar to the 'Found' section, with a header, search bar, and a table of found items. A modal window is open for discarding an item. It includes fields for 'Notes for Discarded Item(s)' (placeholder 'Notes on how you discarded the items.'), 'TIME' (with a target icon), and 'MM/DD/YYYY' (with a calendar icon). The 'TIME' field is highlighted with a red circle. The 'SAVE' button at the bottom of the modal is also highlighted with a red circle.

37

The item will now be registered as "Discarded". This message should briefly appear in the top right after clicking save.



i

**Scenario 4: Marking an item as claimed.**

38

Select the item you want to mark as claimed. (Note: can click anywhere on the item row to select it)

The screenshot shows a web-based application for managing found items. At the top, there are navigation links: HOME, LOG/SEARCH FOUND ITEM (highlighted in green), and SEARCH PII. Below these are search filters: Date Range (MM-DD-YYYY to MM-DD-YYYY), Select Property (Carolina Place - 3793), Item Description, Item Type, and Brand. There are also filters for Disposition (Logged), Found Since, Storage Location, and Item Log ID. A central search button and two action buttons (DONATE FOUND ITEMS and DISCARD FOUND ITEMS) are present. Below the filters is a table listing found items:

ITEM LOG ID	DATE FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE
24-3793-177	07/24/2024	1533	Identification		ALDO	Logged	329 Days Ago	Storage #10	
24-3793-170	07/23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office	
24-3793-171	07/21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office	

39

Click the second icon on the right under the "ACTION" field.

This screenshot shows the same application interface after selecting the first item from the previous screenshot. The item details are now highlighted in yellow. The 'ACTION' column for this item contains three icons: a magnifying glass, a person icon, and a clipboard icon. The second icon (person) is circled in orange. The rest of the interface remains the same, including the search filters and the table below.

FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE	ACTION
24/2024	1533	Identification		ALDO	Logged	329 Days Ago	Storage #10		
23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office		
21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office		

40

Click the "First Name" field and enter the first name of the person claiming the item.

The screenshot shows a web form with various input fields. At the top left is a radio button group with 'Yes' and 'No' options, where 'No' is selected. To the right is a 'Size' input field with the value 'XXX'. Below this is a 'Color' input field with the value 'red' and a 'Size' input field with the value 'III'. A 'Upload Photo/Image' section follows, containing a 'Choose Files' button and a message 'No file chosen'. The main claimant information starts with 'Person Claiming Item:' followed by 'First Name:' and 'Last Name:' fields, both of which have 'Enter Name' placeholder text. The 'First Name' field is circled in red. Below these are 'City' and 'State' fields, both with 'Enter' placeholder text. Then come 'Zip' and 'Phone Number' fields, followed by 'Email' and 'Date and Time Item Claimed' fields. The 'Date and Time' part has 'TIME' and a date picker icon, and the 'MM/DD/YYYY' part has a calendar icon. At the bottom left is a note 'How the lost item was validated', and at the bottom right is a 'Proceeds Validation' button.

41

Click the "Last Name" field and enter the last name of the person claiming the item.

This screenshot shows the same web form as the previous one, but with the 'Last Name' field highlighted with a red circle. The layout is identical, featuring the radio button group, color and size inputs, photo upload section, and claimant information fields. The 'Last Name' field now contains 'Enter Last Name' placeholder text, indicating it has been focused or selected.

42

Select the time and date that the item was claimed. (Click the target icon next to the "Time" field to select the current date and time)

Choose files | No file chosen

Person Claiming Item:

First Name: Nathan Last Name: K

City: Enter City State: Enter State

Zip: Enter Zip Phone Number: Enter Phone Number

Date and Time Item Claimed: TIME MM/DD/YYYY

How the lost item was validated: Here Describe Validation: Enter Description

Claim filed by: Niel Kusiolek

customer support: Email Brookfield Properties Service Desk or call 855-447-4457. Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

43

Click the "How the lost item was validated" field and enter how you verified the person claiming the lost item was the original owner of the item.

Choose files | No file chosen

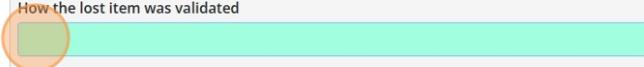
Person Claiming Item:

First Name: Nathan Last Name: K

City: Enter City State: Enter State

Zip: Enter Zip Phone Number: Enter Phone Number

Email: Enter Email Date and Time Item Claimed: 1116 6/18/2025

How the lost item was validated:  Describe Validation: Enter Description

Claim filed by: Nathaniel Kusiolek

To contact customer support: Email Brookfield Properties Service Desk or call 855-447-4457. Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

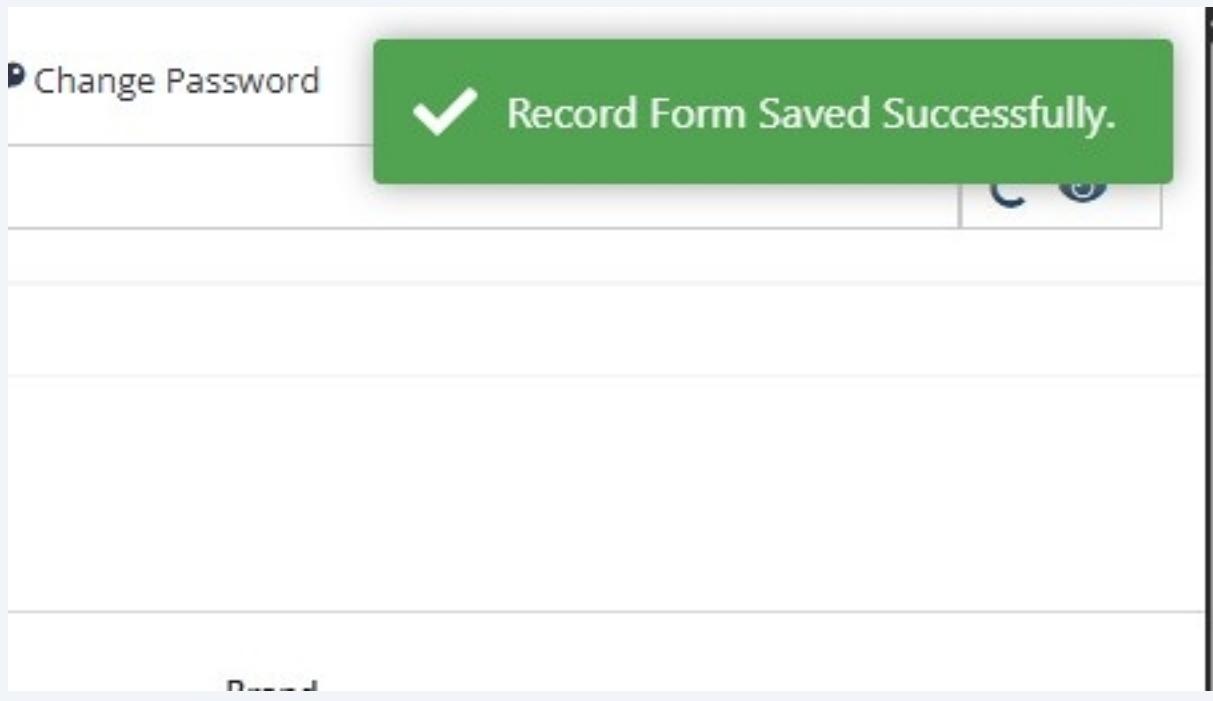
**44** Click "Save".

The screenshot shows a web-based application interface for the IMUS system. At the top, there's a header with the IMUS logo, navigation links like 'TEST SITE', 'MAXIMUS Alerts', and user info ('Nathaniel Kusiolek', 'Test Katie'). Below the header, a message box says 'el" with 14 robberies occurring in the last month. See alert action items in Maximus Messages.' A search bar with 'FOUND ITEM' and 'SEARCH PII' is visible.

The main area contains a form for a found item. It includes fields for 'Item Type: Identification', 'Unique Identifiers', 'Item Log ID: 24-3793-177', and 'Resolved Date'. A 'Location Item Found' field contains 'ALDO'. A note below it says 'Optional: Provide an additional location description in your own words.' A date field shows '07/24/2024'. Disposition is set to 'L&F - Logged'. Logged by is 'Pamela Rogalski' on '07/25/2024'. Found by Security is 'Jeff Robinson'. Witnessed by is 'Pamela Rogalski'. A 'Save' button is highlighted with an orange circle.

Below the form, there are sections for 'Location where stored' (Storage #10) and 'Name of Store where purchased' (XXX). A note at the bottom left says 'on if Item Type is 'Other''.

**45** The item will now be registered as "Claimed". This message should briefly appear in the top right after clicking save.





## Scenario 5: Marking an item as turned over to police.

46

Select the item you want to mark as turned over to the police. (Note: can click anywhere on the item row to select it)

The screenshot shows a web-based lost and found system. At the top, there are navigation links: HOME, LOG/SEARCH FOUND ITEM (which is highlighted in green), and SEARCH PII. Below these are search filters: Date Range (MM-DD-YYYY to MM-DD-YYYY), Select Property (Carolina Place - 3793), Item Description, Item Type, and Brand. There are also filters for Disposition (Logged), Found Since, Storage Location, and Item Log ID. A central search button labeled 'SEARCH' is present, along with 'DONATE FOUND ITEMS' and 'DISCARD FOUND ITEMS' buttons. The main area displays a table of found items:

ITEM LOG ID	DATE FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATA
24-3793-170	07/23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office	
24-3793-171	07/21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office	

- 47** Click the third icon on the right under the "ACTION" field.

FOUND	TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE	ACTION
23/2024	1252	Computer/Laptop/Tablet	descr	American Diva2	Logged	330 Days Ago	Safe - Mall Management Office		
21/2024	1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office		

- 48** Click the "Turned Over to the Police" field and enter the name of the officer that the item was turned over to.

To contact customer support: Email [Brookfield Properties Service Desk](#) or call 855-447-4457.  
Outside of corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

49

Select the time and date that the item was turned over to the police. (Click the target icon next to the "Time" field to select the current date and time)

Description Name of Store where purchased  
store

Value Item? Brand  
brand

Size  
size

Photo/Image  
Use Files No file chosen  
7132444283\_2372024125248.jpg  

Over to the Police Date and Time When Turned Over To Police  
 MM/DD/YYYY 

Number  
the Badge Number

Over To Police by:  
Niel Kusiolek

Customer support: Email Brookfield Properties Service Desk or call 855-447-4457.  
Corporate hours (7:30 AM - 5:30 PM CT): All reported requests/issues will be addressed the next business day.

50

Click "Save".

TEST SITE  
DO NOT ENTER ACTUAL LIVE DATA

MAXIMUS Alerts Robberies occurring in the last month. See alert action items in Maximus Messages.

FOUND ITEM SEARCH PII BACK TO LIST

Carolina Place - 3793

Police  
d: American Diva2  
nd: 07/23/2024  
nd: 1252 hrs  
ays Ago

Item Type: Computer/Laptop/Tablet  
Unique Identifiers: descr  
Item Log ID: 24-3793-170  
Resolved Date:



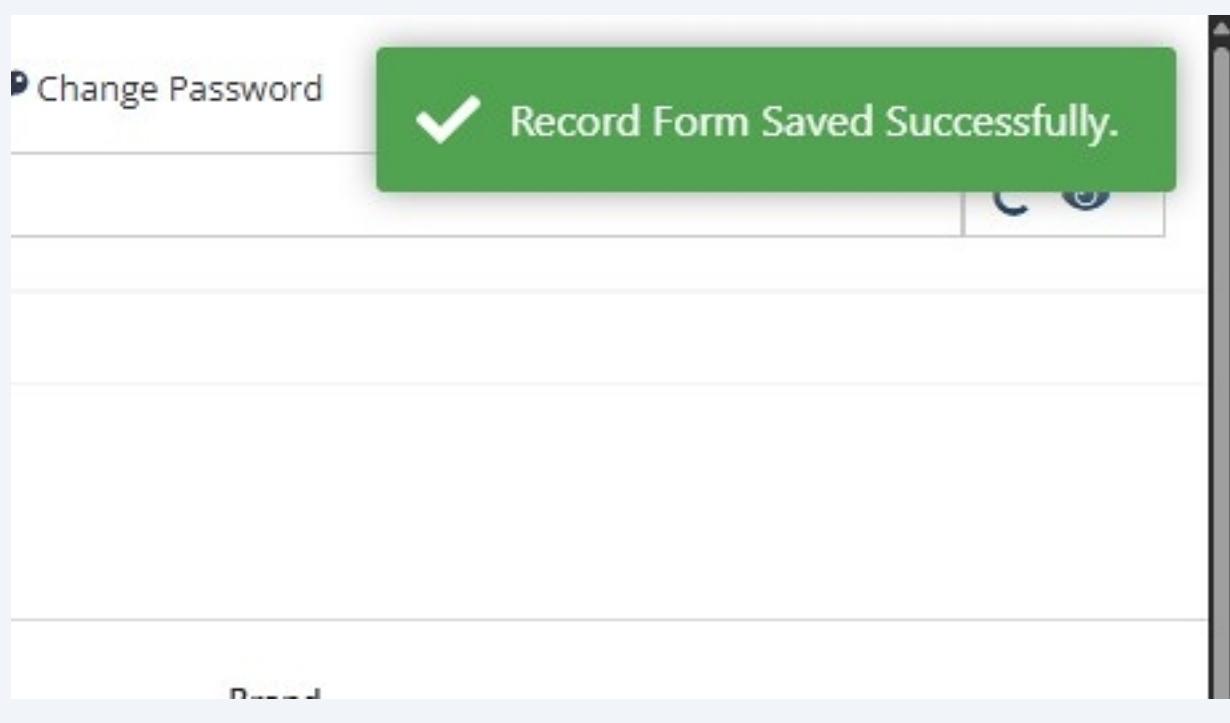
Found to Security Location Item Found Date/Time Reported Found Disposition Logged by  
American Diva2 1252  L&F - Turned over to Police Nigel Gower 1252 07/23/2024  
Optional: Provide an additional location description in your own words.  
0 of 120 Characters

Location where stored Safe - Mall Management Office

Name of Store where purchased store

51

The item will now be registered as "Turned over to Police". This message should briefly appear in the top right after clicking save.



(i)

**Searching for an item.**

**52** Click on the "Disposition" field.

The screenshot shows the MAXIMUS Incident Management System interface. At the top, it says "TEST SITE DO NOT ENTER ACTUAL LIVE DATA". Below that is a "MAXIMUS Alerts" bar. On the right, there are links for "0 Tutorials", "Trending View", "Change Password", and a user profile for "Nathaniel Kusiolek". Members of the jewelry industry have indicated that smash and grab incidents are occurring. The main area is titled "Lost And Found". It has search filters for "Date Range", "Select Property" (set to "Carolina Place - 3793"), "Item Description", "Item Type", and "Brand". There are also filters for "Disposition" (set to "Logged", highlighted with an orange circle), "Found Since", "Storage Location", and "Item Log ID". Below the filters is a "SEARCH" button and two links: "DONATE FOUND ITEMS" and "DISCARD FOUND ITEMS". A table below shows a single found item: ITEM LOG ID 24-3793-171, DATE FOUND 07/21/2024, TIME FOUND 1555, ITEM TYPE Credit Card/Checkbook, ITEM DESCRIPTION purple cover, LOCATION WHERE FOUND ALDO, DISPOSITION Logged, FOUND SINCE 332 Days Ago, STORAGE LOCATION Safe - Security Office, and RESOLVED DATE (empty).

**53** Click the "X" here to remove the current disposition search.

This screenshot shows the same MAXIMUS interface as the previous one, but the "Disposition" dropdown has been modified. The "Logged" option is still selected, but an orange circle highlights the "X" button next to it, indicating where the user should click to remove the search filter. The rest of the interface remains the same, including the search filters, table, and status message about smash and grab incidents.

54

Select a disposition type to search for. (Note: leave this field blank to see all items at once)

**MAXIMUS**  
INCIDENT MANAGEMENT SYSTEM

**TEST SITE**  
DO NOT ENTER ACTUAL LIVE DATA

**MAXIMUS Alerts**

0 Tutorials Trending View Change Password Nathaniel Kusiolek 1

Members of the jewelry industry have indicated that smash and grab daytime

**HOME LOG/SEARCH FOUND ITEM SEARCH PII**

Home > Lost and Found > Log/ Search Found Item

### Lost And Found

Date Range Select Property Item Description Item Type Brand

Disposition Found Since Storage Location Item Log ID

TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE
1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office	

**SEARCH DONATE FOUND ITEMS DISCARD FOUND ITEMS**

55

Click "Search".

**IMUS**  
GEMENT SYSTEM

**TEST SITE**  
DO NOT ENTER ACTUAL LIVE DATA

**MAXIMUS Alerts**

0 Tutorials Trending View Change Password Nathaniel Kusiolek Test Katie 1

g/ Search Found Item

### Found

Select Property Item Description Item Type Brand

Disposition Found Since Storage Location Item Log ID

TIME FOUND	ITEM TYPE	ITEM DESCRIPTION	LOCATION WHERE FOUND	DISPOSITION	FOUND SINCE	STORAGE LOCATION	RESOLVED DATE	ACTION
1555	Credit Card/Checkbook	purple cover	ALDO	Logged	332 Days Ago	Safe - Security Office		

**SEARCH DONATE FOUND ITEMS DISCARD FOUND ITEMS + Add Found Item**

**56**

You should now see a list of all the lost/found items. You can use the other search parameters to look for a specific item. For example, use the date range field to search for items that were found in a certain time frame.