



netlost®

A transformational
lost and found software solution

Summary of our discussion

You are in the process of transforming your digital strategy and there is an ambition to digitalise your lost and found process.

*The current process is **entirely manual** and poses a number of challenges:*

- Items of lost property are handed in across the estate and **registered by hand** onto security teams*
- When handling enquiries, staff have to **physically search through piles of lost property** as there is no way for them to search a 'database'*
- This often leads to **long wait times for guests**, time-consuming call-backs and makes it difficult for staff to provide accurate information*
- Your customers are not able to report lost items online and there is **little to no communication** around ongoing enquiries*
- There is no visibility between the security control room and the guest service, resulting in **lengthy back and forth internal communications** between staff and drawn out enquiries*
- You **do not have a method for easily collecting postage payments** and therefore unable to offer return postal options to your customers*
- The process of auditing and end of life options of items is **entirely manual** and **highly time consuming** for your security staff*

Why is having an efficient lost and found process important

- A good (or bad) experience is **memorable** and leaves a lasting impression with customers
- There is a considerable 'hidden cost' of lost and found to businesses, with manual processes absorbing a **disproportionate amount of time**
- Leading organisations across the UK and beyond are implementing NotLost to **transform** the way they handle lost and found

NotLost Solution (v1)



Quick upload

Register items with image recognition software, ensuring accurate and consistent data



Fast enquiry handling

Use powerful searching with real time access from multiple points to handle customer enquiries with speed and ease



Cloud management

Online lost report forms and automated emails ensure an excellent service for customers



Enhance security

User history and full digital audit trail ensures transparency and visibility for management



Customer checkout

Once a match is triggered, system automatically generates postage /collection options for customers to select and pay



Report and review

View detailed management reports to streamline the Police Scotland auditing process and make data-driven decisions

Outcomes



Free up staff time -
NotLost typically saves
50-80%



Deliver a world class
service for your
customers



Ensure a robust and secure
digital process in line with
Police requirements



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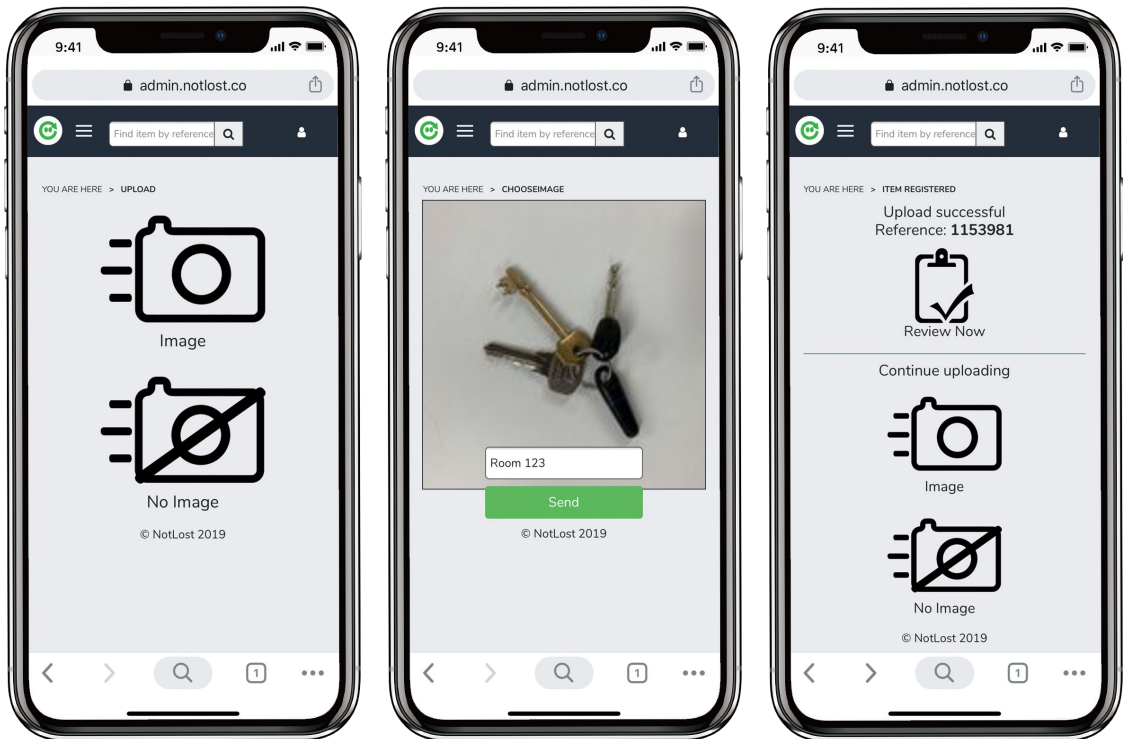
Platform Overview

QUICK UPLOAD

Members of staff take a photo of items and add the location found/ event name

Detailed item report created from one image, with item description, time and date added automatically

Image recognition ensures accurate and consistent data capture, saving time for frontline staff



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“NotLost offers us a modern solution to managing our lost property processes. It was simple to implement. Our guests get a better level of customer-service and we are returning more items of their property”

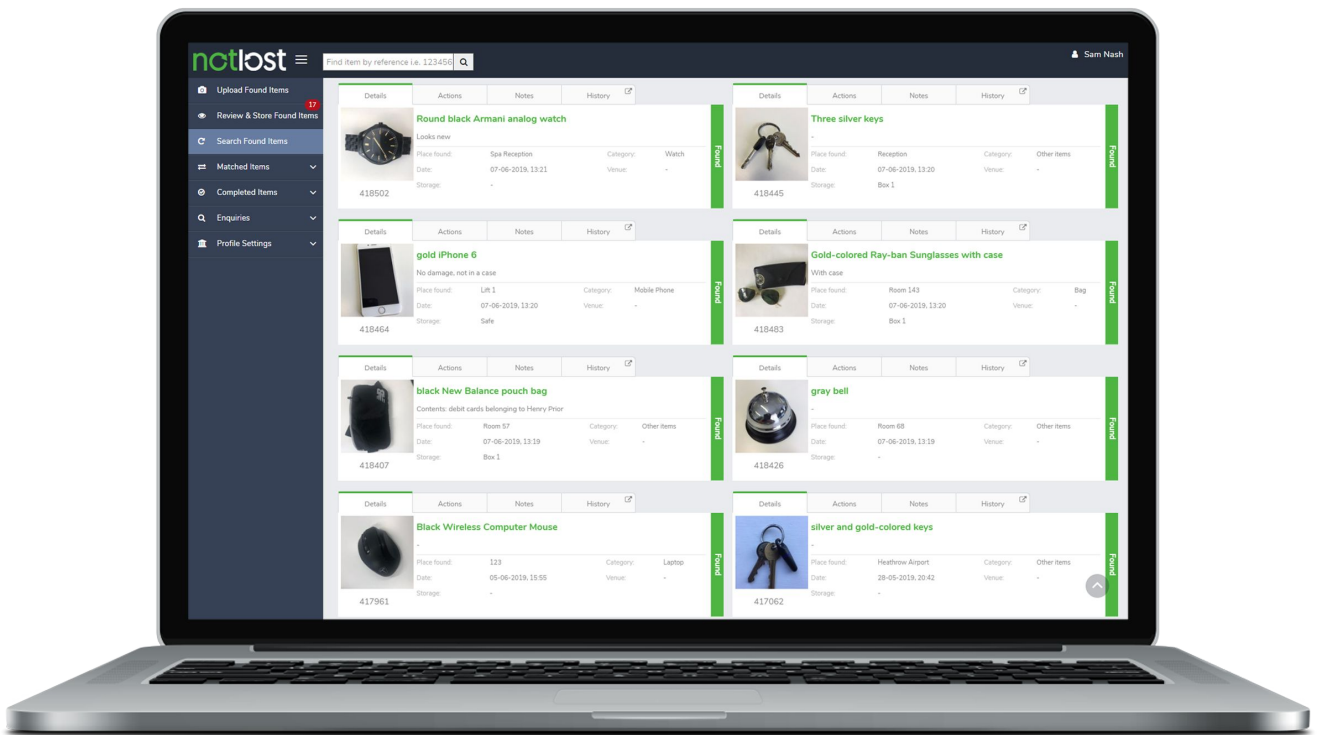
Sales and Customer Services Manager | Alton Towers

HANDLE ENQUIRIES

Search across the system using dates, keywords and images to answer customer enquiries quickly and accurately, without keeping them waiting

Designated staff can answer enquiries no matter when or where the item was lost

Automated emails create a clear, concise and reassuring process for customers



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“This is a fantastic system and is saving me a great deal of time...
for me personally this is an absolute winner.”

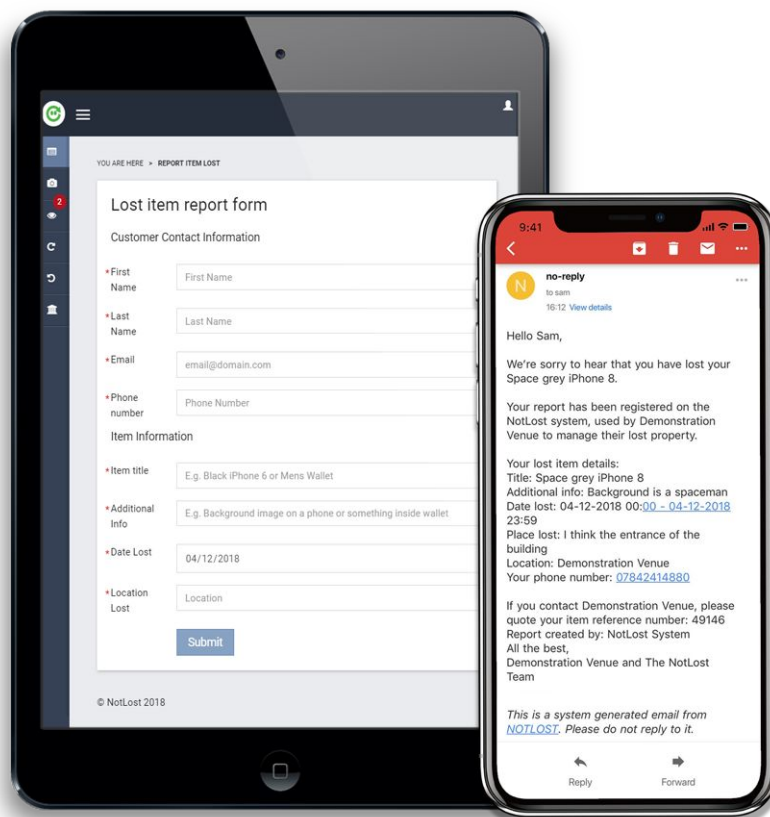
Security Manager | Old Royal Naval College

CUSTOMER LOST REPORTING

Enable a simple lost report form on your website for customers to fill out themselves

Streamline the process and save on staff time by reducing the number of time-consuming incoming calls and emails

Offer a modern, mobile and 24/7 service, in line with what customers are coming to expect



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“The NotLost system is very customer friendly and has generated very positive reviews from both my customers and staff.”

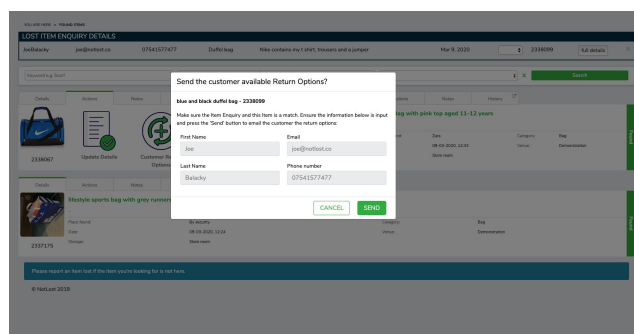
Head of Security | UCL

CUSTOMER SELF-CHECKOUT

Customers can check the status of their enquiry and will also be notified when a match is confirmed

They select from a choice of postage options or free collection from the campus

Streamline the process for staff and customers, recoup costs and ensure you can always offer customer choice



Collection	Delivery
Select this option if you want to collect your item in person. Below is the address for collection:	Select a delivery option that suits you. You will pay the delivery cost. Items are returned to you via Royal Mail.
Venue Address: Demonstration 81 Farringdon Street, E4CA 4BL +442080373970	First Class Tracked - £9.99 International Tracked - £19.99 Second Class Tracked - £5.99
Confirm Collection	Confirm Delivery Options

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“Managing lost property across a large fleet that is always moving can be challenging at the best of times. NotLost simplifies that job and frees up our colleagues to get on with value-adding work.”

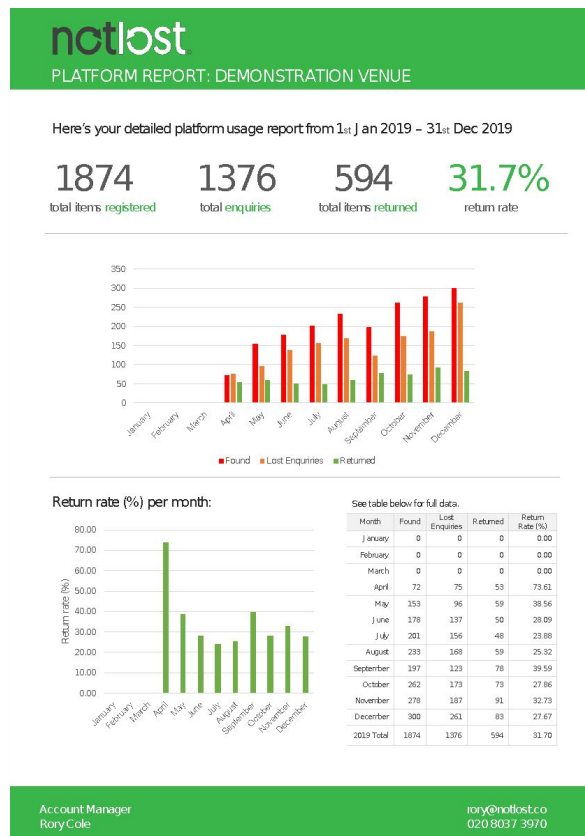
Head of Customer Experience | Oxford Bus Company

REPORTING

View detailed management reports to help with business analytics and making data-driven decisions

Full audit trail for each item, displaying who recorded, amended or returned it

Ensure you can demonstrate a robust, secure and customer-friendly process



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“A slick, effective and customer- focused solution that is now a core part of our festival operation.”

Director of Events | European Festivals, AEG Presents

Trusted by...



HM Government
G-Cloud
Supplier

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