



**netlost**<sup>®</sup>

A transformational  
lost and found software solution

# NotLost Solution



## 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



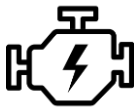
## Customer checkout

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 auditing process and make data-driven decisions



## Matching Engine

The software will suggest and rank matches, freeing up staff time & enabling proactive enquiry response



## Customer Success

Training & onboarding. Best practice sharing to help your teams optimise the software

## Outcomes



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



Deliver a world class service for your customers



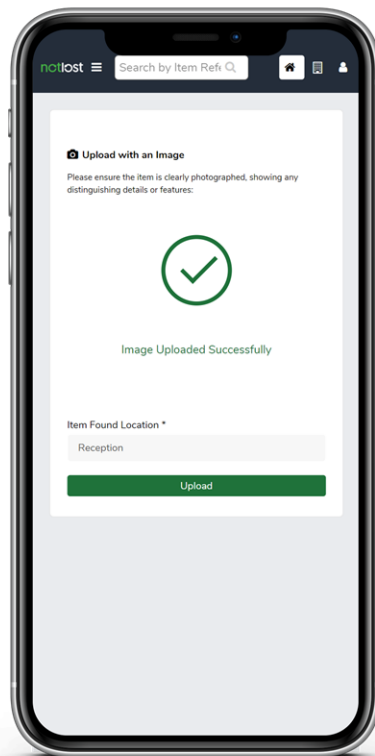
Ensure a robust and secure digital process in line with business requirements

## 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



”

“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”

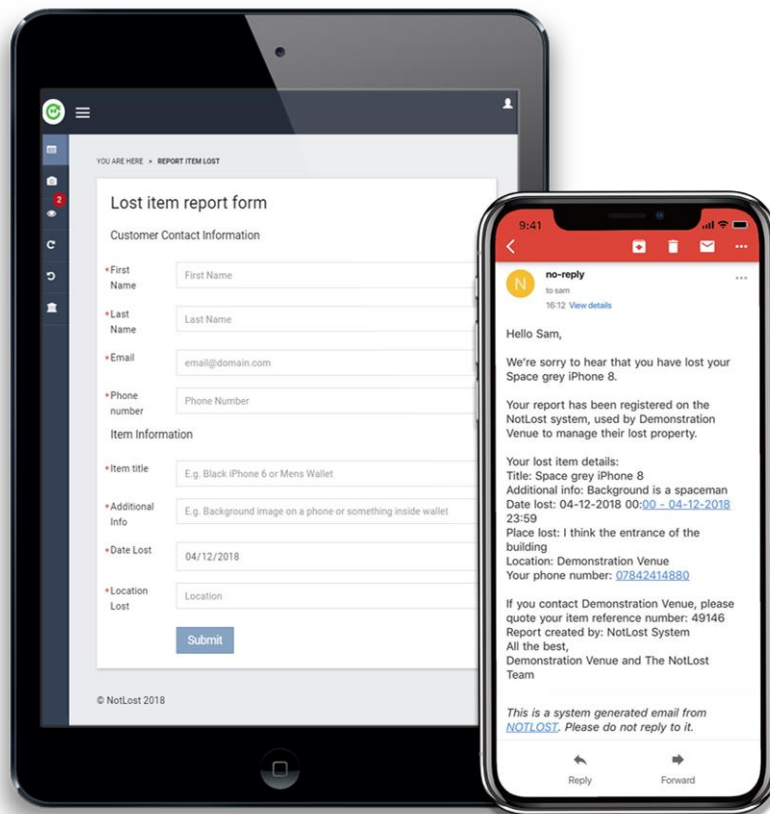
Sales and Customer Services Manager | Alton Towers

## 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



”

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

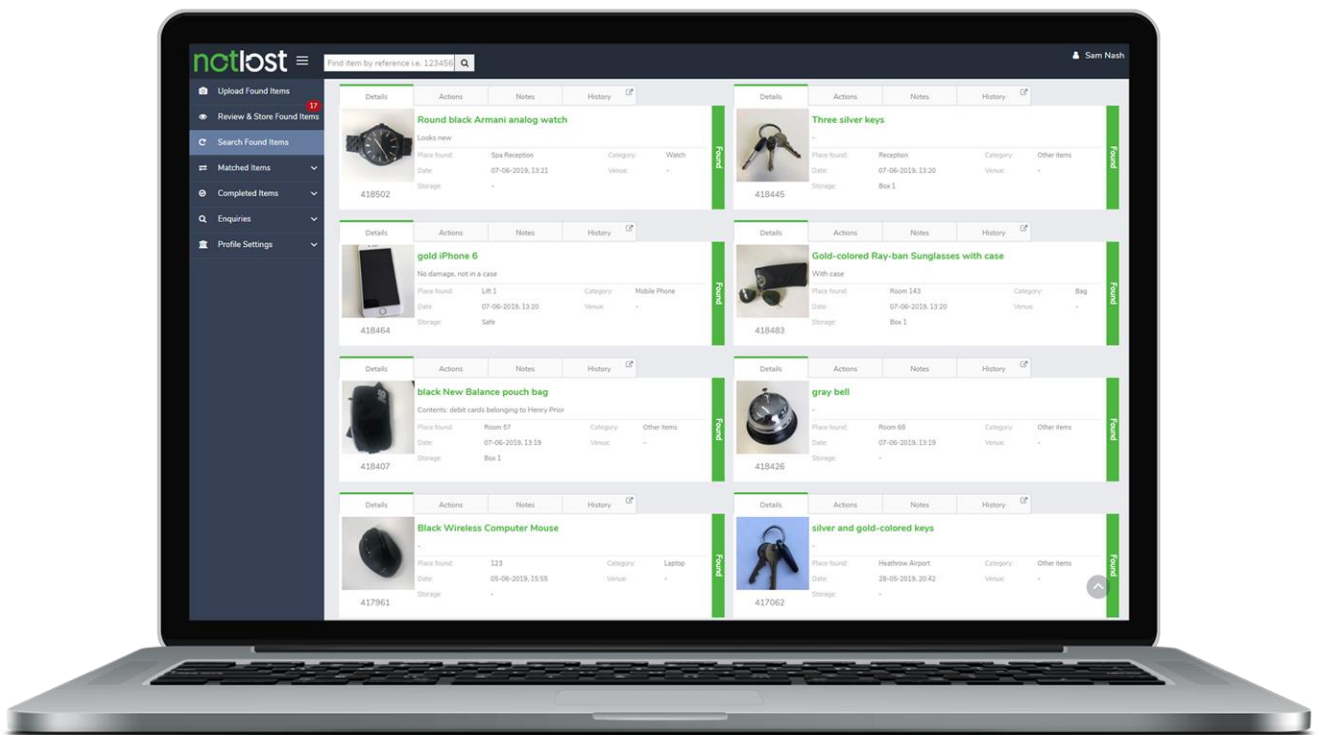
Head of Security | UCL

## 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



”

“Honestly if I could give it more than 10/10 I would.”

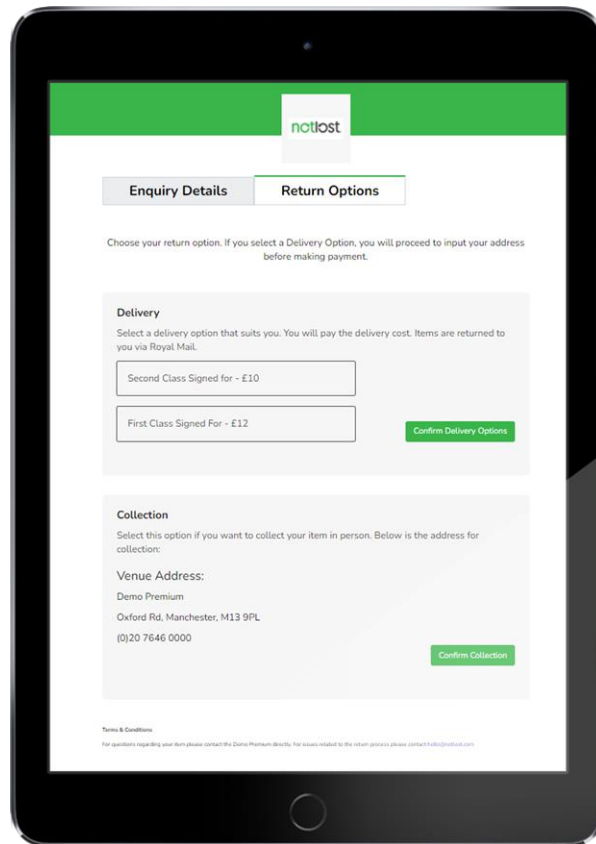
Security Manager | UCL

## 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



”

“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

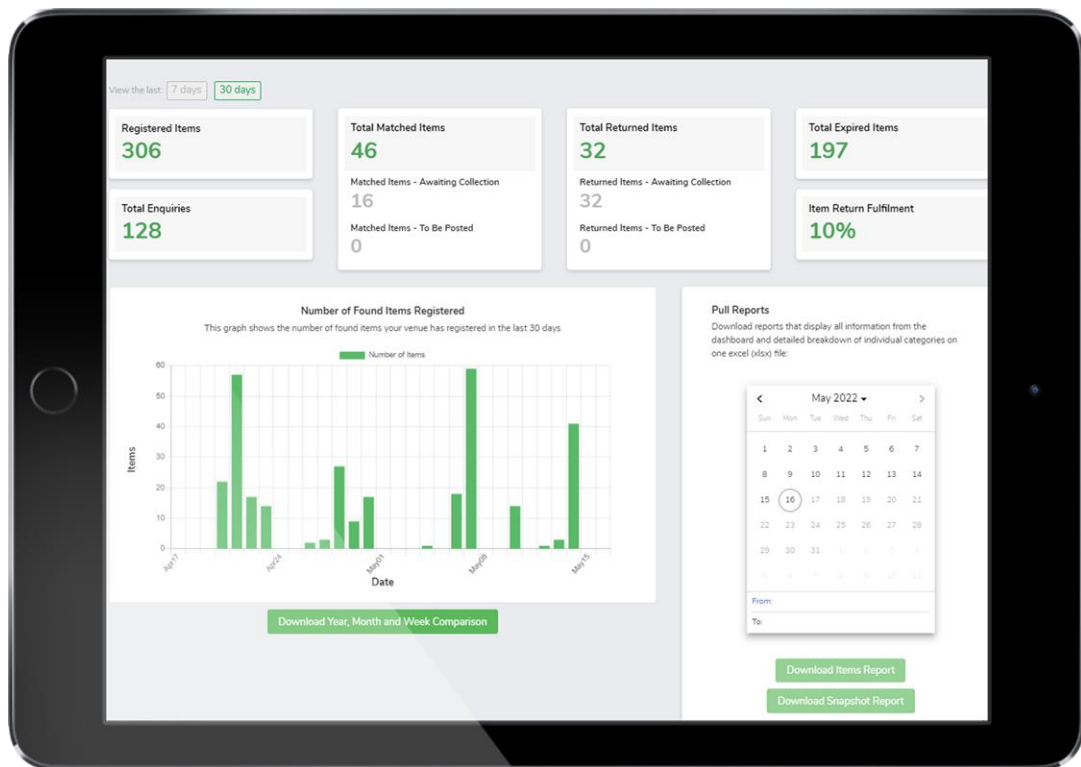
**notlost**

## 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



”

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

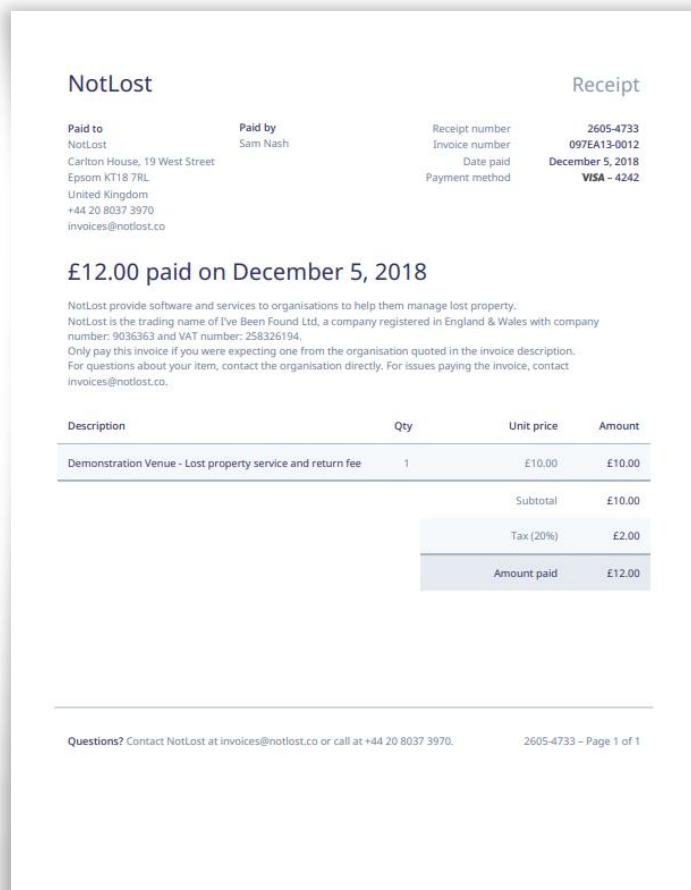
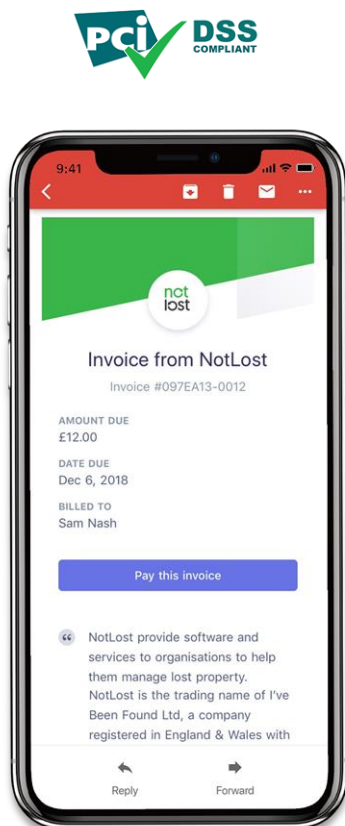
Director of Events | European Festivals, AEG Presents

## Customer Invoicing Service

A simple way to charge guests for the cost of returning their item

Send invoices directly from the NotLost platform which can be settled at a time that is convenient for your guest

We handle the admin for each transaction and we make it easy for your finance team too, with a single monthly payment and report of activity



”

“Since adopting NotLost, we are saving loads of time and staff can focus their attention on other important tasks. Being able to view the system at multiple points across our site in real time means we can respond to all visitor enquiries immediately.”

Security Manager, Southbank Centre

**nctlost**