



nctlost

The world's leading
lost property software

Jan 2026
Proposition Overview

The NotLost platform



QUICK UPLOAD

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



AI MATCHING ENGINE

System will suggest matches, freeing up staff time and enabling proactive enquiry response



FAST ENQUIRY HANDLING

Handle enquiries with speed and ease using real-time searching across the network



IMPROVED CUSTOMER JOURNEY

Online lost report forms and automated emails keep customers informed and reassured



SELF-SERVICE CHECKOUT

Customers can select and confirm their own return options, ensuring a modern and mobile service



REPORT AND REVIEW

View detailed reports to make data driven decisions and carry out internal reviews

Key outcomes



Implement a modern, consistent lost property solution

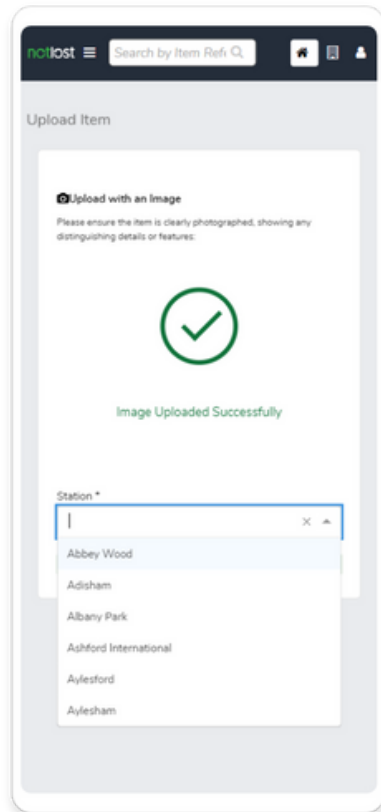


Deliver world-class customer experience



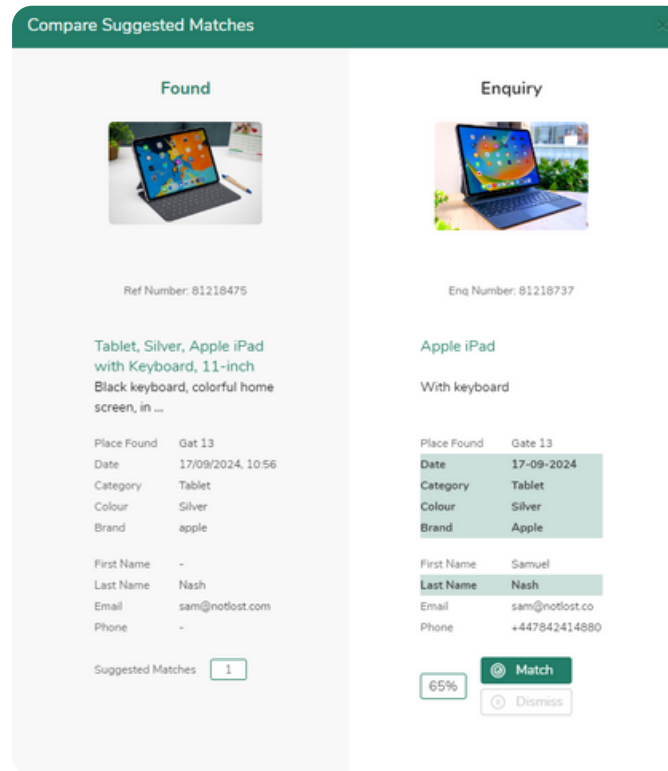
Free up staff time by 50-80%

Key Features



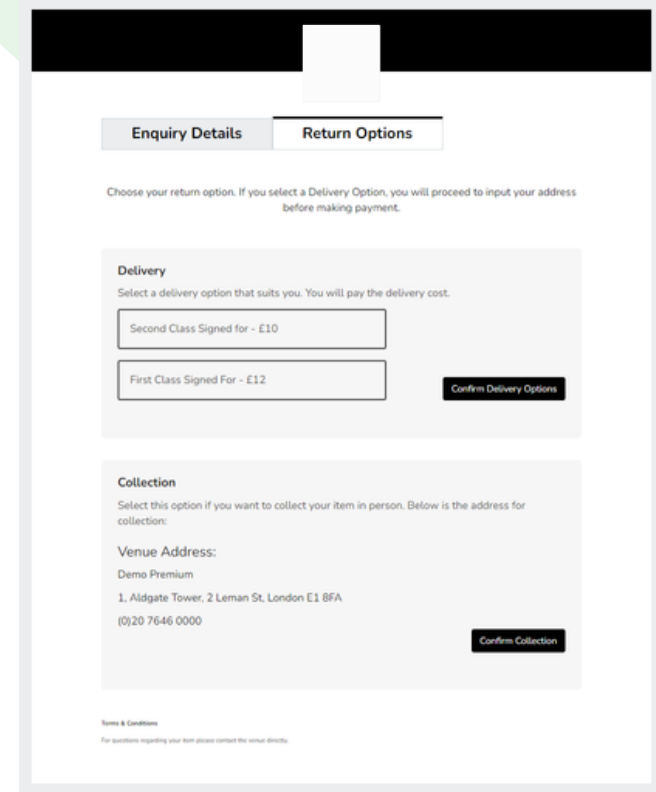
QUICK UPLOAD

Register items by taking a photo at the depot and it will instantly be visible across the network. We can add in any number of fields you want to capture



SUGGESTED MATCHES

Suggestion engine will automatically compare lost enquiries and found item reports and allow staff to match them quickly by showing the data side by side



SELF SERVICE PORTAL GIVES CUSTOMERS CHOICE

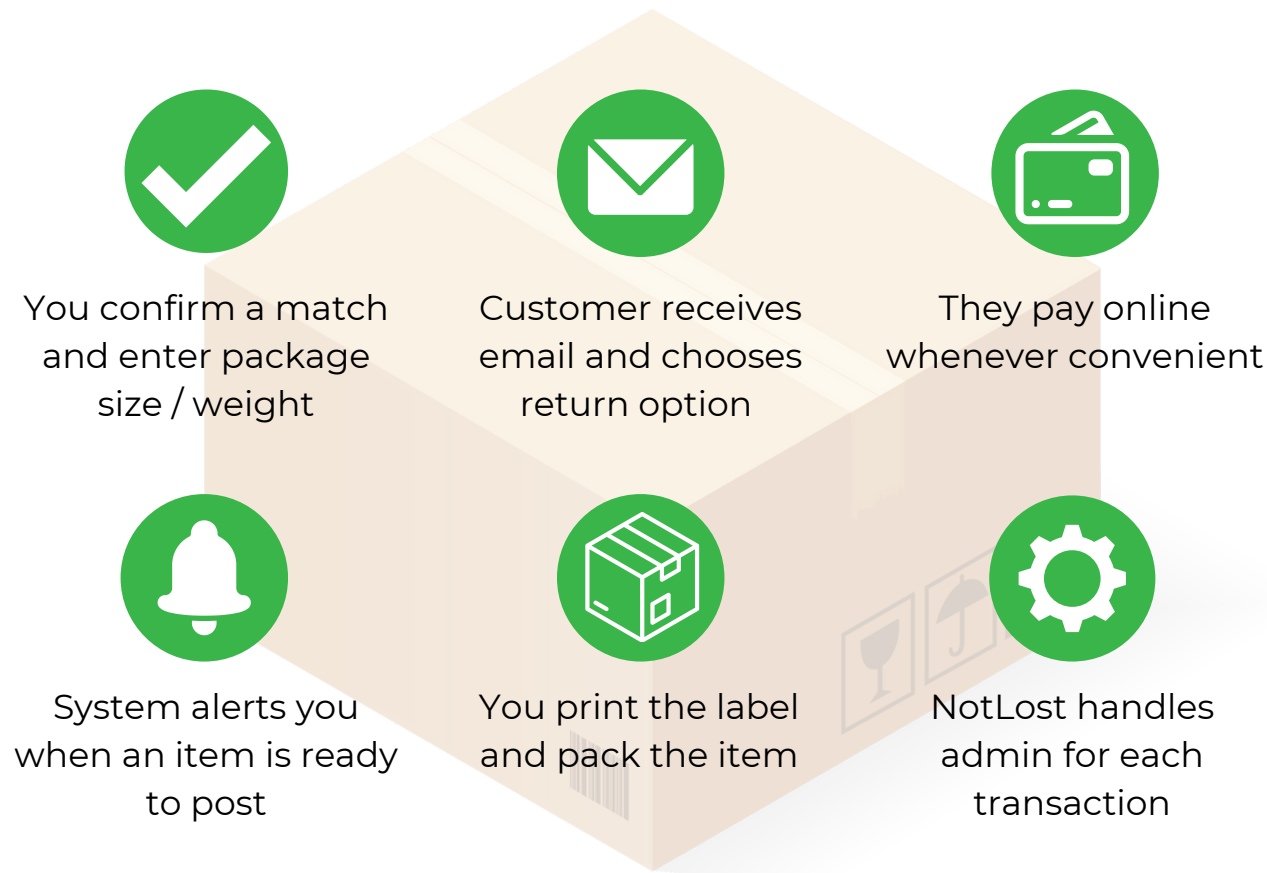
The branded portal enables simple customer messaging and offers choice in terms of how to get their item back, including making payments online

Return Postage Labels (RPL)

Allow your customers to pay for postage labels that your staff can print out

Once a match is confirmed your staff trigger the process which allows your customers to control the speed, cost and convenience of retrieving their possessions. Once paid, your staff can print the label, pack the item and hand it over to the courier. We can also enable the collection of an admin fee to recoup packing / handling costs.

How RPL works:



Benefits:

- ✓ Easily generate postage label to return items
- ✓ Convenient and secure for your customers
- ✓ Quick and easy for your frontline staff
- ✓ Possibility to charge an admin fee to recoup packing costs
- ✓ Return more items to customers overseas



Pricing

Rolling 12 month license

Feature

Platform fees* Per Country

TBC

- Unlimited users
- Unlimited items

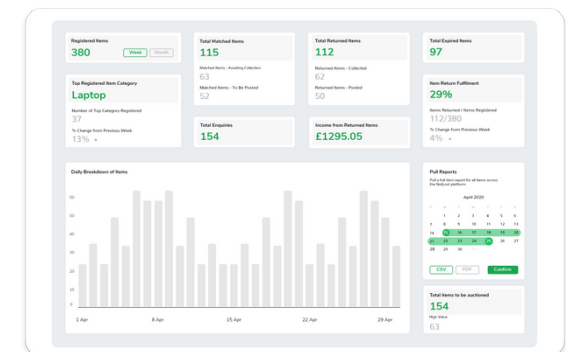
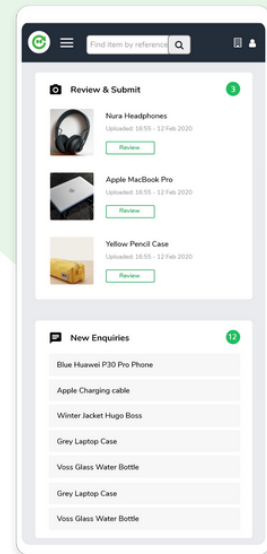
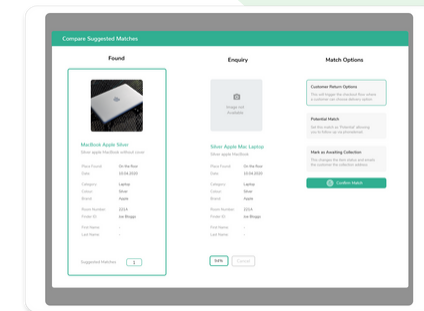
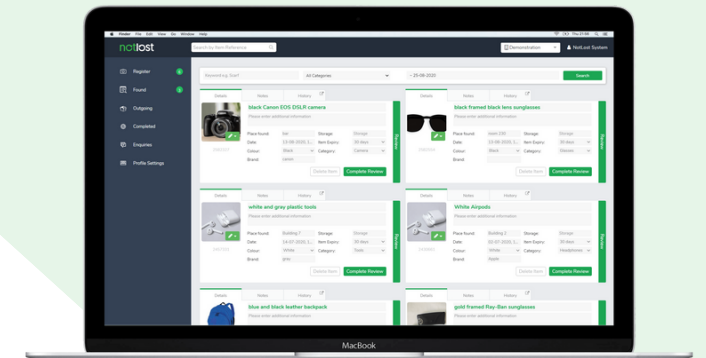
One-off setup**

£TBC

- Account configuration and setup
- Training (Online)
- Ongoing access to help videos
- Customer support

* Subject to annual CPI inflation.

** Subject to client requirements e.g. SSO & integrations etc.



Trusted by



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"We are excited to upgrade our lost property system so that our staff can deliver a better experience to those customers who unfortunately lose their belongings on our network"

Performance Manager, TfL

”

We needed a platform that had the functionality to support centralised enquiry management across a large geographical area with multiple depots. NotLost has delivered this – and much much more.

Head of Customer Experience, Go Ahead

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Managing lost and found across a large fleet that is always moving can be a challenge. NotLost simplifies that job and frees up our colleagues to get on with value-adding work.

Head of Customer Experience, Oxford Bus

Get in touch

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