Lost and Found
Quick Reference Guide

Published Date: November 15

Introduction

This Quick Reference Guide will explain the procedures to setup and utilize the Lost and Found feature in Maestro. It is assumed that the user is familiar with the following:

- Maestro User Interface

The Lost and Found feature can be accessed in all of Maestro’s modules.

Procedure

Before utilizing Lost and Found, the locations for the feature must be set up. The setup for the locations can be found in Global Maintenance | Codes | Lost or Found Location Maintenance.
By pressing F6, enter the locations guests could lose or find items. This could also include the parking lot, beach, hallways, outlets and any public space. If it is a multi-property database, locations should specified by property or building.

Procedure to Enter Lost and Found Items

The Lost and Found feature is available in all modules, and is in the same location on the dropdown menu.

File | Lost and Found
The Lost and Found Sub Menu screen will be displayed.

Lost Entry

Press F6 to create a new entry. The Lost number will be unique and not repeated. Then use the F8 lookup to enter the location code and date.
To facilitate a more accurate Lost and Found match:

- Fill in the form as completely as possible.
- Use words like blue vs aqua and navy in the first line
- Have a short description in the text.

The Search option will take the user to the Lost and Found Search Results screen. For more information, please refer to Section 3.3 Found Search.

The Un-Match option will un-match the Lost entry and Found entry, allowing both entries to be searchable again. For more information, please refer to section Found Entry.

The Found Entry is similar to Lost Entry. Use the F8 lookup to enter the location and date.

If the Found entry was matched to a Lost entry, the Lost Number will be populated.

If the item was disposed of, the date of the disposal will populate.

The Search option will take the user to the Lost and Found Search Results screen. For more information, please refer to Section 3.3 Found Search.

The Un-Match option will un-match the Lost entry and Found entry, allowing both entries to be searchable again.

Dispose/Un-Dispose options will toggle the disposed status of the item.
Found Search

The Found Search will search both lost and found entries. Maestro will conduct a search based on the lost date, location code, and text.

![Search for Found Items](image)

After completing the search criteria, execute the search by going to Window | Search.

![Lost and Found Search Results](image)

The lost and found search results will show items based on search points. The lost and found entries will be shown on the bottom of the screen. If a lost entry and a found entry selected are a match, go to Window | Match.
After confirming the match, users can use the returned description to indicate how the item was handled after matching. The Lost and Found Report will reflect the information.

**Lost and Found Report**

To print the Lost and Found Report, go to File | Lost and Found | Lost and Found Report
The report will display information about the lost or found items such as description, location of the item, whether it was matched or disposed of.

**Procedures for Searching and Un-Matching Items**

In order to find an item that does not show up in a found search, a search can be performed in the Lost Entry screen.

Press F8 in the lost number field and new search parameters are available.

If an item needs to be un-matched, go to Window | Un-Match. After un-matching, both the lost entry and found entry are searchable again.