



Lost and Found

Quick Reference Guide

Contents

1	CONFIGURATION.....	- 2 -
2	ENTERING LOST AND FOUND ITEMS	- 4 -
2.1	LOST ITEM ENTRY.....	- 5 -
2.1.1	Match.....	- 7 -
2.1.2	Un- Match.....	- 10 -
2.2	FOUND ITEM	- 11 -
2.2.1	Match.....	- 13 -
2.2.2	Un- Match.....	- 16 -
2.2.3	Dispose.....	- 16 -
2.2.4	Un-Dispose.....	- 17 -
2.3	FOUND SEARCH	- 19 -
3	LOST AND FOUND REPORT.....	- 21 -
3.1.1	Lost Item Report Example	- 23 -
3.1.2	Found Item Report Example	- 23 -
4	LOST AND FOUND PURGE.....	- 24 -

Overview

The Purpose of this guide is to set out the required configuration and set-up when using Lost and Found. The Lost and Found function allows the users a flexible method of tracking items that have been Lost and Found on the Hotel Property.

The reader should be familiar with the following Maestro functions:

- The Maestro User Interface
- Housekeeping Statuses
- Accessing Global Maintenance



I Configuration

To configure Lost and Found Locations users will need to go to **Global Maintenance | Select Codes | Select Lost and Found Location Maintenance**

Global Menu [nwind] - northwind canada inc.

Home End Page Up Prev Row Next Row Page Down Report List

Search Save/Exit Escape Drill Down Create Delete Lookup Select

File Mail Report Setup Verify Codes System Security Help

northwind canada inc

Version 5

Maestro Client ID 5

- Seasons Maintenance
- Hotels - Properties
- Posting Code Breakdown
- POS/Retail Outlets
- Tour Operator Type Maintenance
- Market Codes Maintenance
- Special Names
- User Field Categories
- Trace Code Maintenance
- Client Mandatory Information Maintenance
- Client User Fields Maintenance
- Client Title Maintenance
- Department Code Maintenance
- Lost or Found Location Maintenance**
- Lost and Found Purge
- Quick Menu Setup
- Profit Center
- SMS Account Maintenance
- Contact Lead Source Maintenance
- Blacklist Level Maintenance
- Loyalty Program Setup
- Room Telephone Numbers
- Operations Teams Maintenance
- Room Grades Maintenance

NOTE: Lost and Found is NOT Multi Property in versions lower than 5.6. If it is to be used in a Multi Property Environment in versions lower than 5.6. Each location needs to be configured for each property.

Lost or Found Location Maintenance [nwind] - northwind ca

Home End Page Up Prev Row Next Row Page Down Report List

Search Save/Exit Escape Drill Down Create Delete Lookup Select

File Record Help

Location Code	Description

nwind
5.5.161.001



Create (F6) Lost and Found Locations, on the Left side of the screen; type in the code you want to appear, and on the right-hand side type in the Description of the Location

NOTE: In Version 5.6 users will need to add the Property code as well between the Code and Description.

Lost or Found Location Maintenance [nwind] - Maestro Hotel

Maestro 5.6.073.001 nwind

Esc Search Save/Exit Drill Down Create Delete Look Up Select Home Page Up Prev Row Next Row Page Down End eLearning Report List

File Record Window Help

Location Code	Description

Maestro Lost and Found 5.5 example using Locations for Multi Property in 5.5

Lost or Found Location Maintenance [nwind] - Northwind Ca

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Help

Location Code	Description
CAFE	Maestro Cafe
DINING ROOM	Dining Room
ELEVATOR	Elevators
FITNESS ROOM	Fitness Center
FUNCTION ROOM	Function Room
GIFT SHOP	Gift Shop
GUEST ROOM	Guest Bedrooms
LOBBY BAR	Lobby Bar
PARKING LOT	Parking Lot
POOL	Pool Area
QL - LOUNGE	Northwind Bistro
RECEPTION	Reception Desk
VR - LOUNGE	Bar

nwind 5.5.145.001



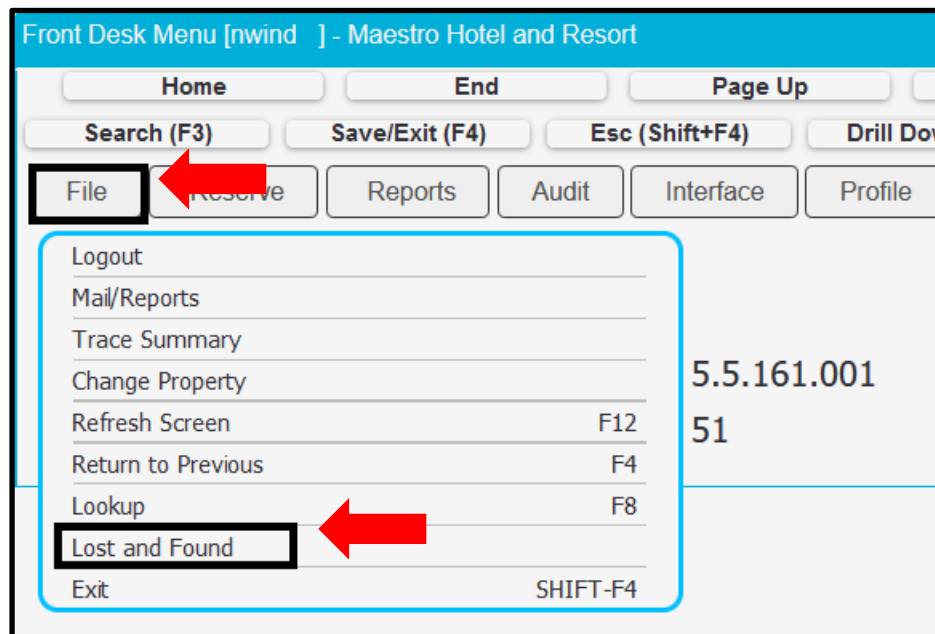
Maestro Lost and Found 5.6 example displaying property specific spaces

Location Code	Description
BAR	QL Cafe
CAFE	QL Dining Room
DINING ROOM	QL Fitness Center
FITNESS ROOM	QL Function Room
FUNCTION ROOM	QL Gift Shop
GIFT SHOP	QL Guest Bedroom
GUEST ROOM	QL Bistro
LOUNGE	QL Pool
POOL	QL Reception
RECEPTION	

NOTE: When upgraded to 5.6 in a Multi Property Environment, all existing Location Codes will copy to all properties and you can **Delete (F7)** the locations that are not appropriate for the property in question.

2 Entering Lost and Found Items

The Lost and Found feature is found on the **File** dropdown menu throughout all Maestro modules





2.I Lost Item Entry

To access the Lost Item feature, Select Lost Entry

Lost and Found Sub Menu [nwind] - Maestro Hotel and Resor

Home End Page Up Prev Row Next Row Page Down Re

Search Save/Exit Escape Drill Down Create Delete Lookup

File Record Programs Help

LOST ENTRY

FOUND ENTRY

FOUND SEARCH

LOST AND FOUND REPORT

nwind
5.5.161.001

Lost Entry [nwind] - Maestro Hotel and Resort Training 5.5 DB 42ms

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

Lost Number

Location Code

Lost Date

Text

First Name

LastName/Company

Address 1

Address 2

Zip/Postal Code

City

State/Prov Code

Country Code

Phone Number

Phone Extension

Email Address

Clerk Code

Found Number

Matched Date

Returned Desc

nwind
5.5.145.001
Maestro



To Create a Lost Entry, Press **Create (F6)**; Maestro will create a unique ID number. **Lookup (F8)** in the Location Code to select the possible location where the item was lost

The Text field allows you to place a Description of the Item that can be used to match in the Found Item Option.



Users are able to fill in as much information as required such as Name, Address, Phone Number and Email for the person who lost the item. This will assist in being able to contact the person and be able to ship the item back out to them when the item has been found

Lost Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8)

File Record Window Help

Lost Number 92

Location Code LOBBY BAR

Lost Date 08/10/2020

Text Black Hoodie with Skull Logo on back

First Name Chris

LastName/Company Kells

Address 1 65 Allstate Parkway

Address 2 Suite 100

Zip/Postal Code L3R 9X1

City Markham

State/Prov Code ON

Country Code CA

Phone Number 905-940-1923

Phone Extension

Email Address training@maestropms.com

Clerk Code

Found Number

Matched Date

Returned Desc

nwind
S.S.145.001
Maestro

Maestro will auto fill in the user's name that created the entry at the bottom.

The Last three fields are populated when a lost item is matched up with a found Item. It will display the Found Item Number, the date it was matched up in Maestro and allows the returned description.

2.1.1 Match

On the Lost Entry Screen if an item is Lost. Users can Match the lost item that was already found. On the Item Select Window **Dropdown Menu | Select Search**

Lost Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete

File Record Window Help

Lost Number Lookup F8

Search

Un-match

Location Code LOBBY BAR

Lost Date 08/10/2020

Text Black Hoodie with Skull Logo on back



Maestro will then open the Lost and Found Search Results screen for the user to toggle through to find the corresponding Found items

Lost and Found Search Results [nwind] - Maestro Hotel and

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

Terminal 13656.PETREL.

SrchPnts	Line	Lost#	Fnd#
9982	10	92	98
9986	8	92	93
9990	9	92	94
9996	2	92	58
9996	6	92	65
10000	1	92	52
10000	3	92	60
10000	4	92	61
10000	5	92	62
10000	7	92	79

Lost 08/10/2020 Location LOBBY BAR

Black Hoodie with Skull Logo on back

Found 08/10/2020 Location FITNESS ROOM

Black Beach Towel

Scroll up and down through the items and when one is a correct match Window Dropdown Menu | Match

Lost and Found Search Results [nwind] - Maestro Hotel and

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete

File Record Window Help

Terminal Match 13656.PETREL.

SrchPnts	Line	Lost#	Fnd#
9982	10	92	98
9986	8	92	93

Select the OK button at the bottom to complete the Match



Lost and Found Match [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List
Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Help

Lost Number 92 08/10/2020 Location LOBBY BAR
Black Hoodie with Skull Logo on back

Found Number 93 08/10/2020 Location FITNESS ROOM
Black Beach Towel

First Name Chris
LastName/Company Kells
Address 1 65 Allstate Parkway
Address 2 Suite 100
Zip/Postal Code L3R 9X1
City Markham
State/Prov Code ON
Country Code CA
Phone Number 905-940-1923 PhoneExt
Email Address training@maestropms.com

Returned Desc

OK Cancel

On the Lost Entry Screen User's can identify that the lost item has been matched

Lost Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row
Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Help

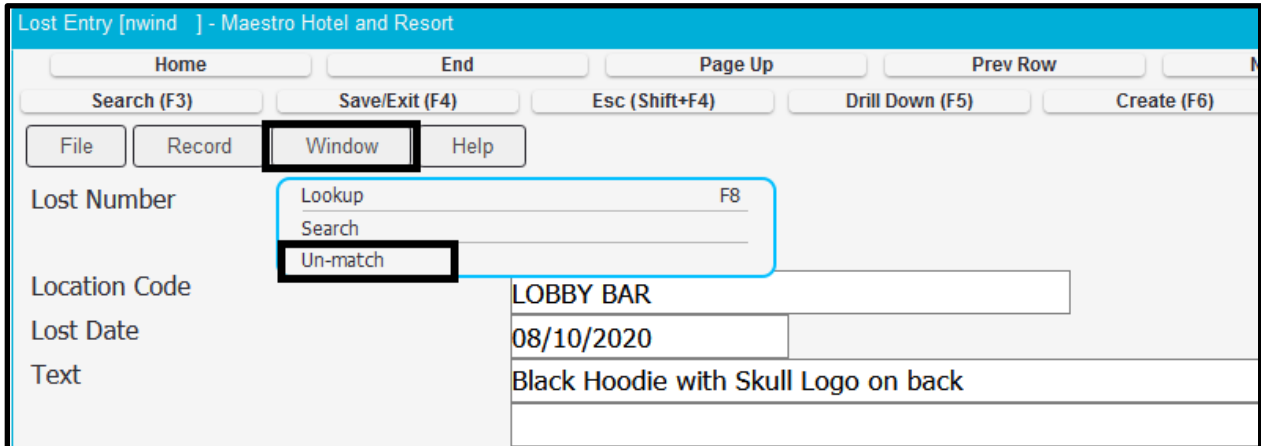
Lost Number 92
Location Code LOBBY BAR
Lost Date 08/10/2020
Text Black Hoodie with Skull Logo on back

First Name Chris
LastName/Company Kells
Address 1 65 Allstate Parkway
Address 2 Suite 100
Zip/Postal Code L3R 9X1
City Markham
State/Prov Code ON
Country Code CA
Phone Number 905-940-1923
Phone Extension
Email Address training@maestropms.com
Clerk Code NWIND

Found Number 93
Matched Date 11/06/2020
Returned Desc

2.1.2 Un- Match

On the Lost Entry Screen if an item was matched up incorrectly, users are able to Un-Match the item. On the Item, select the **Window Dropdown Menu | Select Un-Match**



Lost Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record **Window** Help

Lost Number Lookup F8

Search

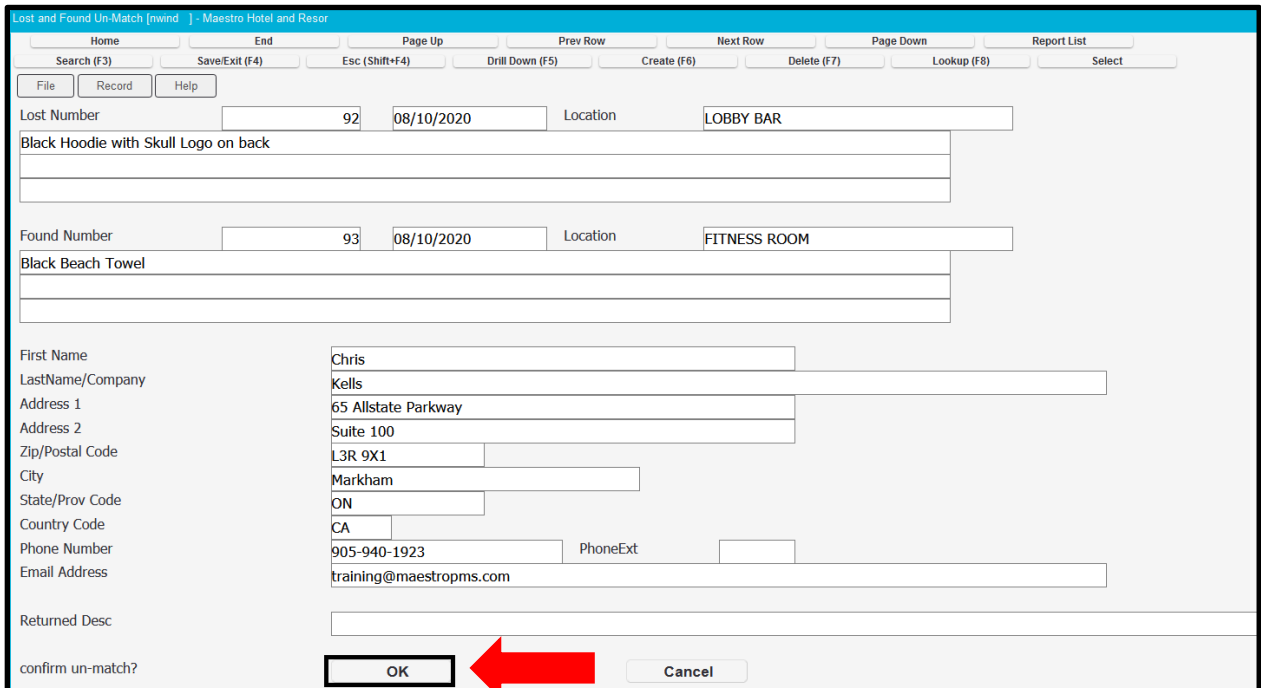
Un-match

Location Code LOBBY BAR

Lost Date 08/10/2020

Text Black Hoodie with Skull Logo on back

Maestro will then prompt the user to confirm to Un-Match the item, select **OK** to confirm the Un-Match



Lost and Found Un-Match [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Help

Lost Number 92 08/10/2020 Location LOBBY BAR

Black Hoodie with Skull Logo on back

Found Number 93 08/10/2020 Location FITNESS ROOM

Black Beach Towel

First Name Chris

LastName/Company Kells

Address 1 65 Allstate Parkway

Address 2 Suite 100

Zip/Postal Code L3R 9X1

City Markham

State/Prov Code ON

Country Code CA

Phone Number 905-940-1923 PhoneExt

Email Address training@maestropms.com

Returned Desc

confirm un-match? **OK** Cancel

On the Lost Entry Screen, users can identify that the lost item has been unmatched



Lost Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

Lost Number 92

Location Code LOBBY BAR

Lost Date 08/10/2020

Text Black Hoodie with Skull Logo on back

First Name Chris

LastName/Company Kells

Address 1 65 Allstate Parkway

Address 2 Suite 100

Zip/Postal Code L3R 9X1

City Markham

State/Prov Code ON

Country Code CA

Phone Number 905-940-1923

Phone Extension

Email Address training@maestropms.com

Clerk Code NWIND

Found Number

Matched Date

Returned Desc

2.2 Found Item

To access the Found Item feature, **Select** Found Entry

Lost and Found Sub Menu [nwind] - Maestro Hotel and Resor

Home End Page Up Prev Row Next Row Page Down Report

Search Save/Exit Escape Drill Down Create Delete Lookup

File Record Programs Help

LOST ENTRY

FOUND ENTRY

FOUND SEARCH

LOST AND FOUND REPORT

nwind
5.5.161.001



Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8)

File Record Window Help

Found Number

Location Code

Found Date

Text

Found By

Clerk Code

Lost Number

Disposed

Disposed Date

nwind
5.5.161.001

To Create a Found Entry, Select **Create (F6)** and Maestro will create a unique entry number for this item

Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

Found Number

Location Code

Found Date

Text

Found By

Clerk Code

Lost Number

Disposed

Disposed Date

nwind

Lookup (F8) the Location where the item was found and either type in the date the item was found or **Lookup (F8)** to select the date from the calendar option

Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

Found Number

Location Code

Found Date

Text

Found By

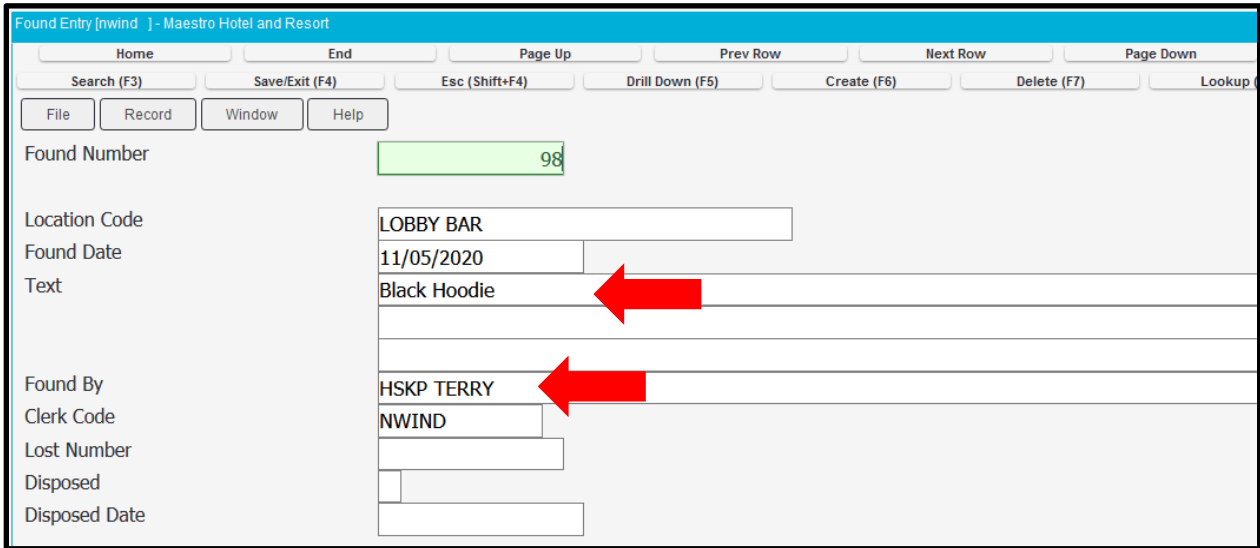
Clerk Code

Lost Number

Disposed

Disposed Date

Fill in the item's description in the text field and who found the item in the Found by field



Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup

File Record Window Help

Found Number 98

Location Code LOBBY BAR

Found Date 11/05/2020

Text Black Hoodie

Found By HSKP TERRY

Clerk Code NWIND

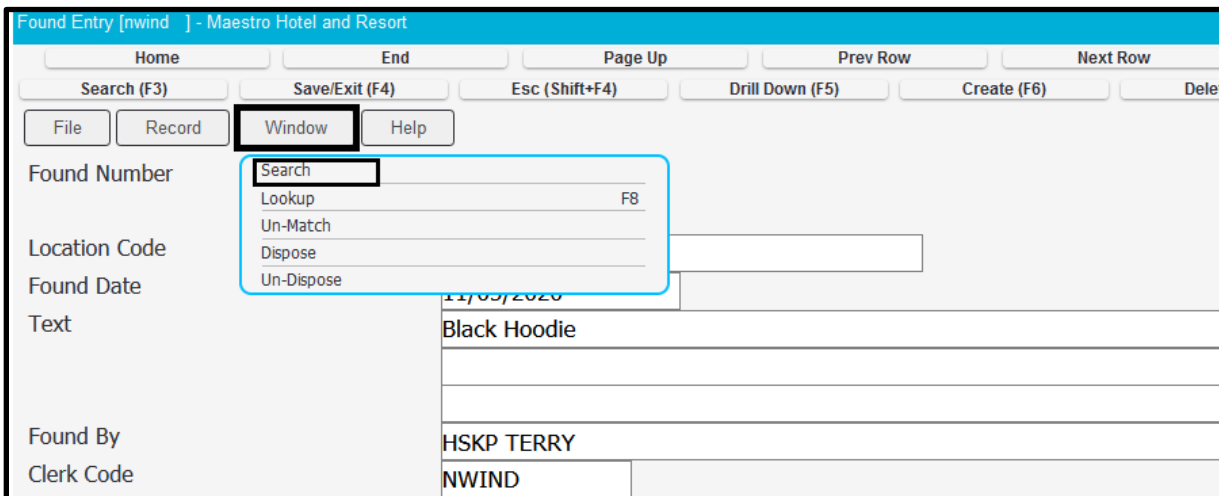
Lost Number

Disposed

Disposed Date

2.2.1 Match

On the Found Entry Screen if an item is found. Users can match the found item that was already lost. On the Item Select Window Dropdown Menu | Select Search



Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete

File Record Window Help

Found Number Search

Location Code

Found Date 11/05/2020

Text Black Hoodie

Found By HSKP TERRY

Clerk Code NWIND

Lookup F8

Un-Match

Dispose

Un-Dispose

Maestro will then open the Lost and Found Search Results screen for the user to toggle through to find the corresponding Lost items



Lost and Found Search Results [nwind] - Maestro Hotel and

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

Terminal 14432.PETREL.

SrchPnts	Line	Lost#	Fnd#
9982	2	92	98
10000	1	24	98
10000	3	96	98

Lost 08/10/2020 Location LOBBY BAR

Black Hoodie with Skull Logo on back

Found 11/05/2020 Location LOBBY BAR

Black Hoodie

Scroll up and down through the items and when one is a correct match, select Window Dropdown Menu | Match

Lost and Found Search Results [nwind] - Maestro Hotel and

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Help

Terminal Match

SrchPnts	Line	Lost#	Fnd#
9982	2	92	98
10000	1	24	98
10000	3	96	98

Select the OK button at the bottom to complete the Match



Lost and Found Match [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report L

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8)

File Record Help

Lost Number 92 08/10/2020 Location LOBBY BAR

Black Hoodie with Skull Logo on back

Found Number 98 11/05/2020 Location LOBBY BAR

Black Hoodie

First Name Chris

LastName/Company Kells

Address 1 65 Allstate Parkway

Address 2 Suite 100

Zip/Postal Code L3R 9X1

City Markham

State/Prov Code ON


Country Code CA

Phone Number 905-940-1923 PhoneExt

Email Address training@maestropms.com

Returned Desc

OK Cancel



On the Found Entry Screen users can identify that the Found item has been matched

Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record Window Help

Found Number 98

Location Code LOBBY BAR

Found Date 11/05/2020

Text Black Hoodie


Found By HSKP TERRY

Clerk Code NWIND

Lost Number 92

Disposed

Disposed Date

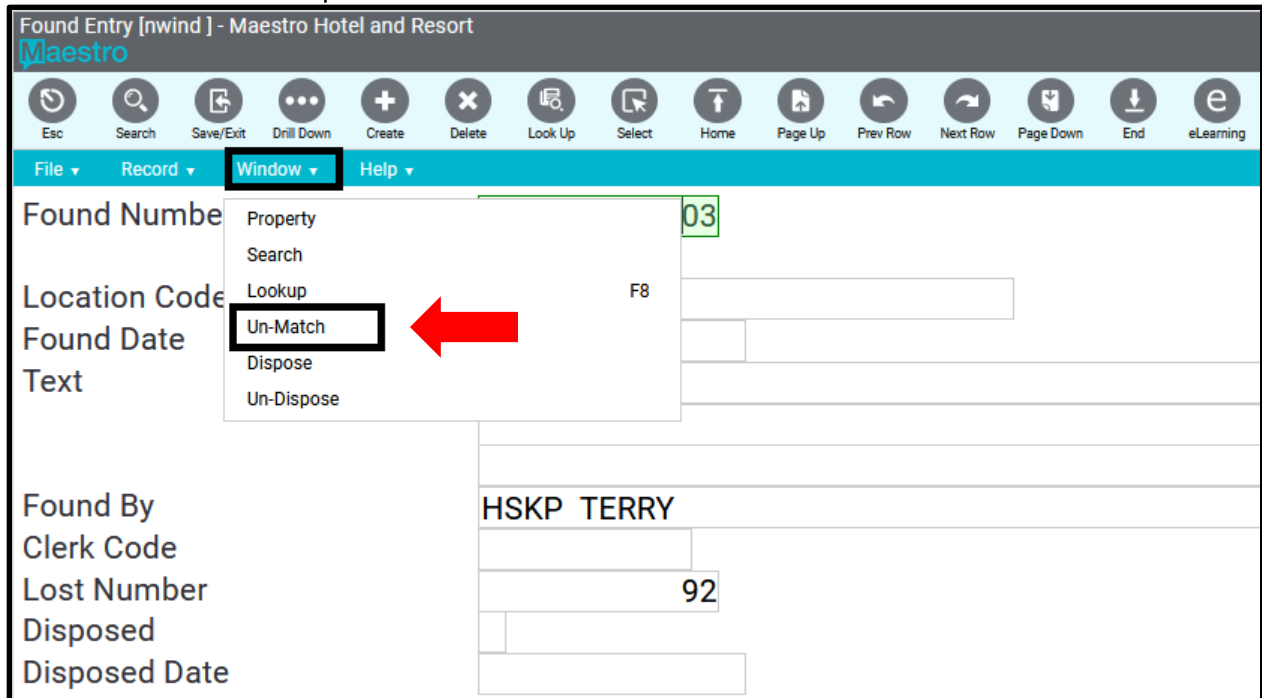


2.2.2 Un- Match

In Maestro Version 5.6.078.001, there is an enhancement that will allow Un-Matching. Lost and Found Items from the Found screen. In any version lower than 5.6.078.001 the un-matching of items will need to be done on the Lost Item Screen. In Version 5.6.078.001 and above, the Un-Matching will be done in the same manner as it is in the Lost Item feature.

On the Found Entry Screen, if an item was matched up incorrectly, you are able to Un-Match it. On the Item in question go to Window Dropdown Menu | Select Un-Match

Version 5.6.078.001 Example Screen



The screenshot shows the 'Found Entry [nwind] - Maestro Hotel and Resort' window. The 'Window' dropdown menu is open, displaying options: Property, Search, Lookup, Un-Match, Dispose, and Un-Dispose. A red arrow points to the 'Un-Match' option. The background form contains the following fields and values:

Found Number	03
Location Code	F8
Found Date	
Text	
Found By	HSKP TERRY
Clerk Code	
Lost Number	92
Disposed	
Disposed Date	

2.2.3 Dispose

On the Found Entry Screen when a Found Item has not been claimed, and hotel is getting rid of the item, there is the option to "Dispose" of the item.

On the Item, Select the Window Dropdown Menu | Select Dispose



Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row P

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7)

File Record **Window** Help

Found Number Search
Lookup F8
Un-Match
Dispose
Un-Dispose

Location Code

Found Date 11/05/2020

Text Black Hoodie

Found By HSKP TERRY

Clerk Code NWIND

Lost Number

Disposed

Disposed Date

Maestro will then place a “Y” in the Disposed box and date stamp the item as having been disposed

Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next R

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Help

Found Number 98

Location Code LOBBY BAR

Found Date 11/05/2020

Text Black Hoodie


Found By HSKP TERRY

Clerk Code NWIND

Lost Number

Disposed Y

Disposed Date 11/06/2020



2.2.4 Un-Dispose

On the Found Entry Screen when a Found Item has been incorrectly Disposed, and hotel wants it marked as not disposed, there is the option to “Un-Dispose” of the item.



On the Item, Select the Window Dropdown Menu | Select Un-Dispose

Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Help

Found Number

Location Code

Found Date

Text

Found By

Clerk Code

Lost Number

Disposed

Disposed Date

Search

Lookup F8

Un-Match

Dispose

Un-Dispose

11/05/2020

Black Hoodie

HSKP TERRY

NWIND

Y

11/06/2020

Maestro will then remove the "Y" in the Disposed box and remove the date stamp

Found Entry [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6)

File Record Window Help

Found Number

Location Code

Found Date

Text

Found By

Clerk Code

Lost Number

Disposed

Disposed Date

98

LOBBY BAR

11/05/2020

Black Hoodie

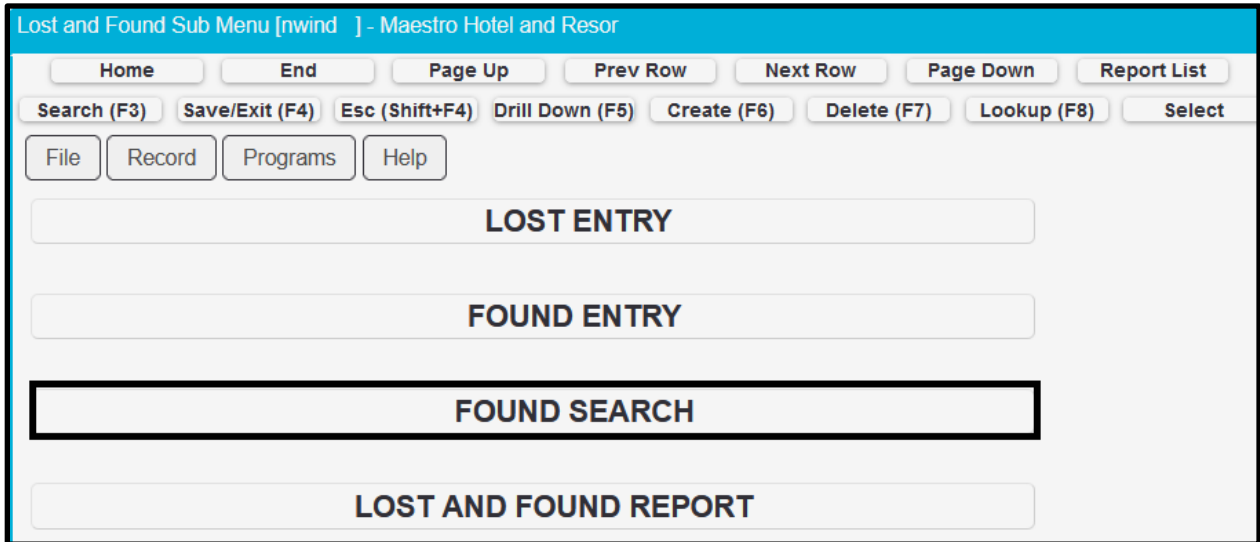
HSKP TERRY

NWIND

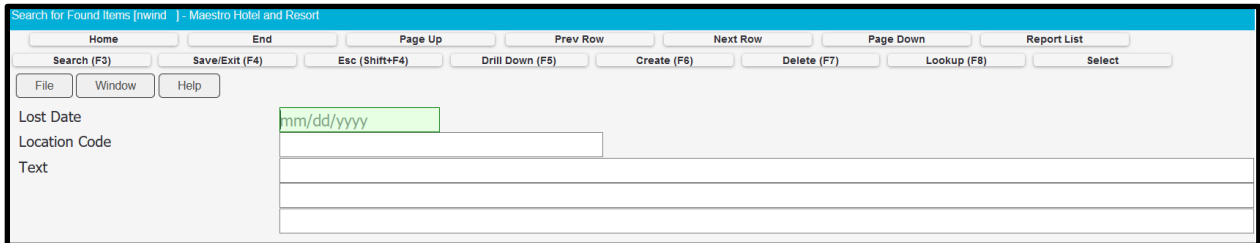
←

2.3 Found Search

To access the Found Search feature, select the File Dropdown Menu | Select Lost and Found | Select Found Search



The Filters on this screen allow you to filter by the date lost, the location and anything that could have been placed in the text box field



Once the information has been entered, under the Window | Select Search



Search for Found Items [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5)

File Window Help

Lost Date

Location Code

Text

Maestro will show all items matching your search criteria.

This will display the information on the lower half of the screen of the Found item

Lost and Found Search Results [nwind] - Maestro Hotel and

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Window Help

Terminal

SrchPnts	Line	Lost.#	Fnd#
9981	13	92	98
10000	1		52
10000	2		58
10000	3		60
10000	4		61
10000	5		62
10000	6		65
10000	7		79
10000	8		93
10000	9		94

Lost Location

Black Hoodie with Skull Logo on back

Found Location

Black Hoodie

There is also an option under the Window Dropdown Menu | Select **Match**, this will allow you to Match Found Items to Lost Items

Lost and Found Search Results [nwind] - Maestro Hotel and

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Dele

File Record **Window** Help

Terminal **Match**

SrchPnts	Line	Lost#	Fnd#
9981	13	92	98
10000	1		52

3 Lost and Found Report

To access the Found Search feature, select the File Dropdown Menu | Select Lost and Found | Select Lost and Found Report

Lost and Found Sub Menu [nwind] - Maestro Hotel and Resor

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Record Programs Help

LOST ENTRY

FOUND ENTRY

FOUND SEARCH

LOST AND FOUND REPORT

The filters will allow the user to filter by a date range, a location that has been set up, or if you want to search by, Lost Item, Found Item, or Both

Lost and Found Report [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Window Record Help

From Date mm/dd/yyyy

To Date 12/31/2078

Location Code

Lost or Found

OK Cancel

Leaving the Lost or Found field blank will be considered Both Lost and Found Items

Confirm [nwind] - Maestro Hotel and Resort

Home End Page Up Prev Row Next Row

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete

File Record Help

L	LOST
F	FOUND
	BOTH

←

The Lost Items will appear on one page, and the Found Items will appear on a separate page for convenience. The report will indicate the item identification number in Maestro, the date the item was lost or found, the location, and who to contact or who the item was found by.

NOTE: The report can also be run for all properties by selecting **Window | Properties | ZZZZZZ Property**



3.1.1 Lost Item Report Example

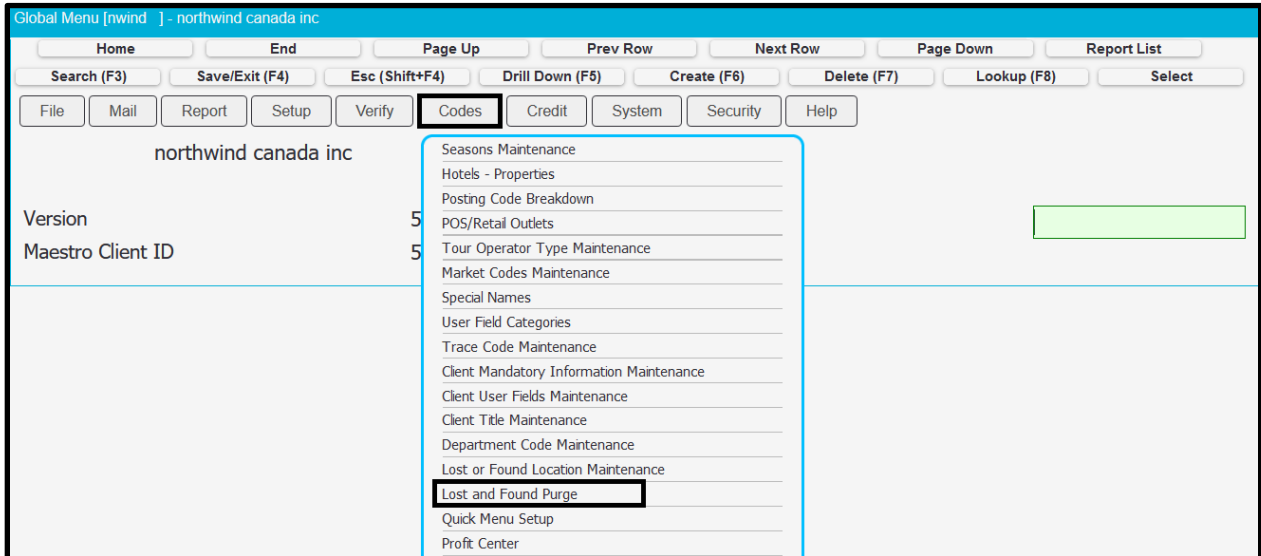
08/11/2020 05:41pm GBLAFREPT Maestro Hotel and Resort		Page 1
From Date: 01/01/2020		
To Date: 12/31/2078		
Location Code:		
Lost Number	Date	Location
90	03/06/2020	FITNESS ROOM
		Rubber duck
		Contact
		KELLS, SAM
		03/06/2020
24	03/06/2020	HALLWAYS
		rubber duck
		KELLS, BOBBY
92	08/10/2020	LOBBY BAR
		Black Hoodie with Skull Logo on back
		KELLS, CHRIS
96	08/11/2020	FRONT LOBBY
		Rubber Duck
		KELLS, TERRY
		08/11/2020

3.1.2 Found Item Report Example

10/22/2020 02:32pm GBLAFREPT Maestro Hotel and Resort		Page 1
From Date:		
To Date: 12/31/2078		
Location Code:		
Found Number	Date	Location
93	08/10/2020	FITNESS ROOM
		Black Beach Towel
		Found By
		houeskeeper terry
94	08/10/2020	MEETING SPACE
		Yellow Rubber Duck
		housekeeper terry
		08/31/2020
end of report		

4 Lost and Found Purge

To access the Lost and Found Purge feature, select the **Global Maintenance Module | Select Codes | Select Lost and Found Purge**



Global Menu [nwind] - northwind canada inc.

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Mail Report Setup Verify **Codes** Credit System Security Help

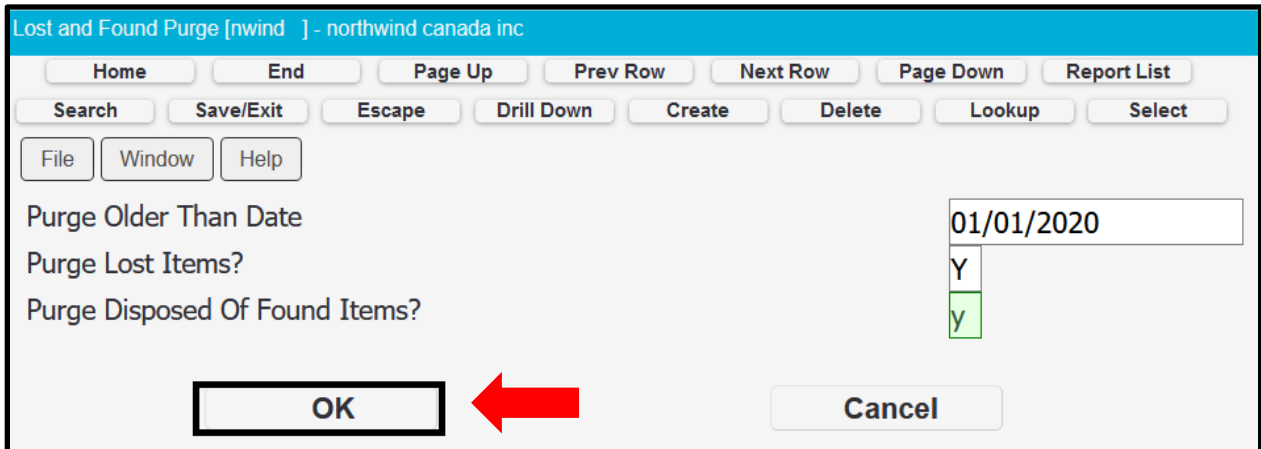
northwind canada inc

Version 5

Maestro Client ID 5

- Seasons Maintenance
- Hotels - Properties
- Posting Code Breakdown
- POS/Retail Outlets
- Tour Operator Type Maintenance
- Market Codes Maintenance
- Special Names
- User Field Categories
- Trace Code Maintenance
- Client Mandatory Information Maintenance
- Client User Fields Maintenance
- Client Title Maintenance
- Department Code Maintenance
- Lost or Found Location Maintenance
- Lost and Found Purge**
- Quick Menu Setup
- Profit Center

Maestro filters include up to what date do you want to purge, purge lost items, and purge items that have been marked as Disposed. Once the desired filters have been selected, Select **OK**



Lost and Found Purge [nwind] - northwind canada inc.

Home End Page Up Prev Row Next Row Page Down Report List

Search Save/Exit Escape Drill Down Create Delete Lookup Select

File Window Help

Purge Older Than Date 01/01/2020

Purge Lost Items? Y

Purge Disposed Of Found Items? y

OK Cancel

Maestro will then indicate how many of each item it will purge out of the database, select **OK** to start the process

Lost and Found Purge Confirm [nwind] - northwind canada i

Home End Page Up Prev Row Next Row Page Down Report List

Search (F3) Save/Exit (F4) Esc (Shift+F4) Drill Down (F5) Create (F6) Delete (F7) Lookup (F8) Select

File Window Help

Lost Items to Purge

Disposed of Items to Purge

Confirm Purge?

Once OK has been selected and the process has been completed, Maestro will bring you back to the purge page to Save and Exit (F4)

Lost and Found Purge [nwind] - northwind canada inc

Home End Page Up Prev Row Next Row Page Down Report List

Search Save/Exit Escape Drill Down Create Delete Lookup Select

File Window Help

Purge Older Than Date

Purge Lost Items? ☐

Purge Disposed Of Found Items? ☐