

Manual

PMS – Lost & Found User Guide

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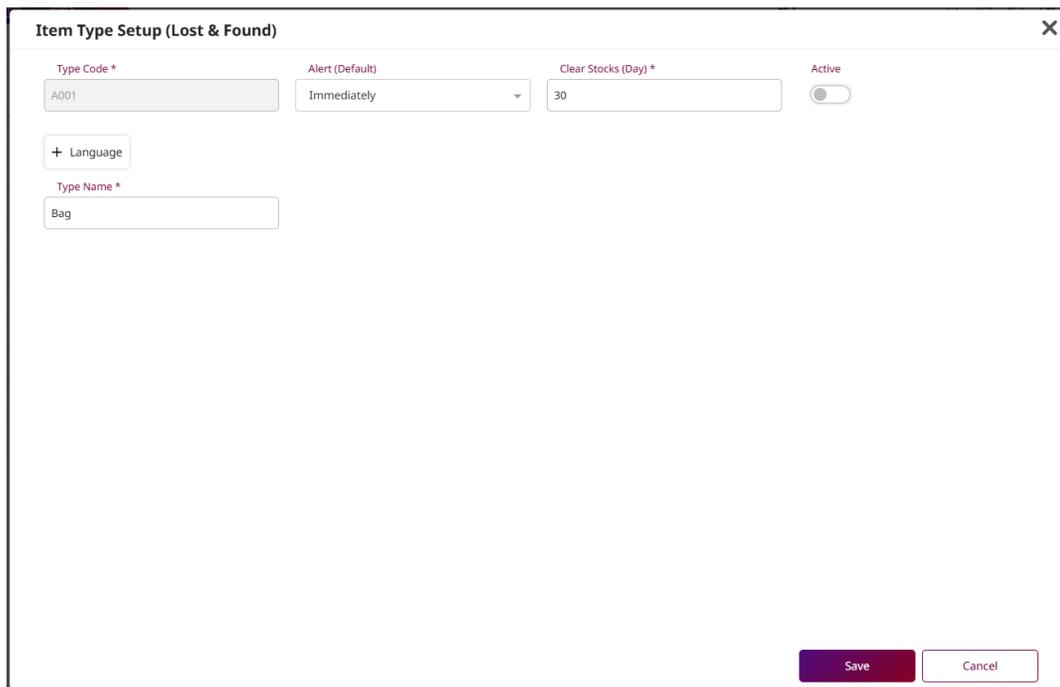
1. Overview

This PMS –Lost & Found User Guide provides hotel staff with step-by-step instructions for setting up item types and managing lost and found records. It includes guidance on configuring lost & found categories, creating new entries, and updating statuses for items found in the hotel premises.

2. Setup Lost & Found Item Types

Available under **Lost & Found > Type Setup**, this function allows staff to configure the categories of lost items.

- To perform the task:
- Select '**Lost & Found**' from the main menu.
- Click '**Type Setup**'.
- Click the '**New**' button to enter a new item type.
- Enter the type code.
- Select the alert type.
- Enter the number of days to keep the item in stock.
- Enter the type name.
- Click '**Save**' to confirm the setup.



The screenshot shows a form titled "Item Type Setup (Lost & Found)". It includes the following fields and controls:

- Type Code ***: Text input field containing "A001".
- Alert (Default)**: Dropdown menu set to "Immediately".
- Clear Stocks (Day) ***: Text input field containing "30".
- Active**: Toggle switch currently turned off.
- + Language**: Button to add a language.
- Type Name ***: Text input field containing "Bag".
- Save** and **Cancel**: Buttons at the bottom right.

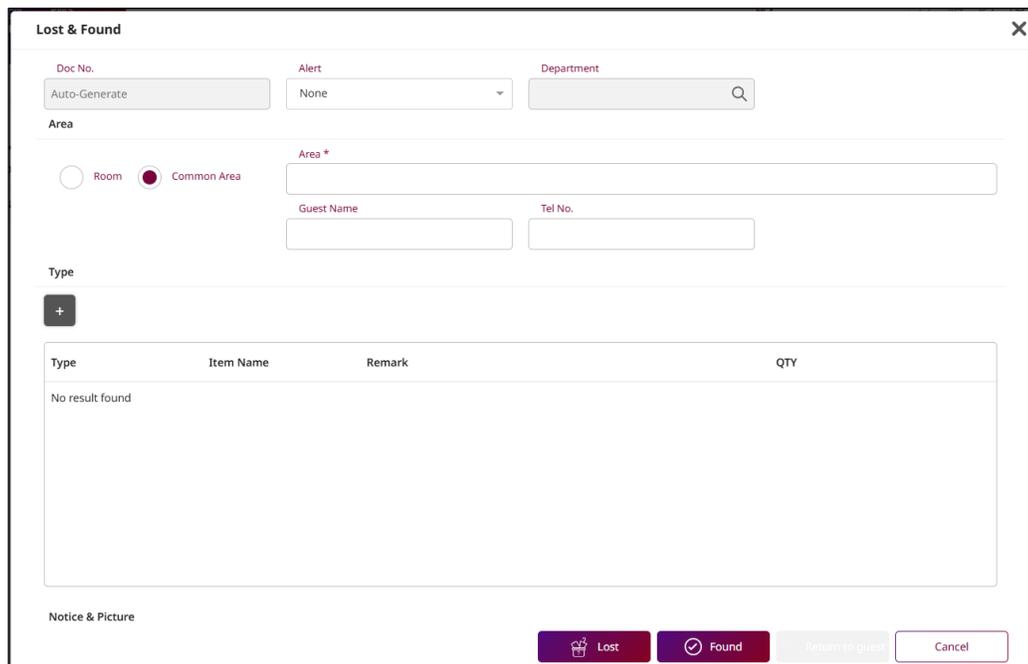
Note: Types configured here define classification and alert duration for each item category.

3. New Lost & Found Record

Available under **Lost & Found**, this function allows staff to create a new record for lost or found items, link them to departments and locations, and mark the status accordingly.

To record a lost or found item:

- Click the '**New**' button in Lost & Found tab.
- Select the alert type.
- Click the search icon to select the relevant department.
- Choose one or more departments and click 'Select'.
- Select the location (Room or Common Area).
- Enter the area, guest name, and telephone number.
- Click the '+' icon to add item details.
- Select the item type, enter the name and remarks.
- Use '+' or '-' to adjust quantity. Click 'x' to clear or trash icon to delete.
- Enter notes and upload a picture if applicable.
- Click '**Lost**' to mark as lost or '**Found**' to mark as found.



Lost & Found

Doc No. Alert Department

Area

Room Common Area

Type

Type	Item Name	Remark	QTY
No result found			

Notice & Picture

Note: Records will appear with the selected status and can be updated later if needed.

4. Delete Lost & Found Item Type

Available under **Lost & Found > Type Setup**, this function allows staff to delete existing item type categories that are no longer required in the system.

To delete an item type:

- Select the item from the list.
- Click the '**Delete**' button.
- Confirm the deletion in the pop-up dialog by clicking 'Delete'.

