

Lost & Found

Lost & Found lets you **record and track items found during cleaning, with a photo**. When a guest calls, you can answer "has anything like that been handed in?" within seconds.

“ How do I open this screen? From the left menu, go to **Bumerang** → **BUSINESS** → **Lost & Found**.

USEROAM

Menü

- Dashboard
- Bumerang
- KAMPANYA
- Kampanyalar
- Toplu Gönderim
- Gönderim Takvimi
- ETKİLEŞİM
- Anketler
- Reklamlar
- KİTLE & AI
- İzinli Misafirler
- Useroam AI · Otopilot
- İŞLETME
- Menüler
- Etkinlikler

Kayıp Eşya
Useroam Resort · temizlikte bulunan eşyaları kaydedin ve takip edin

+ Eşya Ekle

2 Bulundu (bekleyen) **1** Sahibine verildi **0** Arşiv

Tümü Bulundu Sahibine Verildi Arşiv

FOTO	EŞYA	ODA	BULAN	TARİH	DURUM
	Çocuk gözlüğü	Oda Havuz	-	2026-06-22 18:52:37	Sahibine Verildi
	iPhone şarj kablosu (beyaz)	Oda 204	-	2026-06-22 18:52:37	Bulundu
	Mavi şemsiye	Oda Lobi	-	2026-06-22 18:52:37	Bulundu

Yardım | Şartlar | Gizlilik

1. Status counters and filters

Three counters sit at the top of the page: **Found (pending)**, **Returned to owner** and **Archive**. The **All / Found / Returned to Owner / Archive** buttons underneath filter the list by status.

2. Add Item

The **Add Item** button opens a new record:

- **Item description** *: what the item is (for example "*iPhone charging cable (white)*"). Include distinguishing details such as colour and brand so similar items are not confused.
 - **Room (if known)**: where the item was found. This can be a room number or a shared area such as *Lobby* or *Pool*.
 - **Select / take photo**: a picture of the item. **You can take it straight from a phone.** The photo is the most practical way to confirm you are handing over the right item.
-

3. Table columns

- **PHOTO**: the item's image.
 - **ITEM**: the description.
 - **ROOM**: where it was found.
 - **FOUND BY**: the staff member who found it.
 - **DATE**: the date and time of the record.
 - **STATUS**: the item's current status.
-

4. Update Status

Opening a record lets you change its status:

- **Found (pending)**: you have the item, the owner has not come forward.
- **Returned to owner**: the item has been handed over.
- **Archive**: for items nobody has claimed for a long time. Removes it from the list without deleting the record.

Note (who collected it, when, etc.): record the handover here. If a dispute arises later you have a record — we recommend noting the staff member who handed it over, the person who collected it, and the time.

Confirm your changes with **Save**.

“ **Related pages:** [Hotel Solution](#) → [Request Management](#), [Room Board](#), [Guests](#) → [Hotel Guests](#).

Revizyon #2

tugay tarafından 11 Ağustos 2026 07:19:39 oluşturuldu

tugay tarafından 11 Ağustos 2026 08:20:23 güncellendi