

Lost & Found

Overview

The Lost & Found module on the iHospitality Hub enables staff to report guest lost-item claims and to record and manage items recovered on property. Both workflows are completed directly from a shared kiosk device, with each report or record time-stamped and attributed to the employee who created it.

“ This module only appears on hubs where **Lost & Found** was checked under **Hub Modules**, and only for employees whose **User Role** has **Can iHospitality Hub Login** enabled — see the [iHospitality Hub - Setup](#) page.

Lost & Found Screen

After signing in and tapping **Lost & Found**, the employee sees two options.



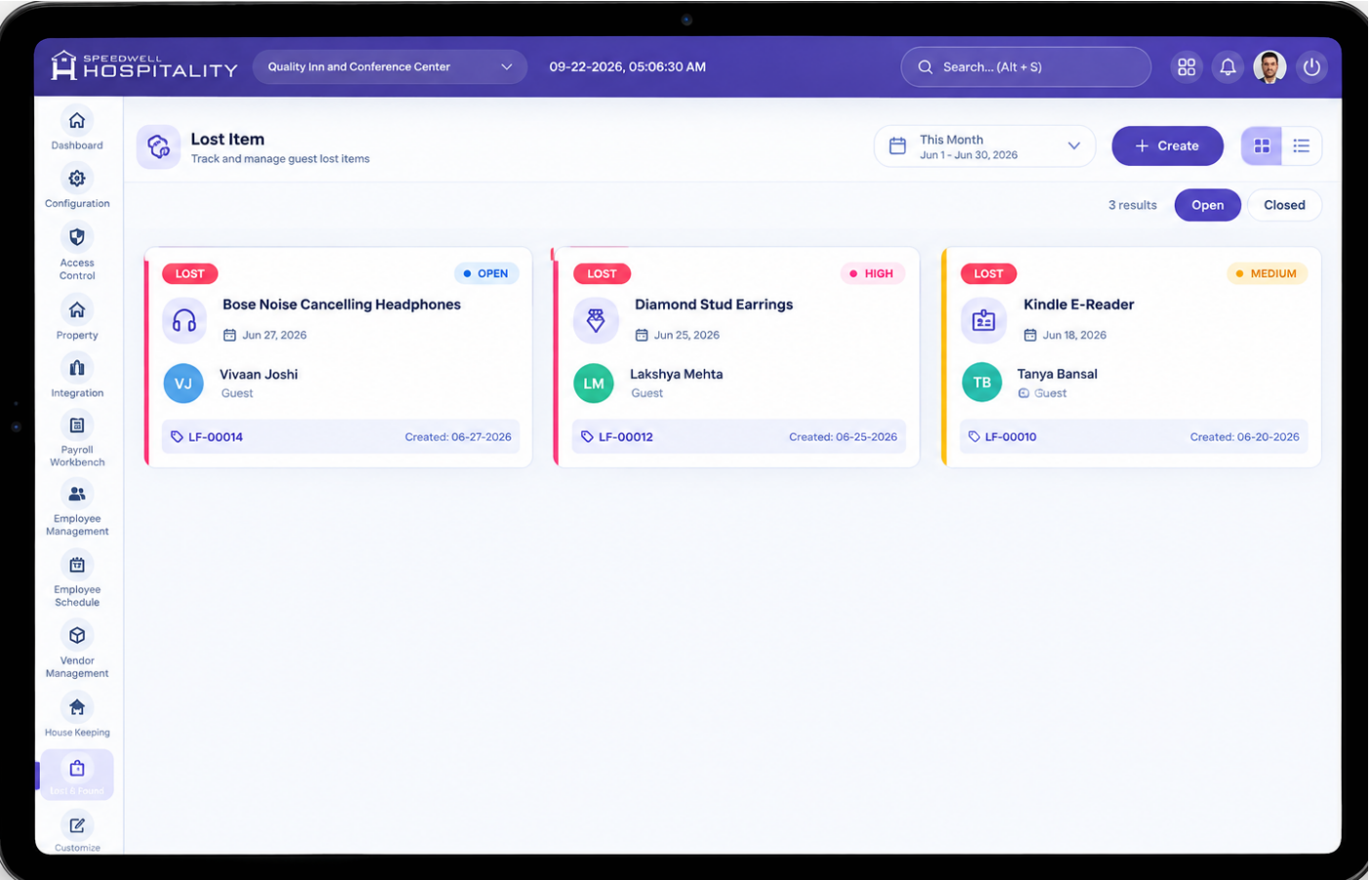
What this screen means: pick **Report Lost Item** when a guest has lost something, or **Found Items** to log or manage an item that's been found.

Option	What it does
Report Lost Item	Log a report for an item a guest has lost.
Found Items	Record a newly found item, or view/manage items already logged as found.

Report Lost Item

Lost Item List

Tapping **View Found Items**—equivalent for lost reports — opens the **Lost Item** list — every lost item report logged for the property.

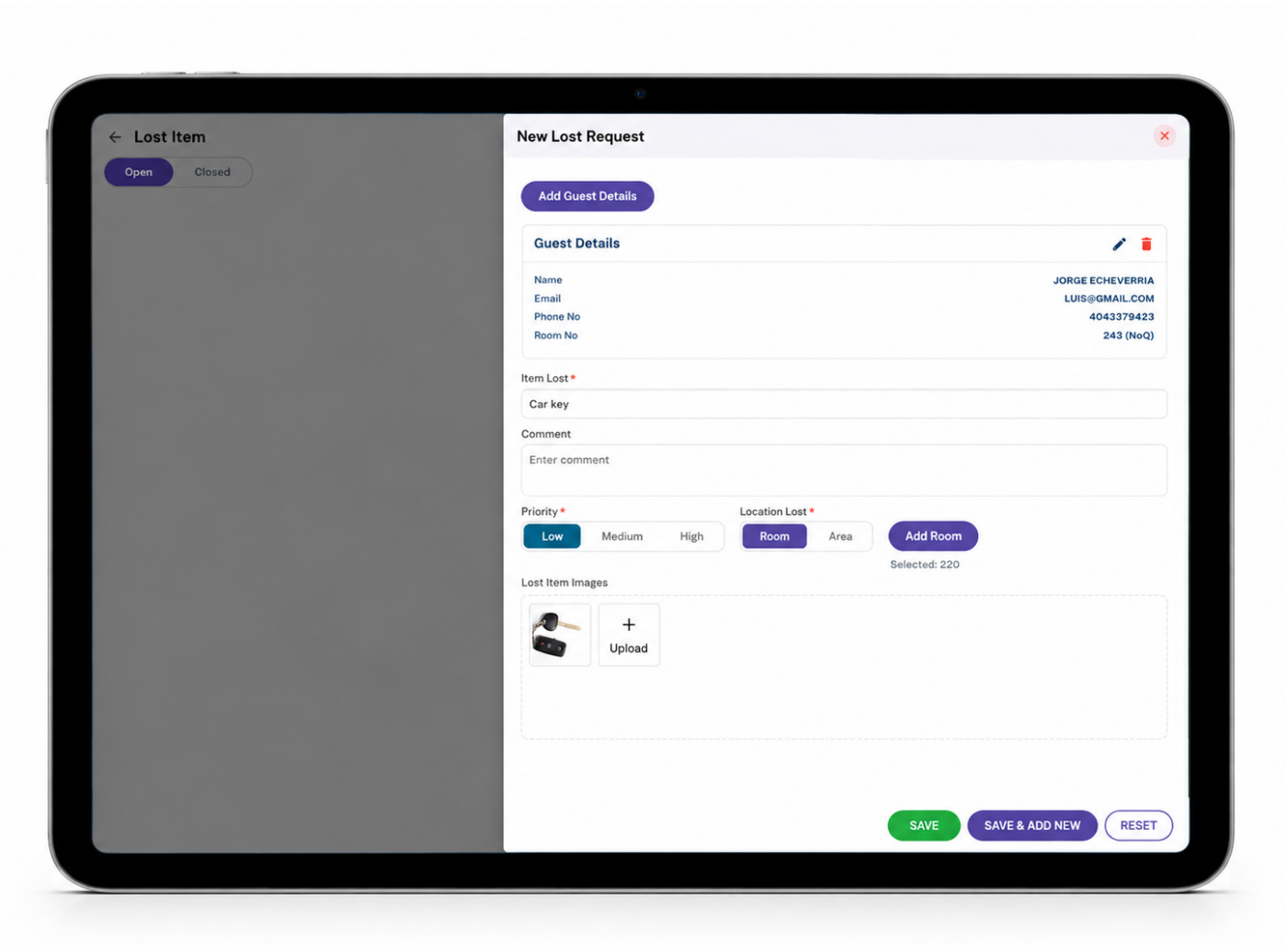


Element	Description
Open / Closed tabs	Filter reports by status.
Date range filter	e.g., "This Month," with a specific date range shown underneath.
Search	Search existing reports.
+ Create	Opens the New Lost Request form (below).
Priority badge	Low / Medium / High.
Item name	What was lost, e.g., "Shoes," "Car key."
Lost at	Room number(s) or area where the item was lost.
Reporter	Avatar initials + name of the guest who reported it.
L&F ID	Unique reference code for the report, e.g. <code>LF-00036</code> .
Date	When the report was logged (e.g. "Today").
View (eye icon)	Opens the full report — only shown on some cards.

Element	Description
Delete (trash icon)	Deletes the report.

New Lost Request Form

Tap + **Create** (or **Report Item** from the Lost & Found screen) to log a new lost item report.



Field	Required	Description
Add Guest Details	—	Button that adds a Guest Details card to the form — Name, Email, Phone No., and Room No. — so the report is tied to the guest who lost the item.
Item Lost	Yes	What was lost, e.g., "Car key."
Comment	No	Free-text notes about the item or the loss.
Priority	Yes	Low / Medium / High.

Field	Required	Description
Location Lost	Yes	Room or Area — then Add Room to select the specific room/area. The selection appears as "Selected: 220."
Lost Item Images	No	Upload one or more photos of the item, or a reference photo, via + Upload .

Buttons: SAVE · SAVE & ADD NEW · RESET

Steps

1. From the Lost & Found screen, tap **Report Item** (or **+ Create** from the Lost Item list).
 2. Tap **Add Guest Details** and fill in the guest's Name, Email, Phone No., and Room No.
 3. Enter the **Item Lost** and an optional **Comment**.
 4. Select the **Priority**.
 5. Select **Room** or **Area** under **Location Lost**, then tap **Add Room** to choose the specific location.
 6. Upload a photo under **Lost Item Images** if available.
 7. Tap **SAVE** (or **SAVE & ADD NEW** to log another report immediately).
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Found Items

New Found Request Form

Tap **View Found Items** from the Lost & Found screen, then **+ Create** to log a newly found item.

← Found Item

OpenClosed

New Found Request

Item Found*

A Car key

Priority*

LowMediumHigh

Location Found*

RoomAreaAdd Room

Selected: 237

Comment

Enter comment

Found By*

Harsh Patel

Location Stored*

RoomAreaAdd Room

Selected: 220

Found Item Images



+ Upload

SAVE

SAVE & ADD NEW

RESET

Field	Required	Description
Item Found	Yes	What was found, e.g., "A Car key."
Priority	Yes	Low / Medium / High.
Location Found	Yes	Room or Area where the item was found, then Add Room to select the specific location.
Comment	No	Free-text notes about the item.
Found By	Yes	The employee who found the item, selected from a dropdown.
Location Stored	Yes	Room or Area where the item is currently being kept; then Add Room to select the specific location.
Found Item Images	No	Upload one or more photos of the item via + Upload .

Buttons: SAVE · SAVE & ADD NEW · RESET

Steps

1. From the Lost & Found screen, tap **View Found Items**, then **+ Create**.
2. Enter the **Item Found** and select a **Priority**.
3. Select **Room** or **Area** under **Location Found**, then **Add Room** to choose the specific location.
4. Enter an optional **Comment**.
5. Select who found it under **Found By**.
6. Select **Room** or **Area** under **Location Stored**, then **Add Room** to choose where it's being kept.
7. Upload a photo under **Found Item Images** if available.
8. Tap **SAVE** (or **SAVE & ADD NEW** to log another item immediately).

“ The **Found Items** list itself (Open/Closed tabs, cards, search, date filter) is expected to follow the same layout as the Lost Item list above — to be confirmed against the live screen before publishing.

Workflow

Report a lost item: Employee taps Lost & Found → Report Item → Add Guest Details → Enter Item Lost, Priority, Location Lost → (optional photo) → SAVE

Log a found item: Employee taps Lost & Found → View Found Items → + Create → Enter Item Found, Priority, Location Found, Found By, Location Stored → (optional photo) → SAVE

Important Notes

- A **lost** report is tied to the guest who reported it (Guest Details); a **found** report is tied to the employee who found it (Found By) — they capture different information because they start from different situations.
- **Found Items** tracks two separate locations — **Location Found** (where it turned up) and **Location Stored** (where it's being kept now) — don't confuse the two when logging a found item.
- The **eye icon** on a Lost Item card opens that report's full details; not every card shows it, which may depend on whether the report has additional detail to view.
- This module only appears on hubs where **Lost & Found** was checked under **Hub Modules** — see the [iHospitality Hub - Setup](#) page.

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