

The leading lost and found software for mass transport



Why think about lost and found?

- A good experience related to lost and found can leave a lasting impression in the minds of your passengers
- Operating outdated systems can absorb a considerable amount of staff time across various departments. We estimate that each call regarding lost property costs approximately £8, contributing to a drain on resources
- With lower-than-usual passenger numbers, now is an excellent time to refine your 'non-core' services and fix an area that can really make a difference

With our cutting edge lost and found software, you can automate processes and streamline the management of found items and passenger enquiries, maximising return rates and minimising team workload.

About NotLost

We have spent the last 3 years solving complex challenges around lost property, building up substantial expertise.

Our core platform is the result of over 20,000 developer hours and has been deployed across various market segments with transformational results.

The NotLost solution

QUICK UPLOAD

Register items in seconds with image recognition software, ensuring accurate and GDPR compliant data collection

FAST ENQUIRY HANDLING

Handle passenger enquiries with speed and ease using powerful real-time searching across the network

MATCHING ENGINE

Our system will suggest and rank matches, freeing up staff time and enabling proactive enquiry response

IMPROVED PASSENGER EXPERIENCE

Drive all lost property enquiries online with web forms and automated emails to ensure an excellent passenger service, and save costs

REPORT AND REVIEW

View detailed reports to make data driven decisions, carry out internal reviews and support audits

CUSTOMER CHECKOUT

Offer choice to your passengers around how items are returned, whilst recouping associated costs

SUSTAINABLE PRACTICE

Sustainably dispose of all unclaimed items with our recycling and charity partners

The benefits



Reduce staff time spent managing LP by 50-80%



Generate positive passenger feedback and reviews



Demonstrate an innovative approach to improving processes



Easily offer postal returns as an add-on service

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Managing lost and found across a large fleet that is always moving can be a challenge. NotLost simplifies that job and frees up our colleagues to get on with value-adding work.

Head of Customer Experience, Oxford Bus Company

Go-Ahead