

The leading lost and found software for ride-hailing and taxis

Why think about lost and found?

- A good experience related to lost and found can leave a lasting impression in the minds of your riders
- Operating outdated and disjointed systems can absorb a disproportional amount of staff time across various departments
- There are obligations under agreements with TfL and other licensing bodies to deliver a robust and transparent lost property service

With our cutting edge lost and found software, you can automate processes and streamline the management of found items and passenger enquiries, minimise team workload, and ensure accurate response to licensing bodies' audits.

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 rider 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 RIDER EXPERIENCE

Online lost report forms and helpful automated emails ensure an excellent passenger service, keeping them informed on the progress of their enquiry

REPORT AND REVIEW

Pull detailed reports to meet regulatory requirements set out by licensing authorities

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 over 60%*



Ensure regulatory requirements are met



Improve rider experience by handling enquiries faster. Respond to 95% within 12 hours*

*Based on Bolt data (2021)

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We were looking for an agile partner and were impressed with NotLost's ability to listen to our pain-points, then quickly deliver custom features and improvements.

Elizabeth Allen, Operations at Bolt

