

HMobile LOST & FOUND

User guide

What is it and what is it used for?

Makes registering and managing lost objects easier.

Forget about paper files and worrying about manually copying the records to excel. Stop wasting unnecessary time on registering and managing lost objects in your hotel

- ✓ **Simplifies registration** of lost objects from the moment they are found.
- ✓ **Add photos or other files** to help with registering.
- ✓ **Eliminates manual data transfer** between papers and files.
- ✓ **Simplifies the search** of a claimed lost object.
- ✓ **Automates the control of found objects when the storage time has finalized.**

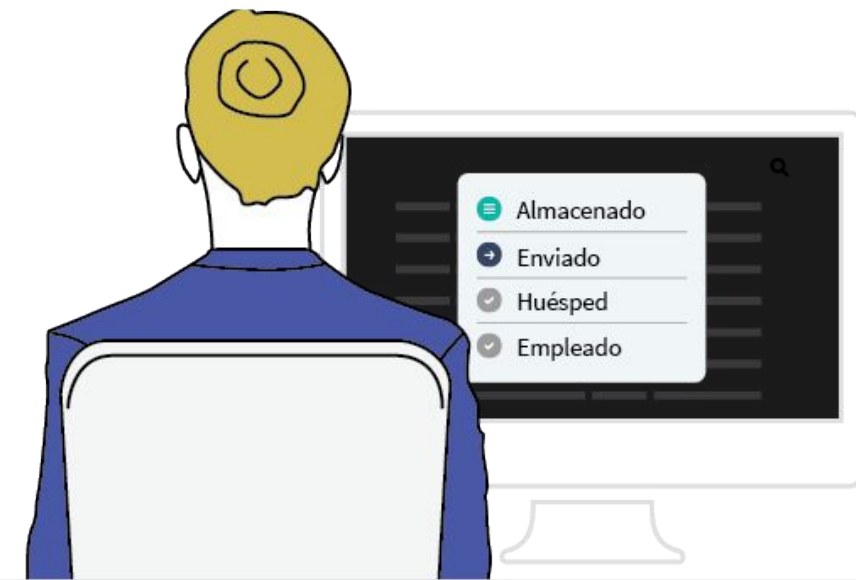


The person who finds the object

Register the found object

Register the lost objects when found from anywhere in a fast and easy way, through your mobile phone.

You will be able to add more information later, such as the place where the object has been stored.



Head of Area

Storage control and status changes

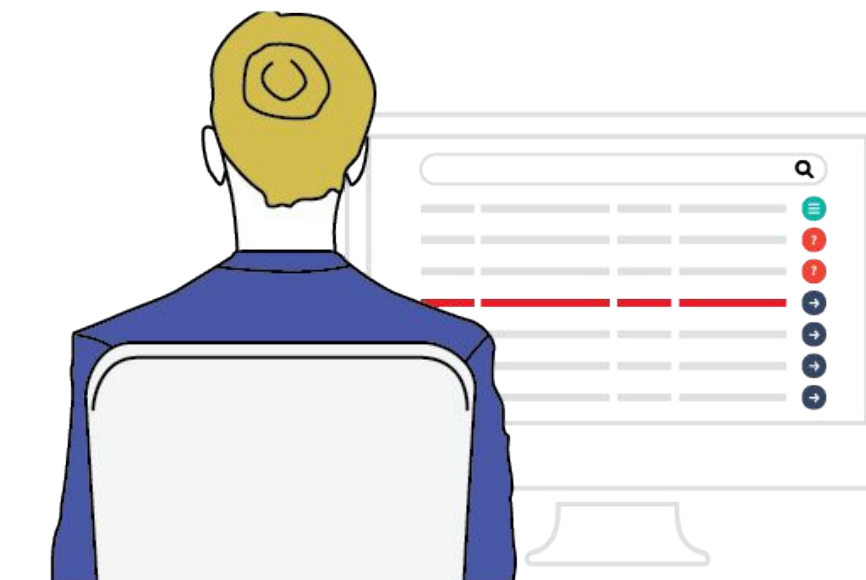
Manages the storage and the status changes easily, when/where the item has been stored, delivered back to the guest.



Front Office

Monitoring and Searching

A list with filters and searches which are easy to use, help you to know the status of any lost object so you can respond swiftly and accurately to all your guest's inquiries.



Head of Area

Storage time control

Once the time set for each type of object has been reached, if the item hasn't been able to be delivered back to the guest, an alert will automatically be distributed among employees or the system will perform the action that has been established by the hotel.



Head of Area

Object delivered back in the hotel

Helps manage the task of returning the items back to guests on their next visit to the hotel.

0. Configuration

1. Login

2. Register lost objects

3. Storage control and status changes

4. Monitor and search

5. Control of storage time

0. Configuration

1. Login

2. Register lost objects

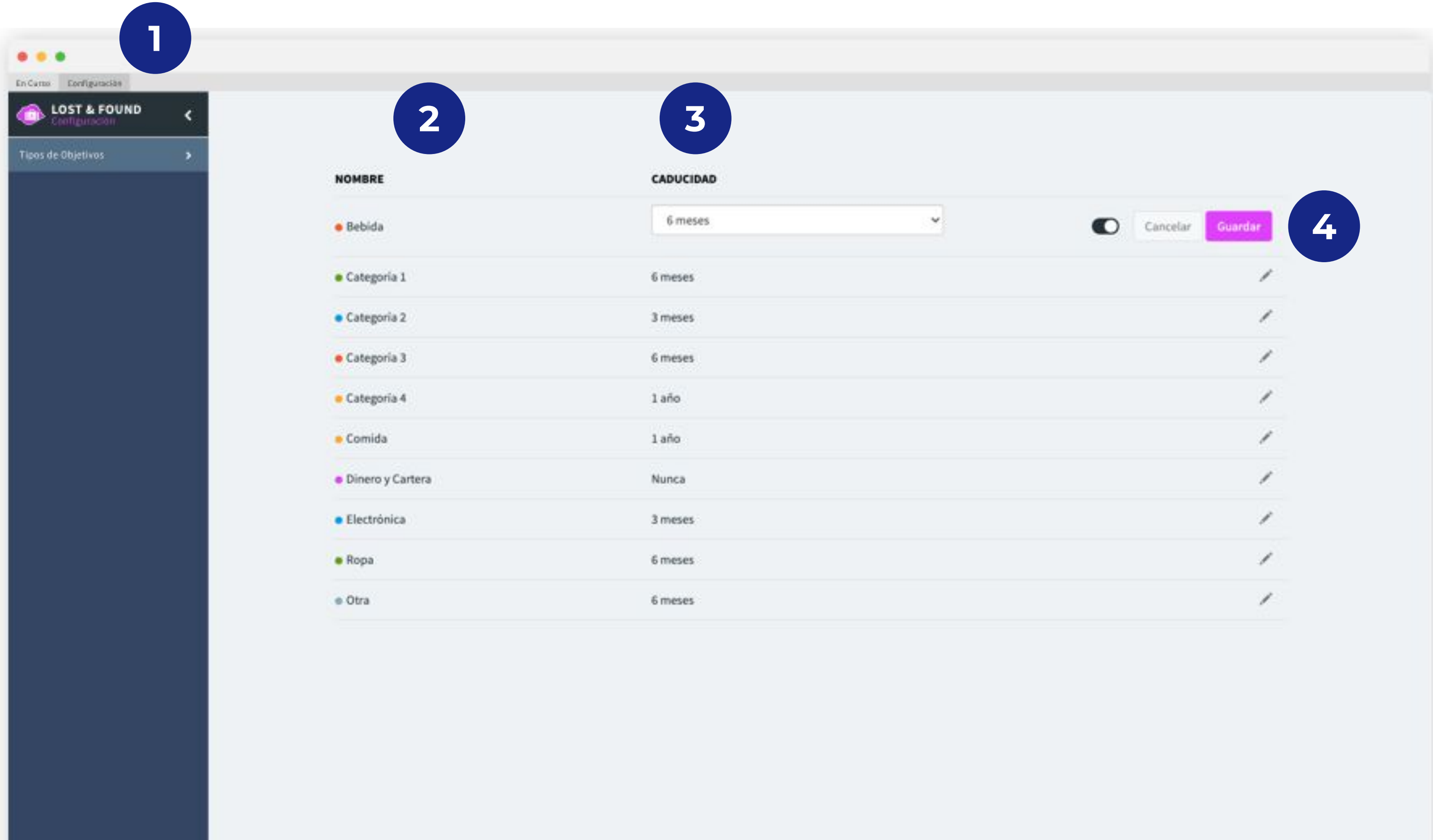
3. Storage control and status changes

4. Monitor and search

5. Control of storage time

0. CONFIGURATION *(Administrators users only)*

Customize the types of **object** and the storage **time** from the initial configuration we give you.



1. SETTING SECTION

2. TYPES OF OBJECTS

There is a list of types of objects already configured, which you can edit by adding, modifying and/or deleting as you consider appropriate for your hotel.

3. STORAGE TIME

For each type of object you can define the time in which the object is stored before being distributed among the employees or the action the hotel has established for lost items not returned.

The system will display a warning once the set time has run out.

4. EDIT

You can activate / deactivate each category, and modify the "storage time" for each one.

0. Configuration

1. Login

2. Register lost objects

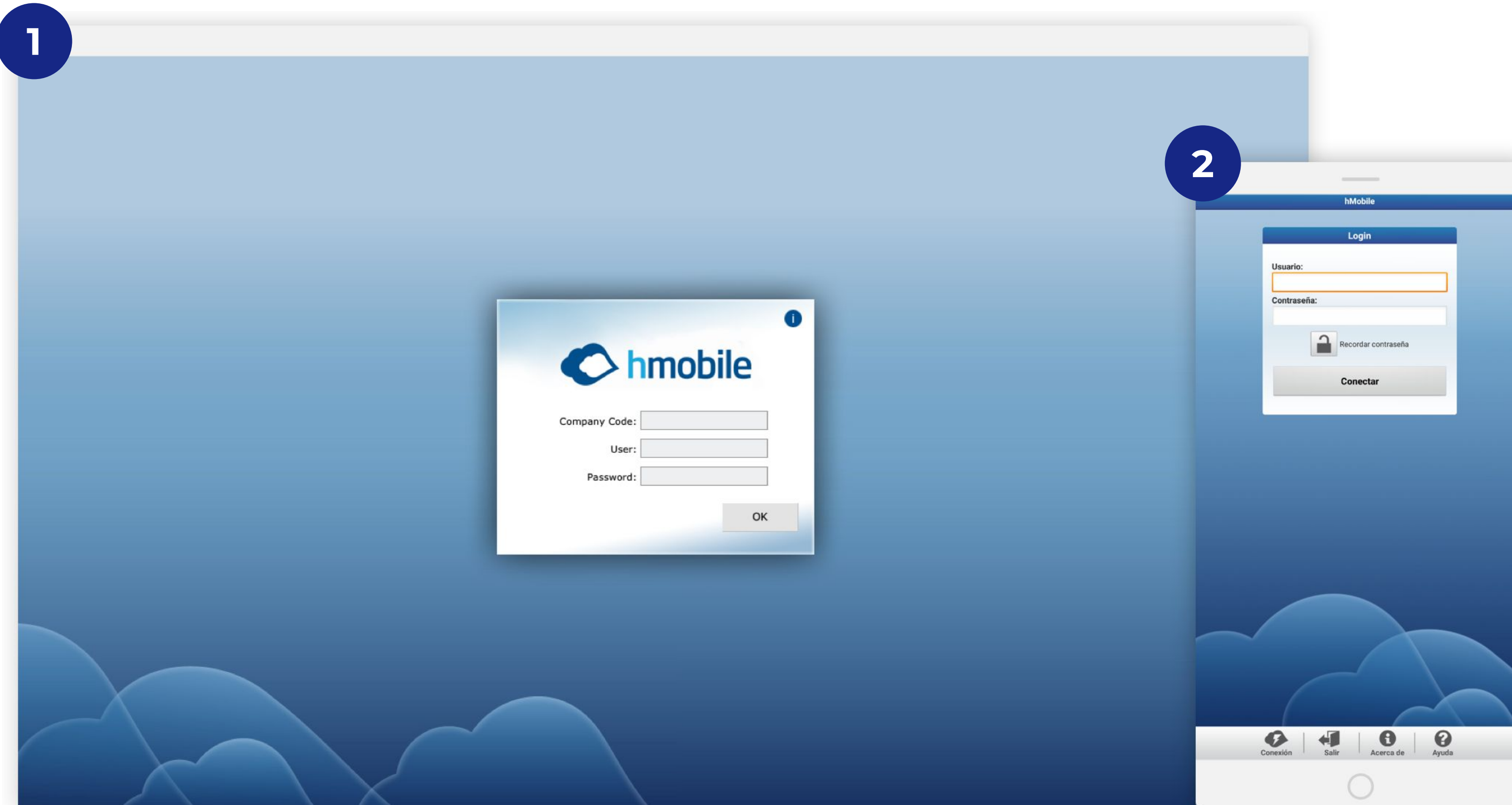
3. Storage control and status changes

4. Monitor and search

5. Control of storage time

1. LOGIN

Access in a simple way through the WEB application or the APK



1. WEB ACCESS

Access from any browser, from your computer, tablet or mobile phone to the web application easily.

Introduce:

Company Code

Username

Password

2. ACCESS APK

When accessing from the Android app, you have benefits such as notifications.

Introduce:

Company Code

Username

Password

0. Configuration

1. Login

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2. Register lost objects 1/2

Register in a quick and easy way, the lost objects that have been found from anywhere with your mobile phone

#332 Nueva objeto encontrado

ENCONTRADO EN

292

FECHA y HORA

Administrador

ENCONTRADO POR

344122

FOLIO

Garikoitz Iruretagoiena

TIPO DE OBJETO

Ropa

Comida

Documentación

Cancelar

Guardar

1

2


3

4

5

DESCRIPCIÓN / COMENTARIOS (Opcional)

Añadir foto (opcional)



LUGAR de ALMACENADO

6

7

8

Cancelar

Guardar

1 LOCATION

Place where the object was found. If its a room, the system will automatically suggest it belongs to the guest staying in that room. (optional)

2. DATE and TIME

3. THE PERSON WHO FOUND THE OBJECT

The system will automatically put the user who is connected; however you can change the user manually.

4. “FOLIO” (Optional)

The number of the paper the waitress uses to target the object she has found. (Used in some hotels)

5. TYPE OF OBJECT

6. DESCRIPTION (optional)

7. PHOTO

You can add photos to have more details about each lost item.

8. STORED LOCATION

Where the object has been stored.

This information probably won’t be known at the time of registering the lost object as found, so it is optional and can be added by other users later.

2. Register lost objects 2/2

The object is labeled as stored, once you've added where the found object has been placed for storage

8. STORED LOCATION

Where the object has been stored.

This information probably won't be known at the time of registering the lost object as found, so it is optional and can be added by other users later.

Once you have added where the object has been placed, the status will change from "Storage Pending " to "stored".

#332 Nueva objeto encontrado

Ropa

Nuevo Tipo

DESCRIPCIÓN / COMENTARIOS (Opcional)

Añadir Foto o Fichero (Opcional)

Browse

LUGAR de ALMACENADO

Caja 10

Si no rellenas este apartado, el objeto quedará como "Pendiente de Almacenado"

CANCEL

Guardar y añadir otro

Guardar

8

0. Configuration

1. Login

2. Register lost objects

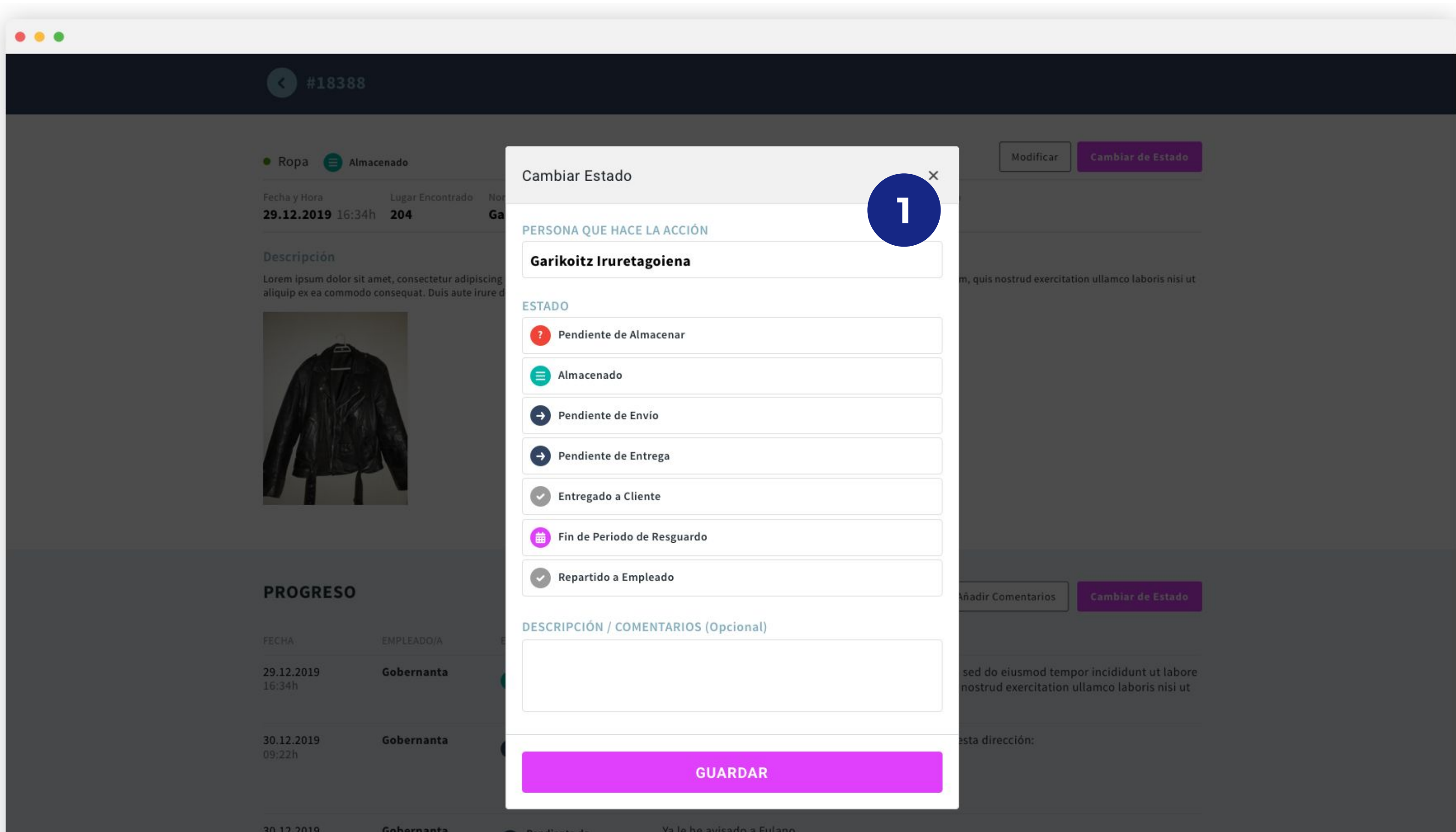
3. Storage control and status changes

4. Monitor and search

5. Control of storage time

3. Storage control and status changes

Updates the status of a lost object easily



1. STATUS TYPES

Objects can be set with the following status both from the web and/or from a mobile phone:

Storage pending

A registered object which doesn't have a storage place marked

Stored

Object recorded and stored.

Delivery Pending

The client has been contacted but the object hasn't yet been delivered to them.

Delivery to a Room Pending

The client has been contacted and the object will be delivered to them on their next stay at the hotel.

0. Configuration

1. Login

2. Register lost objects

3. Storage control and status changes

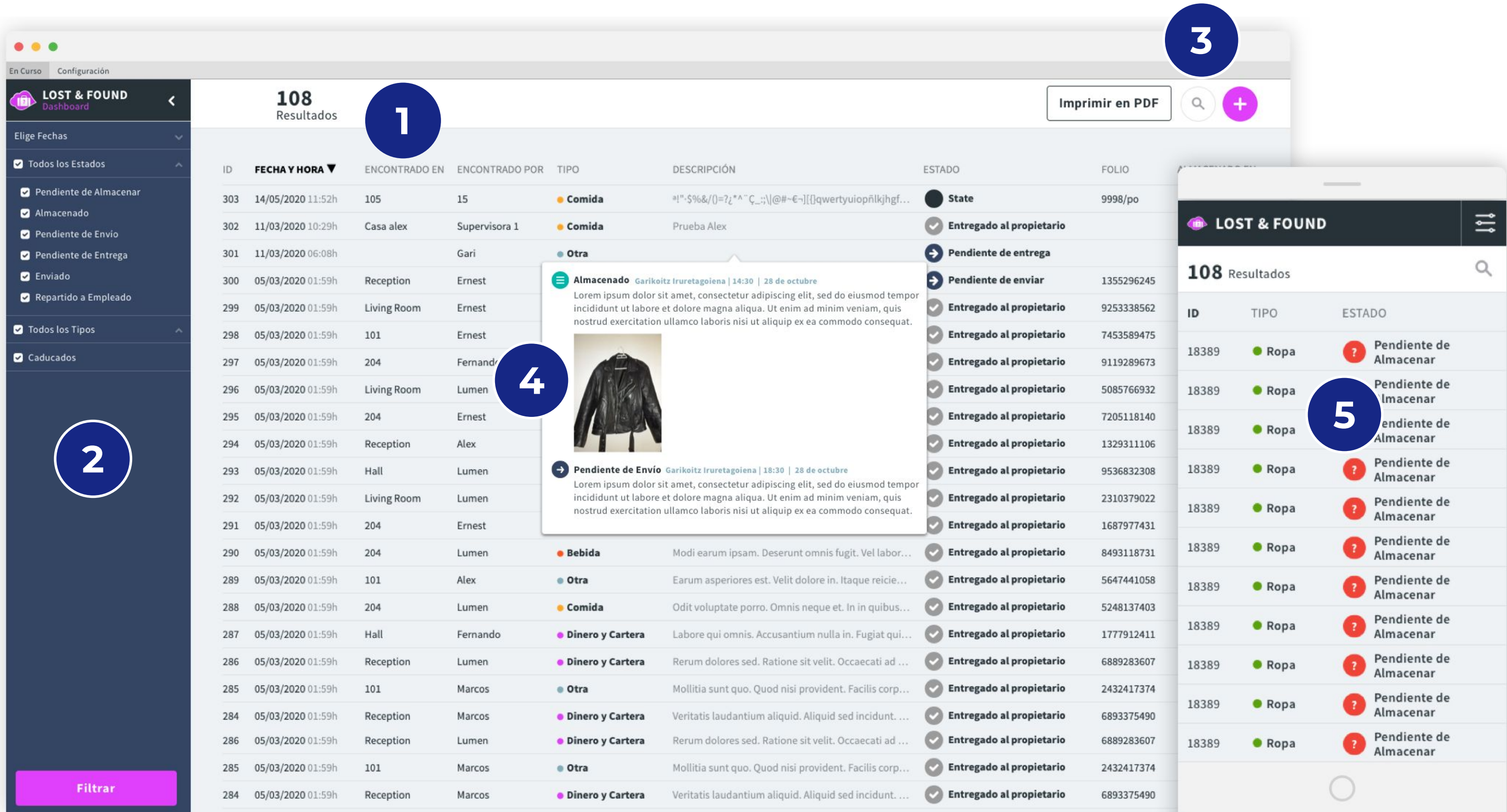
4. Monitor and search

5. Control of storage time

4. Monitor and search 1/2

List of Objects

Respond to your guest’s inquiries quickly and accurately by using the searches and filters



1. LIST OF OBJECTS

The list can be ordered according to various criteria's (object type, date, status ...) by clicking on the title of each column.

2. FILTERS

To have a better understanding of the list, you can filter the results using the different options

3. SEARCH

Search for an object using the place where it was found, the description, the guest’s name (always when it has been associated) etc.

4. DETAILS

See more details on the status of a lost object by placing the cursor over the line.

5. MOBILE PHONE

Check the list of lost objects on your mobile phone from anywhere at anytime.

4. Monitor and search 2/2

Details of a lost object

Consult **the full details of the status of a lost object**, following its progress since it has been found.

1

<

#18388

Ropa


Almacenado

ModificarCambiar de Estado

Fecha y Hora	Encontrado en	Encontrado por	Registrado por	Lugar Almacenado	Folio
29.12.2019 16:34h	204	Antonia Perez	Fernando Martín	Caja 10	333245

Descripción

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.



2

PROGRESO

Añadir ComentariosCambiar de Estado

FECHA	EMPLEADO/A	ESTADO	INFORMACIÓN
29.12.2019 16:34h	Gobernanta	Almacenado	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.
30.12.2019 09:22h	Gobernanta	Pendiente de Envío	Le he llamado al huésped, y me ha pedido enviárselo a esta dirección: Calle Gipuzkoa 37, 20800 Zarautz Gipuzkoa
30.12.2019	Gobernanta	Pendiente de	Ya le he avisado a Fulano.

1. DETAILS

Detailed information with the date and person who found the lost object, the place it was stored, photos, description etc.

2. PROGRESS

Here you will see the full progress the lost object has had; found, stored, delivery pending , sent etc.

0. Configuration

1. Login

2. Register lost objects

3. Storage control and status changes

4. Monitor and search

5. Storage time control

5. Storage time control

Automatically manages lost objects when the set storage time has ended.

1. STORAGE TIME FINISHED STATUS

The status for lost objects that have been stored for the set time and haven't been returned to the guest during this period, are automatically changed to "End of storage period " so the person in charge continues with the procedure set by the hotel.

LOST & FOUND
Dashboard

Elige Fechas

Todos los Estados

Pendiente de Almacenar

Almacenado

Pendiente de Envío

Pendiente de Entrega

Enviado

Repartido a Empleado

Todos los Tipos

Caducados

108
Resultados

Imprimir en PDF

ID	FECHA y HORA	ECONTRADO EN	ENCONTRADO POR	TIPO	DESCRIPCIÓN	ESTADO	FOLIO	LUGAR ALMACENADO
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Periodo Finalizado	204345	Caja 10
18388	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Periodo Finalizado	556677	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Periodo Finalizado	122900	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Periodo Finalizado	344221	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Periodo Finalizado	212312	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Periodo Finalizado	221333	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Periodo Finalizado	123333	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Periodo Finalizado	886655	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Almacenado	344422	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Almacenado	990045	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Almacenado	123411	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Almacenado	204345	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Almacenado	556677	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Almacenado	122900	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Almacenado	344221	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Pendiente de Envío	212312	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Pendiente de Envío	221333	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Pendiente de Envío	123333	Caja 10
18389	21.12.2019 16:34h	204	Iruretagoiena Garikoitz	Ropa	Chaqueta de cuero con...	Pendiente de Envío	886655	Caja 10

1

HMOBILE LOST & FOUND



By avoiding unnecessary paperwork and manual control, you will save up to 10% of time spent on controlling lost items.

HMobile



Tools to help improve efficiency and quality in the different hotel

departments



HMobile
Housekeeping

Manages, assigns and supervises room cleaning, reducing calls and unnecessary walking around the hotel.



HMobile
Services

Respond to guest requests quickly and coordinated.
Helps to solve incidents.



HMobile
Minibar

Minibars managed effectively and ensuring revenue



HMobile
Opportunities

Register and analyzes complaints from your customers in a fast and orderly way.



HMobile
Periodic Tasks

Organize, record and check the periodic and preventive tasks in your hotel.



HMobile
Lost & Found

Helps record and track objects lost in the hotel.

HMobile



Tools to help **improve efficiency and quality** in the different hotel departments.



HMobile **Housekeeping**

Manages, assigns and supervises room cleaning, reducing calls and unnecessary walking around the hotel.



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Respond to guest requests quick and coordinated.
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Minibars managed effectively and ensuring revenue.



HMobile **Opportunities**

Register and analyzes complaints from your customers in a fast and orderly way.



HMobile **Periodic Tasks**

Organize, record and check the periodic and preventive tasks in your hotel.



HMobile **Dashboard**

The hotel in the palm of your hand.

Other HMobile products

Connect

The union between hotel systems

The integration engine between the PMS and the rest of the hotel systems, to provide each system and person with the information they need when they need it and without complications (installed in 90% of Spanish hotels).

Internet Manager

Internet without complications

It makes it easier to manage customer Internet connection experience and avoids problems for the employees

Insights

A Global understanding of your Hotels

Knowledge and understanding of the customers needs by Brand, location and Hotel.

Mobilekey

The key in your phone

Easy integration with the guest APP to have the key on their mobile whatever the brand of door lock used.



HMobile

Your hotel connected and under control

Would you like to try it?

2 months trial No Obligation

hmobile@hmobile.es