

# Lost & Found



**BLUEBIRD**<sup>®</sup>  
AUTO RENTAL SYSTEMS



## Using the Lost & Found Feature

This program can be a very useful tool in documenting personal items left in your rental vehicles. It is necessary to know at least one of the following pieces of information to document the item in the Lost and Found program:

- Vehicle Unit Number,
- RA Number and/or
- Renter Name

To use this program to log a lost or found item, follow the steps listed below.

1. Go to the "Counter Ops" menu and click on the "Lost and Found" item.
2. Click the "Add" button and select the appropriate "Lost" or "Found" type by clicking the dot to its left.
3. Type your name in the "Reported By" field, select the "Type" that best describes the found item and add notes to the "Description" field if necessary to describe the item.
4. Enter the appropriate available information into the "RA/Vehicle" section.
5. Click the update button to save the new information.

To use this program to find a lost item and add claim information, follow the steps listed below.

1. Go to the "Counter Ops" menu and click on the "Lost and Found" item.
2. Click the "Lookup" button, select the option to search by and add appropriate information to narrow the search.
3. Press the "Tab" key on your keyboard until a list of items show in the look-up browser window, then select and item to claim and click OK.
4. Click the "Change" button, enter the appropriate information in the "Claim Info" section and click the "Update" button.

NOTE: Another method for listing the unclaimed lost items is to print/view the "Lost and Found" report located in the Reports/Counter menu. When you select that report, make sure that no check mark appears next to the "Show Claimed Items" option.