

# LOST AND FOUND



In addition to helping you return lost items to their rightful owners, the ACE Lost and Found module improves overall customer service. If guests know you're doing everything you can to locate their lost property, they're more likely to return to your casino.

## BENEFITS

### Higher level of customer satisfaction

Prompt and detailed response to lost property improves both customer retention and customer satisfaction across the organization. ACE automatically alerts personnel to special cases, such as loss of property by high rollers.

### Improved performance

Advanced reporting tools and real-time monitoring yield performance metrics on all aspects of the organization—hard data that provides a basis for policy decisions.

### Increased efficiency

Drop-down lists and single-entry input streamline data entry by Lost and Found clerks, eliminating redundancy and reducing errors. Personnel work more efficiently to resolve property loss.

### Accountability

Detailed tracking of property in the Lost and Found module can reveal hidden activities, including theft by casino employees.

## Building customer satisfaction

The ACE Lost and Found module is a highly flexible tool that gives your personnel the ability to track lost property and return found items to their rightful owners.

The module includes a Lost and Found Entry form and a Lost and Found Management form. Both forms connect property to two parties: a finder (usually an employee) and the owner.

Data entry in the Lost and Found module guides personnel through the steps prescribed to unite guests with their lost items as quickly as possible.

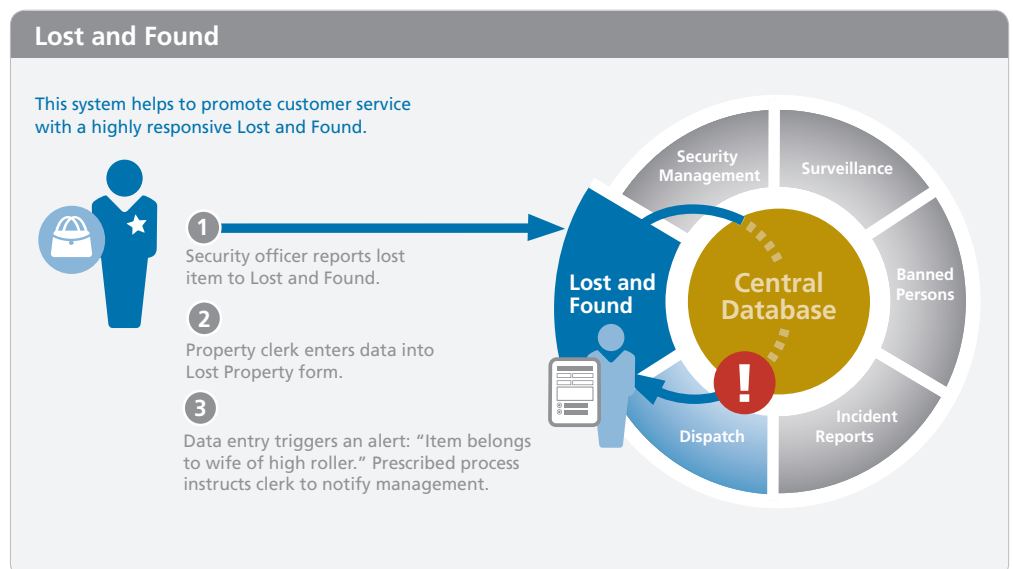
## Movement of property through the system

When data about a lost or found item is entered into ACE, the system attempts to match the names of the finder or the owner

to existing names in the database (although no match is required), thereby building a history that can identify loss trends or internal theft. If the finder is an employee, Lost and Found personnel can enter the employee number in the ID field; ACE looks up the name associated with the ID and fills in the appropriate fields.

As with other data entered into the ACE system, the Lost and Found module provides single-entry workflow that eliminates errors and saves time. If an officer identifies lost property in a case report, the item is immediately available for selection by the property clerk. No one has to reenter information about the item.

As data about the lost property is entered, the Lost and Found module prompts the



## An internal view on theft

Some casino employees consider found items as legitimate “perks” of the trade. When someone turns in an item, most casinos hold the property for 15 to 30 days, after which they release it to the finder, charity, or auction.

If ACE reveals an employee with an unusual history of turning in and claiming “found” items, you may have identified an employee who is very diligent—or very unscrupulous.

user to provide as much information as possible about both the lost item and its finder.

Once the property information is stored in the database, the item is delivered to the Lost and Found room for intake processing. There a property clerk checks the item into the property room, initiating a chain of actions that will ultimately result in the release of the property to the owner, the finder, or charity.

When the item is checked in, ACE leads the clerk through a prescribed process that moves the property between various stages—Awaiting Intake, Contact Owner, Release to Finder, and others. At the appropriate stage, ACE prompts the clerk to identify the owner, contact the owner, or dispose of the item by relinquishing it to charity or the finder.

If casino policy allows the finder to recover unclaimed property, ACE can generate a claim receipt that lets the finder pick up the item after a predefined number of days.

### Search tools

The Lost and Found module provides two search tools: a Match tool and a Locate tool. The Match tool is an automated query system that attempts to find a match with a lost or found item by searching on a number of preset categories, including article type, make, and model. The Locate tool lets a user manually build a query by selecting from a wide range of search criteria.

Users can search for items by type, make, model, color, serial/license number, location, and range of time. The query can limit the returned list to lost items, found items, or all items. Selecting the “Active items only” option returns a list of items that have not yet been released. You can also perform searches using the barcode number on the item tag.

## SYSTEM REQUIREMENTS

The minimum hardware requirements for running ACE are listed below.

### Primary Servers

- Two Dual-Core Intel® Xeon® processors
- Windows Server 2003 Standard Edition
- SQL Server 2000/2005 Standard Edition
- 4 GB RAM
- Two 72 GB SCSI 10000 RPM drives, RAID 1 for the operating system
- Three 72 GB SCSI 10000 RPM drives, RAID 5 for data
- Redundant power
- Two 100/1000 NIC cards

### Support Servers

- Intel® Core™ 2 Duo processor with L2 cache
- Windows Server 2003 Standard Edition
- 2 GB DDR2 SDRAM
- 40 GB 7200 RPM hard drive
- CD/DVD drive

### Workstations

- Intel® Core™ 2 Duo processor with L2 cache
- Windows® XP Professional or Windows Vista®
- 4 GB DDR2 SDRAM
- 40 GB 7200 RPM hard drive
- CD/DVD drive

*Note: Actual products may vary from those described in this data sheet.*

## ACE MODULES

- Banned Persons
- Dispatch
- Incident Reports
- Lost and Found
- Security Management
- Surveillance

## FEATURES

- Alert tracking
- Automatic paging
- Barcoding
- Case management
- Cash escort tracking
- Employee evaluations and training management
- Equipment management
- Fraud investigation
- GIS mapping
- Incident photographs
- Internal email
- Internal theft analysis
- Mugshot search tools
- Personnel management
- Property management
- Security analysis
- Surveillance audit system
- Suspicious persons listings

