

Actabl and BOUNTE Partnership: AI Powered Lost & Found for Hospitality

BOUNTE provides an AI-powered platform that automates lost and found and parcel management, enabling staff to log items in seconds with accurate, AI-generated descriptions and photos. Guests receive instant notifications and can claim items digitally, while staff access a centralized system that streamlines inquiries, matching, and shipping coordination. The result is dramatically higher return rates, reduced staff workload, and transformed service recovery moments that build guest loyalty.

THE CHALLENGE:

Hotels face critical inefficiencies in lost and found and parcel management that directly impact guest satisfaction and operational productivity. Manual item entry leads to inaccurate descriptions, while delayed logging—often postponed until the end of the shift, which means guests wait hours or even days for responses to their inquiries. The result is exceptionally low return rates, growing unclaimed inventory, and missed opportunities to deliver the service recovery that builds lasting guest loyalty.

THE SOLUTION: BOUNTE

BOUNTE reduces operational costs, enhances guest recovery experience, and provides visibility into lost property management across all properties.

- > AI image recognition: AI image recognition for automatic categorization and matching.
- > Intuitive mobile app: staff can use with minimal training, AI does all the work!
- > Operational cost reduction: AI image recognition eliminates time-consuming manual searches and reduces labor costs.
- > Real-time updates facilitate quicker returns.
- > Digital signature and ID capture for on-site returns.
- > Global PCI Compliant label purchases.
- > Simple and powerful Shipping Wizard.
- > Centralized Access.

HIGHLIGHT REEL:

FOCUS: Lost & Found and parcel tracking digital management in hotels.

VALUE: Cost savings, improved tracking, higher return rates & guest experience uplift.

BEST FIT: Hotels seeking efficiency & better guest service in lost-and-found and parcel tracking operations.

REPLACES: Manual logs, physical tagging, and inconsistent processes.

READY TO TAKE THE NEXT STEP?

Connect directly with Marianne Nichols, Director of Partnerships & Strategic Alliances, at Marianne.Nichols@actabl.com to be introduced to our partners at BOUNTE today!