

SELF-SERVICE LOST PROPERTY TRIAL

Arriva Trains Wales trialling new online system

CUSTOMER SERVICE

► Arriva Trains Wales and the [Rail Delivery Group](#) are trialling a new self-service online lost property system to make it simpler for passengers to reclaim items they have left on trains and stations.

The FindMyLost system enables staff and passengers who find items to put a description, photos and where they were discovered on a dedicated web page. Passengers who lose items can post the details of lost property in the same way.

People can search the site to see if their property has been found and contact ATW's lost property office to arrange to collect it or have it sent back. Users can also set up alerts to receive a notification when an item matching their description appears on the system. The trial will last for two months.

"Losing a personal item is stressful enough without having to go through a complicated process to find it," Delphine Merlot, RDG's head of innovation and partnerships, said. "We want customers to test this innovative technology with us." ■