Field Guide: Chain-of-Custody Form Elements & Pack-Out Sign-Off Template

Canonical Web Version: https://restorationintel.com/field-guide-chain-of-custody-form-pack-out-sign-off/

Direct Answer: A defensible chain-of-custody packet requires unique job and box-lot identifiers, pre-pack exception exclusions, dual-signature handoff timestamps across every physical transfer (pickup, vault intake, processing, and reset), and an explicit discrepancy block so neither insureds nor carriers can dispute missing boxes.

Field Benchmark & Decision Matrix

Custody Transfer Stage	Mandatory Form Fields	Physical Verification Step	Required Sign-Off Parties	Exception / Variance Protocol
1. Header & Master Metadata	Job ID, Claim #, Insured Name, Loss Address, Carrier/Adjuster, Pack-Out Date(s), Crew Lead	Confirm property address & loss date match work authorization	Project Manager & Insured / Rep	Note authorized site representative if insured is unavailable
2. High-Sensitivity Exclusions	Cash, jewelry, firearms, Rx meds, passports, safes left on site or handed over	Visual confirmation that excluded items stay with owner	Insured + Crew Lead initials	Photograph sealed handoff on table (no sensitive ID numbers)
3. Origin Site Loading	Total sealed carton count, unboxed furniture piece count, Box ID range (e.g., B001–B118)	Count physical items crossing threshold onto truck ramp	Crew Lead & Insured / Site Witness	Record open/unsealed cartons or owner-retained boxes in notes
4. Warehouse / Vault Intake	Truck/Trailer ID, Arrival timestamp, Verified carton & piece tally, Vault Rack/Bay ID	Scan or tally every box off ramp before racking	Driver & Warehouse Intake Lead	Log crushed/wet cartons immediately with dock photos
5. Cleaning & Processing Bench	Opened Box ID, Cleaning Tech ID, Action (Clean/Ozone/Hold), Reseal Timestamp & New Seal #	Confirm line-level inventory matches box contents upon opening	Processing Tech & Dept Supervisor	Flag hidden breakage discovered inside owner-packed boxes
6. Third-Party Specialty Vendor	Vendor company, Item/Box IDs transferred, Pickup date, Expected return date	Joint physical count of textiles, rugs, electronics, or art	Vault Manager & Vendor Driver	Attach vendor work ticket ID to master custody ledger
7. Return Delivery & Reset	Total boxes returned, Furniture count, Pre-existing damage reference, Delivery date	Check off Box IDs as placed in target rooms	Delivery Lead & Property Owner	Complete Exception & Missing-Item Form within defined review window

Practitioner Operational Takeaways

• Complete the claim header, loss address, and high-sensitivity exclusion initials before sealing or loading the first container.

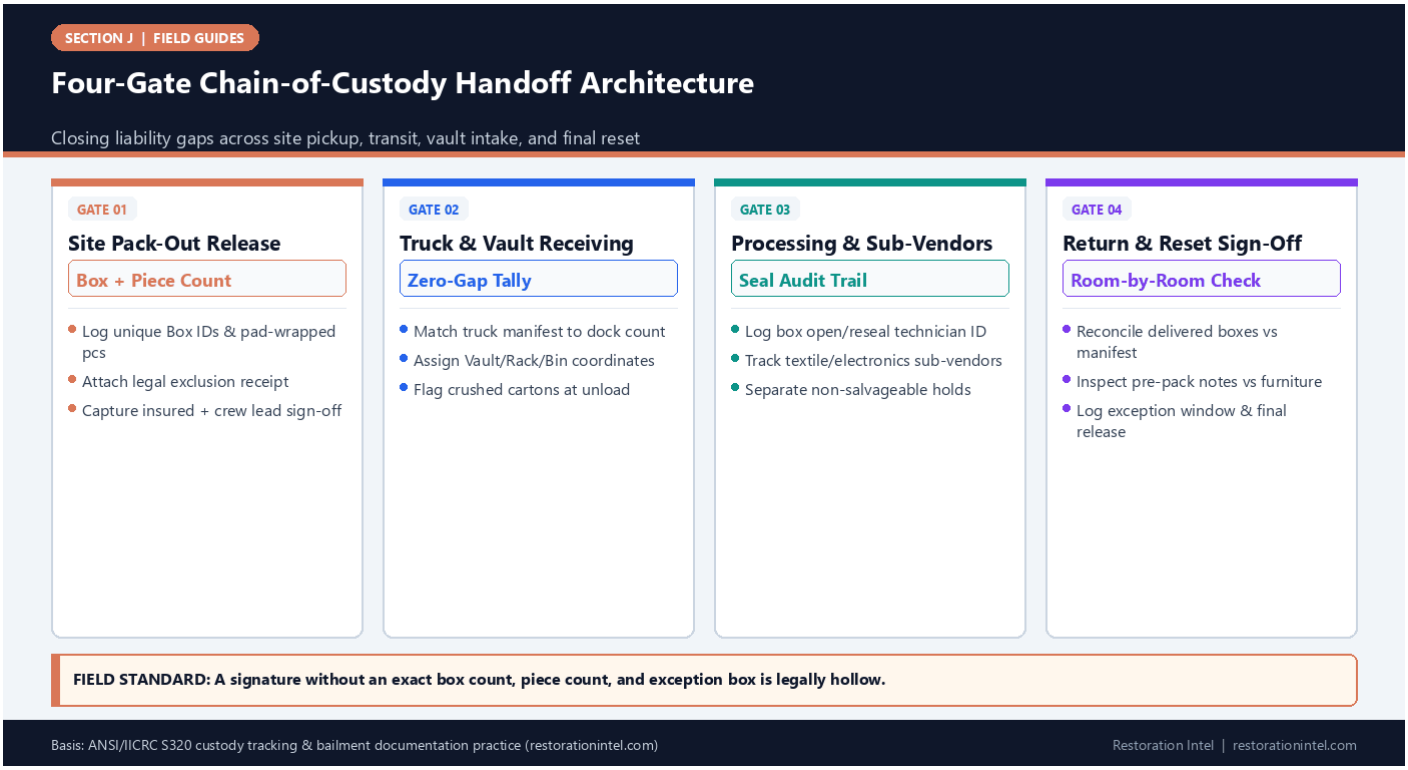
• Record exact sealed carton counts, pad-wrapped furniture pieces, and specialty crates across every truck load.

• Mark any pre-sealed homeowner boxes as PBO (Packed By Owner) on the manifest with an exterior photo.

• Capture dual signatures with printed names, roles, dates, and times at site pickup, vault intake, sub-vendor transfer, and final reset.

• Log vault rack coordinates upon arrival and track every item removed during cleaning or disposal back to its parent Box ID.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

- **Markdown Twin (plain text):** https://restorationintel.com/field-guide-chain-of-custody-form-pack-out-sign-off.md
- **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/
- **Restoration Industry Association (RIA):** https://www.restorationindustry.org/
- **IRMI Insurance Glossary: Salvage:** https://www.irmi.com/term/insurance-definitions/salvage
- **Verisk Property Claims Solutions:** https://www.verisk.com/solutions/claims/