Field Guide: Homeowner Reset, Unpack Verification, and Missing/Damaged Item Reconciliation Protocol

Canonical Web Version: https://restorationintel.com/field-guide-homeowner-reset-unpack-reconciliation-protocol/

Direct Answer: A clean pack-back requires verifying reconstruction readiness before loading trucks, scanning every box barcode off the ramp into its target room, unboxing fragile and Tier-1 items in view of the homeowner, and logging any missing or transit-damaged goods on a formal Exception Sheet within 48-72 hours so legitimate claim supplements stay separate from contractor transit liability.

Field Benchmark & Decision Matrix

Exception Category	Observed Reset Trigger	Immediate Verification Step	Root-Cause Evidence Check	Correct Resolution Path
1. Missing Box / Missing Furniture Piece	Box ID `BOX-114` or oak side chair missing at truck scan-off	Check truck bay, warehouse vault rack, cleaning line, and sibling job staging immediately	Compare Day-1 Pack-Out Log (J-04) + warehouse receiving scan history	Locate & deliver priority; if unrecovered, file internal lost-item claim against pre-loss valuation
2. Missing Item Inside Intact Box	Carton arrives sealed, yet owner reports specific watch/vase absent	Check remaining boxes in same room code, packing paper layers, and J-06 Owner-Retained Exclusion log	Review open-box photo taken before tape seal + verify if item moved to total-loss disposal	If confirmed omitted from cleaning return and absent from disposal/exclusion logs, reconcile via PM audit
3. Newly Discovered Peril Damage	Soiled rug or smoky lamp reveals hidden heat blister or stain post-unpack	Photograph damage cleanly alongside original box ID and pre-clean notes	Check Day-1 pre-pack photos and warehouse clean-bench photos	If peril-caused and missed in initial scope, submit transparent carrier supplement — not transit liability
4. Pre-Existing Wear / Old Fracture	Owner notices scratched dresser top or chipped chair leg during placement	Pull Day-1 Pre-Pack Inspection macro photos (J-12) on tablet live	Side-by-side timestamped Day-1 photo showing identical pre-loss scratch	Review calmly with homeowner; zero contractor transit liability applies
5. Confirmed Transit / Cleaning Damage	Freshly crushed carton corner, snapped mirror frame, or cleaning chemical haze	Photograph carton crush/break immediately BEFORE removing debris from room	Compare intact Day-1 pre-pack photo against broken reset photo	Log on Exception Sheet; route to in-house repair vendor, craftsman, or contractor bailee insurance
6. Electronics Fail Power-On Test	TV, soundbar, or microwave fails to boot after placement	Verify wall outlet power, surge strip switch, and remote batteries first	Check pre-pack function log and soot/moisture notes	If fire/water peril caused hidden board failure, submit OEM diagnostic supplement to carrier

Practitioner Operational Takeaways

• Verify post-construction cleaning, paint cure, active HVAC, and floor/corner protection 48 hours before loading pack-back trucks.

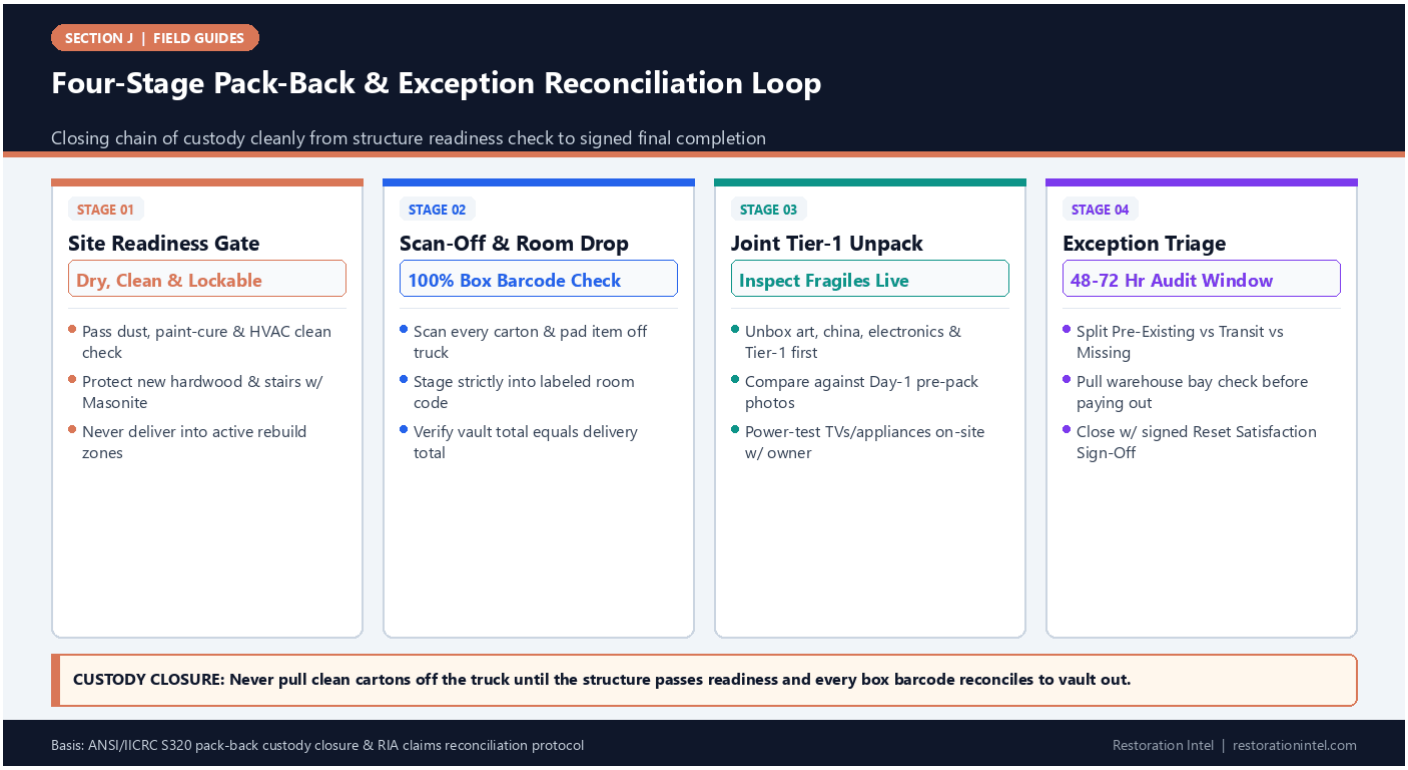
• Scan 100% of boxes and furniture pieces off the truck against the vault manifest and place directly into matching labeled rooms.

• Unbox Tier-1 fragiles, crated art/mirrors, and major electronics with the homeowner present and verify power-on status.

• Cross-check any reported missing or damaged item against Day-1 Pre-Pack photos (J-12), Disposal logs (J-05), and Legal Exclusions (J-06) before assigning fault.

• Log unresolved shortages or transit breaks on a dated Exception Sheet and secure final signed Reset Completion & Custody Closure.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

- **Markdown Twin (plain text):** https://restorationintel.com/field-guide-homeowner-reset-unpack-reconciliation-protocol.md
- **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/
- **Restoration Industry Association (RIA):** https://www.restorationindustry.org/
- **Verisk XactContents Platform Overview:** https://www.verisk.com/products/xactcontents/
- **IRMI Insurance Glossary: Salvage:** https://www.irmi.com/term/insurance-definitions/salvage