Restoration Project Manager & Contents Division Lead: Capture & Documentation Execution Workflow

Canonical Web Version: https://restorationintel.com/restoration-project-manager-contents-division-lead-capture/

Direct Answer: A disciplined capture and documentation workflow requires standardized room-by-room sweep sequences, unambiguous box-to-item custody labeling, legible rating-plate and damage evidence photography, and end-of-shift reconciliation so field crews produce estimator-ready records without second trips.

Field Benchmark & Decision Matrix

Asset / Task Tier	Mandatory Photo & Metadata Rule	Box / Tagging Convention	Common Multi-Crew Failure	Supervisor Check
Room Anchor & Perimeter	Wide-angle entry doorway photo plus 4-corner sweep before any item moves	Assign standardized room code (e.g., KIT-01, MBR-01) across all devices	Two techs name the same room 'Den' and 'Living Room', splitting schedules	Verify unified room dictionary at morning huddle
Tier 1 Appliances & Electronics	Context photo, damage/soot proof, plus macro shot of OEM model/serial tag	Individual asset tag attached directly to chassis or cord wrap	Glare or soot obscures model suffix, causing entry-level LKQ substitution	Spot-check 100% of rating-plate legibility before load-out
Casegoods & Upholstered Furniture	Four-side condition check documenting scratches, joints, and fabric grade	Pad-wrap barcode tag matched to pre-move room ID and cushion count	Pre-existing wear disputed at delivery because back/bottom photos were skipped	Require underside/corner wear photos prior to wrapping
Dense Smalls (Pantries / Closets)	Open-shelf context shot before pull; lot count grouped by category/material	Carton barcode listing room, box number, priority level, and item family	Generic 'Misc Box' labels force unpack-to-estimate bottlenecks in warehouse	Enforce max 20% generic wording; require descriptive sub-groups
Fragiles, Glass & Artwork	Pre-wrap surface & frame corner shots plus backing/signature detail if any	Double-wall or mirror-pack carton marked FRAGILE + orientation arrows	Packing frames together without corner protection causes transit claims	Verify dedicated crate/mirror-pack count against manifest
Split-Shift Sync & Reconciliation	Upload and index all shift media on job Wi-Fi/LTE before truck departure	Scan final vault load manifest against room exit count	Duplicate photo uploads or un-synced tablet queues distort item totals	Run daily shift count parity check before crew clocks out

Practitioner Operational Takeaways

• Post standardized room ID cards at every doorway and sync identical room names across all crew tablets before starting.

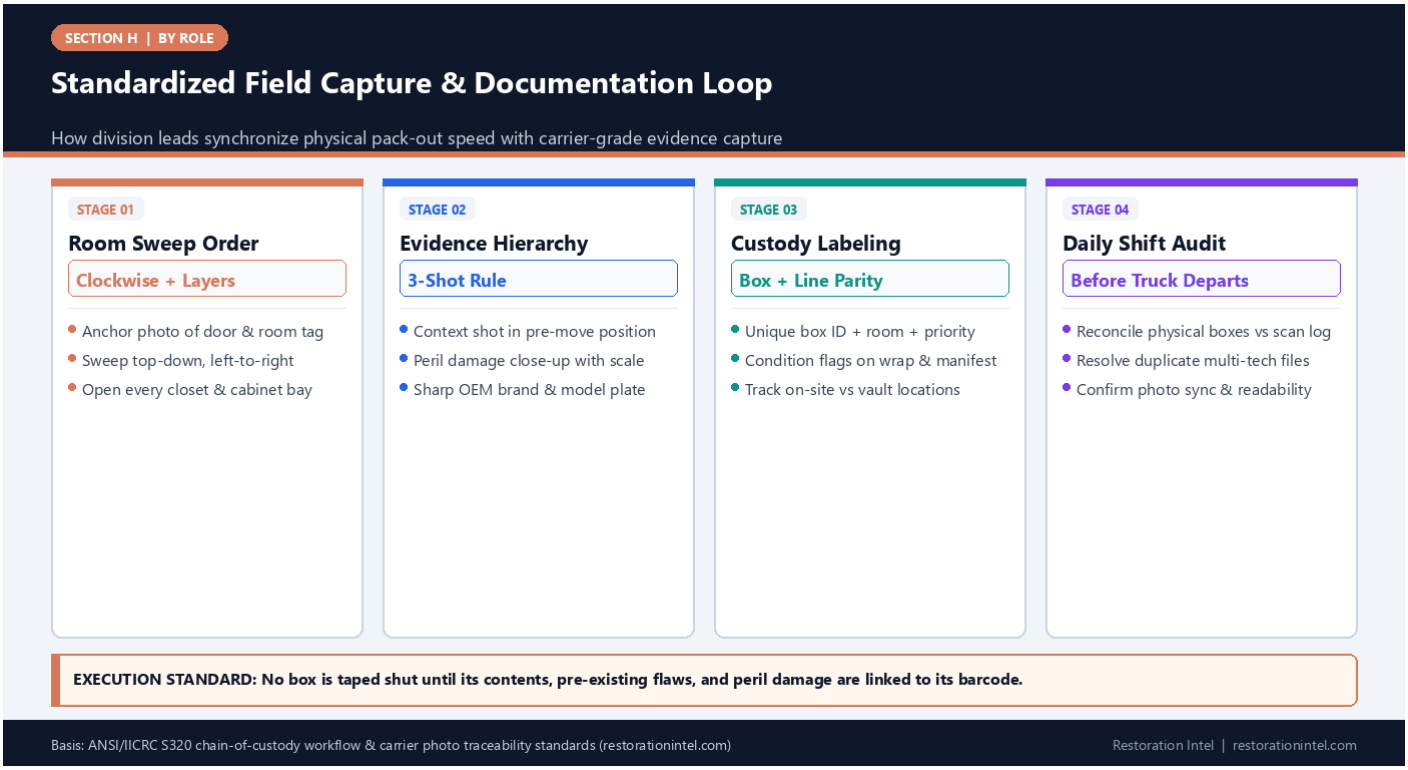
• Capture untouched doorway and four-corner baseline sweeps in every room prior to moving or wrapping furniture.

• Enforce three-shot forensic evidence (context, damage, legible OEM rating plate) on all Tier 1 appliances, electronics, and equipment.

• Use portable LED lighting and pre-wrap condition photos to document pre-existing wear, scratches, and soot/water damage lines.

• Complete end-of-shift physical box count versus digital manifest reconciliation and confirm 100% photo upload before truck departure.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

- **Markdown Twin (plain text):** https://restorationintel.com/restoration-project-manager-contents-division-lead-capture.md
- **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/
- **Restoration Industry Association (RIA):** https://www.restorationindustry.org/
- **Verisk Xactimate Estimating Platform:** https://www.verisk.com/products/xactimate/
- **NIST AI Risk Management Framework:** https://www.nist.gov/itl/ai-risk-management-framework