Restoration Project Manager & Contents Division Lead: Team Handoff Between Field Capture and Desk Estimating

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

Direct Answer: The handoff between field capture and desk estimating succeeds only when Project Managers enforce a structured Minimum Viable Capture Packet gate, resolve missing specs before warehouse storage buries the boxes, and govern strict SLA timers between pack-out completion and claim schedule submission.

Field Benchmark & Decision Matrix

Handoff Breakdown	Root Cause at Transfer	Financial & SLA Consequence	Preventive Division Lead Control	SLA Window
Vague Box Descriptions	Crews write generic room labels without item family or quantity bands	Estimators unseal vaulted boxes to identify contents, burning 2-4 unbilled hours per vault	Reject generic labels at warehouse receiving bench before stacking	Within 24 hrs of load-in
Missing OEM Specs on Tier 1	Techs photograph appliance fronts but skip rear or door-jamb model plates	Adjuster applies builder-grade comp, cutting RCV by 30-60% or demanding re-inspection	Require estimator photo-completeness sign-off prior to site release or disposal	Same-day / pre-disposal
Split Cleaning vs Total-Loss Notes	Field verbalizes discard promises to insured without syncing desk non-salvageable list	Duplicate labor billed on discarded goods or homeowner disputes over missing heirlooms	Mandatory single master disposition status field per line (Clean / Total Loss / Leave)	End of each field shift
Unlinked Specialty Labor	Crews execute delicate hand-cleaning or ozone prep without recording difficulty tier	Estimating desk under-bills complex restoration hours using base box-pack rates	Use structured field difficulty codes tied directly to Xactimate/XactContents line items	Daily crew debrief
Orphaned Return Trips	Estimators sit on incomplete files for 10 days before flagging missing basement photos	Rebuild contractor has already gutted room; physical evidence is gone permanently	Enforce 24-hour desk acceptance audit while loss site and boxes remain accessible	Max 24 hrs post-capture

Practitioner Operational Takeaways

• Require a complete Minimum Viable Capture Packet (room map, box manifest, disposition tags, Tier-1 OEM photos) before releasing field crews.

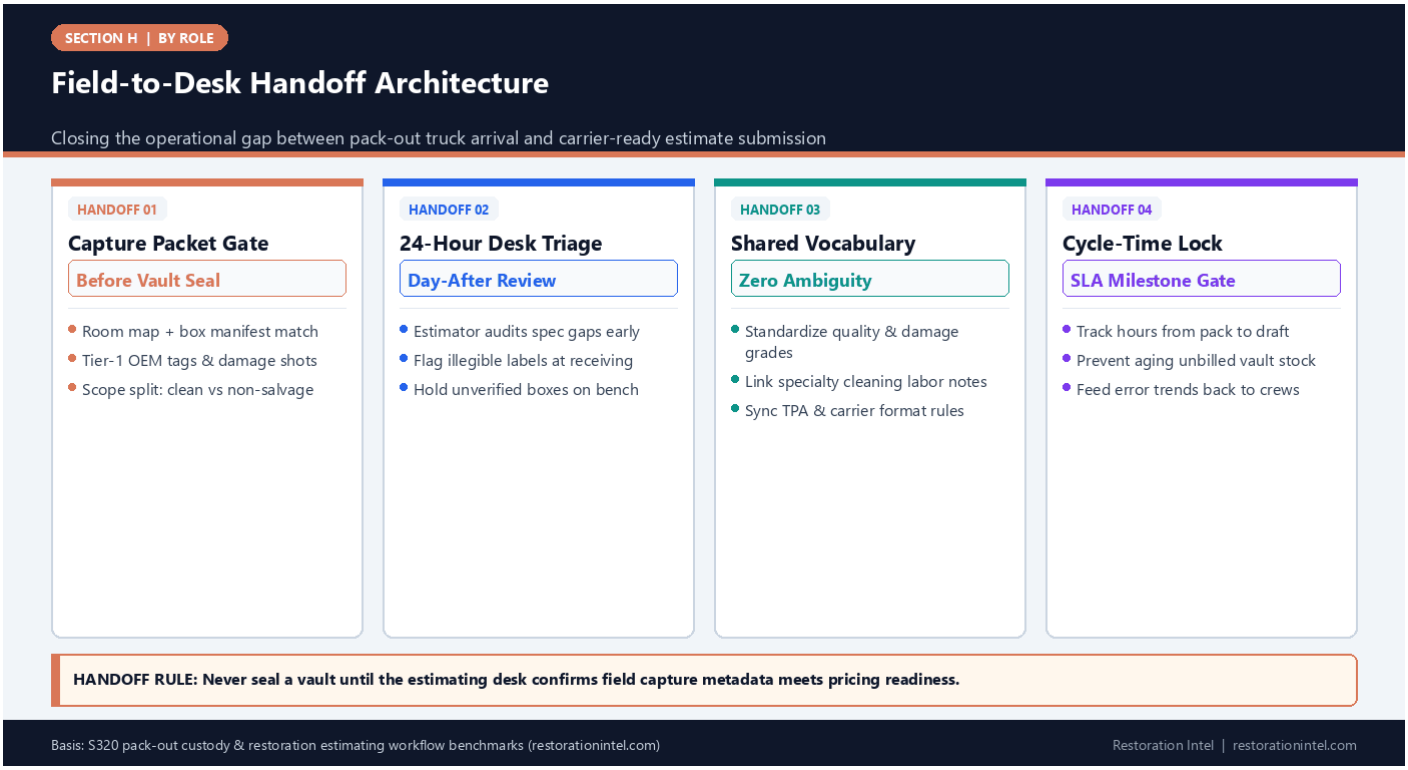
• Hold newly packed cartons in a floor-level warehouse QA lane for up to 24 hours until the estimating desk verifies metadata completeness.

• Log field labor modifiers (stairs, long carries, heavy rigging, heavy soot/protein prep) on a structured shift form tied to estimating codes.

• Track Field-to-Desk Transfer Time (<24 hours) and Desk-to-Submission Cycle Time on weekly division operations dashboards.

• Run bi-weekly calibration reviews pairing field crew leads with desk estimators to eliminate recurring photo and labeling gaps.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

• **Markdown Twin (plain text):**
https://restorationintel.com/restoration-project-manager-contents-division-lead-team-handoff.md

• **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/

• **Verisk XactContents Platform Overview:** https://www.verisk.com/products/xactcontents/

• **Verisk Xactimate Estimating Platform:** https://www.verisk.com/products/xactimate/

• **Restoration Industry Association (RIA):** https://www.restorationindustry.org/