

Found item intake

Create a neutral record before contacting a guest or moving the item.

A. Case boundary

INTERNAL CASE ID	PROPERTY ALIAS (NO STREET ADDRESS)	BOOKING REF / LAST 4 ONLY
DEMO-104	Fictional Cedar Loft	...4821

FOUND DATE, TIME & TIMEZONE	EXACT FOUND LOCATION	FINDER INITIALS
Oct 7, 2026 10:20 AM ET	Bedroom nightstand drawer	KL

B. Neutral item description

CATEGORY	BRAND / COLOR / SIZE	CONDITION WHEN FOUND
Electronics	Black wireless earbuds case	Closed; light scuff

DESCRIPTION VISIBLE WITHOUT OPENING OR UNLOCKING
Charging case only. Kept closed; contents not inspected.

PHOTO REFERENCE (SECURE STORAGE)	SEALED BAG / TAG ID	SECURE STORAGE CODE
SECURE-PHOTO-104	BAG-104	LOCKER-B

C. Handling flags

- ☒ Sensitive item: ID, keys, payment card, device, medicine, intimate item
- ☐ Potentially high-value or irreplaceable - escalate under your written policy
- ☐ Hazardous, perishable or unsafe to store - follow local policy; do not mail by default
- ☐ Item was opened/unlocked (explain why below; avoid doing this unless policy requires)

HANDLING EXCEPTION / ESCALATION NOTE
Potential device; no serial, account or screen photographed.

A. Custody handoffs - write every movement

B. Contact attempts - use the booking platform when available

C. Policy dates

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Claim check and return decision

Ask the claimant to describe a detail you have not already disclosed.

A. Claim verification

CLAIM RECEIVED DATE / TIME / TZ	CHANNEL / MESSAGE REF	BOOKING MATCH CHECK
Oct 7 13:10 ET	Platform / MSG-104-B	Reservation ref matched

CLAIMANT DETAIL (DO NOT DISCLOSE THE ANSWER)	WHAT MATCHED / DID NOT MATCH
Guest stated case has a small silver star sticker under the lid.	Staff checked without powering device: sticker matched.

- ☒ Claim reasonably matched under our policy
- ☐ Not yet matched - hold and escalate

B. Guest-selected return route

- ☐ Pickup by claimant or named representative
- ☒ Shipping requested - complete page 4 before sending
- ☐ Guest declines return - preserve message reference and follow policy
- ☐ Unresolved / no response - review current policy before next action

GUEST INSTRUCTION / PLATFORM MESSAGE REFERENCE

Guest requested tracked shipping; approval MSG-104-C.

C. Pickup handoff

PICKUP PERSON MATCH METHOD	PICKUP DATE / TIME / TZ	STAFF / WITNESS INITIALS
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SIGNED RECEIPT / PLATFORM ACKNOWLEDGEMENT REFERENCE (DO NOT STORE ID COPY HERE)

This is an operational consistency check, not identity verification advice. Use your policy for valuable or sensitive items. Do not send an item merely because someone knows a public description.

Shipping authorization and evidence

Separate the quote, guest approval, payment and shipment. None implies the next.

A. Shipping scope

DESTINATION CITY / REGION / COUNTRY ONLY	CARRIER / SERVICE	QUOTE DATE / EXPIRY
Boston, MA, US	Fictional tracked ground	Oct 7 / valid today

POSTAGE QUOTE	PACKAGING QUOTE	OTHER AGREED COST	TOTAL QUOTE / CURRENCY
\$8.50	\$1.50	\$0	\$10.00 USD

- ☒ Carrier restrictions checked for batteries, liquids, medicine, valuables and destination
- ☒ Full address kept only in the approved platform/carrier label - not in this workbook

B. Approval and payment evidence

GUEST APPROVAL DATE / TIME / TZ	APPROVAL MESSAGE REF	PAYER / METHOD
Oct 7 14:02 ET	MSG-104-C	Guest / platform

PAYMENT STATUS (DO NOT ASSUME)	PAYMENT REF	AMOUNT / CURRENCY
Received	RES-104	\$10.00 USD

C. Dispatch and delivery record

DISPATCH DATE / TIME / TZ	CARRIER RECEIPT / LABEL REF	TRACKING REF (MASK IF NEEDED)
Oct 8 09:15 ET	RCPT-104	...7392

GUEST NOTICE MESSAGE REF	DELIVERY STATUS / DATE	EXCEPTION / CLAIM REF
MSG-104-D	Delivered Oct 10	None

PACKAGING CONDITION / EXCEPTION NOTES

Bubble mailer; sealed bag placed inside. Fictional example - no real shipment.

Airbnb's help article says guests can send a host money for shipping through its Resolution Center.
Follow the current booking-platform and carrier process; this form does not collect money or promise delivery.

Closure review

Close the case only when the evidence matches the selected route and policy.

A. Final status - choose one

- ☐ Picked up with handoff evidence
- ☒ Shipped with carrier and guest-message evidence
- ☐ Guest declined return; instruction preserved
- ☐ Other policy action after review; details below
- ☐ Still open / exception unresolved

FINAL ACTION, DATE / TIME / TZ, AND EVIDENCE REFERENCE
Shipped Oct 8; delivered Oct 10. Guest acknowledged in MSG-104-E.

B. Final consistency check

- ☒ Case ID appears on item tag, messages and final evidence
- ☒ Custody movements are recorded with dates and initials
- ☒ Claim detail was not disclosed before the claimant described it
- ☒ Guest return choice and approval are preserved
- ☒ Quote, approval, payment and shipment are recorded as separate steps
- ☒ No full ID/card/medical/address data is stored in this workbook
- ☒ Retention/disposition followed a checked current local policy

FINAL REVIEWER / INITIALS
RM

REVIEW DATE / TIME / TZ
Oct 10 16:30 ET

CASE ID CONFIRMATION
DEMO-104

ONE PROCESS IMPROVEMENT FOR THE NEXT TURNOVER
Add the case ID to the cleaner's photo caption at intake.