

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
FOUND DATE, TIME & TIMEZONE	EXACT FOUND LOCATION	FINDER INITIALS

B. Neutral item description

CATEGORY	BRAND / COLOR / SIZE	CONDITION WHEN FOUND

DESCRIPTION VISIBLE WITHOUT OPENING OR UNLOCKING

PHOTO REFERENCE (SECURE STORAGE)	SEALED BAG / TAG ID	SECURE STORAGE CODE

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

Custody and contact record

Keep the physical item, messages and staff handoffs tied to one case ID.

A. Custody handoffs - write every movement

DATE / TIME / TZ	FROM / INITIALS	TO / INITIALS	STORAGE / DESTINATION	REASON

B. Contact attempts - use the booking platform when available

ATTEMPT 1 - WHEN	CHANNEL	MESSAGE REF	RESULT / NEXT DATE
ATTEMPT 2 - WHEN	CHANNEL	MESSAGE REF	RESULT / NEXT DATE
ATTEMPT 3 - WHEN	CHANNEL	MESSAGE REF	RESULT / NEXT DATE
ATTEMPT 4 - WHEN	CHANNEL	MESSAGE REF	RESULT / NEXT DATE

C. Policy dates

WRITTEN POLICY / VERSION USED	POLICY REVIEW DATE	REVIEWER / DATE

Never invent a universal retention period. Local law, platform rules, property policy and item type can differ.
A review date is a prompt to check the current rule - not permission to dispose.

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

CLAIMANT DETAIL (DO NOT DISCLOSE THE ANSWER)	WHAT MATCHED / DID NOT MATCH

- ☐ 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

C. Pickup handoff

PICKUP PERSON MATCH METHOD	PICKUP DATE / TIME / TZ	STAFF / WITNESS INITIALS

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

POSTAGE QUOTE

PACKAGING QUOTE

OTHER AGREED COST

TOTAL QUOTE / CURRENCY

☐ 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

PAYMENT STATUS (DO NOT ASSUME)

PAYMENT REF

AMOUNT / CURRENCY

C. Dispatch and delivery record

DISPATCH DATE / TIME / TZ

CARRIER RECEIPT / LABEL REF

TRACKING REF (MASK IF NEEDED)

GUEST NOTICE MESSAGE REF

DELIVERY STATUS / DATE

EXCEPTION / CLAIM REF

PACKAGING CONDITION / EXCEPTION NOTES

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

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

REVIEW DATE / TIME / TZ

CASE ID CONFIRMATION

ONE PROCESS IMPROVEMENT FOR THE NEXT TURNOVER