

Best Practices: Inventory Listing Tips & Tricks

This tutorial will provide guidelines to help technicians identify and categorize different listing types and will offer best practices to help keep the listing process fast, accurate and pain-free. Read below to learn how to approach listing items vs. boxed content, low vs. high value content, items with pre-existing damage and non-salvage items.

1. | Fetch the listing device and open the Assured PackOut app.
2. | Create the job file (“New Job”) and add a room.
3. Tap “Add Inventory” to start listing a new content item.

Listing Items vs. Boxed Content

To put it simply, items can be described as anything too large to go in a box (ie. Furniture) and boxed content would include any items that can be packed out of the loss site in a box. Items can be tracked in JobCheck using the system-generated (QR code labels) for item tags and boxes are listed using box tags.

Listing Items

1. Beginning with your pre-printed item tags, begin affixing the sticky item labels to manila tags and affixing to the large/furniture items in the room.
2. Use the description line to identify the item with keywords that can be searched easily in future.
3. Take a clear, overview photo of the item and then follow with additional photos to capture all angles and detail of the item.
 - a. If the item has pre-existing damage, be sure to use the pre-existing damage tag to identify it. <While in picture mode, select the tag icon at bottom right → select “Pre-Existing Condition → Done.>
4. If measurements are key elements tracked by your company, they can be entered in the notes field of the listing screen.

Listing Boxed Content

1. Build the box on the packing table.
2. Add a description of the boxed content item(s).
3. Peel and stick one of the box QR code labels to the outside of the box.
4. Lay the content to be packed on the packing table and take a clear overview photo of the item(s) going into the box.
5. Wrap the item(s) and nest in the box.

Boxed Content: Low vs. High Value Items

A simple way to help identify high value items is to consider if the item looks expensive, rare or important, whereas low value items are more common. High value items require special attention, while lower value items can often be listed and processed in bulk.

Low Value Items

Low value items are described as miscellaneous boxed items, knick-knacks or bric-a-brac. This is the typical junk or desk drawer full of office supplies, kitchen utensils, tupperware, toys or picture frames. Low value items can be listed in bulk under a single box descriptor to save time with detailed photos that clearly differentiate the items in that box.

1. Identify the type of items that will be filling the box and enter a keyword description of the box that can be easily searched for later.
2. Lay the content out on the packing table and take a clear overview photo of the items you plan to pack in the box – this photo will be featured first in the report.
3. Follow with additional photos of the items that will be packed in the box. Do your best to capture as much detail about the items as possible, in the event that you need to refer back to the photos to count item quantities.
4. If any of the items appear to have pre-existing damage, take time to capture that damage with the pre-existing damage tag.

High Value Items

High value items can be high monetary value (the item looks expensive), high sentimental/intrinsic value (family heirlooms) or high practical value (think items you can't live without such as charging cables, remote controls, handheld devices, keys or ID). Higher value items are often asked for back early and sometimes require special processing; therefore, we recommend listing them as independent line items associated to the box.

1. Specify what the item is with a detailed description – make sure it is easily searchable later (ie. Remote control for xbox or drivers license).
2. If this item is going into a box with other “general” or “lower value” items, make sure that the box number is the same for this item. → It is possible to have multiple items associated to the same box number.
3. Be sure to use the pre-existing damage tag in photos to capture any pre-existing damage to the item found during the pack-out. These photos will stand out in reports later.
4. Input any other relevant or key details such as brand, model or serial number.

Total Loss / Non-Salvageable Items

Total loss or non-salvageable items should be listed in the same manner as standard/cleanable items although you may want to consider a few tips since these items are sometimes disposed of onsite and cannot be recovered and therefore the quality of initial listing is critical.

1. Make sure to capture quality photos of the item from all angles and be sure to have sufficient lighting.
2. Whenever possible, attempt to record the brand, model, serial# of the item and if there is not much time to do so, at minimum, be sure to take photos of the brand, model and serial number that are clear and legible for someone to come back to later.
3. Tag items with a box or item tag if being taken into custody or brought back to the warehouse. Items that are being disposed of onsite will not require a tag.
4. Make sure to label the items in the listing with the condition “total loss”; this will make it easy for a report to be generated later.
5. Record pre-existing damage using the pre-existing damage photo tag if the damage is recognizable.

Although no two jobs are created equally and will require discernment when approaching the listing for each type of item, job and customer, using some of the above tips when listing will add that little extra polish that will make for exceptionally professional and well-articulated reports that will be easy for insured and insurance providers to read and understand.

For additional support or assistance, visit our [online support portal](#), contact our technical support team at 1-877-277-9933 or email us directly at support@assuredsoftware.com.