

REPORZA FIELD RESOURCE

Missing or Damaged Item Report Template

Create a clear evidence trail from discovery through notification, ownership, resolution, and closure.

HOW TO USE Create one record per distinct item or issue. Capture the packaging, labels, location, condition, and notification details before materials are moved or discarded.

1. Project and discovery details

Project		Date discovered	
Location		Discovered by	
Area / room		Report number	
Delivery date		Carrier / supplier	

2. Issue classification

☐ Missing	☐ Damaged	☐ Incorrect item	☐ Short-shipped
☐ Wrong finish / color	☐ Missing hardware / parts	☐ Packaging damage	☐ Other: _____ _____

3. Item identification

Manufacturer		PO / order	
Item / description		SKU / model	
Quantity expected		Quantity affected	
Carton / serial		Finish / size	

4. Condition and impact *Describe the condition factually, then state the effect on the area, sequence, schedule, labor, storage, safety, quality, or turnover.*

☐ Work stopped	☐ Partial area impact	☐ No current work impact	☐ Safety or quality risk
Condition found			
Operational, schedule, labor, or cost impact			
Temporary protection, segregation, and current material location			

5. Photo and evidence record

Reference each photograph, label, delivery document, marked-up drawing, and measurement needed to verify the issue.

☐ Area / room context	☐ Full item or empty location	☐ Close-up of damage or missing component	☐ Carton and shipping label
☐ SKU, PO, serial, or model label	☐ Packaging condition	☐ Measurement or scale reference	☐ Related drawing or marked-up floorplan
Evidence ref	Description	Captured by	Date / time
Packaging, label, delivery receipt, or carrier notes			

6. Notification and immediate action

Record who was notified, when, how, the reference number, and every step taken to protect material and prevent additional impact.

Notified party		Date / time	
Method / reference		Owner / target date	
Immediate action taken			
Material secured, stored, returned, or otherwise dispositioned			

7. Resolution requested *Select the requested outcome, then document the responsible party, commitment date, tracking details, and expected impact.*

☐ Replacement	☐ Repair approval	☐ Missing-part shipment	☐ Credit / backcharge review
☐ Design / client direction	☐ Carrier claim	☐ Return authorization	☐ Other: _____ _____
Claim / RMA number		Replacement order	
Responsible party		Promised ship date	
Expected onsite date		Schedule impact	
Cost / backcharge ref		Approval required	
Resolution plan and required follow-up			

8. Update history

Date	Update / commitment	Owner	Next step / due

9. Closure verification *Confirm the final disposition, completed corrective work, stakeholder notification, and supporting photo evidence.*

Final resolution and disposition			
Resolution		Closed date	
Verified by		Final photo ref	
Reported by		Acknowledged by	
Claim / RMA closed		Replacement received	
Cost approved		Return tracking	
Outstanding commercial, warranty, or administrative follow-up			
☐ Correct item received or repaired	☐ Affected work completed	☐ Final photo attached	☐ Stakeholders notified of closure



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reporza.com/resources/missing-damaged-item-report-template