



SUBJECT	WHY USE AN INVENTORY CONDITION REPORT (ICR)

ICR FOR REMOVALS

What is an ICR?

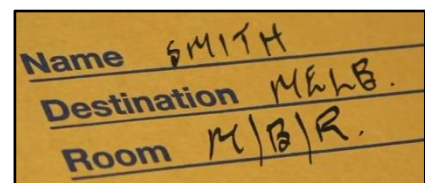
An Inventory and Condition Report (ICR) is the paperwork that is completed by furniture removalists to record the client's items, furniture and effects that they are uplifting from one location and delivering to another.

Why is it important to use an ICR?

Documentation or paperwork is essential part of any business. The word "documents" is used in preference to paperwork because many of the papers (including electronic paperwork) used are as important in their way as are **legal documents**, in dealing with client's property entrusted to the company and to assist all furniture removalist.

Importance for using an ICR

- The ICR report acts as a load list for goods during transit and/or storage.
- It must be compiled at the residence after packing and preparation is completed and before loading of vehicle commences.
- The ICR report will show items or cartons uplifted by room, where it is written clearly on the form and will contain the room name, the item/s, the carton or assigned item number, total items (eg: main bedroom, bedhead, Item #1, Total 1).
- Each item must be on a separate line on the ICR. The absence of a condition note at origin (uplift) will denote that the item is in good condition, respective of its age, which could prove costly to the removalist at the point of delivery.
- The ICR is used to describe and note the condition of each piece of furniture or item being moved.
- All electrical items, eg: whitegoods should have the brand name listed, ie: LG, Sanyo etc.
- A numbered or marked sticker is applied to each furniture item and carton. This number is noted against the furniture piece or carton on the inventory condition report (ICR).
- If box is packed by the removalist, it will be labelled **PBR** (packed by removal company) or if labelled **PBO** (packed by owner).
- The numbered cartons will have a general description of the contents written on the body of the carton or box.
- The sticker includes the client's name, destination and room (eg: M/B/R – main bedroom)
- Any fragile or special care items or boxes must be marked "Fragile".
- If goods removed are being stored in a self-storage unit temporarily or for a long period of time, make sure that the ICR are filed properly where they cannot be lost or misplaced. When the client's needs their goods to be moved again, you must make





sure that you have the original ICR so when the goods are transported and delivered, goods can be cross checked with the ICR to make sure nothing is missing.

- If you accidentally damage any items or goods, or building (eg: dent walls, scratch furniture, etc. make record on the ICR paperwork and signed and dated by both the removalist and the client. Remember to report to your office or supervisor of any damages.
- It is used to check the consignment as it moves via long term or transit store, proof of final delivery and the condition of the delivery.
- It identifies the client/agent and the removalist at both the origin and the destination.

In addition, when recording damaged, scratched items or furniture etc. on the ICR you can also take photos as evidence by using an iPhone, iPad or camera, which can be stored electronically. (Refer Removalist codes)

Why use an ICR for removals of client's good?

To record all the relevant details of job to protect both the company against fraudulent and/or excessive claims and the client from company negligence.

A full inventory and condition report must be prepared for all consignments and numbered; stickers should correspond with the numbers on the ICR paperwork. The ICR should confirm all items are recorded and match with the items/articles' condition and any discrepancies must be noted at time of packing or removal.

An ICR can be a paper itemised form or can be on an electronic device eg: Android iPad. (See sample of an ICR form).

When the delivery is made the ICR can be used to check off that all items have been delivered and are in the same condition as the uplift.

All copies of the ICR should be filed, scanned and/or stored electronically. This documentation assists items are stored before delivery or if there is a dispute or claim from the client.

What else do you need to do when conducting an uplift or delivery of client's goods

- The client or the appointed agent must be present at all stages of the removal process (ie: prepack, uplift and delivery). This will make sure:
 - that the correct items are packed for removal,
 - confirm that all items are packed and recorded, and
 - any damages, scratches are noted on the ICR so there are no discrepancies.
- When finished, do a complete thorough check and final walk around of the house/building, check cupboards, sheds, garages etc. with the client to make sure nothing has been left behind.
- Make sure the client or the appointed agent sign off on ICR paperwork to confirm that all items have been packed and uploaded onto the truck for removal.

Items that cannot be removed by Removalist:



- Hazard substances
- Firearms
- Jewellery, private papers, currency etc.

The ICR protects the company from any fraudulent claims and protects the client from negligence on behalf of the removalist. In addition, this is considered a legal document.

Client's responsibility (Refer Toolbox Talk – Client's Responsibility)

The following are some items that the client should prepare or organise prior to the move:

- Any items that require the services of a qualified technician, eg: refrigerator motor may require securing, fixtures and fittings etc.
- Disconnect electric and gas cookers or stoves.
- Dismantle or re-assemble television and wireless aerials.
- Disconnect sophisticated audio or video units.
- Dismantle electric fittings that are wired to the main electricity supply.
- Fridges/freezers have been defrosted and are clean and dry.
- Washing machines have been secured.
- Items containing water must be empty, eg: kettles, irons etc.

Note:

Sometimes an uplift documentation can also be called a job sheet or worksheet.

REFERENCES:

AFRA Removalist Codes
AFRA Sample Inventory List
Prohibited Dangerous goods



Sample of ICR filled out

KITCHEN	No	Total
Refrigerator	27	1
Freezer (chest)		
Freezer (upright)		
Dishwasher (Mobile)		
Table CH 2	28	1
Chair/s SC X 3	29	8
Microwave	30	1
Stove		
High Chair		
Cartons	31	10
TOTAL		21

CH 2 = chipped corner

SC x 3 = scratched - 3 chairs

Prohibited Dangerous Goods

Some commodities cannot be accepted for transport by air, sea or road under general conditions. The following, in their classes, are a few examples.

Class 1: Explosives	Class 2: Flammable gases
1. Ammunition	1. Oxygen
2. Flares	2. Acetylene
3. Fireworks	3. LPG
4. Black powder	4. Methane
Class 3: Flammable liquids	Class 4: Flammable solids
1. Petrol	1. Matches
2. Paints	2. Magnesium
3. Turpentine	3. Phosphorous
4. Methylated spirits	4. Fire lighters
Class 5: Oxidising substances	Class 6: Poisonous and toxic substances
1. Calcium Hypochlorite	1. Pesticides
2. Ammonium Nitrate	2. Weed killers
3. Sodium Nitrate	3. Photographic developers
4. Hydrogen Peroxide	4. Arsenic
Class 7: Corrosive substances	Class 8: Miscellaneous
1. Oxides	1. Scuba tanks
2. Caustic soda	2. Gas cylinders
3. Hydrochloric acid	3. Aerosol cans
4. Sulphuric acid	4. Explosive devices

NOTE: Gas cylinders are to be carried in accordance with company policy and the appropriate dangerous goods code/legislation.



REMOVALIST CODES

Code	Meaning	Code	Meaning
DESCRIPTION SYMBOLS			
PBO	Packed by Owner	OR	Owners Risk
PBR	Packed by Removalist	DBO	Dismantled by Owner
LP	Left Packed	B&W	Black & White TV
UR	Unpacked by Removalist	C	Colour
TYPES OF DAMAGE			
BE	Bent	ML	Mildew
BW	badly worn	NS	Not signed
BR	Broken	RI	Ripped
BU	Burned	R	Rubbed
CH	Chipped	RU	Rusted
CR	Cracked	ST	Stained
CU	condition unknown	SC	Scratched
D	Dented	SS	Surface Scratched
F	Faded	SO	Soiled/Dirty
G	Gouged deeply dented	T	Torn
L	Loose	WE	Worm eaten
ME	Moth eaten	WD	Water Damaged
MG	Missing	√	same (as previous)
LOCATION OF DAMAGE			
1	Bottom	8	Top
2	Corner	9	Leg
3	Front	10	From
4	Left	11	Arm
5	Rear	12	Edge
6	Right	13	Veneer
7	Side	14	Inside

INVENTORY CHECKLIST



MAIN BEDROOM	No	Total
Bed		
Bed Mattress		
Bedroom Suite		
Bedside Lamps		
Bedside Tables		
Carpet/Rugs		
Chair/s		
Chest of Drawers		
Desk		
Dressing Table		
Side Chests		
TV		
Wardrobes		
Computer		
Cartons - Std		
Cartons - Picture		
Cartons - Robe		
Cartons – Books		
TOTAL		

BEDROOM 2	No	Total
Bed/s		
Bed Mattress		
Headboard		
Bedside Lamps		
Bedside Tables		
Carpet/Rugs		
Chair/s		
Chest of Drawers		
Desk		
Dressing Table		
Side Chests		
TV		
Wardrobes		
Computer		
Cartons - Std		
Cartons - Picture		
Cartons - Robe		
Cartons – Books		
TOTAL		

BEDROOM 1	No	Total
Bed		
Bed Mattress		
Bedroom Suite		
Bedside Lamps		
Bedside Tables		
Carpet/Rugs		
Chair/s		
Chest of Drawers		
Desk		
Dressing Table		
Side Chests		
TV		
Wardrobes		
Computer		
Cartons - Std		
Cartons - Picture		
Cartons - Robe		
Cartons – Books		
TOTAL		

BEDROOM 4	No	Total
Bed/s		
Bed Mattress		
Headboard		
Bedside Lamps		
Bedside Tables		
Carpet/Rugs		
Chair/s		
Chest of Drawers		
Desk		
Dressing Table		
Side Chests		
TV		
Wardrobes		
Computer		
Cartons - Std		
Cartons - Picture		
Cartons - Robe		
Cartons – Books		
TOTAL		

INVENTORY CHECKLIST



LOUNGE ROOM	No	Total
Bookcase		
Carpet/rugs		
Chair/s		
Desk		
Lamps		
Nest of Tables		
Occasional Table		
Piano Stool		
Piano/Organ		
Settee/Lounge/Sofa		
Stereo Equipment		
Television		
Videos		
Buffet/China Cabinet		
CD Player		
Cartons - Std		
Cartons - Picture		
Cartons – Books		
TOTAL		

FAMILY ROOM	No	Total
Bookcase		
Carpet/rugs		
Chair/s		
Desk		
Computer		
Sewing Machine		
Settee/Lounge/Sofa		
Television		
Video		
CD Player		
Cartons - Std		
Cartons - Picture		
Cartons – Books		
TOTAL		

STUDY	No	Total
Bookcase		
CD Player		
Chair/s		
Computer		
Desk		
Filing Cabinet		
Cartons - Std		
Cartons - Picture		
Cartons – Books		
TOTAL		

DINING ROOM	No	Total
Buffet		
Carpets/Rugs		
Chair/s		
China Cabinet		
Crystal Cabinets		
Dining Table		
Lamps		
Sideboard		
Table		
Cartons - Std		
Cartons - Picture		
Cartons – Books		
TOTAL		

ICR TOOLBOX TALK



Items Raised/Corrective Action	Action By	Action completed	
		Sign off	Date

DATE:.....

FACILITATOR SIGNATURE.....