

Missing-item incident log

Complete after your review. Separate the customer report, observations and unresolved details.

Order reference

Restaurant, date, time, ordering channel and order number.

Reported issue

The item and quantity reported missing, checked against the receipt.

Recording reference

Device, recording start time and relevant point in playback.

Visible facts

What enters each bag, what stays in view and what is handed over.

Not established

Obscured items, missing camera coverage or events outside the recording.

Response and follow-up

The customer response, person responsible, follow-up date and any changes to packing or handover.

Keep this note under your internal procedures. Save a recording reference, not a temporary playback link.