



# CONTAINERIZATION & CRATING

Containerization of your personal property offers an enhanced layer of protection. Placing your household goods (HHG) and unaccompanied baggage (UB) into containers can further safeguard against potential loss and minimize damage that may occur during transit and handling.

### What is containerization and crating?

Containerization is when your entire personal property shipment is placed into large external shipping containers. Crating refers to smaller crates used to pack specialty items when the mover deems their need for safe transport.

*Note: Personal property going into long- or short-term storage is placed in wooden vaults that do not meet shipping specifications.*

### In what situation would my personal property be containerized?

- International shipments moving to, from, or in-between overseas (OCONUS) locations
- When a domestic shipment within the Continental United States (CONUS) meets **ALL the below criteria** (not automatic):
  - Shipment will require storage at destination
  - Estimated at 10,000 lbs. or less in peak season (May 15 – Sept. 30) or 3,000 lbs. or less in non-peak season (Oct. 1 – May 14)
  - Moving further than 800 miles
  - Does not contain extra large items which will not fit in a standard (lift van) container (dimensions approx. 87" high x 87"x long x 48" wide)

### Is there a cost associated when I request my property to be containerized?

You may request to have your shipment containerized at any point during or after your counseling session with the local TO. They will calculate if this request will lead to any excess costs you might incur by comparing the price of a standard, non-containerized shipment to the price of your requested containerized shipment. You will be advised of the exact cost difference you might incur, if any, before you have to make a final decision.

### What happens with overflow items during my pack out that do not fill a container?

Overflow items will be treated in the same manner as the rest of the shipment and must be placed in a container.

### If my property is being containerized at my residence, will specialty crating of items also be done at the residence?

If crating is necessary and approved by the local TO then your moving company is required to crate all specialty items at your residence (designated pickup location) unless the TO, or you, give them permission to containerize at the warehouse (requires annotation on the inventory).

### How will I know if my specialty items have been approved to be crated?

Your TO or moving company will notify you if your specialty items have been approved to be crated. You may have excess costs on crating of specialty items.

### Am I required to keep crates built for my specialty items?

You are encouraged to retain the crate(s) for reuse during your next move but are not required to keep them. The moving company will remove the crate(s) from your residence on your delivery day. Crating is considered an optional service, future requests might not get approved.

### What is a tamper-evident seal?

A seal the moving company must place on all international, HHG, UB, and containerized shipments, providing reasonable evidence your container has or has not been opened or tampered with during transportation. Customs Officials may break the container seals during export and/or import in specific situations.

#### Your Responsibilities:

##### At pickup:

- Alert your TO if your personal property is scheduled for containerization and the movers do not perform it at your residence.
- Verify all seal numbers are correctly annotated on your inventory sheet prior to signing it.

##### At delivery:

- Verify with the mover that all container seals are intact, and if any are missing or broken, write a note on your delivery documents.

*Note: In specific situations, Customs Officials may break the container seals during export and/or import of your personal property.*

#### Mover's Responsibilities:

##### At pickup:

- Apply seals to all your containers prior to leaving your residence unless you or your local TO authorizes containerization at the warehouse.
- Annotate the seal number(s) for each seal on your household goods descriptive inventory sheet and cross-reference the container number.
- If containerization is authorized at the warehouse, annotate inventory as "CW Containerized at Warehouse)" and "item number(s)", and annotate the seal number(s) in the Defense Personal Property System (DPS).

##### At delivery:

- Upon arrival at your residence, verify that all container seals are intact before each container is opened.



## WHO TO CALL FOR HELP

### 1. Local transportation office (TO):

<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

### 2. Branch of service customer call centers:

Army: 520-706-8613	Navy: 855-444-6683	Marine Corps, Air Force, Space Force, or Coast Guard: Contact your local TO
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### 3. Personal Property Activity Call Center:

Toll free: 833-MIL-MOVE (833-645-6683) or PCSCallCenter@mail.mil

## Provide feedback via Customer Satisfaction Surveys

Your feedback helps determines which moving companies get DoW's business. Please let us know if you were satisfied (or not!). Complete your survey by clicking on the link you receive via email or text. This can be completed on any computer or mobile device.