



Having your personal property containerized may help prevent loss and reduce damage associated with handling your household goods (HHG).

What is containerization and crating?

Containerization is when your entire personal property shipment is placed into large external containers. Crating refers to smaller internal crates used to pack a specialty item that may need additional protection for safe transport. **Note:** Containers and crates used to ship HHGs must meet build standards to withstand overseas shipping, unlike long or short term storage-only containers used in DOD approved storage facilities.

When would my personal property typically be containerized?

- International shipments moving to, from, or in-between overseas locations (OCONUS)
- Some domestic shipments within the Continental United States (CONUS) - Your shipment has to meet 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 farther than 800 miles
 - Does not contain extra-large items which will not fit in a standard container (dims 87” high x 87”x long x 48” wide)

What other times could I request my property be containerized?

Containerization can always be requested, subject to excess costs, during or after your counseling session with your local transportation office (TO). They will determine if excess costs apply based on the cost of moving your shipment as an uncontainerized, loose load shipment and will advise you of costs you would be responsible for paying, if any.

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

For a containerized shipment, overflow items will be treated in the same manner as the rest of the shipment and must be placed in a container.

If my personal 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 the moving company is required to crate all specialty items at your residence unless the transportation office, 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?

Either your local TO or mover may advise you if your specialty items have been approved to be crated.

Am I required to keep crates built for my specialty items at origin pack out?

You are encouraged to retain the crate for your next move but are not required to keep it. If you are unable to keep the crate, the transportation office will not necessarily deny a future request to construct another crate for the same item. If you desire, the moving company shall remove the crate from your residence on your delivery day. Crating is considered an optional service, future requests might not always get approved. If you have the ability to keep your crate, that might be a good option so you can reuse it in a future move.

What is a tamper-evident seal?

This is a seal the moving company is required to place on all international, unaccompanied baggage, and containerized shipments. This seal provides reasonable evidence that your container has or has not been opened or tampered with during transportation.

When it comes to container seals, there are responsibilities for all parties to perform.

Mover's Responsibilities

At pickup:

- Apply seals to all your containers prior to leaving your residence unless you or your servicing transportation office 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 the seal number(s) in the Defense Personal Property System.

At delivery:

- Should not break the seals until the containers are at your residence.
- Verify with you that all container seals are intact prior to opening each container.

Your Responsibilities

At pickup:

- 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.
- Write a note on your delivery documents that the seals were missing or broken, if applicable. Alert your local TO.

WHO TO CALL FOR HELP

1. **Local Transportation Office (TO):**
<https://installations.militaryonesource.mil>

2. **Branch of Service Customer Service:**
Army (800) 521-9959
Marine Corps & Navy (855) 444-6683
967-5093

Air Force
(210) 652-3357

Coast Guard
Contact your local TO

3. **USTRANSCOM Customer Support Center**
Toll Free: (833) MIL-MOVE (645-6683)

