



HOUSEHOLD GOODS MOVING TIPS

Phone: 1-855-HHG-MOVE (444-6683) (0800-1900 ET M – F excluding Federal holidays)

Email: householdgoods@us.navy.mil

Customer website: <https://www.navsup.navy.mil/household>

CUSTOMS CONFIDENTIAL TREATMENT OF SHIPPERS INFORMATION ON ELECTRONIC VESSEL MANIFEST

Service member and employees transferring, from the U.S. to assignments Outside Continental United States (OCONUS) or inbound to the U.S. from OCONUS may elect to have their name and addresses “masked” on the electronic vessel manifest presented to U.S. Customs. Note: members and employees cannot refuse to provide accurate shipper information required by U.S. Customs Border Protection (CBP) officials. The vessel electronic manifests will include Personally Identifiable Information (PII) (shippers and receiving agents name and address, to include name and address of Power of Attorney, if listed). Note: For CBP to implement the confidentiality request, information submitted **MUST** be accurate and match the same information (Employee Identification Number (EIN), complete name (first last and middle initial), and U.S. addresses) that will be listed on the electronic vessel manifest.

To request confidentiality, the shipper (service member, family member or employee) must submit a request at least 90 days before their planned move date. Each request is valid for up to 2 years from the date the CBP acknowledges the shipper’s confidentiality request and covers all ports of entry. Submission may be submitted to CBP, either electronically or manually. Electronic request submission is the fastest process and simplifies the vessel manifest confidentiality process.

For electronic requests, use: <https://trade.cbp.dhs.gov/aes/vessel-confidentiality-web/#/page1>.

If mail is preferred, complete online manual request found at:
<https://trade.cbp.dhs.gov/aes/vessel-confidentiality-web/#/page1> download and mail to the following address:

Vessel Manifest Confidentiality
22001 Loudon County Parkway
Mail Stop #1354
Ashburn, VA 20598-1354

Some Tips to remember.

1. Navy service members should use **34-9990000** as their Employer Identification Number (EIN). Navy employees may use EIN: **31-1575142**.
2. Manifest Type should be entered as:
 - a. “Importer” if returning from OCONUS.
 - b. “Exporter” if outbound from the U.S.
3. Include U.S. mailing address and U.S. EIN only. There is no fee required for submitting a request of confidentiality.
4. It’s the responsibility of the importer or exporter (member or employee) to verify they are providing an accurate request, and it matches the information entered electronically that was originally provided to the Personal Property Shipping Office and Transportation Service Provider.

For additional information, members and employees may visit the CBP official website at:
<https://www.cbp.gov/trade/automated/electronic-vessel-manifest-confidentiality>

Jan 2025



www.pinterest.com/navyhgg



www.facebook.com/NavyHHG



www.youtube.com/NavyHHG