



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

## What is containerization and crating?

Containerization is when your entire personal property shipment is placed into large external crates. Crating refers to smaller internal crates used to pack a specialty item that the moving company feels needs additional protection for safe transport.

## When would my personal property typically be containerized?

- International shipments to overseas locations
- Some domestic shipments within the Continental United States (CONUS)
- When some or all of your personal property is placed into a non-temporary storage (NTS) warehouse

Your shipment is a suitable candidate for Code 2 (containerization), when it meets ALL of the following criteria:

- 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 lift van (dims 87” high x 87”x long x 48” wide)

## What other times could I request my property be containerized?

Containerization is an option that can be requested and discussed during your counseling session at your local transportation office. If you request to have part or all of your domestic HHG shipment containerized and the cost to do so exceeds the cost of moving your shipment as an uncontainerized, loose load, you would be responsible for paying the difference.

## 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. The movers may use a smaller container for the overflow. Moving companies are not restricted to using a standard lift van.

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

The moving company is required to crate all specialty items at your residence unless the transportation office or you give them permission to crate at the warehouse.

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

You are allowed to retain the crate for your next move but are not required to keep it. The transportation office will not penalize you and 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.

## What is a tamper-evident seal?

This is a seal the moving company will 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 this seal there are responsibilities that all parties involved must 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 crating at the warehouse.
- Annotate the seal number for each seal on your household goods descriptive inventory sheet and cross-reference the container number.

#### At delivery:

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

### 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.

## 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 TO

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