



CONTAINERIZATION AND CRATING

MARCH 2024



This fact sheet applies to the Legacy Program, or Tender of Service (ToS). If you are moving under the Global Household Goods Contract, visit [MilitaryOneSource.mil/GHC](https://militaryonesource.mil/GHC) for similar program-related resources or contact your local transportation office for assistance.

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

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 locations (OCONUS)
- 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 farther than 800 miles
 - Does not contain extra-large items which will not fit in a standard (lift van) container (DIM 87" high x 87"x long x 48" wide)

Is there a cost associated when I request my property to 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 a non-containerized, loose load shipment and advise you of any possible costs.

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 the 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 local TO or mover will notify you if your specialty items have been approved to be crated. You may be subject to 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 it. 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?

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

Your Responsibilities:

At pickup:

- If your personal property is scheduled for containerization and the movers do not perform it at your residence alert your local TO.
- 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 if the seal(s) are missing or broken.

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 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:

- 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.

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

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:
800-521-9959

Navy & Marine Corps:
855-444-6683

Air Force:
210-652-3357

Coast Guard:
Contact your local TO

3. DPS Help Desk:

Toll Free: 800-462-2176

