

400N – Custom Pack Versus Full Pack

400N offers two packing options; both have pros and cons. Therefore, it is important to understand the differences between the two services in order to procure the best service and pricing for your relocations.

Custom Pack:

Custom Pack simply means that the carrier charges for the actual number of cartons utilized to pack the transferee's goods. Generally, this encourages good packing techniques but it can result in 'balloon packing' (the use of more boxes than needed) which must be monitored during the audit process.

Full Pack:

Full Pack is an all inclusive charge based on the 'average' number of cartons for various weight categories regardless of the actual number of boxes utilized. This approach effectively protects against 'balloon packing' but may result in under-packing situations (an approach used to minimize the number or type of boxes utilized).

- For example, if a shipment requires more packing than 'average', the carrier must ante-up the additional cartons to ensure a proper pack job is performed. Failure to do this may result in under-packing of the shipment (including placing china in regular boxes versus the more expensive dishpack, etc.).

If under-packing is practiced consistently, the carrier's service rating will decrease and their damage claims will rise.

Since the pack charge is based on the weight of the household goods, it is important during the audit to ensure that the weight is accurate, including verification that items such as automobiles are excluded from the packing charge weight. There is also no cost consideration under this option when a transferee has a lot of PBO cartons (packed by owner). This means that you will pay for a full pack even if the transferee already packed many of their own cartons.

Very often it is a combination of the two service options that provide the best service and the most cost effective solution. A Parsifal pack analysis will assist you in determining the appropriate approach.

