

## Supplementals

**What are they and why are they charged?  
Because no two moves are the same.**

Supplementals (or accessorials) are additional services commonly required but not necessarily included on every move. Movers apply supplemental charges when extra services are required, such as for items that require special handling or if the home is difficult to access with a large moving truck. Supplementals make up a significant portion of the final cost of a move, so it's important to know what they are and how they impact your moving program costs.

To help you navigate the many different types of supplementals, we've prepared this glossary of some typical charges you might find on an estimate.

**Supplementals are a big part of every move.  
Manage them wisely.**

- Supplementals occur on **the majority of moves**. The use of supplementals increased by about 20% during COVID due to logistical challenges
- When properly managed, supplementals account for **10-20% of total move cost**. Supplemental spend can more than double if not adequately controlled
- There is no such thing as a global standard for supplemental charges or how much might be spent on them
- A good mover will use supplementals intelligently where necessary; a bad mover will use them to pad their bottom line
- Supplementals are rarely properly controlled and are highly vulnerable to price manipulation



## Access

High-rises, walk-up apartments, dense urban centers, and historical homes – these are just some of the dwelling scenarios that may require your mover to apply supplemental charges.

**Elevator:** Moving in or out of a building with elevators takes considerably longer, so a charge is applied to compensate for the extra time required.

**External crane:** When stair wells are too narrow to accommodate large items, the only solution might be to hoist the items through an upstairs window using an external crane. These charges are more common in Europe than other parts of the world.

**Extra location:** When additional pickups or drop offs are required at more than one location (i.e., short-term rental or a self-storage warehouse).

**Long Carry:** Charges will apply when movers have to carry items a long distance from the truck to the door of the residence, usually in excess of 50'.

**Parking permit:** Sometimes special parking permits are required in dense urban areas. These will appear as a pass-through cost.

**Shuttle:** In situations where a large moving truck cannot access the residence, household goods items get placed on a smaller shuttle truck for transport to the house, requiring much more time and labor.

**Stair carry:** When there are items located more than one flight from the main floor, stair carry charges may occur to compensate for the amount of time and extra hard work required. These do not apply when there is a basement or second floor to the residence.

## Port Charges

While common on international moves, port charges are often outside of your movers' control.

**Customs exam:** Shipments are sometimes subject to extra examination at port of entry. The level to which the goods are inspected varies, but it can be very thorough and there will be damages.

**Customs duty:** Another word for taxes.

**Customs process:** A broker will charge for any special procedures or handlings out of the scope of a normal dispatch process, such as cargo inspections or after hours services.

**Demurrage:** Charged by the port facilities when a container overstays the free time allowed in the port grounds, such as for inspection. The charge is normally an amount per natural day.

**Detention: Domestic U.S.:** A penalty against shippers for delaying the carrier's equipment beyond the tariff provision at rail ramp.

**International:** A container usage charge to shippers which starts accruing after a container is discharged from a vessel. Fees are set by the shipping line.

**Fumigation:** If the quarantine exam finds things it shouldn't, they will fumigate your shipment. Fumigation is standard in some countries, notably Australia.

**Government taxes:** Another type of taxes.

**Port fees:** This refers to any fee that is charged by the port facilities. Examples include detention, warehouse usage for inspections, container maneuvers inside the port, X-Ray inspections, after hours services, etc.

**Quarantine exam:** Used to identify damaging or invasive materials or organisms to the country's native environment. Most common in Australia.

**THC (Terminal Handling Charge) overage:** Costs to use the crane to load the ship, and overage means it went beyond the initial included cost.

## Additional Services

Oftentimes, there are items in a move that require special handling or storage, or situations that require additional time and effort on behalf of movers or third parties. Here are some common examples.

### The Move

**Absorption pack/ Desiccant:** These packs are designed to adsorb and reduce moisture in shipping containers, protecting goods during storage or a long transport.

**Crating:** Construction of custom wooden crates for the safe transport of artwork, marble, or other items of high value.

**Expedited service:** When you need to get your shipment delivered quickly, some movers will offer expedited service. Like couriers or other deliveries, the faster the service, the higher the costs.

**Extra distance:** This is normally charged when the pick-up or delivery location is outside of the regular city limits. Some movers have a standard flat rate and some other have a rate per km or mile.

**Debris removal:** Removal of boxes, crates, and packing material is typically included within 30 days of move-in. If more removal is needed after the 30 day window, you may be charged extra.

**Disassembly/ Reassembly:** The disassembly and reassembly of normal household items is included in the usual door-to-door moving costs. But for anything complex requiring extra time and labor (like a specialty wall storage unit or handmade bunk beds), additional charges may apply.

**Permanent storage:** For extended warehouse storage, goods are typically placed in storage vaults or on racks.

**Self-serve packing:** Movers will usually make one delivery of boxes to the residence free of charge. But if you need more boxes, there may be a fee for subsequent deliveries.

**Storage in transit (SIT):** Applies to shipments that are going to be in storage for less than 30 days. Goods are pausing on their journey as opposed to going into long-term storage, which often means it's going into another part of the warehouse.

**Uncrating:** At destination, uncrating refers to the disassembly and removal of crating materials.

**Warehouse handling:** If your shipment needs to be put in storage, a handling fee will be charged to compensate for taking shipment off of truck and placing in storage in the warehouse.

**Weekend/ Overtime:** It might seem to make sense to move on a weekend, but movers work Monday to Friday too. Expect weekend or overtime charges if the move cannot happen on a weekday.

### Specialty Services

**Appliance service:** If you are moving large household appliances, it will sometimes require specialty expertise to properly detach and reattach appliances at origin and destination.

**Handyman:** Most often used at destination for things like hanging pictures and doing minor repairs.

**Maid service:** Specialty service to clean the house at origin and / or destination. Can also include unpacking and putting things away.

**Miscellaneous:** PricePoint has miscellaneous categories for charges outside the usual roster of supplementals. We differentiate between discretionary and non-discretionary. These fees are usually government or port-related.

**Piano/ Heavy item:** Special expertise is required to safely move certain specialty items like pianos. Oftentimes piano movers are subcontracted by your mover.

**PricePoint can help you better manage your entire HHG move program spend.**

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