



THE PORTAL

VOLUME XXXIV

CONTAINER 1

JANUARY/FEBRUARY 2002

'The Century of the Woman'

**Seaport Security:
The Next Step in
Homeland Defense**



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About our cover: *Is this the "Century of the Woman"?* Original illustration by Stephanie Sutherland.

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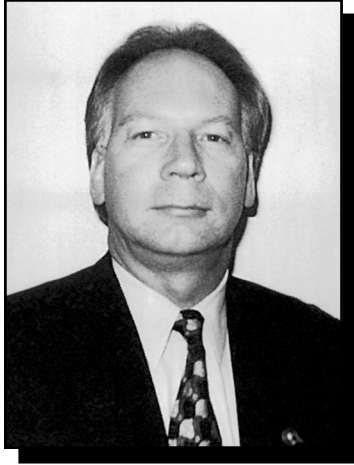
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PRESIDENT'S MESSAGE

The Rise of Women



By Terry R. Head
HHGFAA President

Thanks, Mom! Like Abraham Lincoln, I would like to thank my mom (and, for that matter, my dad as well) for very early on instilling in me the deep respect I have for women.

Also, like Lincoln — who once remarked, “I have never studied the art of paying compliments to women” — my appreciation is not only centered in the acknowledgment of women as mothers, girlfriends and wives. It also is based on a recognition of females as true equals to their male counterparts.

When I first considered publishing an issue of *The Portal* focused on “Women in the Industry,” I was a little apprehensive that our female members and readers would think we were attempting to single out women as being different. I also was concerned that the men in our audience would think we were leaving them out — or worse, that we were acting in a discriminatory manner. Having reviewed of the magazine’s content, I trust that neither will be the case.

This issue contains several thought-provoking articles and many interesting profiles of individual women who have risen to the top in their respective companies — not because they were women, and certainly not in spite of being a woman. That will become abundantly clear as you read this issue.

Indeed, if there is a message to this focus, it is aimed at recognizing and acknowledging the contributions that women have made to the growth and success of our industry. Nevertheless, it would be a disservice not to make some reference to the past and current challenges the women have faced in this historically male-dominated business.

In 1969, when I first entered the moving business as a driver’s helper, the company for which I worked didn’t have a single female employee — not even on the office staff. In the early ’70s I advanced to work for a much larger company where there were numerous women, all of whom were employed as clerks, with one or two holding positions as supervisors in the accounting department. None worked on the trucks or in the warehouse, and certainly none were part of the management staff.

I am pleased to note, however, that as I spent the next 30 years progressing along in my career, I employed some very bright, hard-working female drivers and packers, and enjoyed the opportunity and privilege of working alongside several extremely well-qualified female managers and department heads. Unfortunately, none of them were able to rise to the level of officers, directors, and/or owners of the companies in which I was involved. I will probably never know for sure, but maybe that is why two out of four of my former employers went out of business or no longer exist.

Are women different? Are women treated differently? Indeed, should they be? Do females warrant the same opportunities for advancement and rewards as their male counterparts? On that point, I think the answer is a resounding *yes*. Taking those thoughts a step further, is it possible that women are actually *better* suited to excel within this industry due to their innate female traits (such as that perceptive quality we call women’s intuition) and/or learned abilities and relationship skills?

Ponder those questions and thoughts as you read on through this issue. ■

WOMEN IN THE INDUSTRY

Is This ‘The Century of the Woman’?

It doesn't take a very long look backward to see how far women have come over the past century or so. Greater access to good education, more accurate science refuting the supposed differences in men's and women's capabilities, better laws to discourage discrimination, and, most important, an acknowledgment of the fairer gender's long-buried aspirations and entitlement to reach for the same stars as men — all these have coalesced to produce a formidable workforce.

In some ways, the moving and storage industry has been a tad slower than other businesses to recognize that sometimes the best “man” for a job is indeed a woman. But recent decades have seen an increase in the number of women driving trucks, packing and unloading goods, sitting in the boardroom, and even running the company. This issue of *The Portal*, which offers a look at women in leadership roles, may surprise you in that such women are found not only in the traditionally more progressive cultures but in countries around the world. This *Portal* sampling offers a glimpse into the lives and management philosophies of women who head removals companies from the United States to Latin America to Hungary.

Any woman who has reached the top will tell you that to get where she is, she had to earn the right to the respect and acceptance of her male counterparts. But once a woman does reach the executive suite she's apt to discover that she has advantages most men don't. In the moving industry, empathy, a deep respect for treasured possessions, experience in juggling multiple responsibilities at work and home, and a genuine understanding of the trauma many families suffer when pulling up roots and relocating to a new place — these traits seem to come naturally to women, and are something customers respond to and appreciate.

The upshot is that to judge by the number of women who have been choosing and changing this industry over the past few decades, women are good for the corporate bottom line, because they're darned good at their jobs — even though they may originally have been “drafted” into their family businesses because there was no one else to turn to. Are they better — or even all that different from men — in the way they approach their careers? We'll see in time. Meanwhile, HHGFAA is indebted to the women featured in this issue who agreed to share their views and experiences with *Portal* readers. ■

Carol Griffith

Senior Shipping Officer, Inter-American Development Bank

When it comes to careers in transportation, Carol Griffith got quite a head start on most. She started hers way back in 1980, and since that time has successfully navigated the occasionally tricky shoals of freight forwarding, removals, and relocation coordination.

Today Griffith is Senior Shipping Officer with the Travel and Shipping Section of the Inter-American Development Bank, a job that makes the most of her special facility for working with people and helping to solve their problems. Her unique experience as a former moving company and freight forwarder employee makes her especially well suited to understand the whole relocation business — an expertise that helps to make her clients' transitions much smoother.

Griffith is tasked with handling all the relocations for IDB staff members who are moving — about 125 families a year — and assisting 50 to 60 more who take a cash option and coordinate the job themselves. “I give them an overview of what they are entitled to and what their responsibilities are,” she explains. “Then I turn them over to the moving company to handle the actual details of the move.” As for the do-it-yourselfers, as often as not they wind up calling Griffith for advice when they encounter a snag.

With many years working with moving companies under her belt, Griffith well understands how traumatic it can be for a family to pick up roots and head for a far-off destination. While she sees few real advantages to being a woman in this industry, she says, “I do think women are a little more empathetic regarding various needs of people who are moving. We sometimes understand the emotional issues better than men.” There are times, she adds, when being a woman might “help you get in the door,” but in the end women — like men — must prove they are up to the job.

Things have changed some since her early jobs with moving companies. “Although I was divorced and had two small children, I was required to do a lot of traveling,” she recalls, “and that was a real problem.” She often had to arrange for overnight child care during her absences, and her employers saw the resulting expenses not as part of their own cost of doing business but as Griffith's problem to deal with. Nowadays, although her sons are grown, she only rarely travels in her job.

A more enlightened workplace has arisen along with a more informed consumer. This she sees as one of the stark differences between three decades ago and today. “Relocation companies have found a niche that didn't exist 30 years ago,” she says. “The companies have had to become more customer service-oriented rather than simply offering a truck and basic moving services. Now, it's no longer just a matter of price. Companies must offer a much broader range of services. One reason for this is that customers have become smarter, more educated, and do their research before they move.”

Griffith's work focuses mostly on moves between North America and Latin America.

The most rewarding aspect of her career to date, she says, is “All the friendships I have made with people all over the world. It's like a big family — a close-knit industry.” This is one reason, in her current role at IDB, that she misses the day-to-day moving industry, and makes the effort to maintain her contacts and keep abreast of developments in the field.

She has been pleased to see that at least in Latin American firms, there are many women in the industry working as general managers, owners, and in other top positions. In some countries, progress has been slower, but cracks in even those male-dominated bastions are beginning to appear. One thing remains the same all over the world, however: “I have found to a great degree,” says Griffith, “that I have had to prove myself worthy of the positions I have held. In Washington, D.C., for example, the ‘good old boy’ network is alive and well, and you really have to work to earn their respect and show you know what you're doing.”

One indication of how far women have come, says Griffith, is that not long ago a handful of women, including herself, launched Washington Women in Transportation [see story, page 19] to collectively address issues affecting women's careers in the industry. “Things have changed to the point there really aren't that many issues to address,” she jokes.

This is a very fulfilling industry,” she adds. “You tend to either love it or hate it, and you decide quickly whether it's for you. If you love it, you're likely to stay in it forever. It's certainly never boring.”

Carol Griffith's e-mail address is carolG@IADB.org. ■



Pictured, from l.:
Catherine Goodrum, JoDee McCain,
Linda Harbin, Carol Griffith

Washington Women in Transportation

Washington Women in Transportation is a Washington, D.C.-based member organization that was formed in 1998 by a small group of women who recognized the need for an educational and social forum that could help them advance their careers in the transportation and relocation industry. The roots of the organization developed following several informal meetings of transportation managers from various metropolitan area companies.

A core group to these meetings came away with the vision that they should develop an organization that would focus specifically on issues affecting women involved in transportation and relocation. Twenty women were invited to participate in an initial trial meeting to discuss the idea. This initial meeting ended with several smaller groups being formed as some preferred a formalized group, others a benchmarking only group and the remainder united to form WWIT - an informal group that promotes networking, education and support for any woman engaged in relocation related responsibilities.

WWIT membership currently includes women from the household goods, relocation management, insurance and corporate human resource sectors. Quarterly meetings have the purpose of promoting a friendlier relationship with greater understanding amongst suppliers and accounts. Meetings provide an opportunity for discussion of relocation related issues with the goal of problem solving in a relaxed social environment.

Membership is open to women who are outside the Washington area and WWIT currently enjoys participation by members from Pittsburgh, Baltimore and Philadelphia. WWIT meets quarterly for luncheon meetings that are usually held the first Wednesday of each new quarter. Quarterly programs include speakers who address a wide variety of subjects that pertain to personal growth and professional experience. Each year ends with a holiday luncheon that is for networking and socialization. In addition, it is notable that WWIT uses the majority of the dues collected each year to provide a charitable donation to an organization that is selected by the membership.

The December meeting established the following officers for the 2002 year: Co-Chairs are Carol Griffith, InterAmerican Development Bank and Catherine Goodrum, Global Options, LLC. Vice Chair is JoDee McCain, Executive Moving Systems and Secretary/Treasurer is Linda Harbin, Security Storage.

For more information, please visit www.expage.com/washingtonWIT and www.expage.com/wwitnews ■

Barbara Cook

Sales/Marketing, TechMate International

Although my early career always involved some aspect of marketing, it wasn't until I decided to veer off in a new direction that I wound up joining the team at TechMate International.

I had always been intrigued by technology and had some experience with computers. Ever since I stepped onboard, my new colleagues at TechMate International have provided an environment where I could grow with an organization that takes a lot of pride in its work.

Over the past 4 years, I've not only learned a lot about the software industry, but I've also become more familiar with the moving and storage industry and how it is keeping pace with technology. My job is to help moving companies use what we have to offer to the best advantage — and to help my company understand how we can make movers' lives easier.

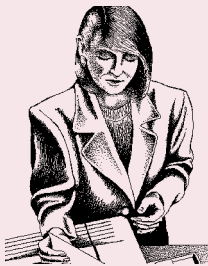
Most of the positions I have held have been in male-dominated areas, and of course in the beginning I had to overcome a few obstacles. But I learned quickly that once I gained some experience and earned the respect of my peers, then the inevitable pressures of a fast-paced organization would become more manageable and even stimulating. After all, without challenges, any job would be uninteresting.

There is plenty to like about working, as I do, at the crossroads where two fast-paced industries intersect. In my position I've had an opportunity to meet a lot of interesting people, especially at tradeshows. The moving company representatives I've met at HHGFAA gatherings are good, hardworking people trying to make a living in a very competitive industry. Since many are family-owned, and not part of some big corporation, they need any "edge" that the latest products can offer. I can't help feeling that the fact that so many of the industry's managers and owners these days are women has something to do with their receptiveness to new ideas and products, and different ways of doing things.

HHGFAA's annual meetings are always exciting for me because the delegates who attend — no matter what country they're from — are generally well acquainted with technology and eager to know more about what it can do for them to help them grow and become more efficient. To me, one of the most rewarding aspects of participating in the HHGFAA meetings is having the opportunity to help people overcome their fear and skepticism about new and unfamiliar high-tech products and watch them walk away from my booth energized and upbeat about the potential of those products to make their companies more profitable and efficient.

Website: www.TechMateIntl.com. E-mail: sales@TechMateIntl.com ■

It's a Fact ...



Women purchase 82 percent of all products and services, including:

- 51% of consumer electronics
- 75% of over-the-counter drugs
- 51% of all travel and almost 50% of all business travel
- 51% of all autos
- 48% of all stocks

Women also influence:

- 85% of all auto purchases
- 50% of all computer purchases

SOURCE: Business Women's Network

Karen Randle

The Guardian Services Group

Karen Randle has worked in the moving and storage industry for 14 years. Today she is sales director at a 55-year-old company, The Guardian Services Group, owned by three brothers, the Smoots. “I was the first woman to be hired for a managerial position,” says Randle. “I started with them with an open mind and lots of energy. During my tenure I’ve driven a 26-foot truck, a forklift, and supervised as many as 20 men. I’ve packed, loaded and inventoried — whatever it took to get the job done.” Because of her broad experience and her roll-up-the-sleeves attitude, the men she supervises respect her, knowing she’s paid her dues.

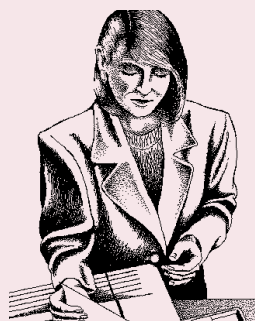
Randle feels that being a woman in her position as sales director is a distinct advantage, because she can relate to the shipper from the traditional perspective of homemaker. “I know she is concerned about inviting strangers into her home to touch everything she and her spouse have worked for,” she says.

“My attitude and attributes are that of a nurturer and a positive thinker,” she adds. “I’ve been blessed because I have been given an opportunity to advance myself personally and professionally in this industry.”

In fact, Randle has served on the board of HHGFAA as the associate members’ representative. Claims Prevention magazine has published an interview in which Randle described her views on the need for training and education in the industry. “My concerns about training and education are paramount,” she explains. “Parents do not raise their children to be movers. The American dream from parents’ perspective is for their children to become doctors, lawyers, and captains of industry. Being a mover is hard, honest work, and employees should be commended for their efforts and rewarded accordingly. Moving a family is a high-ticket item in the relocation package. Next to buying and selling your home, the move itself is the most difficult aspect because you are entering the unknown — a new place. And all consumers want to know that they are getting the best move for their dollars.

“I see this industry as a life-long career for myself,” says Randle. “I was hired at the age of forty and the industry has changed for the better while I’ve been employed here.” ■

It’s a Fact ...



Women are making the financial decisions for families. 75% of all household finances are being handled by women and more than 53% of investment decisions. Women own more than 47% of stocks. Women bring in half or more than half of the income in most U.S. households today. Of the net increase of the workforce between 1992 and 2005, 62% are projected to be women. Moreover, women will acquire over 85% of the \$12 trillion growth of U.S. private wealth between 1995 and 2010. The new force is the “power of the purse.”

SOURCE: Business Women’s Network

Ella Helders

Crystal Forwarding Inc.

It was 1968 when I came to the United States on a student visa, with \$300 in my pocket. After buying a car for \$250 I had \$50 left to my name. My English was basically nonexistent, and for the next 9 years I struggled with college, learning English, lack of money, bearing and raising two children, and a divorce. I supplemented our income by teaching young children in Hebrew schools, teenage kids in high school, and adults in the evenings.

In 1976 I had to look for a summer job to supplement our income. The challenge was to convince someone to hire me without any office experience, and with very halting English. I interviewed with a freight forwarder and decided I would get that job no matter what because I liked the building it was located in. I had no idea what a freight forwarder does. I persuaded my future boss to hire me by offering to work for him for a month free to prove myself. He hired me for \$500 per month but did not take me up on the work-for-free offer (which I greatly appreciated, as I desperately needed the money).

For the next 2 years my English improved dramatically, as I associated only with English-speaking people. I read every piece of paper in the office by staying late, and figured out how to bill household goods, sign up agents, and move shipments. I even sent a letter to our German office, to a Mr. Han Helders, commending him on the wonderful job they were doing in Germany. (He was in Germany at the time setting up shop.) Little did I know at the time that I was sending the letter to my future husband, whom I met when he came back from Germany.

In 1978 I was promoted to manager of the military division. I had 40 people reporting to me and the department's revenue was \$60 million per year. I loved it, and we did great for the next 9 years. During that time I also married Han. Unfortunately, the other divisions of the company were not doing so well and the company was sold. We kept operating but it wasn't fun any more. I also knew that the company would probably not keep both Han and myself on the payroll, so I decided to leave and start my own company.

In 1988 our household buckled down. I took a loan on the house, cashed out my IRA accounts, and maxed out my credit cards as I started Classic Forwarding; I didn't take a paycheck for a year.

I spent 3 weeks from 5 a.m. to 11 p.m. qualifying myself to service every military base in the country and overseas. I had one phone with two lines. I put both lines on hold when I ran to the Post Office to mail the previous day's correspondence. I used an old IBM typewriter that I purchased for \$25 which made holes in the page every time I had to type a period.

In April 1989 I was eligible to get my first shipment from the government. How fun and exiting it was when I booked the first shipment! I still remember that it was a code 7 baggage shipment from Vernon Moving and Storage in Louisiana, which is still my agent.

Today, I employ 15 people who all feel like family. I could not do it without them. We are all so proud of our company, and visitors are stunned by how beautiful our offices are. We take pride in our work and our environment. We service the Department of Defense and do our outmost to give the military members the best service possible. They deserve it, as they get bounced around the world in order to protect our country and our freedom.

I love this industry and I am grateful for all the wonderful people I have met through the years all over the world. But the thing I'm most grateful for is having met my wonderful husband in this industry.

Crystal International Website: www.crystalinternational.com.

E-mail: info@crystalinternational.com ■

It's a Fact ...

Women took an average of 7.9 business trips in the 12 months prior to March 2000 while a higher number of women (66.3%) were more likely to take 3 to 5 trips than were men (47.1%). Women are 53% more likely than men to travel for a meeting, convention, or trade show.

SOURCES: Crowne Plaza Travel Index; Travel Industry of America

Erika Clements

CEO and Managing Director, Expat Relocation Center

Every day, I find that being a woman and a mother — and an expatriate who has gone through the relocation process — is a tremendous asset in the moving and relocation industry. I am able to better anticipate the needs of women and families who are moving to Central and Eastern Europe and the Balkans, and I can also, as a peer, make women more comfortable during a major move.

I came to the region 6 years ago as an expatriate myself. Everything was new, including the language and the culture. I began working on an ad hoc basis with Move One, assisting with relocation subjects: leading tours, taking people to expatriate groups, and generally helping new expats settle in.

Three years ago, we at Move One decided to expand our household goods division to provide more specialized relocation services in the region. We saw that the moving industry was evolving in such a way that it was becoming mandatory to specialize in relocations. We also observed that there was no one company offering all relocation services in the area.

In this way, the Expat Relocation Center was born, and I became the CEO and managing director. Since then, we have become the largest relocation company in the region. We complement the international moving services of Move One, our sister company, by helping transferees and their families with everything from procuring work and residence permits to finding homes and schools.

This is a fascinating part of the world in which to work, and a fascinating time to be here. Comprehensive relocation services are still growing in the region, but every day we realize more and more companies are trying to develop such services. This helps us because it makes more companies here realize what relocation is about. In the past, we had to work to educate many local human resources departments about the needs of transferees and their families.

Of course, we do face challenges when working here. The most difficult trial is providing a consistent and progressive service on a regional basis, when we are facing language barriers, cultural differences, and frequent law changes. This is particularly evident when we are working in countries that have just emerged from wars. In the former Yugoslavia, for example, we have faced challenges in operating an ethnically diverse office without getting involved in politics.

Fortunately, however, our obstacles are rarely, if ever, due to gender. For one thing, over the last 40 years, women have typically been treated relatively equally in the workplace in Eastern Europe. While men still dominate the higher-level jobs, women are equal — if not dominant — in mid-level jobs. Our contacts in government bureaucracy are often women. And here at the Expat Relocation Center, about 90 percent of our employees are female. We see that as a strength, and we're evidently not alone in that feeling. It appears that it's becoming more common to see women in top management positions in relocation companies.

That stands to reason, because many age-old gender roles do still apply. Even in this day and age, transferees moving because of a job tend to be men. Accompanying spouses or partners tend to be women, who often give up their own jobs to come along. It's important for all accompanying spouses and partners to be able to see this time in Eastern Europe as an opportunity to grow professionally and emotionally. If they are interested in taking time off from their careers, we can introduce them to the many opportunities in the area, from volunteer work to horseback riding. In the near future, we would like to focus more on providing employment information.

My staff and I are involved with many expatriate clubs, and I personally have helped found professional women's associations in the region. I am also involved with different international women's groups. We work closely with the human resources departments of our corporate clients to assist with legal and immigration issues, but we also focus on the family — not just the expatriate employee. Commonly, men focus on the big things: job, home, car, and sometimes even the potential school for their children. Once those things are taken care of, they may think the relocation has been a success.

But there's much more to feeling at home in a new country, and that's where we further assist to fill the gaps. It can be difficult for men to understand all the thousands of small problems and issues facing women and families in relocating, especially to Eastern Europe, an area many people do not know much about. Women are often concerned that everything from child care, house cleaners, and health clinics to shopping and fitness centers won't be up to their Western standards. The truth is that Western-standard options exist, but they may be harder to find. We provide that guidance in person and with the help of our CD-ROM that provides information and images about life in the region.

I can also provide personal reassurance to women who are interested in having a baby in Eastern Europe but are worried about the quality of care. I am a new mother and an American who gave birth here, and I found the care to be excellent. Last year, we held a seminar on having a baby in Hungary that attracted many interested expat women (most



pregnant and some just planning ahead). We would like to hold a similar seminar that deals with pregnancy and childbirth issues across the region.

When they contact our organization, expat women are often reassured by the fact that I am a woman and an expat, just like them. I'm a peer to them, and I've been there. I know how they feel. We also have other female expat employees from many different backgrounds. The simple truth is that if the spouse or partner and the family aren't happy, or if they feel like they're just wasting time overseas, it's going to affect the transferee. So relocation specialists like our staff at the Expat Relocation Center will always be needed, especially as companies continue to become more global.

I see this as a growing industry and one in which a small to medium-sized company can effectively compete with the larger multinationals. I am constantly challenged, and the job never stays the same. Even though I never dreamed that relocation services would be my career, now I can't imagine working in any other field. It fits my lifestyle and personality, and it's very satisfying.

I often run into people long after we relocated them here, and I am happy to see that they are surrounded by friends and their children are thriving. I've never felt that feeling of satisfaction in any other line of work.

Website: www.moveone.hu • E-mail: moving@moveone.hu ■

Raquel Castañon **Three Flags Transportation** **Mexico City**

When I began working for this industry 26 years ago, I immediately knew that this was going to be my profession for life. There should be someone to tell you during the employment interview that once you're in, you are a lifer!

Prior to becoming owner and CEO of my own company, I was very fortunate to have trained and held key positions with excellent companies who gave me the foundation on which I stand today.

I have always enjoyed dealing with people and consider myself a "people person." What is most rewarding about this job is being able to ensure that the household moves of my clients go as smoothly and trouble-free as possible. I would do whatever is necessary in order to accomplish this.

Throughout my professional career, I have been an active member of various associations, chambers, and organizations in which I have always been chosen to hold important positions. These roles have allowed me to express my ideas and help other women become important players in their companies — women who, like myself, have had difficulties getting ahead in Latin American societies that used to be very structures and arduous for working females.

Our participation has helped us exchange ideas and opinions, thus making our lives easier and more productive. For the past 4 years I have served as treasurer of the Pan American International Movers Association (PAIMA). This has allowed me to work closely with knowledgeable people who have excelled in this industry.

In Latin American and in many other countries around the globe, some men are referred to as "machos" and like to deal with other men, especially while transacting business. I have noticed that as a woman, you have to consistently demonstrate that your job performance can be just as good as — or sometimes better than — that of a man.

I believe that women have natural skills that can be very useful in the moving and relocation industry. A woman is perceptive by nature, which means that we are careful and focus more attention on detail. This is especially true when she is committed to doing two jobs well — one at home raising children, and the other at the office or operations facility. I am a mother of four children and am very proud to have raised them alone and to have been able to afford a University education for them. (By the way, one of my sons, Victor, has followed me into the international moving business.)

People consider me to be a leader, maybe because of my strong personality and untamed will. I don't usually take no for an answer. I sincerely believe that when you perform a job that you truly enjoy doing, you will be rewarded for your efforts both personally and professionally. ■

Elsa Irene Rodriguez

General Manager, Atlas International Service S.A.

I first came to work in this industry by starting a family-owned moving business with my husband, Arturo Ruales. At the beginning it was a very hard task. I had to act with authority and consistency in order to not stretch the limits between the company and the family, while striving to reach company's goals.

Years later, on May 9, 1989, I registered our company in the Official Industry Records, having as shareholders my husband and my two children, Rolando and Rosa Milagros. I was not a formal shareholder in the records since Peruvian laws do not permit wives to be part of the shareholder board. However I continued being the legal representative of the company.

I find that being a woman has its advantages. In many cases I have preferred to hear the "voice of the heart," the woman's powerful sixth sense. These characteristics let me take essential decisions rapidly and keep employees and general management working as a team. I am always in contact with all company's sectors. I listen to all opinions — from the oldest employee to the youngest novice; from the highest officer to the worker who carries out the simplest task. I consider problems as opportunities to grow and improve, and to put in practice my professional management studies to conduct this family business successfully.

Moreover, I think that women sometimes pay more attention to how a company provides its services. We know moving is a matter of confidence, so the client should be confident that his goods and property will be handled with the same care and delicateness as if they were our own. This focus is expressed in one of our most popular mottos: "What is commercial is good, but what is good is also commercial."

The main disadvantage for women in this industry is a tendency to feel more "weak" or "strong" than our male partners. This produces a lack of balance at work and negative influence on women's professional performance. The main challenge I have faced as a woman in this male-dominated environment is that of winning personnel and clients' trust in my administration and decisionmaking skills; too often, others feel that the fact that I am a woman means I could show "weakness."

For both male and female managers, the rules of effective management are the same, however. I have always insisted on the importance of working as a team, encouraging individual skills but with the flexibility to fulfill any necessary task in order to provide the client what was offered in closing the sale in a satisfactory manner.

I see my job in this industry as an enriching experience with many expectations and new opportunities. Learning never ends. I always search for ways to train myself and learn new things, because this will result positive for my management and therefore my company. Currently I am taking courses at the university on organizational psychology.

Currently, majority of those who request our services — whether for companies or families — are women, so we have a better capacity to put ourselves in our clients' place, calming their anxieties, satisfying his request, and easing their fears about the handling of their goods and properties.

My Andean heritage brings me a very important respect for the "community cash box" — the company's cash box being the community of Atlas International Service S.A. Because of this respect for how money is used, expenses and investments have always been aimed at fulfilling the company's objectives. This attitude helps me reinforce our economical structure and make wise investments. I subscribe to the theory that "Nobody is rich because the money he earns but how he spends it" (without looking down on the sales department, which is led by my husband).

Once, my husband was traveling when our company was asked urgently to move all household furniture and appointments from a really big governmental building. We had to establish three shifts per day. Due to the excellent performance and teamwork of our employees, we completed 200 trips satisfactorily — even though some workers felt worried because they were being led by a woman!

Respecting the limit between family and company, according each its corresponding place and importance,



Rodriguez understands the need to treat people's possessions with care.



At Atlas International, the removals business is a family affair.

has enabled me to experience a beautiful family life while remaining very connected to my work, and to enjoy each one. Because it is important to achieve a good balance, I do not neglect my social life and enjoy my contact with nature particularly when I return to the Peruvian Andes.

Atlas International Service S.A. E-mail: atlasint@amauta.rcp.net.pe ■

Monica Pinochet Pauley President and CFO, Tumi International Movers

Monica Pinochet Pauley's entry into the moving business was a rocky one. "I was married to an international mover with over 40 years in the industry," she recalls, "and had a degree in the medical field where everything is either black or white. My husband's partners retired and I was drafted."

After lots of tears and her husband assuring her, "The file will talk to you," she finally got the hang of things. "Having been around — but outside — of the industry for many years, I knew many people and had lots of friends in the business." That helped.

And Pauley has found that being a woman, especially a woman who had lived overseas, she has a special empathy with her clients. "I feel that I better understand the challenge of relocation more than most," she says, "and can see the overall picture more clearly than men who think only of the 'moving.'"

"Now that our children are involved, it looks like I will spend the rest of my career as a mover. I guess that I'm 'hooked,' as many of our associates proclaim, after years in the industry of international relocations."

In many ways, says Pauley, "Women are more suited to this field than a lot of men because what we do is move the homemakers and the home."

Tumi International Movers Website: www.tumimovers.com. • E-mail: tumi@netrox.net ■



Maureen Beal with her agent Council, Bobby Vann, American Way Van & Storage, Dayton, Ohio, Jeff Pink, Pink Transfer, Inc. Monrovia, CA and Joe Bonnie, Jr. of Joe Bonnie & Son Moving & Storage, Boca Raton, FL

Maureen Beal CEO, National Van Lines, Inc.

National Van Lines is in its third generation of hands-on family management. My grandfather founded the business

in 1929 and handed it down to my father in 1942. I started working for the van line right out of school, and stayed for 10 years, at which time I took a “break” and went into the manufacturing field in Sales and Customer Service Management. I came back to the family business in 1981, opening a sales office in California. Upon returning to the corporate office in Chicago in 1982, I served as vice president of the International Division and Treasurer of the corporation. I was named Chairman and CEO when my father passed away in 1993.

I’ve certainly found being a woman in the industry “unique,” especially as a company leader! But, in reality, it truly is more of an advantage. I’ve often said that men understand the physical side of moving — the hard work, lifting, driving, etc. But it takes a woman’s point of view to understand the emotional side — the family upheaval, the stress, the difference between a shipment containing “pieces of furniture” or “treasured family memories.”

In addition, I find myself in terrific company. National Van Lines was named the 14th largest woman-owned business in Chicago by Crain’s Chicago Business, and was ranked 226th by Working Woman Magazine in their issue dedicated to the Top 500 Women Owned Business in the country. I’ve found that women enjoy networking with other women, and will gladly consider doing business with a company that is also owned by a woman. But it’s not easy to get and retain their business. Just as I would, other women expect value and service and we have to perform up to their high expectations!

Having been born into the moving business, I have an education that started from the ground up. Along with my background in personnel and customer service, a thorough understanding of sales, operations, finance and administration make me a well-rounded company leader who can evaluate the needs of all of the departments within my organization and make decisions that impact the full scope of the company’s performance.

I take a more personal approach to relocation than what I believe most men do. I think about the impact of a late shipment or cargo damage on a family, more in terms of their personal experience than the van line’s financial loss. I’m a believer in the bottom line, but I feel a compulsion to focus on quality more than profitability. I know that ultimately, over time, quality produces profits.

I make myself accessible — to agents, to customers, to drivers, to corporate employees. My door is open. I find it sad when I think about CEOs in the relocation industry who don’t have the benefit of the input that the rest of the “family” brings to the organization.

I understand the work-home balance that my employees deal with, day in and day out. I, too, have a family with diverse needs — a husband who travels, a mother who is at an age where she regularly requires my attention and assistance, and a stepdaughter with special needs.

I’ve brought my own value system into this company, and I am rewarded each day as I see others who share my beliefs. We actively participate in our community by getting involved with charities such as the American Heart Association and the American Cancer Society. As a cancer survivor, I work as a Reach to Recovery Volunteer, counseling women going through treatment for cancer. I feel a tremendous need to give back to the community and the health care providers who supported me.

I love animals and nature, and I’ve found a way as an organization to be involved in environmental issues by becoming a corporate sponsor for Wyland, the world-renown artist who paints larger-than-life murals dedicated to protecting our oceans and marine life. In fact, we have gone so far as to incorporate that support into full-coverage decals for our trailers, and providing a driver and vehicle to the Wyland Foundation.

I am often asked where I see myself in the future, and I have concluded that I am one of those extremely lucky people who get up each morning and celebrate going to work. I wouldn’t change a thing . . . ■

Sandra Rowe Maier

President & CEO, Jet Forwarding

As her 20th anniversary as president of Jet Forwarding approaches, Sandra Maier still has an eye for detail and a passion for industry issues.

Only 26 when she became president, she grew up with strong mentors including her father, mother, and many industry members. “Growing up in the business certainly gave me an edge,” she said. Her father was a pioneer in the international forwarding business and was a visionary with countless ideas. She can remember the interesting agents from around the world she met when she was a child, and she learned early on that relationships are key to the success of the business. She attributes her interest in art and history to the many cultures the business touches and from living abroad (Europe) during part of that time.

Her father helped instill in her an entrepreneurial spirit, dedication, and lack of fear as well as her can-do attitude. Certainly, her business degree from Vanderbilt and her management training program touching on all aspects of the industry and business added to her toolbox of skills needed to run the diversified company.

In addition to her parents, several women in the industry helped pave the way for her understanding and success in the business. Her aunt, Edna Hayes (her father’s sister), ran Thru-Container Ltd. in Switzerland during the 1950s. “It was very unusual and almost unacceptable for a woman to run a company in Europe during this period,” said Maier. At the time her aunt was in Switzerland, women were not allowed to vote nor be members of private clubs. In fact, she had to advertise in the newspaper for 30 days to see if there were any objections to her becoming a managing director.

Other women who influenced Maier include second boss, industry leader Alice Jobe, and former Ft. MacArthur Transportation Officer Lucille Davidson.

Maier admits that men currently dominate leadership positions in the forwarding industry, but overall there are more women in the industry itself so with the right education, experience, and mentoring she expects to see more women leaders in the future.

Maier said being a woman never interfered with the job. She added, “I don’t look at the industry any differently than a man. Sure, there are men in some countries who don’t accept women as leaders, but let’s face it, we have the same issues and qualifications — we both need a good mind to serve the customer and make a profit.”

Maier considers it a privilege to have served 6 years on the HHGFAA board and contributed to policy issues affecting the industry on a global level, an experience that has been tremendously gratifying. Volunteering on the board proved a tremendous opportunity to grow personally and professionally.

Moreover, Maier believes her network of agents across the entire business is one of the most rewarding and crucial ingredients to her overall success. Never was this more evident than when it was time for her to be walked down the aisle in 1996 (her father died in 1990) and it was Dieter Schlimmer of Phoenix Transport who gave her away to her best friend and husband, Philip Maier.

In her nearly 20 years at the helm of Jet Forwarding, Jet has maintained flexibility in order to address the volatility of the business. Maier, along with her partner, David Rowe, and associate, Jack Buss, have helped distinguish the company as one of the few carriers that are diversified and participate in nearly every military program including International and Domestic, HHG, Baggage, Commercial Air, Special Solicitations, One Time Only, DPM, and Pilot Programs. Jet also has a commercial division that specializes in General Cargo, and Commercial Household Goods and GSA.

She has led the company at a time of deregulation and the Competitive Rate Program. “The ITGBL Program is a challenge for everyone and I am glad MTMC is addressing the systemic problems in order to improve it,” said Maier.

In addition to her industry activities, she has demonstrated leadership by serving on the board of the Hospice Foundation, Vanderbilt University Board of Alumni. She is also a member of the Committee of 200, the professional organization of preeminent businesswomen, The Executive Committee (TEC), and supports various charities.

As for those women in the business who want to move up, Maier has some advice: “Find a mentor, learn all aspects of the business, be persistent, pay attention to the details, gain a finance and marketing background and maintain a win/win perspective.

Jet Forwarding Inc. E-mail: info@jetforwarding.com ■

He Said, She Said: Differences to Be Admired

By Sondra Thiederman, PhD

Let's face it: As aggravating and frustrating as they can be, gender differences are also great fun. No, I don't mean that way. I mean that gender differences strike our funny bone. I suppose it has something to do with our past experiences and the vulnerability many of us feel in our personal relationships with the opposite sex. And we are even more vulnerable when it comes to male-female relationships in the workplace. While it's always risky to generalize about gender differences, it's possible to make certain flexible generalities that can be valuable when communicating across the gender line.

Giving Orders

Men and women often differ in the way they manage people and give orders. Several well-respected studies have shown women tend to soften their demands and statements, whereas men tend to be more direct. Women, for example, use tag lines, phrases like, "don't you think" following the presentation of an idea, "if you don't mind" following a demand or "this may be a crazy idea, but" preceding a suggestion. Many women are conditioned by culture to maintain harmony in relationships. That conditioning is manifested in softened demands, hedged statements and a generally more tentative communication style. The important thing to remember is that tentative communication does not mean the speaker actually feels tentative or is lacking in confidence. Similarly, more direct communication — as seen with some men and, because we can't generalize, some women too — does not mean the person is arrogant, bossy or feels superior. These are nothing more than learned ways of communicating.

Asking Questions

Another difference often seen between men and women is women generally ask more questions than men. We have all heard or experienced the anecdote about the man who refuses to stop to ask directions when lost. We get a good chuckle out of this story, but differences in how and when questions are asked can create real confusion in the workplace. Asking questions means different things to men and women. Men ask questions for one purpose only: To gather information. For women, asking questions serves two purposes: One is to gather information but, as you've probably noticed, women will also ask questions when they already know the answers. Why? They want to show interest in what the other person has said to cultivate the relationship.

Overcoming Misunderstandings and Misinterpretations

Both management style and asking questions raise fundamental issues about the role of women in the workplace. There is nothing intrinsically wrong with different communication styles. Men are perfectly right to be more direct and ask fewer questions, while women and some men are simply more comfortable with a softer style of communicating. The problem arises when these differences lead to misunderstandings and misinterpretations, which can ultimately disrupt teamwork and even derail someone's chances for upward mobility. We need to look past our assumptions about the meaning of a particular manner of speaking to build better gender-mixed teams. Just because one person may be more abrupt does not mean he or she is cold, uncaring or uninvolved. On the other hand, a more tentative approach is not necessarily a sign of weakness, fear or lack of confidence. We communicate the way we do, because it is what we are taught. What matters is that we give each other a chance, that we get to know what lies behind the communication style and, most important, that we resist the urge to jump to premature conclusions about the meaning of a particular style. ■

*Sondra Thiederman, PhD is a leading expert on workplace diversity and cross-cultural business. As president of Cross-Cultural Communications (<http://www.thiederman.com/>), a San Diego-based training firm, Thiederman has more than 20 years' experience as a speaker, trainer and author, helping organizations and professionals understand and successfully navigate the increasingly diverse global marketplace. Thiederman, the author of three books about cultural diversity, has also been featured in several diversity training videos and is the producer of the best-selling motivational videos *Getting Along: Words of Encouragement* and *Words to Lead By*.*

Who Wears the Pants?

By The Honorable Alexis M. Herman

Not long ago, I met with a group of very smart college women — current students and recent graduates — to discuss job-hunting strategies. Our conversation covered a wide territory: What extracurricular activities to list on a resume (President of the French Club? Absolutement! Sorority keg champion? Try “Social Committee Chairwoman” instead.); careers for liberal arts majors (The sky’s the limit.), how to effectively use the Internet in a job search (Remember to use spell check.), and the best networking techniques (Call everyone, and then call them again.). As we concluded, one young woman raised her voice and said: “I have a question that I know may sound silly, but it’s really been bothering me and I don’t know who to ask.” She looked pained and embarrassed. I was ready for a tough one: How do you explain to a potential employer that you were once fired from an internship? Or, after four years of college, two years of graduate school and a summer abroad, how do you tell your parents you still don’t know what to do for a living? Finally, she blurted out, “Is it OK to wear pants to a job interview?”

That was the \$64,000 question? I looked at the others seated around the table. Each nodded enthusiastically in agreement. A collective “Whew!” was heard in the room. Obviously, this was something on all of their minds. The question says more about working women’s sense of self than it says about their sense of fashion. After all, no man would ever ask such a thing. But it got me thinking about the state and status of workingwomen in this country. Popular media wants us to believe the workforce is composed of an army of Oprahs and Marthas — multiconglomerates and single-name powerhouses who call the shots. High-profile Fortune 500 CEOs like Andrea Jung of Avon, Carly Fiorina of Hewlett-Packard, and Anne Mulcahy of Xerox are great leaders and important role models. They are also the exception to corporate America, not the norm.

Reality Check

Of the 108 million women age 16 and older in the United States, 65 million are in the labor force, either working or looking for work. Six out of every 10 women age 16 and over are labor force participants. Women age 35 to 44 have the highest labor participation rate. The largest share of employed women work in technical, sales and administrative support occupations. More women work as teachers (excluding postsecondary), secretaries, managers, administrators and cashiers than any other areas of work. Nearly one out of five women work in one of these occupations. Nearly 4 million women hold more than one job; 3 million women are contingent workers, meaning they do not perceive themselves as having an explicit contract with their employer for ongoing work.

And remember the wage gap? Well, it has diminished some, but it has not disappeared. Working women continue to earn less than their male counterparts. African-American and Hispanic women’s earnings are only 65 and 55 percent, respectively, of white men’s average earnings. White women earn about 75 cents for every dollar earned by white men. Research shows that about 40 percent of that pay gap cannot be explained by differences in experiences, skills or the jobs held by men and women. It is largely the product of plain, old-fashioned, stubborn discrimination.

What should we do? First, we — both men and women — need to realize and acknowledge that the pay gap is real. Too many people assume that since women have made terrific progress in the workplace and are getting jobs in areas they never before been employed in, discrimination is no longer a factor. That is just not true. We’ve also got to educate each other and ourselves about this issue, particularly around the area of pay equity. We — employers, employees and politicians — must also make sure antidiscrimination laws are strictly enforced. The law is one of the most powerful methods for closing the pay gap. And what about the young woman’s question? Is it OK to wear pants to a job interview? The answer is yes. The larger issue is whether or not women wear the pants once they get the job.

Alexis M. Herman was U.S. Secretary of Labor from 1997-2001.

Women Leaders Leverage Strengths For Profitability, Performance, and Productivity

By Barrie Zucal

Jean Hearty, an international relocation manager for a large moving company on the East Coast of the United States, is blonde, blue-eyed, and bouncing with energy. Although her company offers no formal services to the spouse of the employee going on international assignment, Jean does. She understands the anxieties of the spouse who may have never lived away from her family, her state, or her country before. She gives them her cell phone number so they can contact her twenty-four hours a day, seven days a week becoming their anchor while they feel adrift. By creating a relationship that will be remembered long after the move is completed, she is creating customer loyalty and repeat business.

Anyone involved in moving freight is working with people. Strong consideration for people involved in the work process is what women bring to work within a small family business or a large multinational corporation. Jean is an international women manager who leads by incorporating her “soft skills” which have become the “hard skills” in business today. She is successfully managing others, leading initiatives, and exceeding the expectations of suppliers, subcontractors, and customers.

What are the strengths that women across the globe have in common that pay off for them and the organizations they work for:

- **Relationship savvy.** Women know how to build and sustain relationships. They learn these skills as young girls. In families in almost all cultures, women are charged with “smoothing the waters”, bridging between family members in conflict, getting people together, being sensitive to the needs of others. With this preparation, women bring an added dimension to leadership and to relationships with bosses, co-workers, and customers alike. They understand personal needs and are empathic. They are responsive and empowering. They encourage participation, and nurture loyalty and commitment.
- **Responsiveness in conversation.** Women use conversation naturally to build rapport in relationships. They follow up in ways that have meaning to the other person. They are comfortable with impromptu meetings, “management by walking around”, and accessible to those inside the company, customers, suppliers and subcontractors.
- **Inclusiveness.** Women leaders often share power, information, and the credit for good work. This makes them excellent team players because their ego doesn’t get in the way. While gathering the most information needed for decision making, they build connections and create fellowship. They are naturals at the art of effective collaboration.
- **Empowerment.** Women want others to feel powerful. They like win/win situations. They want others to feel good about their work.
- **Enthusiasm.** Women’s enthusiasm energizes others.

Practically speaking, a woman has the skills to distinguish her company from all the others who perform exactly the same services. Moving goods from one place to another without damage or loss is the least that customers expect. Jean’s customers will never know the complexities of the process involved in performing her services. They will never know the amount of regulations she encounters or the difficulties of performing these services across time, distance, and culture.

They will know the quality of the relationship she forms with them and how effectively the company delivered. They will remember:

- Friendliness and ability to understand their needs and respond to their stress while moving or having goods forwarded.
- Willingness to explain the process of the move when they want to know and her concern to fulfill or exceed their expectations.
- Accessibility and consistent communication with them during the process.
- Response to anything that goes wrong.
- Understanding of their of their culture.
- The level of care taken by the actual movers to see that the goods are safely packed and removed.
- Ability to get the job done.

They will tell their friends and colleagues of their experience. An unhappy customer tells approximately thirteen people about their bad experience. If one family in an organization has problems with a mover and spreads the word in the organization, it could lead to the loss of the contract for relocating many families. Having the skills to communicate effectively with a disgruntled customer could mean more work from the company even though the move was not perfect.

Having skills and strengths and knowing how to leverage them are two different things. The following is a coach

approach to leveraging your potential this year.

1. Take your career seriously in the new year by committing time to develop your personal potential at work. Start by allocating 1 half hour this week to discovering your three greatest strengths. This may involve polling others, looking at your last performance review, shutting your door so you can think. It may also take more time than a half hour. If you need help or want a dependable resource, read *Now Discover Your Strengths* by Marcus Buckingham
2. Write your three greatest strengths. Define them, explore how you are already using them, and congratulate yourself in a substantial way for having them and being who you are. Take yourself and a friend out for a celebration, book a massage, or take a class that will help you develop that strength. Acknowledgement is sorely missing in the business world and what we all need more of to do our best work.
3. Write all the ways you are using your strengths now at work: to support customers, coworkers, your boss, and the mission of the company.
4. How will you consciously leverage your strengths this year? Ask this question over and over. If you have a mentor or coach or preferably both, talk with them about opportunities to leverage your strengths. Decide on the outcomes you want with:
 - Your boss, your team, your co-workers in other departments.
 - Customers, suppliers, subcontractors, others.
5. Plan a strategy for each of the above. For example if you decide that one of your greatest strengths is responsiveness and you know that because you always return calls and emails within 24 hours. Perhaps this year you will decide to become more proactive and initiate contact without waiting for someone to contact you. This may be one way to head off or eliminate potential problems.
6. Set action goals related to each of your strategies. Example: I will check in with major players, key staff, and customers under contract once a week to keep lines of communication open and address potential problems before they grow.
7. Decide on a date and time by which you will have completed the above actions and schedule them in your planning system. Honor your own schedule as you would the schedule of another.
8. Decide on a dates when you will sit down with yourself to evaluate the effectiveness of what you are doing; perhaps once a quarter.
9. She who hesitates is lost. Don't hesitate to take the actions that you think are appropriate to accomplish your goal. In business, women tend to hesitate while they think about whether they do can do something well and men tend to jump in and take on an assignment without concern for whether they can do it well or not. Become success in the action.
10. Plan for making yourself visible at work this year. Start tooting your own horn in a way that is acceptable to you and will work in your work system. Assume personal authority when you speak. Eat lunch with those who have the power to promote you and talk about the strength of your work with enthusiasm. In a family business, be sure that you are recognized for your business accomplishment rather than your family functions. Visibility gives you opportunity.

Jean would be wise to communicate with her boss, her boss's boss, and the company hiring her relocation firm about the level of service she provides to the spouse. She needs to let her customer know that she extends herself to lay the groundwork for a successful overseas assignment and that she is sensitive to the high cost to the customer of an assignment that ends prematurely because a spouse is unhappy. Communicating this understanding of the bottom line of her customer firm may distinguish her firm from the others who are providing the same service without creating visibility.

Rewards in organizations tend to be given by those in power to those who are like them. Those in power are still mostly men. Others who are like them tend to be men and women who have developed a male model for success based on individual decision making, command and control management, and task directed behavior. Women who strive for excellence on the job and opportunity for advancement need to communicate how their strengths are benefiting the organization by bringing in new business, sustaining ongoing profitable relationships, contributing to innovative thinking, to the business mission, and to the overall profitability of the organization. Otherwise they may not get noticed, they may be taken for granted, or they may be misunderstood.

Make this year your best year yet. Plant the seeds of your intention to build on your strengths. Give them attention on a consistent basis. Share your accomplishments with others through your work and enjoy the ease of working from your strengths.

Intention + attention = miracles. ■

Barrie Zucal is an executive coach, a family therapist, and a certified laughter leader. She coaches managers and their teams to achieve and sustain high performance, productivity, and profitability while working across time, distance, and culture. Her clients include GE, IBM, the United States Navy, and the United States Department of State. She has been moved approximately nine times. Contact her at Barrie@globalcoaches.com, by phone Eastern Standard Time in the United States at (301) 274.3898, or fax to (301) 274.3867 24 hours a day. Website:

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MARITIME/OCEAN SHIPPING

Senate Confirms Maritime Administrator

The Senate in November confirmed President Bush's nomination of Capt. William Schubert to be Maritime Administrator. Among the agency's responsibilities is maintaining efficient port and intermodal water and land transportation systems.

Schubert is a former maritime industry consultant and worked at the Maritime Administration for 10 years. He has 30 years of experience, ranging from work on offshore drilling platforms to being a deck officer with Reynolds Metals Co.

He said the maritime industry, organized labor and other government agencies need to coordinate policy to ensure the security of all U.S. ports and vessels.

Schubert began his 10-year career at the Maritime Administration in 1986 as a special assistant to the administrator. Before his confirmation by the Senate, he was president of International Trade and Transportation Inc., a maritime consulting firm based in Houston.

The newly confirmed maritime administrator, William Schubert, wants to reform the so-called three-year rule, which prohibits non-U.S.-built ships from carrying food aid for 3 years once they're registered under the U.S. flag, a change opposed by U.S. shipyards. "This provision discourages new tonnage from entering the U.S. registry, and increases the cost of handling U.S.-sponsored food aid," Schubert said in response to Sen. John McCain (R-AZ) during his confirmation hearings. Schubert also has his sights on the capital construction fund, hoping to allow this tax benefit to be used to build vessels for the U.S. coastal trades, a change that could give a boost to fledgling efforts to take more cargo off highways such as the clogged I-95.

Troy Container Line Launches Service to Israel

Troy Container Line now offers a new LCL and full container service direct into Israel via the ports of Ashdod and Haifa. The new service was inaugurated on Nov. 5, comes out of the port of New York, and is intended to provide importers and exporters with a faster, more convenient way to reach markets in Israel, according to Trade Manager Sal Colonna. Colonna was hired by Troy Container Line to head up the new service to Israel. He had previously worked for companies such as Barber Lines and Scan Freight, and also owned Joint Cargo, a New Jersey shipping company.

The new Israel service includes fixed-day sailings, with a 17-day transit time. In Ashdod and Haifa, the freight will be deconsolidated by Delta Pacific on the day of arrival, and will be immediately available for pickup. One-bill, door-to-door service can be provided from the shipper's dock with on-carriage to any point in Israel.

EU Approves New TACA

European Union competition officials have given provisional approval to a streamlined Trans-Atlantic Conference Agreement that conforms to the new era of individual confidential contracting between shippers and ocean carriers. According to TACA General Manager David Jeffries, the decision “is significant in that it provides us with a blueprint for the future.”

The Nov. 30 decision has been turned over to the group’s lawyers for analysis. It effectively endorses the U.S. approach taken by the Ocean Shipping and Reform Act of 1998, which allows for continued antitrust immunity for collective ratemaking but also promotes the use of individual, confidential contracts. According to Jeffries, TACA was revised in 1999 to reflect the changes brought about by OSRA and the new agreement actually was in place before the legislation came into force. The EU approval, he says, “gives legal certainty to the way TACA conducts its business.”

The EU has been challenging TACA for 10 years because of concerns that certain aspects of the conference system are anticompetitive. To gain EU approval, several changes to the agreement were required. Collective ratemaking by ocean carriers to set inland transport tariffs in Europe is prohibited. In addition, the EU will require TACA to establish an independent third-party organization to collect data on individual contracts to ensure that “no carrier-specific information not in the public domain is either gathered by or distributed to the TACA secretariat or the parties,” the decision states.

OSRA was seen by shippers as a major step toward modernizing the ocean shipping industry. By promoting individual contracts, the legislation cut deeply into the power of conferences such as TACA. Last year, according to Federal Maritime Commission figures, more than 90 percent of goods on the Atlantic trade were moving under individual contracts outside of TACA’s control. Conferences, however, do retain some influence, particularly through the authority to set across-the-board surcharges and to coordinate slot-chartering agreements to reduce capacity.

Interested parties have 30 days to comment on the decision before it is implemented.

— *SOURCE: John Parker, TrafficWorld*

IATA Ends Joint Rates in Europe

The International Air Transport Association has agreed to end the joint setting of air cargo rates by airlines for shipments between points within the European Economic Area. The decision, announced Oct. 19, follows a complaint by the European Union that the practice violates EU competition rules.

The EU said the decision “will translate into greater competition in the setting of air cargo shipment rates to the benefit of European exporters and the European economy as a whole.”

IATA said the decision has no implications for its “multilateral interlinable rates” in other areas of the world, including to and from Europe. The group said it will be able to continue to publish global cargo tariff rules and procedures within the EEA.

In 1997, the European Commission abolished IATA’s block exemption from antitrust regulations on the grounds that the conference’s tariffs “were considerably higher” than market prices and that price consultations no longer appeared justified. IATA then sought an individual exemption from antitrust rules, which it said was necessary to facilitate cargo interlining. IATA tariffs are used in interlining agreements to calculate each carrier’s compensation. In May, however, the commission determined that “IATA had failed to demonstrate that this 55-year-old restrictive system was still necessary” to provide customers within interlining services.

—*SOURCE: John Parker, TrafficWorld*



Coming Up in *The Portal*: A Special Focus on the World Wide Web and the Industry

The March/April 2002 issue of *The Portal* will examine how the World Wide Web has changed the way our industry conducts business. If your company is a HHGFAA member in good standing, we welcome your contribution to this Special Focus issue. Specifically, we'd like to know:

- Have you found it more efficient and cost-effective to use Web-based training?
- How has the availability of Web-based marketing tools affected your business, for better or for worse?
- How has the use of the Web changed the way you communicate with your reciprocating companies? Do you consider the Web a good vehicle for reaching potential trading partners in less accessible parts of the world?
- How has the Web changed the way shipment data are transmitted?
- Has the Web made a difference in the way you manage your traffic or obtain and provide rate quotations?
- Do you have Web-related experiences regarding your business that you would like to share?
- Do you think the Web ultimately will revolutionize the way the industry handles training, marketing, and other functions? Or do you feel it is overrated as a tool?

You are invited to provide an article describing your views and experiences. Photos that are relevant to the Focus topic are welcome. (Slides, negatives, or prints only, please — **no e-mailed photos or graphics.**) Please include contact information for someone we can call or e-mail in the event there are questions or clarification is needed.

All submissions are subject to editing for length and syntax. If you advertise in *The Portal*, we will make every effort to place your ad near your contribution. **The deadline for all articles and ads to appear in the March/April 2002 issue is March 15.** We cannot retrieve company information from your Website. You may send **text only** in PLAIN TEXT or ASCII format via e-mail to:

bcarri7850@aol.com

We will accept photographs or graphics on disk or via e-mail so long as they are in a format compatible with use in PageMaker for Macintosh (e.g., .jpg format). Please send prints, slides, or negatives to:

Bel Carrington
Household Goods Forwarders
Association of America
2320 Mill Road, #102
Alexandria, VA 22314

OR

Joyce McDowell Dexter
5600 Harding Avenue
Alexandria, VA 22311-5728



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TECHNOTES

White House Eases Computer-Export Rules

President Bush has eased restrictions on high-performance computer exports, enabling more powerful American-made machines to be sold overseas without special licenses.

The changes, worked out in cooperation with the computer industry, allow for exports to countries such as Israel, Russia, Pakistan and China. Exports to other countries, including Iraq and Iran, remain forbidden.

Individual licenses and prior government review now will be required only for the export of computers that perform more than 190,000 MTOPS (millions of theoretical operations per second).

The current ceiling is 85,000 MTOPS, a performance level that has become so commonplace in some consumer-oriented machines that the restriction put U.S. computer and chip manufacturers at a competitive disadvantage.

The technology companies would like to do away with the MTOPS standard completely. Some defense experts say a better way to maintain national security would be to restrict just the export of certain software, such as programs to model nuclear explosions or missile guidance systems.

— SOURCE: *Washington Post*, Jan. 3, 2002

APL Offers Electronic Bill of Lading

APL has launched a new encrypted electronic bill of lading that it says is the first to allow for electronic documentation from the beginning of the process through to the bank. Developed with the printing technologies firm Electronics For Imaging, the new system also offers state-of-the-art data security that is essential to development of e-commerce, according to APL.

“The new capability, known as E-BL Print, triggers speedier documentation and financial settlements,” said APL’s Cindy Stoddard. “By taking days out of the traditional, time-consuming document preparation, review and settlement process, the exporter gets paid faster.”

With E-BL Print, exporters can automatically transmit encrypted negotiable bills-of-lading via the Internet to multiple third-party providers such as forwarders and cosignees. The information also can be sent to the customer’s bank.

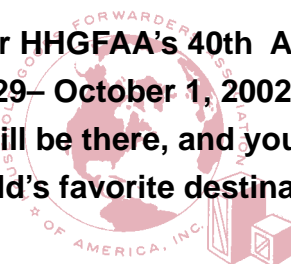
A company spokesman reported that “reviewing and printing them is as easy as opening an e-mail attachment, [and] the exporter retains complete control over who can print the document and even how many copies can be viewed or printed.”

DuPont China Ltd., which has been testing the electronic bill of lading, says it plans to implement E-BL Print system because it needs a reliable data security and control system, calling it “critical to our product distribution between Asian countries because the Internet technology employed by this new service can ensure expedited documentation, financial settlement and above all, on-time product delivery.”

— SOURCE: *John Parker*, writing in *TrafficWorld*

It's Not Too Early ...

... to mark your calendar for HHGFAA's 40th Annual Meeting in sunny Orlando, Florida, September 29– October 1, 2002. All your friends, trading partners, and colleagues will be there, and you should be as well! Don't miss out on one of the world's favorite destinations — so plan now to join us!



MILITARY/GOVERNMENT UPDATE

GSA Uses ALK Mileage Software

The U.S. General Services Administration is using software from ALK Technologies of Princeton, N.J., as the standard for determining highway mileage for federal civilian agency freight and household goods shipments. PC-Miler-based DTOD 15.1, which stands for Defense Table of Official Distances, is DoD's standard distance calculation data and software.

GSA negotiates discounted freight and household goods transportation rate agreements with transportation providers and audits transportation billings for the entire federal government. Enhancements to DTOD 15.1, the government version of the commercially available PC-Miler software, include the ability to display routes and geographical data on computerized maps; an enhanced North American and European database, including 112,500 standard point locations codes; and improved accuracy.

DTOD replaces Rand McNally's Household Goods Carriers Bureau mileages as the distance standard GSA uses for government shipments. PC-Miler replaced Rand McNally's MleMaker as the standard for the DoD in January 1998. PC-Miler/Worldwide and DTOD "are the only two worldwide distance calculation software products currently available," said a spokesperson for ALK.

In a separate announcement, Alk released PC-FuelTax 7.0, a fuel tax reporting software that "fully automates all aspects of fuel and mileage tax tracking, calculation and reporting," said ALK. New features in version 7.0 include trailer reports "enabling companies to keep a record of owned and leased vehicle and trailer specifications including what jurisdictions they've traveled in," according to ALK. Other capabilities include the ability to view all trips and fuel purchases filed under a specific quarter and the ability to file weight-distance taxes monthly as well as quarterly.

The software is Windows-based.

— SOURCE: Kathleen Hickey, *TrafficWorld*

Pentagon to Preserve Makeshift Memorials for Sept. 11 Victims

By Kellie Lunney

Mementos left for victims of the Sept. 11 terrorist attack on the Pentagon will be preserved for history, according to DoD.

DoD has hired a moving company to start collecting thousands of letters, photographs and flags left on the grounds of the Pentagon to remember victims. Nearly 200 people were killed Sept. 11 when terrorists crashed a plane into the Pentagon.

The moving company, supervised by military and Defense Protective Services personnel, have been collecting mementos around the attack site. The memorabilia will be catalogued and preserved for history by the Army Department's Center for Military History, said Defense spokesman Jim Turner.

After the agency archives them, the mementos could be used in future public displays for historical and educational purposes. Volunteers have kept the memorial sites tidy over the last few months. Some of the items were outside, but have been kept intact thanks to the dry weather this fall. Preserving the mementos is "something we are mindful of," Turner said.

People can leave new mementos on the small knoll to the west of the Pentagon's south parking lot. DoD will periodically collect new items and place them in storage with the rest of the memorabilia.

THE WOMEN OF MTMC

Col. Patty Hunt: Career Officer Brings Perspective to MTMC's Moving Program

By Cori Libby

Public Affairs Specialist, Military Traffic Management Command

Col. Patty Hunt has to be a sponge when it comes to absorbing information. A flood of information is all part of the daily routine for Hunt in her job as the Deputy Chief of Staff for Passenger and Personal Property at the Military Traffic Management Command. She has a steep learning curve. As a relative newcomer to the household goods business, she has to learn and apply concepts quickly. But mostly, says Hunt, the success she has had comes from plain old common sense.

A U.S. Air Force officer, Hunt brings 22 years of military transportation experience to her job. She joined MTMC in July 2001 after graduating from the Industrial College of the Armed Forces, Fort McNair, Washington, D.C.

Hunt has a big job. The organization she manages is responsible for an average of 500,000 personal property moves, 76,000 privately owned vehicle moves and 126,000 passenger moves annually. When she tackles the daily challenges, she tries to do the right thing for both Department of Defense and industry. In the process, she stays open to new ideas and ways of doing business. "I listen to both sides of a story, then go with my gut," said Hunt.

Her earlier assignments included positions in passenger and freight terminals worldwide. In 1992-1995, she served as the transportation squadron commander at Holloman Force Base, Alamogordo, N.M., from 1992-1995. There she headed up a 170-person squadron that included a traffic management office responsible for inbound and outbound household goods shipments. The office handled everything from counseling to quality inspections.

"I made it a point to accompany my inspectors to several homes to get a real feel for the quality of service our military members were receiving," she said. This background assisted her when she took over the program at MTMC. "I've immersed myself in learning the business from the professionals on my staff and through the great relationship we have with our industry counterparts," she added.

Being a woman in the traditionally male-dominated transportation career field has been a special challenge. "When I first came into the Air Force, transportation was traditionally thought of as a male dominated career. But my dad taught me to 'bloom where you're planted' and good things will come your way," said Hunt. "He was right. I've been very fortunate to be in a service where opportunities for women in transportation were the same as for men."

Leadership skills and credibility were always more important than gender, she says. Part of her credibility comes from the unique perspective she brings to her role as MTMC's Deputy Chief of Staff for Passenger and Personal Property.

"I moved five times while living with my parents," said Hunt, "and in the last 22 years, I relocated eight times. I've also been around people who share that same moving experience. So, I've heard the horror stories and I've



Col. Patty Hunt, Deputy Chief of Staff for MTMC's Passenger and Personal Property, is promoted on Jan. 2. Pinning on her new rank are her husband, Brig Gen (Select) James Hunt, and Brig. Gen. Terry Gabreski. Also pictured is traffic management specialist Frank Dawson. Hunt's organization is responsible for 500,000 personal property moves a year. Hunt has 22 years of service in the Air Force and is a 2001 graduate of the Industrial College of the Armed Forces, Fort McNair, Washington, D.C.

heard the success stories. Fortunately, my 13 moving experiences were positive ones. Each packer, loader, and driver was courteous and respectful and I had little damage to my property.”

Hunt has experienced good moves and brings that perspective to the table in her current position. In the time she is there, she wants to make a positive impact on service member moves.

“Moving is such an important quality of life issue,” said Hunt, “that we must ensure service members and their families get the best possible service. It’s stressful, emotional and often contributes to the decision to stay in or get out of the military. Taxpayers make a substantial investment in the nation’s men and women in uniform. We must do everything we can to ensure they stay on board.”

Hunt believes a quality move is not a gender issue, but rather a matter of doing the right thing. “It all boils down to customer service,” she said. “From the time the member walks in the door for his or her household goods counseling to actually experiencing the move, there is no reason why the entire process can’t be a positive experience.”

Early 2002 is a pivotal time for MTMC and its impact on the DoD’s moving program, she said. Four pilot programs have now been completed and lessons learned are being tabulated. The results of the programs are currently being tabulated by the U.S.

Transportation Command. “We must incorporate the lessons learned,” said Hunt.

MTMC will continue to take steps to enhance the existing household goods program. “We have obtained many lessons learned on how to improve our business processes,” said Hunt. “I look forward to working with the military services and our industry partners to set the groundwork for the best possible program.”

Hunt is working hard to better the program. However, her time is limited. She has been named to command an Air Force logistics group beginning sometime this summer. “My next assignment is a great honor, but I will miss my new ‘Army family,’” said Hunt.

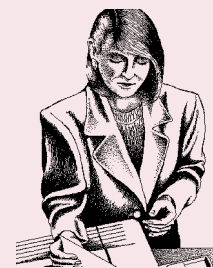


Col. Patty Hunt, Deputy Chief of Staff for MTMC's Passenger and Person Property, takes the Oath of Office on Jan. 2 administered by her father, retired Col. Don Keplinger. Her father administered Hunt's first Oath of Office when she was commissioned as a second lieutenant in 1979.

It's a Fact ...

In Canada:

- 34% of all businesses are owned by women.
- Women start four out of every five businesses that are begun by young people.
- Some 34% of the members of the Business Owners of Canada have home pages on the World Wide Web.
- 46% of businesses with 10 or more employees and 46% of companies with annual sales of \$500,000 or more have home pages; 61% of firms in the real estate industry; and almost half (49%) of those in transportation services/travel have home pages.



In Mexico:

- Women business owners are more likely than those in the United States or most other countries to be in business with others.
- While most (58%) women business owners in metropolitan Mexico City are the sole owners of their business, a significant share (42%) are in business with others. Among the latter, joint ownership with family members predominate.
- 67% of women business owners with partners reported that their partners were family members.

SOURCE: Business Women's Network

MTMC's Personal Property Chief Charts New Course

*By Leesha Saunders Galery
Legislative Liaison, Military Traffic Management Command*

Jolie Lay likes to say she has always been at the right place at the right time since she began her career in 1980. The veteran personal property move manager for MTMC has had a distinguished career.

One instance of being in the right place at the right time goes back to 1990 when she attended her first Installation Transportation Officers Conference, at Fort Eustis, Va. Upon entering the class of more than 40 participants, Lay noticed that she was one of three women in the entire class. Most of the military transportation and traffic managers, she noted, were men. Feeling a little overwhelmed by the disparity, she paused to catch her breath. At that same moment, she noticed another woman enter the room.

Lay felt her confidence return with a sense of camaraderie to the other woman. Without hesitation, they walked toward each other and immediately became friends. Lay not only formed a lifelong friendship, but also has never looked back. Lay would not let the lack of women in the class or in the transportation field deter her pursuit of success. With her new friend, Cindy Kessler, Lay enjoyed the conference.

Years later, when MTMC advertised for a new Chief, Personal Property Branch, Lay again found herself in the right place at the right time. She was appointed Chief in January 2001. In that job, Lay is responsible for over 500,000 personally property moves annually and 76,000 moves of privately owned vehicles within the Global Privately Owned Vehicle Contract. The program will soon expand with a MTMC-sponsored centrally run Privately Owned Vehicle storage program.

Household goods are “talking freight,” unlike general freight, said Lay. Since the items shipped are personally owned, she hears about the moving experiences, both good and bad.

A Leader Looking and the Past and the Future

Although she began in general freight, Lay said she likes working with MTMC's household goods program and is looking for ways to improve the process.

“We know there are improvements to be made and that's the way we are going in all aspects of our programs,” said Lay. One of the first things Lay did was to realign her staff joining personalities and positions to improve customer support. Next, she automated the government carrier qualification process. She set about revamping a program that had seen little change in over a decade.

Lay's desire for improvements stem from her understanding of service members' desire for seamless personal property moves. “I think part of that is I was an Army brat,” said Lay. “I've been in those shoes.” Her dad spent 30 years in the military, so Lay knows firsthand the military moving experience. “It's important to remember what happened in the past and what we can do to make things better in the future.”

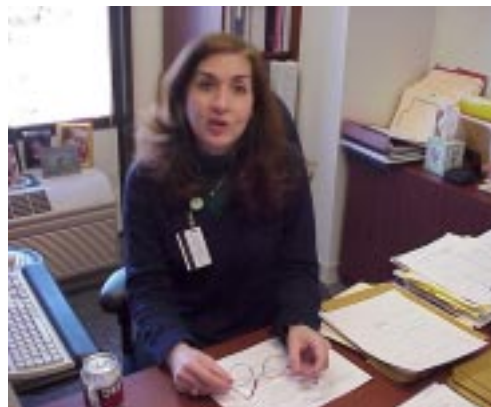
In order to make things better, Lay takes on household goods management with a fresh perspective. “I'm looking at the way we have done things in the past and comparing them to the commercial industry,” she said. “I'm asking a lot of questions on why we do things in certain ways.”

For more than 5 years, the Department of Defense has examined the household goods program and methods of improving the system. “We know the personal property program needs to change,” she said. Lay is mindful of the Department of Defense's finite resources. Nevertheless, she wants to improve the program. She wants increased qualitative service from the household goods industry.

“I want to consider myself a good steward of the taxpayers' dollars.”

Her experience with many modes of transportation has enabled her to have a broad view of the transportation arena. For example, Lay often looks at the successful processes used in freight and passenger transportation to see if those same procedures could improve the household goods program.

“These are ideas we can try, whether it's a government or private industry,” said Lay. She even uses information she received while earning her master's degree into the work place looking for ways to improve the process.



Jolie Lay, MTMC's chief of personal property.

One of the Few, One of the Female

After more than two decades in transportation, Lay has found that the executives and business owners are still mostly men. As a woman, that doesn't bother her. "I'm going to make myself heard one way or the other," she says, "so it doesn't matter."

As a transporter, Lay understands the needs of those who have moved every few years, as so many of military members do and the importance of moving their personal belongings with quality and speed.

Lay provides a woman's perspective on what it's like to move every few months. "Movers must really understand why a quality move is important," she explained. "They must have a balance and understanding of what the move really means to the customer. They have to show that they care. I am concerned about their (service members') personal belongings. I know that's their life story. No matter what your rank, you should get the same quality move."

From Alaska to Alexandria and Beyond

Lay's career began at Fort Greely, in Delta Junction, Alaska. She interned in transportation, because at that time they were the only jobs open that exhibited growth potential. She credits her career success to having good mentors like Arne Michaelsen and Dave Buirge.

"Mr. Michaelsen helped the young intern learn how to interpret and implement the Department of Defense transportation policies," she said. However, the road to learning was not without its bumps.

Lay often telephoned Michaelsen asking for advice on a policy or regulation. "He would ask me, 'Did you open the regulations? Call me when you look at the regulations.' I would call back and say, 'I'm in the regulations.'" And Michaelsen would reply, 'Call me back — wrong paragraph.'"

The same held true with Buirge, who replaced Michaelsen upon retirement. Lay believes these experiences helped her learn the importance of knowing the specifics of the regulations — and not totally rely on her "head" knowledge. Michaelsen and Buirge made transportation exciting for her, encouraging her every step of the way. "You need someone like that telling you that you can do it," said Lay.

What about the future? "It's hard to say," said Lay. "Household goods really finishes up the circle for me. I might want to tackle something else in another couple of years. But, it's a fun field, you know, a really good field."

In her career, Lay has worked in many transportation areas including booking cargo, loading ships, warehouse storage, movement deployment and passenger transportation. While working full-time, Lay also earned a bachelor's and master's degree, and raised a family.

Now, Lay manages her career by changing jobs about every few years to keep a broad knowledge of transportation and a keen perspective.

It's a Fact ...

- Women have founded 25% of all businesses in China since 1978.
- Women have started 40% of all businesses in Hungary since 1990.
- Women-owned enterprises contribute strongly to the Scottish economy. In 1999, women-owned businesses accounted for 27%, or roughly 31,000 of Scotland's total VAT-registered businesses.



SOURCE: Business Women's Network

INDUSTRY NEWS

APPOINTMENTS



Swing

Rex Swing has been promoted to vice president of military services and industry affairs at **Wheaton World Wide Moving**. Swing, who has been with Wheaton for 4 years, noted, "This has been a year of growth in military thanks to the combined efforts of Fred McBroom, Kelly Mills and Ella Sue Burchyett. With the conclusion of the test programs and the prospect of a far-reaching change to the current program, we need to keep abreast of the proposals; identify the impact to Wheaton, its agents and drivers; and be prepared to respond quickly."

As vice president of military services and industry affairs, Swing is now a member of Wheaton's executive committee.



Seattle-based **Atlas World Group** has promoted **Peter Helgeson** to vice president and general manager for Atlas Van Lines International. He brings extensive industry experience to his new position. Formerly vice president of international sales and rates, Helgeson has been with the company for 4 years and has over 25 years' experience in the international relocation industry.



Directmoving, the first international relocation portal, has appointed former Hewlett-Packard relocation specialist **Jean Pichat** to manage its newly launched HR Relo Club. Pichat has over 12 years of human resource experience and for the last 6 years was responsible for international relocations for Hewlett Packard Europe, relocating over 700 employees a year.

Rami Debbas, CEO of Directmoving.com®, said, "Our new HR Relo Club is specifically designed to meet the needs of international HR practitioners. Jean's experience makes him ideally suited to provide guidance and assistance to our members, because he understands both their requirements and those of the employees they relocate."

Since the launch of the site in May 2000, Directmoving.com has established itself as the definitive reference on international relocation and the most visited expatriation site.

For more information, visit the website: www.directmoving.com



Arpin International Group, West Warwick, R.I., has promoted **JoAnne Bruneau** to operations manager of AIG's regional office in Boston. In her new role she will assume operational responsibility for AIG's fastest growing commercial division. In 2000, she earned her Certified Relocation Professional designation from the Employee Relocation Council and received Lucent Technology's prestigious Coordinator of the Year award.

Also at AIG, **Silvia Louro** was promoted to the position of Director of Operations. Louro's international experience, education and extensive computer skills earned her a senior position within the organization. In her new role, Louro will manage the performance of AIG's commercial operations and establish operational efficiencies for AIG's corporate and regional offices.



UniGroup Inc., St. Louis, has added **H. Donald Allison** as director of technology processing services. He will provide leadership for technical services, computing services and performance management in support of the growing technological needs of UniGroup and its affiliated van line agencies. Allison joins UniGroup with more than 20 years of information technology-related experience.



**A look at the people
and events shaping
HHGFAA member
companies.**

EXPANSIONS

The **Doree Bonner International Group** has recently expanded its removals and storage business into Buckinghamshire with the acquisition of **A & SG James Removals & Storage, Gardener's Removals & Storage, and Ace Security and Storage Limited.**

Doree Bonner acquired the businesses from owners Stephen and Stuart James, who have concentrated on building a reputation for quality and service in the domestic removals market. The rapidly growing local commercial market, however, affords important opportunities for growth in this sector and there is also room for the development of the international side of the business. In addition, Stephen James identifies storage and record management as a market area requiring little further investment while offering immediate growth potential.

Ace Security and Storage Limited's assets include a 350-container, security-coded warehouse situated on a half-acre of land. A & SG James has been providing removals and storage services to the local community for over 17 years and Gardener's has been established in the removals industry since 1943.

Paul Chesterman will relocate from Doree Bonner's Dymocks operation to integrate the businesses into the Group culture and manage them on a day-to-day basis.

Stuart James said that Doree Bonner's acquisition of his company provides his staff with a secure future with the new organization—a very important factor in the decision to accept the Doree Bonner offer.



Crown Relocations has announced the opening of a branch in Sao Paulo, Brazil, the company's fourth Latin American investment in two years. Crown Sao Paulo comes on the heels of new offices in Mexico City, Mexico, and Santiago, Chile, established in January and July 2001, respectively.

Nick Cheesman, regional manager, Crown Latin America, is a Spanish-speaking American expatriate based in Buenos Aires, Argentina. Brazilian national **Regina Mattos**, international manager, is responsible for managing the Sao Paulo branch. She was instrumental in setting up the new office and will further develop the company's operations in the important Brazilian market.

Prior to repatriating to Brazil, Mattos spent 3 years at Crown's New Jersey operation in the United States as an international relocation specialist.

Joining Mattos's team is **Rodrigo Barreto**, a recent graduate of Crown University, the company's annual management training program. Also a Brazilian national, Barreto will lead Crown's customer service efforts in Brazil.

Allied Int'l, Art Corp. Form Strategic Alliance

Allied International has formed a strategic alliance with the Art Corporation, a leading moving services company in Japan. Under the newly created brand name of "0123/Allied," the two companies will market their international moving services and expertise to the Japanese market through the Art Corporation's offices in Japan, as well as through new and existing 0123/Allied sales offices in key markets in the United States, Europe, and Asia.

With more than 75 locations throughout Japan, the Art Corporation is a leader in the relocation of employees of Japanese corporations. In the United States, Art Corporation currently has sales offices in Los Angeles and New York, which soon will be combined with existing Allied International locations. Within the next 5 years, 0123/Allied will expand its U.S. presence to 10 markets — including Atlanta, Chicago, San Francisco, and Seattle — in conjunction with existing Allied International operations.

Additionally, a current Art Corporation office in Hong Kong will be combined with an existing Allied operation there. More worldwide locations soon will be added inside Allied offices in London and Singapore as well.

According to Mark Oakeshott, vice president of network development for Allied International, the strategic alliance pertains only to the movement of Japanese nationals. "Allied will continue to strongly promote its international moving services to American, European, and other expatriate customers throughout the world under its Allied International and Allied Pickfords brand names," he said. "This includes the highly successful Allied Pickfords operation based in Yokohama, which will continue to receive the full support of Allied's network in the expat market."

Allied's website: www.alliedintl.com.

Rosebrock Marks Transitions

The German company Rosebrock has marked several transitions over the past several months.

After 35 years with Rosebrock, General Manager Rolf Elert retired last summer, and Ulrich Weichert, who had been manager of the bookkeeping department, was named to succeed him. In July, both Weichert and Rüdiger Dahlweg, manager of the commercial export and import department, celebrated 25 years with the company.

Ronald Schmeling, manager of the remo-val department, was given proxy (the German ppa.) effective July 1, 2001; his substitute, Heiko Adler, got authorization called "Handlungsvollmacht" as of Oct. 1, 2001.

Axel Clemens, who has been responsible for sales and customer relations in the Potsdam branch office, celebrated his 40th anniversary with the company on Oct. 1. Finally, Dieter Franzkowiak, sales clerk in the removal department, marked 25 years with the company at year's end.

On Oct. 10, Rosebrock opened its new 2,000-sq.m. warehouse, which supplements the existing 3,000-sq.m. warehouse built in 1995. The facilities are in the central traffic and freight area of Bremen.

To express sympathy for the victims and survivors of the tragic attacks of Sept. 11, the company, in lieu of Christmas gifts, has made a donation to support education funds for children of the victims.

GeoLogistics Sells Off Bekins Company

GeoLogistics Corporation announced that it is selling The Bekins Company to Bekins' agent family. The Bekins Company, acquired in 1996, is more than 100 years old and is one of America's largest transportation and distribution companies specializing in corporate and private relocations and customized distribution services.

"While Bekins has been a positive contributor to GeoLogistics overall, we have decided it does not fit with our current business model," said Bob Arovas, president and CEO of GeoLogistics Corporation. "We will now be focusing more on our core business of logistics solutions and international transportation management." Arovas said the sale will strengthen GeoLogistics' balance sheet.

"The acquisition of Bekins by our agents underscores their commitment to provide the finest services for our customers," added Larry Marzullo, CEO and president of The Bekins Company. "The agent-owned model will allow our network to benefit financially and enhance their local, regional and national presence, while providing our employees stability and the support of a network truly committed to Bekins' products and services." Bekins operates through a network of 375 agents in more than 400 U.S. locations.

HONORS AND AWARDS

Wheaton World Wide Moving recently named **Sharon Heneghan**, controller, as the Employee of the Year. A Wheaton employee for 17 years, Heneghan was also named an Employee of the Month in April 1996, March 1999, and June 2001.

As Wheaton's controller, Heneghan oversees the daily operations of the following departments: finance, accounts payable, credit and collections, purchasing and facilities.

Also at Wheaton, **Charlie Peyton** and **Wilbur Pascoe**, permanent fleet, and **Robert Pritchard** and **Butch Beaudin**, intermittent fleet, were honored as Super Service Drivers of the Year.

In the 15 years since he became a Wheaton driver, Beaudin, of Badgerland Moving & Storage of Janesville, Inc., Janesville, Wis., has been named Driver of the Month nine times. Beaudin has also logged 400,000 safe miles while in Wheaton service.

Pascoe, of Clovis, Calif., has received numerous safe driving awards and has accumulated 350,000 safe miles during his 5 years as a Wheaton driver.

Peyton, who has been a driver with Wheaton for over 20 years, has logged an impressive 1,300,000 safe miles. He lives in Jacksonville, N.C.

Robert Pritchard, owner of Tide Moving & Storage, Mobile, Ala., joined Wheaton in 1997. He was also a Super Service Driver of the Year in 2000, and he has logged 200,000 safe miles while in Wheaton service.

Each of these drivers received an honorary pewter truck, tractor decals, uniform patches and a trip to Wheaton's annual partnership conference.



Interstate Worldwide Relocation, headquartered in Springfield, Va., was recently named recipient of the 2001 National Capital Business Ethics Awards, presented by the Greater Washington and Northern Virginia Chapters of

the Society of Financial Services Professionals. These awards recognize businesses outside the financial services industry that exemplify a strong commitment to business excellence and to the highest standards of civic and social responsibility, integrity, and ethical conduct.

Interstate, competing in the 250-2,500 employees category, was one of six finalists and was one of 60 companies nominated to compete in the three award categories. Entries were judged according to criteria established to measure the organization's commitment to sound ethical business practices in management philosophies and daily operations.

Interstate President Arthur E. (Buddy) Morrisette accepted the prestigious award at the First Annual Gala Awards Dinner held in the Washington, D.C., suburbs before a gathering of 300 members and guests of the sponsoring organization.

Martin Moving & Storage Brings Boiler Band to Sun Bowl

When it was time for the Purdue Boilermakers to make the trip to the Wells Fargo Sun Bowl in El Paso, Tex., Martin Moving & Storage, a Mishawaka Wheaton agent, provided transportation services for the Purdue University Marching Band's equipment.

Owner Dave Martin, is also a former Purdue band member, utilized the interstate authority of Indianapolis-based Wheaton World Wide Moving to transport the equipment across state lines.

Martin and his wife, Deborah, a fellow Purdue band alum, relied on their own expertise to transport 100 pieces of percussion equipment, brass sousaphones, podiums, ladders, and flag equipment. In addition to the band equipment, Martin Moving & Storage transported the Boilermaker Extra Special, the electric-powered version of the train mascot, and equipment for the cheerleaders, including the "Purdue Pete" costume.

The truck loaded in West Lafayette on December 21 and returned to Purdue campus on January 4.

"As always, it's an honor and a privilege to help coordinate this effort," said Martin. "We hope to maintain the longstanding tradition of supporting the Purdue athletic teams for many years to come," he added.

The Martins previously arranged transportation of the equipment for the band's participation in the 1997 and 1998 Alamo Bowls, the Inaugural Parade for President George Bush and Vice President Dan Quayle in Washington, D.C., the Outback Bowl in 1999, and the Rose Bowl in 2000.

Freeline Movers Handles Relief Goods

The recent Afghan crisis has involved efficiently supplying relief goods to Afghanistan to ensure that they reach needy people in need of humanitarian aid.

Freeline Movers, headquartered in Islamabad, Pakistan, has been playing an active role in handling, clearance, and transportation of the goods coming from all corners of the world on normal flights, charter aircraft, and vessels arriving at airports as well as Karachi port.

These shipments of blankets, tents, clothes, foodstuffs, and medicines are released from the port and delivered to United Nations agencies as well as ten International NGOS locations. These goods are also distributed at various refugee centers situated within Pakistan and Afghanistan.

This operation has involved handling as many as five or six charter flights in a day where Freeline Movers rendered services with efficiency and speed, ensuring that the goods safely reach the designated areas.

For more information, access www.flm.com.pk or e-mail flm@isb.paknet.com.pk.

CLARIFICATION

In the December issue of *The Portal*, the listing of HHGFAA Annual Meeting sponsors should have shown Sterling International Movers Ltd., which is based in the UK, as a sponsor rather than Sterling International Inc.

Rebuilding Afghanistan

Homepack Freight International has now extended its operation into Kabul and all other cities of Afghanistan to serve its international associates in Afghanistan Transit Trade (ATT). The trade will be transported through Karachi, Pakistan, the “gateway” to Afghanistan and the central Asian states.

In focusing on the future macro economy and the quantum of import traffic for rebuilding Afghanistan, Homepack President A. Hashim reports that his company offers complete commercial and operational logistic support to render exclusive, dedicated service for ATT as the country begins to rebuild.

Using state-of-the-art technology, Homepack offers advisory services for Afghanistan Transit Trade. For more information, fax 92-21- 2310905 or 92-51-2276818, or e-mail hmpk@cyber.net.pk or hmpkisb@isb.paknet.com.pk.

600,000 Cubic Feet, 2,500 Computers, and 20,000 Cartons

South Africa-based Biddulphs International recently moved the entire inventory of office furniture and equipment, 80 safes, 20,000 cartons of office files, records, and other paraphernalia from 30 buildings in five towns in the surrounding Lowveld area into the beautiful new Riverside complex built especially for the Mpumalanga Provincial Government.

Biddulphs’s office moving specialist, Herman le Roux, said that the entire move had been completed in phases over a 6-month period, as each building was completed, moving volumes of 8,000 to 10,000 cubic feet per day and using only three vehicles.

In addition to Biddulphs’s own experienced staff, who were brought to the Lowveld from their Pretoria branch, le Roux trained about 40 people from the local community to assist with this monumental task.

The office furniture included complex storage cabinets known as Zippel cabinets, which had to be dismantled and reassembled, as well as 5-meter-long bookshelves.

When asked how Biddulphs managed the 80 safes, some of which weighed over 1,000 kg., le Roux said, “They used their heads first!”

The relocation was entirely successful, and le Roux emphasized the importance of the cooperation and assistance of the government officials and logistical managers, as well as the space planners.

For more information, contact biddulphs@biddulphs.co.za

Albert Employees Assist in C.O.W. Day

Recently Ron Hayes and Gab LaMascus of Albert Moving & Storage, headquartered in Wichita Falls, Tex., participated in the Careers on Wheels (C.O.W.) Day sponsored by the North Texas Tech Prep/School-to-Work Consortium.

The C.O.W. Day experience offered a great opportunity for students to observe the nature of various career fields. Feedback from the students to Romona Vaughn, consortium director, included: “The thing I liked the most was the moving truck; it was the best!” and “I loved it when we got to go in the moving company van.”

Hayes and LaMascus lightheartedly met with over 1,500 children in groups of 20. They stressed the importance of safety and demonstrated how to pad and strap furniture to avoid damage. Questions were entertained after a brief demonstration to each group. When time permitted, some of the students were given short rides on a two-wheeled dolly.

Directmoving® Creates New HR Relo Club

Coinciding with the launch of the newly designed site, Directmoving.com®, the first worldwide relocation portal has announced the creation of its HR Relo Club. Specifically designed for international HR practitioners, the club, which is subscription-based, is managed by Jean Pichat, an HR specialist and relocation expert formerly in charge of relocating employees of Hewlett-Packard Europe.

The HR Relo Club will be a “one-stop shop” for HR professionals, who will be able to access all the information, services, and live assistance they could possibly need onsite. This will not only save time, but also allow them to do their jobs as effectively as possible, from the comfort of their own computers.

Members of the HR Relo Club will be able to obtain information and access online assistance in the following topic areas:

- **Relocation policy implementation:** Advice on policy for various types of assignments, including business

trips and transfers.

- **International hiring:** To assist the process of hiring the right candidate.
- **Relocation process:** Covers the necessary procedures involved in relocating an employee overseas and ultimate repatriation.
- **Country specifics:** Includes cost of living comparisons, reports on the housing markets; salary and compensation information; visa and work permit information.
- **Customized feasibility report:** Using a simple online form, HR practitioners can order reports for specific countries and assignments.
- **Relocation management:** Services for relocation assistance, group moves, and management of moves.
- **Ask Our Specialists:** HR officers can ask the Directmoving relocation specialists questions about any specific issue with which they may need assistance and receive a rapid online response.
- **Discussion group:** Twice-weekly online chats about specific relocation issues; transcripts made available online afterward.
- **HR tools:** Includes news, resources, and product updates.

Membership in the HR Relo Club is \$145 per month and is payable online.

The non-HR section of the site has been totally redesigned because of the huge depth of content, which is continually growing. The information is now contained in 12 exclusive channels to make navigation easier for the thousands of visitors that Directmoving® attracts each month.

The company's ad appears on page 12 of this issue.

Quoteworthy



A woman is like a teabag. You don't know her strength until she is in hot water.

—Nancy Reagan

An occupation that has no basis in sex-determined gifts can now recruit its ranks from twice as many potential artists.

—Margaret Mead

Woman is like the reed, which bends to every breeze, but breaks not in the tempest.

—Richard Whately



It's a Fact ...

Women entrepreneurs are more than 9.1 million strong. Today there are 9.1 million women-owned businesses in the United States, representing nearly 40% of all businesses. They employ 27.5 million people and generate more than \$3.6 trillion in sales. Women are starting new firms at twice the rate of all other businesses. Since FY 1992, the Small Business Administration has nearly tripled both the number and dollar value of approved loans to women entrepreneurs, backing almost 80,000 loans in the amount of \$11.9 billion.

SOURCE: Business Women's Network

METAL SECURITY SEALS FOR SALE

Members		Non-Members	
300 - 9,000	.08 each	300 - 9,000	.12 each
9,300 or more	.07 each	9,300 or more	.10 each

**All orders should be faxed to
Bel Carrington at (703) 684-3784.**

Price List for Selected HHGFAA Publications and Miscellaneous Items

TITLE	CONUS MEMBERS	OVERSEAS MEMBERS
Defense Transportation Regulations Part IV (replaces the PPTMR)	40.00	55.00
HHGFAA Freight Forwarders Tariff #4	15.00	
HHGFAA Membership Directory	45.00	55.00
Rate Solicitation I-13	45.00	55.00
How Congress Works: A Layman's Guide to Understanding Congress	10.00	
Active Members Mailing Labels	15.00	20.00
U.S. Associate Members Mailing Labels	20.00	25.00
Overseas Associate Members Mailing Labels	40.00	50.00
Training Video: Packing & Loading Military Shipments	20.00	50.00
Training Video: Packing & Loading Commercial Steamship Containers	20.00	50.00
ITGBL Carrier Approval Pamphlet (effective 4/25/01)	10.00	15.00

ORDER FORM

Name _____

Company _____

Mailing Address _____

Phone () _____ Fax () _____

Enclosed is my check for \$ _____. Please send the following publications:

Publication	Cost
_____	\$ _____
_____	\$ _____

Please charge my Visa MasterCard # _____

Name on card: _____ Exp. date _____

Signature _____

All orders must be accompanied by check/money order payable to HHGFAA or credit card information. Mail with this form to:

**HHGFAA • 2320 Mill Rd., Suite 102 • Alexandria, VA 22314.
OR, fax with credit card information to (703) 684-3784**

WELCOME NEW MEMBERS



Jeffrey Coleman
Executive Vice
President
Covan International Inc.
HHGFAA Chairman

On behalf of the Household Goods Forwarders Association of America, Inc., I want to extend a warm welcome to those who are new to our organization.

ASSOCIATE MEMBERS (Effective Jan. 1, 2002)

ARCO International

Zeppelinstrasse 6
D-85748 Garching near Munich, Germany
Tel: (49) 89 327 088-0 • Fax: (49) 89 327 088-21
E-mail: arco@arcomove.de
P.O.C. Daniel Posch
No of Years in Business: 25
Sponsors: Uniworld Cargo, Inc., NJ
Wilhelm Rosebrock, Germany

Asia-Trans International Movers Pte Ltd

c/o 76 Kian Teck Road
Singapore 628801
Tel: (65) 261 7061 • Fax: (65) 268 8966
No of Years in Business: 12
P.O.C: Ms. Vimala
Sponsors: Asia Trans Worldwide Moving,
Singapore
Stamford Moving & Storage Pte Ltd, Singapore

Boxman

Stokkamyrvn. 15, PB 56 Forus
N-4064 Stavanger, Norway
Tel: (47) 936 10000 • Fax: (47) 519 61141
E-mail: stavanger@boxmanmoving.no
P.O.C: Nils Blom
Sponsors: Mathisen Transport AS, Norway
A/S Star International Moving & Storage, Norway

Compact Limited

No. 1, 4th Close
Airport Residential Area, Ghana
P.O. Box 14907
Accra, Ghana
Tel: (233) 21 772 632 • Fax: (233) 21 774 475
E-mail: compact@ghana.com
P.O.C: Sally Dako
No of Years in Business: 16
Sponsors: Elliott International, South Africa
Interdean.Interconex, TX

EMS Hansard Ltd

27-29 Castle Street
Dover, Kent CT16 IPT, England
Tel: (44) 1304 241616 • Fax: (44) 1304 226913
E-mail: admin@emshansard.com
P.O.C: Kirk Dugard
No of Years in Business: 6
Sponsors: Arpin International, NY
Shipping & Moving.com, Israel

M/S Express Movers Karachi

13-A Amber Pride, 2nd Floor, Block-6
P.E.C.H.S., Karachi 75400, Pakistan
P.O.C.: Mr. Aziz A. Siddiqui
Tel: (92) 21 452 8077 • Fax: (92) 21 454 7066
E-Mail: siddigui-a@cyber.net.pk

Fort Pitt Consolidators/ACE Logistics

20 North Van Brunt Street, Suite 9
Englewood, NJ 07631
Tel: (201) 816-3482 • Fax: (201) 816-3485
E-mail: jarriola@acelogistics.net
P.O.C: Juan Arriola
No of Years in Business: 40 years
Sponsors: Graebel International, CO
Intercontinental Van Lines, Canada

Hobby House Forwarders & Movers S.R.L.

126, Aurel Vlaicu Street
District 2, Bucharest, Romania
Tel: (40) 1 210 9531 • Fax: (40) 1 211 2088
E-mail: hobby.house@netmedia.ro
P.O.C: Ms. Maria Petrescu
No of Years in Business: 7
Sponsors: Sterling International Movers, England
Universal Express, Poland

Joker International Services Deutschland GmbH

Friedenstr 11/17, 97816 • Lohr am Main, Germany
Tel: (49) 9352 879711 • Fax: (49) 9352 879726
E-mail: a.metzger@joker-international.de
P.O.C: Alexander Metzger
No of Years in Business: 11
Sponsors: A.M.S. Atlantic Intern Mobelspedition
GmbH, Germany
OTB Overseas Transport GmbH, Germany

Kate Freight & Travel Ltd

P.O. Box 59280 • Nairobi, Kenya
Tel: (254) 2 532 020 • Fax: (254) 2 532 025
E-mail: baku@kateafrika.com
P.O.C: Mr. Baku Patel
No of Years in Business: 27
Sponsors: Brosset International, Switzerland
Trans-Link Relocation, Thailand

Lakehaven Limited

179 Milton Park, Abingdon
Oxfordshire OX14 4SD, England
Tel: (44) 1235 832 281 • Fax: (44) 1235 832 255
E-mail: lakehaven@ukonline.co.uk
P.O.C: Mr. Roger Aiken
No of Years in Business: 15
Sponsors: P&F Safepac. Co. Ltd., UK
Kuwahara Limited, UK

Rolitrans International Movers

JL. Bendungan Hilir Raya No. 46D
Jakarta 10210, Indonesia
Tel: (62) 21 574 2913 • Fax: (62) 21 574 2914
E-mail: themovers@rolitrans.co.id
P.O.C: Mr. Richardo S.
No of Years in Business 19
Sponsors: Transglobal Shipping & Storage, Australia
Williams Moving International, Canada

REQUESTS FOR ASSOCIATE MEMBERSHIP

Per Article IV, Section 1 of the By-Laws, which states, "Notice of every application for Associate Membership shall be given to each Active and Associate Member, who shall have thirty (30) days from date of such notice to submit evidence that the applicant is not creditworthy," the following companies have submitted their applications for membership:

Borghi International SpA

Via Filacciano
5-00188 Saxa Rubra, Rome, Italy
Tel: (39) 6 336 10348 • Fax: (39) 6 336 28442
E-mail: info.rm@borghi-int.it
P.O.C: Livio Mammoli
No of Years in Business: 19
Sponsors: D.T.M. Italy, Italy
Trans Moving Company, Italy

Interdean.Interconex Ukraine

#5 Sluzhebna Str. • Kiev, Ukraine 03115
Tel: (380) 44 450 0346 • Fax: (380) 44 450 3577
E-mail: interdean@interdean.kiev.ua
P.O.C.: Ms. Tatyana Kapral
No. of Years in Business: 5

King & Wilson Pty Ltd

1155 High Street, Armadale 3143
Melbourne, Australia
Tel: (61) 3 9822 1358 • Fax: (61) 3 9822 0648
E-mail: mail@kingandwilson.com.au
P.O.C: Peter Wilson
No of Years in Business: 95
Sponsors: R.J. Nuss Removals Pty, Ltd, Australia
Chess Hanley's Moving & Shipping, Australia

LACMA

Apartado Postal 6-2661
El Dorado, Republic of Panama
Tel: (507) 223-9103 • Fax: (507) 223-9105
E-mail: lacmalacmassoc.org
No. of Years in Business: 33
P.O.C.: UniGroup Worldwide (United Van Lines
Int'l and Mayflower Transit Int'l), MO
Asian Tigers K.C.Dat (S) Pte, Ltd., Singapore

Putra Pack Movers Sdn. Bhd.

Lot 1 Jalan BRP 9/1C,
Bukit Rahman Putra Industrial Park
47000 Sungai Buloh, Selangor, Malaysia
Tel: (60) 3 615 7 1442 • Fax: (60) 3 6157 1180
No of Years in Business: 2
P.O.C: Mr. Derick Basir and
Mr. S. Sundaresan
Sponsors: Allfreight Int'l Removals Ltd, UK
Global Van Lines (M) Sdn Bhd, Malaysia

BANNER ADS ON HHGFAA'S WEB SITE: A SMART MOVE FOR YOUR BUSINESS

Now, you can get more bang for your advertising buck, thanks to HHGFAA's new Web advertising program.

For a one-time setup fee and a nominal maintenance charge you can have a high-quality advertising vehicle designed for you and placed right on HHGFAA's Web site. There, it will be seen by a targeted audience of potential clients, trading partners, and colleagues throughout the industry.

One-time setup fee:	\$180.00
Monthly maintenance fee:	\$ 45.00

For more information on how you can put this exciting technology to work for you, call HHGFAA at (703) 684-3780 today!

Another Great HHGFAA Member Benefit!

WASHINGTON UPDATE

Defense Wants Out Of A-76

The Pentagon does not like the limitations of Office of Management and Budget Circular A-76, and wants to develop its own ways of improving mission effectiveness while cutting costs.

Pete Aldridge, undersecretary of Defense for acquisition, technology and logistics, said the new ways might include competitive sourcing, re-engineering, divestiture, privatization, public-private partnering or diversification.

Aldridge expressed these views in a Dec. 26 letter to then-OMB deputy director Sean O'Keefe.

By Jim Wise

PACE-CAPSTONE



Aldridge said OMB has been expanding its target numbers for A-76 competitions, which pushes the Defense Department to pursue public-private competitions for 15 percent of all jobs in its Federal Activities Inventory Reform Act listing by fiscal 2003. The competitions are part of President Bush's government reform initiative.

"Rather than pursuing narrowly defined A-76 targets, we propose to step back and not confine our approach to only A-76," Aldridge wrote. "We look for the best instrument available ... to determine the most efficient and effective way to do government business better."

Service branches have seen their share of controversial A-76 competitions. Last summer, the Air Force decided to suspend future A-76 initiatives at the Air Education and Training Command until a panel could meet to devise an acquisition strategy.

The decision was prompted by an inspector general's ruling that the Air Force made so many blunders in an A-76 competition at Lackland Air Force Base in San Antonio, it should throw out the results and start over. ■

Seaport Security Next Step in Homeland Defense

By Congressman Clay Shaw

Last month I introduced legislation (HR 3437) to increase security at U.S. ports, as the logical next step to providing homeland defense in the wake of enactment of the airport security law. My bill is a companion to legislation Senators Bob Graham (D-FL) and Fritz Hollings (D-SC) have been shepherding through their chamber.

Introduction of HR 3437 comes as Transportation Secretary Norm Mineta testified before the House Coast Guard and Maritime Transportation Subcommittee about the urgency of focusing on seaport security and as the Administration expressed its favorable views and recommendations on the legislation to Hollings, who chairs the Senate Commerce Committee.

HR 3437 will coordinate the various federal law enforcement efforts with the local port authorities, provide better communications and interactions across different modes of transportation, require background checks for those working in sensitive areas, and help pay for technology upgrades and other security infrastructure at our ports.

I am encouraged by the commitments to transportation security made by Secretary Mineta and the entire Administration. I sent a letter to President Bush in recent days asking for increased focus by the Administration to address the vulnerability of U.S. ports. As chairman of the Florida Congressional delegation, I convened top seaport security experts to brief us on the situation at Florida's 14 deep-water ports. So far, the response has been favorable, not just in words, but in actions. But beyond setting up a better system of evaluating risks and developing security plans, we must be sure to put enough resources behind upgrading security at our ports. Florida's ports have led the nation and put their own local and state money behind these plans. Now the federal government must do its part, and pay its share of the cost. This is about national security at our sea borders.

Together with Senator Graham we have been developing national policy to deal with crime at the nation's seaports over the course of several years, including field hearings and a commission report released August 2000. We have been working on increase port and cargo security prior to the September 11 terrorist attacks and have developed comprehensive seaport security legislation focused on criminal activity, such as drug trafficking and money laundering. Refinements and improvements to both bills continue to be made as they move through the process and more is learned about the potential terrorist threats.

While the Senate has finished initial work on its bill, I have been assured by House leaders that we will focus on this issue in detail when Congress returns January 22, 2002. One huge first step was accomplished by creating an intermodal Transportation Security Administration as part of our new airport security law.

As a member of the House Ways and Means Committee I am concerned about the impact current proposals on Port security will have on the various industries involved in international trade. I welcome and encourage your thoughts and input as we work toward developing comprehensive change to our current port security. ■

Rep. Shaw formerly served on two panels with jurisdiction for this bill, the Judiciary and Transportation & Infrastructure (formerly Public Works) Committees, as well as the Select Committee on Narcotics, before gaining a seat on the Ways & Means Committee, which has jurisdiction over the U.S. Customs Service and other Treasury Department enforcement functions.

Editor's Note: Fifteen Members of the House joined Shaw as original co-sponsors of this bipartisan bill, representing port areas from around the country.

Global Migration Trends Reflect Economic Options

By Kirstin Downey Grimsley, Washington Post

As business moves around the globe, workers are on the move as well, leaving their home countries to escape economic dislocation or search for better opportunities, according to a new analysis of migration trends by the Organization for Economic Cooperation and Development.

The agency reports that while family unification remains an important reason for people to move abroad, people are just as likely to move for employment reasons today. Latin Americans, Africans, and Asians continue to move to the United States, Australia, and Canada, but they are increasingly moving to Europe as well, particularly the United Kingdom, Norway, Portugal, and Belgium.

In some cases, employers are recruiting abroad, the report said. In particular, the United States and Europe have sought information technology workers from overseas. But other employers, especially in areas where the birth rates among the native-born are falling, have eagerly recruited foreign workers for agricultural, hospitality and household work.

Some cities and countries are proving particularly attractive to immigrants, either because of the international work done there or because their governments have a history of welcoming foreigners. In Brussels, for example, the home of the European Union, the workforce is almost 27 percent foreign, and in London it is about 23 percent.

In the United States, about 11 percent of the workforce was born outside the country.

The OECD report also said that many countries are admitting foreign workers temporarily rather than permanently. In the United States, for example, overall immigration has fallen in the past three years but changes in immigration law permit many more highly skilled technical workers to come here for up to 6 years. Similar changes have taken place in Germany, France, the United Kingdom, and Australia.

Many governments have taken steps to clamp down on employers who knowingly hire illegal immigrants who arrive and then stay. In Greece, where more than 1 million Albanians were turned away at the border in recent years, “combating illegal entries is one of the leading aims” of the government, the report said. Hungary also is seeing to impose new regulations on foreign workers and their employers, including requiring a work permit. That nation has been flooded with foreign workers posing as tourists, brought into the country on their way to other destinations through organized traffic in illegal immigration.

The OECD report noted a particularly sharp increase worldwide among women moving elsewhere for jobs. In the past, women typically moved to follow husbands or parents overseas, but now many women are moving for personal financial reasons.

The proportion of women immigrating to the United States has increased by about half a percentage point per year annually since 1990, the report said, and women now make up about 54 percent of immigrants here.

Meanwhile, women from the Philippines, Indonesia, Peru and Eastern Europe are heading to Japan and Korea in search of jobs as household workers or in the health care field.

The report noted a dark side to these statistics, saying that some of the increases may be attributable to trafficking of women by criminals. “Organized prostitution rings and illicit immigration rackets are at the root of a modern form of slavery, affecting women in particular,” the report said, urging that “international measures of cooperation need to be stepped up to counter and prevent such exploitation.”

Editor’s Note: A copy of “Trends in International Migration” can be ordered from the OECD Website, which is hyperlinked to the HHGFAA site. Once you access the OECD link, look under “International Migration.”

WEBSITES TO SEE

Here are a few Websites of interest to HHGFAA members. NOTE: All are preceded by www, and many are linked to the HHGFAA Website.

IMPORTANT NOTE: Websites and e-mail addresses shown on this list include ONLY those for certain government agencies, and companies whose ads appear in *The Portal* or the HHGFAA Annual Directory, who sign up as sponsors for HHGFAA's Annual Meeting, or who are featured in a story in this issue of *The Portal*.

HHGFAA: hhgfaa.org
A.Alternativa: a-alternativa.com.br
AGS: ags-worldwide-movers.com
Air Animal: airanimal.com
American National Standards Institute: ansi.org
Andreas Christ Movers: christ-movers.com
APA Worldwide: apaworldwide.com
ARGENMOVE: argenmove@argenmove.com.ar
Arrowpak: arrowpak.co.uk
Ashoka Int'l: indiantrade.com/ashoka
Asian Tigers TCI: AsianTiger-TCI.com
Atlas Int'l Movers: atlas-movers.nl
Brazil Worldmover: brazilmover.com
Crystal International: crystalinternational.com
Claims Prevention and Procedure Council: claimsnet.org
Desbordes Int'l: desbordesinternational.com
DeWitt Trans. Services of Guam: dewitt.com.gu
Direct Moving: directmoving.com
Eagle Van Lines: eaglevanlines.com
European Commission: europa.eu.int/euro
Excargo Services: excargo.com
Federal Maritime Commission: fmc.gov
Freeline Movers: flm.com.pk
Freight Int'l: freightinternational.com
Fukuoka Soko Co.: fukuokasoko.com/moving
Garcia Trucking: garciatrucking.com
Gateways Int'l: gatewaysinternational.com
Gosselin Worldwide Moving: gosselin.be
Harsch Transports: harsch.ch
Health Insurance Info: hcfa.gov and hhs.gov
International Maritime Bureau Piracy Reporting Center: icc-ccs.org
Interdean Interconex: interdean.com
Intermove: Intermove.com
International Organization for Standardization: ISO.ch
Inters &R: inters-r.com
J. Calenberg: calenberg.com
Journal of Commerce: joc.com
JVK Movers: jvkmovers.com
La Vascongada, S.L.: vascongada.com
Mark VII, Inc.: markvii.com

McDonald, Tom: drtommacdonald.com
McGimpsey Removals: mcgimpseys.com
Military Traffic Management Command: mtmc.army.mil
Movements Int'l: movementsinternational.com
Movers Specialty Services: mssl.com
Mudanzas Trafimar: mudanzastrafimar.com.mx
Nationwide Relocation Int'l: nrii.com
NEER Service: neerservice.com or neerservice.fr
New Haven Moving Equip.: newhaven-usa.com
OTB Overseas Transport GmbH: otb-deutschland.com
P.M. Packers & Movers: packersindia.com
Pac Global Ins. Brokerage: pacglobalins.com
Packimpex Ltd: packimpex.ch
PAIMA: paima.com
Paris-Las Vegas: parislvs.com
Phoenix Transport Services: phoenix-transport.de
Rhema Movers: rhemamovers.com.sg
Santa Fe: santafe.com.hk
SCANVAN: scanvan.com
Sea Bird Services: seabird.com.eg
SEM Movers: sem-movers.com
SIT Transportes Internacionales: sit-spain.com
Status Baby Transports: status-baby.com.br
Sterling Int'l Movers (UK): sterlingmovers.com
Subalipak: subalipack.com
TechMate Int'l: TechMateIntl.com
TG International: tginternational.com
The Guardian Svcs Group: guardianservices.com
The Industry Standard: thestandard.com
The MI Group: themigroup.com
The Moving Company: themovingcompany.co.nz
Tower Int'l Movers France: towermovers.com
Trans Movers Worldwide: centrin.com/tran/move
Transcontainer: transcontainer-group.com
Transpack Packing & Frt. Fwd: Transpack.com.pk
Tumi Int'l Movers: tumimovers.com
UniGroup UTS: unigroupworldwide.com
Unisys: unisys.com
Vatovec: vatovec.si
Voerman Int'l: voerman.com
Welti-Furrer: welti-furrer.ch
Worldwide Movers Africa: wmmovers-africa.com
YP-35: yp-35.org

Selected E-mail Addresses

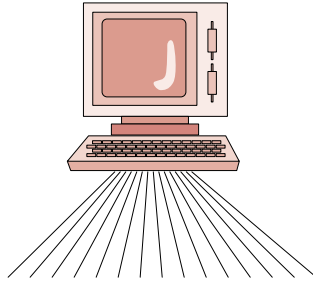
HHGFAA: hhgfaa@aol.com
A.Alternativa: transp@a-alternativa.com.br
AGS: castro-j@ags-paris.com
Air Animal: petmover@airanimal.com
American President Lines: david_deboer@ccgate.apl.com
APA Worldwide: apawwm@sol.racsa.co.cr
Andreas Christ Movers: info@christ-movers.com
Argenmove: argenmove@argenmove.com.ar
Ashoka Int'l: ashokint@ndb.ysnl.net.in
Asian Tigers K.C.Dat Ltd Taiwan: kcdattwn@asiantigers-kcdat-taiwan.com
Asian Tigers Transpo: c.kinkel@transpo-intl.com

Atlas Int'l Movers: info@atlas-movers.nl
Biddulphs: biddulphs@biddulphs.co.za
Brazil Worldmover: worldmover@brazilmail.com
Cartwright Int'l Van Lines:
intl-van@cartwrighttrans.com
Claims Prevention and Procedure Council:
claimsnet@aol.com
Corstjens WW Movers: info@corstjens.nl
Cosmopolitan Transport Mandiri:
cosmotrans@cbn.nct.id
Crown Santiago: hmihailovschi@crowrelo.com
Crystal International:
info@crystalinternational.com
Desbordes Int'l: info@desbordesinternational.com
DeWitt Trans. Svc Guam: ezdewitt@dewitt.com.gu
Direct Moving: kr@directmoving.com
Eagle Van Lines: jamies@eaglevanlines.com
Emery Worldwide: reilly.robert@emeryworld.com
Executive Moving Systems:
salesinfo@thebestmove.com
Fidelity & Marine Ins.: info@fidelitymarine.com
Freeline Movers: flm@isb.paknet.com.pk
Freight Int'l: removal@emirates.net.ae
Fukuoka Soko Co.: moving@fukuokasoko.com
G.E.P.: gepbox@gep.be
Gateways Int'l: gateways@themovers.com
Georgia-Pacific Corp.: hgarton@gapac.com
Gil Stauffer: international@gil-stauffer.com
Griffith, Carol: carolG@IADB.org
Harsch Transports: harsch.zh@harsch.ch
HHGFAA Claims Committee Chairman:
tolsen@vanpac.com
Hofmann Zurich: moving@hofmannzurich.ch
Homepack Freight Int'l: hmpk@cyber.net.pk
IAL Nigeria Ltd: ial.ial.com.ng
Interdean Interconex: info@interconex.com
Interem: albert@freightsystems.com
Intermove: move@Intermove.com
Intermud: intermud@guate.net
Inters & R: info@inters-r.com
Intra-Mar Shipping: intramar@colomsat.net.co
J. Calenberg: info@calenberg.com
JVK: thailand@jvkmovers.com
K.C.Dat Taiwan:
kcdattwn@asiantigers-kc-dat-taiwan.com
La Vascongada, S.L.: comercial@vascongada.com
Leader Pack: leadpack@emirates.net.ae
Mark VII Int'l: MVIIntlHou@aol.com
McGimpsey Bros.: removals@mcgimpseys.com
Movements Int'l:
mim.sydney@bigpond.com.au
M/S Swift Packers & Movers:
naveen12@satyam.net.in
Mudanzas Trafimar:
sales@mudanzastrafimar.com.mx
Nationwide Relocation Int'l: nrii@deltanet.com
Neer Service: info@neerservice.fr
New Haven Moving Equipment: nhmela@aol.com
Nordstrom, Jeana:
JeanaNordstrom@uniriskmgmt.com

Nurminen Prima Oy: Nurminen.Prima@co.inet.fi
OTB Overseas Transport GmbH:
info@otb-deutschland.com
Pac Global Ins: sfuhrman@pacglobalins.com
PACE-CAPSTONE: jwisepace@aol.com
Packimpex Ltd: international@packimpex.ch
PAIMA: paima@sinfo.net
Pelichet, S.A.: international@pelichet.ch
Phoenix Trans: phoenix@phoenix-transport.de
P.M. Packers: info@packersindia.com
Power-Pak: hgarton@gapac.com
Premier Worldwide: premier@iris.dti.ne.jp
Rex Service Co., Ltd.: rexco@public.tpt.tj.cn
Rhema East China Ltd: rhema@pub.sz.jsinfo.net
Rhema Movers: general@rhemamovers.com.sg
SBA Advocacy Office: advocacy@sba.gov
Sea Bird Services: seabird@commnet.com.eg
SEM Movers: semmove@indosat.net.id
Sino Santa Fe: santafenj.ssf-sha@eac.com.sg
SIT Transportes Intl: sit.mad@sit-spain.com
Status Baby Transports:
vendasinter@status-baby.com.br
Sterling Int'l Movers (UK):
mail@sterlingmovers.com
Subalipack: zzaki@pc.jaring.my
T.A. Mudanzas: tamoving@sol.racsa.co.cr
TechMate Int'l: sales@TechMateIntl.com
TG International: webmaster@tginternational.com
The eXternal Revenue Svce. of The Day
Companies: [tag@daycos.com](mailto>tag@daycos.com)
The Guardian: dvaughn@guardianservices.com
The MI Group: mi.corporate@themigroup.com
The Moving Company:
c.mccall@TheMovingCompany.co.nz
Tower Int'l Movers France:
asmith@towermovers.com
Transcon Int'l: dharty@transcon-intl.com
Trans Movers Worldwide: nutrans@centrin.net.id
Transpack Argentina: info@transpack.com.ar
Transpack Packing & Freight Forwarding Co.:
transpack@isb.comsats.net.pk
Troy Container Line: info@troylines.com
Tumi International: tumi@netrox.net
United Prof. Movers: Fazla@upm.sdnpk.undp.org
Vanpac: rauf@vanpac.edunet.sdnpk.undp.org
Vatovec: vatovec@siol.net
Voerman Int'l: mail@voerman.com
Watson Services: watson@africaonline.com.gh
Welti-Furrer Ltd: international@welti-furrer.ch
Willis Corroon Trans. Risk Svces: iris@willis.com
YP-35: lincmove@Blarg.net
Zuhal: zuhal@emirates.net.ae



Link Up with HHGFAA



You can now link your home page with the HHGFAA Website (www.hhgfaa.org), enabling you to list your company by region and services provided and to contact other members who have e-mail and Websites. The cost: a nominal fee of \$100 per year.

To link your company with HHGFAA, complete the form below and send to:

Household Goods Forwarders Association of America, Inc.

ATTN: Belvian W. Carrington

2320 Mill Road, Suite 102 • Alexandria, VA 22314

OR fax credit card orders

(Visa or MasterCard only) to (703) 684-3784

Name _____

Company Name _____

Address _____

Phone _____ Fax _____

Description of Company (20-word limit) _____

Web Address _____

E-mail Address _____

Payment Type: Check Visa MasterCard

Credit Card No. _____ Exp. Date: _____

Name of Cardholder _____

Signature _____

For more information, call Belvian Carrington at HHGFAA, (703) 684-3780

FORGING STRONG LINKS

At press time, the following HHGFAA member companies are linked to HHGFAA's Website.

21st Century Relocations (Mumbai, India)
A Lusitana (São Paulo, Brazil)
A & A Cronin Movers (Dublin, Ireland)
A & S Roseth Int'l (Ontario, Canada)
A. Kuehner & Sohn (Vienna, Austria)
A.M.S. Atlantic Int'l (Dusseldorf, Germany)
A-1 Trans Korea (Seoul, Korea)
A-1 Warehouse & Forwarding Inc. (Laredo, TX)
Aachener Int'l (Dublin, Ireland)
Aarid International Movers (Baltimore, MD)
AGS Brussels (Brussels, Belgium)
AGS Prague (Prague, Czech Rep.)
AGS London (London, England)
AGS Marseille (Marseille, France)
AGS Paris (Gennevilliers, France)
AGS Umzugs Berlin (Berlin, Germany)
AGS Budapest (Budapest, Hungary)
AGS Ivory Coast (Abidjan, Ivory Coast)
AGS Kenya (Nairobi, Kenya)
AGS Morocco (Casablanca, Morocco)
AGS Warsaw (Warsaw, Poland)
AGS Lisbon (Lisbon, Portugal)
AGS Bucharest (Bucharest, Romania)
AGS Madrid (Guadalajara, Spain)
AGS Senegal (Dakar, Senegal)
Ahjin Transportation Co. (Seoul, Korea)
Ambassador International (Dulles, VA)
American Movers Inc. (Waipahu, HI)
American President Lines (Washington, DC)
American Red Ball Int'l (Seattle, WA)
American Vanpac Carriers Inc. (Martinez, CA)
Arpin International Group (East Greenwich, RI)
Arrowdene Moving and Storage (Norfolk, England)
Arven Freight Forwarding Inc. (Woodbridge, VA)
Ashoka Int'l (New Delhi, India)
Asian Tigers K.C. Dat (S) Pte (Singapore)
Asian Tigers Trans China Int'l (Wanchai, Hong Kong)
Asian Tigers Trans China Int'l (Beijing, China)
Asian Tigers Trans China Int'l (Guangzhou, China)
Asian Tigers Trans China Int'l (Shanghai, China)
Atlas International Service S.A. (Lima, Peru)
Atlas Van Lines Int'l (Seattle, WA)
Australian Vanlines (Pendle Hill, Australia)
B.M. Int'l Pvt. Ltd. (New Delhi, India)
Birkart Globalistics AG (Raunheim, Germany)
Bishops Move Group (London, UK)
Brytor International (Mississauga, Ont., Canada)
Capitol Transportation Inc. (San Juan, PR)
Chess Moving Australia (Regency Park, S.A., Australia)
Christ International Movers (Heilbronn, Germany)
Circle Freight Int'l (Muscat, Oman)
Columbia World Wide Movers (Limassol, Cyprus)

Cosmopolitan/M.L. Transportes (Brasilia, Brazil)
CSX Lines (Washington, DC)
Crystal Forwarding (Carlsbad, CA)
Decapack (Santiago, Chile)
Delahaye Blue Ribbon Movers (New York, NY)
De Marti, S.A. (Barcelona, Spain)
Denali Int'l dba Pacific Movers (Anchorage, AK)
Dependable Auto Shippers (Dallas, TX)
Desbordes Int'l S.A. (Paris, France)
DeWitt Moving & Storage (Tamuning, GU)
Dijkshoorn Int'l Movers (Vlaardingen, The Netherlands)
Eagle Shipping Services (London, UK)
East Int'l Freight Forwarders (Cairo, Egypt)
Elliott Int'l (Johannesburg, South Africa)
EMS Hansard Ltd. (Dover, Kent, UK)
Era Moving Services Pte Ltd. (Singapore)
Euro-USA Shipping Ltd. (Suffolk, UK)
Excargo Services (Houston, TX)
Excess International Movers (Auckland, New Zealand)
Excess International Movers (London, UK)
Executive Insurance Services Inc. (Oviedo, FL)
Executive Moving Systems (Woodbridge, VA)
F & N Worldwide Moving (Lincs., UK)
Favia Int'l Transport (Cairo, Egypt)
Fidelity & Marine Inc. (Miami, FL)
Foehrenbach International (Paris, France)
Freight Systems Int'l (Cairo, Egypt)
Fukuoka Soko (Fukuoka-Ken, Japan)
Gamma Shipping (Yavne, Israel)
Gateways Int'l Inc. (Settle, WA)
Gezairi Group Cargo (Beirut, Lebanon)
Global Packers & Movers (Islamabad, Pakistan)
Global Silverhawk (Concord, CA)
Global Worldwide (Naperville, IL)
Grace Int'l Removals (Seven Hills NSW, Australia)
Green Van Int'l Co. (Taipei, Taiwan)
Greenbriar Forwarding (Edison, NJ)
Henri Harsch HH S.A. (Geneva, Switzerland)
HL Van Transport (Bassum, Germany)
Humboldt Int'l (Canton, MA)
Inter-Jet Customhouse Brokers (Jamaica, NY)

Words to the Wise



“The best managers start with a radical assumption: each person’s greatest room for growth is in the area of his greatest strength.”
Marcus Buckingham, author of Now, Discover Your Strengths.

Inter Trans Insurance Services Inc. (Irvine, CA)
Inter-Transport SA (Geneva, Switzerland)
Intermove Limited (Newton, CT)
International Wood Industries Inc. (Sherwood, OR)
Interport Executive Movers (Singapore)
Interstate Int'l Inc. (Springfield, VA)
Intra-Mar Shipping S.A. (Santafé De Bogota, Colombia)
ITO Mobiltransport GmbH (Bremen, Germany)
J. Calenberg (Bonn, Germany)
Japan Express Co. (Tokyo, Japan)
Jordanian Coast Cargo & Tourism Services (Amman, Jordan)
Keller AG (Bern, Switzerland)
Keller AG (Basel, Switzerland)
L. Rettenmayer (Wiesbaden, Germany)
L. Rettenmayer Transitarios (Lisbon, Portugal)
M. Dyer & Sons Inc. (Honolulu, HI)
Martin Stephen (Canada) Ltd. (Ont., Canada)
Matco Transportation Systems (Alberta, Canada)
McGimpsey Brothers (Removals) (Ireland)
Mesa Int'l (Grand Junction, CO)
Mexpack (MexicoCity, Mexico)
Mobel-Transport Ltd. (Zurich, Switzerland)
Moreno Int'l (Monterrey, Mexico)
MoveAssist Int'l Ltd. (Hitichin, Herts, England)
Move One (Budapest, Hungary)
Orbit Int'l Forwarders SARL (Beirut, Lebanon)
OTB Overseas Transport GmbH (Achim, Germany)
P.M. Packers & Movers (New Delhi, India)
Pacific Island Movers (Main Facility, Guam)
Panda Transporti s.r.l. (Rome, Italy)
Peter E. Reid Stevedoring Inc. (Pago Pago, American Samoa)
Phoenix Transport (Japan) Ltd. (Yokohama, Japan)
Phoenix Transport Services (Bremerhaven, Germany)
Portan S.A. (Bogota, Colombia)
Prime Movers Int'l (Munich, Germany)
Pumex International Movers (Korea)
Reliable Van & Storage (Elizabeth, NJ)
Renmer International Movers (London, England)
Rose International Inc. (Hoboken, NJ)
Rose International (Bremen, Germany)
Rose International Inc. (Berkshire, England)
S.G. Global S.A. (San Jose, Costa Rica)
Saleemson's Freight Services (Islamabad, Pakistan)

Sancalsa Int'l Services (Mexico D.F., Mexico)
Santa Fe Transport (Singapore)
Scanvan Kungsholms Express & Spedition (Stockholm, Sweden)
Simorgh Pack Transportation (Tehran, Iran)
S.I.T. Transportes (Madrid, Spain)
Sterling International Movers Ltd. (Perivale, UK)
Stevens Worldwide Van Lines (Saginaw, MI)
Subalipack (M) Sdn Bhd (Kuala Lumpur, Malaysia)
The Viking Corporation (St. Thomas, VI)
Tokyo Express International (San Francisco, CA)
Tower Int'l (Bezons, France)
Transpack Ltd. (Zurich, Switzerland)
Transeuro Worldwide Movers (London, UK)
Transcontainer (Tlalnepantla Edo de Mex., Mexico)
Transworld Int'l Movers (Rio de Janeiro, Brazil)
Treyvaud-Interdean SA (Geneva, Switzerland)
Tri Star Freight Systems (Houston, TX)
TG Int'l Insurance Brokerage Inc. (San Juan Capistrano, CA)
Unipack S.A. (Tehran, Iran)
Universal Cargo SRL (Buenos Aires, Argentina)
Universal Household Fwdg. (Tokyo, Japan)
V. Pack & Move Co. Ltd. (Bangkok, Thailand)
Van Der Ent Kuster Koot Topmovers (Spijkenisse, The Netherlands)
Vanliner Insurance Co. (St. Louis, MO)
Vayer Group Ltd. (Tel Aviv, Israel)
Venezuelan International Packers C.A. (Caracas, Venezuela)
Victory Van International (Sterling, VA)
Voerman Int'l (Leidschendam, The Netherlands)
W. H. Hofmann & Co. AG (Zurich, Switzerland)
Wabash Forwarding (Warrensburg, MO)
Ward Van Lines (Santiago, Chile)
Watson Services Limited (Accra, Ghana)
Williams Moving Int'l (Vancouver, B.C., Canada)
World Wide Overseas Moving Service Inc. (B.C., Canada)
Worldmover C&R Ltda. (Rio de Janeiro, Brazil)
Worldwide Movers (P.T. Gelombang Fajar) (Jakarta, Indonesia)
Worldwide Movers Tanzania (Dar es Salaam, Tanzania)
Worldwide Movers Uganda (Kampala, Uganda)
Worldwide Movers Kenya (Nairobi, Kenya)
Wridgeways The Worldwide Movers (Ringwood, Vic., Australia)
Ziegler, S.A. (Brussels, Belgium)

Welcome to the Euro

As of Jan. 1, 2001, the euro became the official single currency of 12 member countries of Europe's Economic and Monetary Union: Belgium, Germany, Spain, France, Ireland, Italy, Luxembourg, the Netherlands, Austria, Portugal, Finland, and Greece.

Euro notes and coins are in circulation and each member country's old national notes and coins will be withdrawn within a very short time — by no later than Feb. 28, 2002. For more information, visit the European Commission's Website at <http://europa.eu.int/euro>.

For more information, access "Welcome to the Euro" on HHGFAA's Website, www.hhgfaa.org.

Industry Calendar

February 2–8, 2002	FIDI Institute	Brussels, Belgium
February 5–7, 2002	NAVTRANS HHG Workshop	Norfolk, VA
February 26–27, 2002	Military/Industry Personal Property and Claims Symposium	Alexandria, VA
March 3–6, 2002	LACMA Conference	Lima, Peru
March 15–19, 2002	American Moving & Storage Association Conference	Orlando, FL
March 20, 2002	RELO 2002 Convention (Relocation & Living Overseas)	Bangkok, Thailand
March 23–29, 2002	FAIM Seminar	Brussels, Belgium
March 24–28, 2002	MTMC-HQ Training Symposium	Dallas, TX
April 23–26, 2002	OMNI Conference	Malta
April 28–May 2, 2002	FIDI Congress	Berlin, Germany
May 2, 2002	FIDI-FAIM Seminar	Berlin, Germany
May 21–23, 2002	GSA International Products and Services EXPO	San Diego, CA
September 17, 2002	Military/Industry Personal Property and Claims Symposium	Alexandria, VA
Sept. 25–27, 2002	FIDI Sales Seminar	Orlando, FL
Sept. 27–28, 2002	PAIMA Convention	Orlando, FL
Sept. 29–Oct. 1, 2002	HHGFAA 40th Annual Meeting	Orlando, FL
Oct. 5–9, 2002	57th Annual NDTA Transportation and Logistics Forum & Exposition	Greensboro, NC
Oct. 10–13, 2002	ERC–International Forum	Boston, MA
Oct. 23–26, 2002	FIDI Forwarding Seminar	Zurich, Switzerland
Oct. 28, 2002	FIDI-FAIM Workshop	Orlando, FL
Nov. 9–15, 2002	FIDI Institute	New York, NY
May 11–15, 2003	FIDI Congress	Stockholm, Sweden
Oct. 12–14, 2003	HHGFAA 41st Annual Meeting	Honolulu, HI
May 2–6, 2004	FIDI Congress	Beijing, China

Send calendar items to HHGFAA • 2320 Mill Road • Alexandria, VA 22314 • Or fax to (703) 684-3784 • E-mail: hhgfaa@aol.com

PORTAL ADVERTISING

IMPORTANT NEW INFORMATION CONCERNING PORTAL Advertising Rates and Dimensions

Full Page \$ 2,550
7-1/2" wide x 10" high

1/2 Page \$ 1,350

- Horizontal format: 7-1/2" wide x 5" high
- Vertical format: 3-3/4" wide x 10" high

1/3 Page \$ 950

- Horizontal format: 7-1/2" wide x 3-1/4" high
- Vertical format: 2-1/2" wide x 10" high
- Box format 4-1/2" wide x 5" high

1/4 Page \$ 700

- Horizontal format: 4-1/2" wide x 3-3/4" high
- Vertical format: 3-3/4" wide x 5" high

1/6 Page \$ 425

- Horizontal format: 4-1/2" wide x 2-1/2" high
- Vertical format: 2-1/4" wide x 3" high

1/8 Page \$ 350

- Horizontal format only: 3-3/4" wide x 2-1/2" high

NOTE: Prices shown are the **total cost** for one year (six issues).
For 2-color ad (black and burgundy only), add 10%. For 4-color ad
(separations or electronic files must be supplied), add 25%.

Deadlines to receive new artwork:

March/April Issue March 15, 2002
May/June Issue May 5, 2002
July/August Issue July 15, 2002
September/October Issue August 20, 2002
November/December Issue November 1, 2002
January/February 2003 Issue January 2, 2003

IMPORTANT NOTICE ABOUT ELECTRONIC ADS

The Portal now accepts computer-generated files, graphics, and ads supplied on PC- or Mac-compatible floppy or Zip disks or CD-ROMs. **DO NOT SEND ADS BY E-MAIL.**

When providing electronically-generated advertisements, your disk **MUST** be accompanied by a printout showing what the ad should look like. **HHGFAA will not accept disks that arrive without a hard copy proof.**

In addition, advertisers must provide the following information along with the disk. Please use this checklist to ensure that you send everything that will be needed to accurately place your ad:

- Disk with ad (floppy, Zip, or CD-ROM)
- Printout or hard copy proof
- ___ 4-color ___ 2-color ___ black-and-white
- Note format: ___ PC ___ Mac
- Note program used to create the ad
___ Quark: specify version _____
___ PageMaker: specify version _____
___ Corel: specify version _____
___ Illustrator: specify version _____
___ Other (specify): _____

PLEASE NOTE: We do not accept ads created in Publisher—no exceptions.



**For further information about Portal display advertising or classified ads,
contact Belvian Carrington at HHGFAA:**

Phone: (703) 684-3780 • Fax: (703) 684-3784 • E-mail: bcarri7850@aol.com

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