



THE PORTAL

VOLUME XXXIV

CONTAINER 2

MARCH/APRIL 2002

Caught Up In The Web



**9-11: A HHGFAA Member's
Eyewitness Account**

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About our cover: *The whole world seems to be caught up in the Web these days. Our special focus begins on page 10. Original cover illustration by Stephanie Sutherland.*

THE PORTAL is published bimonthly by the Household Goods Forwarders Association of America, Inc. (HHGFAA), 2320 Mill Road, Suite 102, Alexandria, VA 22314. Phone: (703) 684-3780; fax: (703) 684-3784. E-mail: hhgfaa@aol.com. Web site: www.HHGFAA.org. Send subscriptions, advertising and editorial material, and changes of address to: Household Goods Forwarders Association of America, Inc. (HHGFAA), 2320 Mill Rd., Suite 102, Alexandria, VA 22314.

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PRESIDENT'S MESSAGE



**By Terry R. Head
HHGFAA President**

Along Came a Spider

Have you ever watched a spider spin its web? The web is often a spider's entire world; a place to dwell, gain sustenance, survive, and grow. Taking a moment to reflect on the spider and its web can prove to be an entertaining and enlightening experience.

I think that same premise can be applied to what we all have witnessed over the past decade as the World Wide Web has been spun across the globe and become interwoven within our personal and professional lives via the Internet. It interesting to look back just 10 years and contemplate how our lives and methods of conducting business have changed and been so drastically impacted by "the Web."

Has the global spread of the Internet been a positive or negative influence in our lives? I think that depends on one's individual perspective.

For me personally, the 'Net has been a positive development. I have always been a knowledge or fact "junkie." I seem to know a little about a lot of things. My friends are always amazed at the amount and diversity of magazines I receive in the mail and the number of books I am reading at any given time. One of my favorite things to do is visit the local library, which I do just about every Saturday morning.

Now with the availability and ease of access to what is literally a world of information on the Internet, I can be more selective in researching a particular topic that interests me. (The impact on the environment, with the reduction in paper I no longer have to recycle, is alone a positive aspect of using the Web.)

From a professional perspective, I find that my ability to communicate by e-mail with HHGFAA members in 150 countries, as well as the Association's partners around the world, is truly a blessing. I generate, receive, and/or answer an average of 80 e-mails a day. And that number always increases with the approach of the Annual Meeting each year. There is no way I could maintain that level of real-time communication if it were not for the "e-capabilities" to which you and I now have access.

This issue of The Portal focuses on how the World Wide Web has changed the way our industry conducts business. Contained within this issue are a variety of interesting facts and personal observations on that subject.

Perhaps after reviewing this issue you can answer the question I posed earlier, as well as this one: Do you feel like a helpless bug or moth caught in a spider's web? Or do you feel, as I do, that the Web is a good spot in which to live — a place to learn, grow and survive? ■

2001-2002 HHGFAA COMMITTEES

HHGFAA committees play an important role in the Association. They are your advocates and address your concerns all year long. The volunteers who serve on these committees are happy to hear from you and you are encouraged to contact them when you have issues that need to be considered. Each year, *The Portal* publishes a list of all HHGFAA committees for your reference and information. You may wish to print out these pages and keep them handy for easy reference.

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LIFE IN THE WEB

Blocking Junk E-mails

If you get unwanted e-mails and have Outlook, you can open the unwanted e-mail, click once on the address it's coming from to highlight it, then right-click your mouse and select the "Block Sender" option.

SOURCE: TrafficWorld

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LIFE IN THE WEB

Caught Up In the Web

By Joyce Dexter

“Come into my parlor, said the spider to the fly ...” begins the old children’s nursery rhyme, the “parlor” of course being its web. You probably remember the creepy feeling you got, imagining that poor fly getting caught up in the web.

Which brings us to the fact that many of today’s industry leaders are, shall we say, of a certain age. Half of us haven’t figured out how to program our VCR. We grew up with ballpoint pens and manual typewriters; the fanciest mode of communication we used was the telephone. By the time we entered the business world, the telex had arrived and was in widespread use for global communications. Then a newfangled gizmo called the facsimile machine, or fax, came onto the scene. It was easy to pop a letter or an estimate into the paper feed, dial a number, and press the send button. It was a nifty, early version of instant messaging.

Then came computers, which were awesome enough, soon by e-mail. Practically overnight people weren’t asking you *whether* you had e-mail — they were asking, “What’s your e-mail address?” It was assumed that you were up with the technology if you had any hope of maintaining efficient contacts with your customers and trading partners.

Today, it’s a safe bet that if you’re reading this magazine you have e-mail. You may not feel totally comfortable with it, you might not quite trust the technology, or you might lament the good old days when people had more personal contact via the telephone — which, as antiquated as it may be in comparison, remains as important as ever. It would be interesting to know how many removals companies and forwarders have *not* yet succumbed to the enticements of e-mail and Web-based marketing. Younger executives and employees no doubt couldn’t imagine life without the Web because they’ve essentially grown up with it. For today’s generation, accustomed to instant results, e-mail is a perfect solution to an on-the-go business lifestyle. It minimizes telephone tag, that well-known dance you do when you and the person you need to speak with can’t quite connect and keep leaving messages for each other.

Twenty years ago, moving companies who couldn’t compete were dropping like flies. A shakeout that lasted several years left many companies bruised or worse — out of business. Sadly, many of them were long-time players whose family-owned companies had been around for generations. The survivors were the ones who saw the future, went toward it, and never looked back.

A similar situation exists today. You may hate modern technology, but you’ll have to embrace it if you want to remain competitive and don’t want to be left behind. LAN, WAN, Web, browser, e-mail — all these have entered the lexicon and they’re here to stay. Whether you go willingly into the Web or have to be dragged into it, it’s pretty certain that — like that fly in the children’s rhyme — you’re going to be caught up in it.

The good news is that the Web, e-mail, and other global communications advancements can actually nurture your business. You may miss your quill pen and manual typewriter, but if you open up yourself to the possibilities you won’t regret it. Even if you’re slightly fearful to dive into the Internet, consider that it’s relatively inexpensive (in fact, you could save a bundle on long-distance phone calls), and — perhaps most important — everybody else, including your customers, is way ahead of you. There’s help out there, too — consultants who can help you figure out what systems best meet your needs and teach you to use them.

The best thing about the Web is that it really does work. It’s a reliable, cost-effective way to promote your company, market your services, and communicate with the rest of the world. Just think: 185 companies in 53 countries, 19 states, and 4 U.S. territories are linked up to HHGFAA’s Website alone, and the list is growing every month. Hmmm . . . it could be they’re onto something. ■



LIFE IN THE WEB

Companies in the following countries, states,
and U.S. Territories are linked to the HHGFAA
Website, www.hhgfaa.org:

Countries

Argentina	Hong Kong	New Zealand
Australia	Hungary	Oman
Austria	India	Pakistan
Belgium	Indonesia	Peru
Brazil	Iran	Poland
Canada	Ireland	Portugal
Chile	Israel	Romania
China	Italy	Senegal
Colombia	Ivory Coast	Singapore
Costa Rica	Japan	South Africa
Cyprus	Jordan	Spain
Czech Republic	Kenya	Sweden
Egypt	Korea	Switzerland
England	Lebanon	Taiwan
France	Malaysia	Tanzania
Ghana	Mexico	Thailand
Germany	Morocco	Uganda
	Netherlands	Venezuela

States

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Connecticut	New Jersey
District of Columbia	New York
Florida	Oregon
Hawaii	Rhode Island
Illinois	Texas
Massachusetts	Virginia
	Washington

U.S. Territories

American Samoa	Puerto Rico
Guam	USVirgin Islands

Please turn to page 62 of this issue for a complete
list of companies linked to HHGFAA's Website.

10 Tips for Making an Online Community Work

Online communities allow large groups to get together to solve problems and share information. Whether you are building a community, selecting technology, or simply a participant, these tips from Joseph Cothrell, vice president research at Chicago-based Participate.com, can help you make the most of your online connection.

1. **Define a business purpose and let the technology lead.** Ask yourself: What am I trying to achieve? For example, Cisco Systems runs an online community with a defined business purpose. The company, which creates hardware and software to run computer networks, created an online community so that customers could help solve each other's problems. Cisco had a great solution that has a clear purpose and is not just a chat room: Connect technicians online to work out each other's problems and post solutions.
2. **Understand the technology required.** From simple bulletin boards to sophisticated chat rooms, there is a wide range of technology available. Some is designed for small groups that interact all the time; some is designed for live interaction, or for large groups that don't interact all the time. You need to match the right technology with the right application.
3. **Understand how the community relates to your business process.** A community exists to solve a problem or fill a need. Where in your business process will this community make sense — to access information or solve problems? Ace Hardware created a sourcing board for its 300 retailers who sell to industrial customers. Here, they can post sourcing questions to other Ace dealers, giving retailers hundreds of eyes looking at their problem, reducing cycle time.
4. **Know your users.** Who are they and what are their capabilities in terms of participating in this network? If you are a global company, language barriers may be a problem.
5. **Don't forget about your mobile workforce.** A lot of mobile workers whose knowledge you need to solve problems can receive e-mail in their trucks.
6. **Measure results.** You can watch responses to see what topics generate the most interest. You can also learn a lot by observing activity.
7. **Use your community as a source of insight.** People interacting online can be a great source of information. Potential customers can go to your site to ask questions, giving you insight. If you can answer early questions about a new product, you can facilitate a smoother rollout.
8. **Get with a community that is properly managed.** Don't just give people a tool and have them go at it.
9. **Look for opportunities to build your community internally as well as externally.** Your logistics managers across the country may have information they want to share with one another. Share best practices and information inside your company.
10. **Take a look at other communities** — trade organizations, for example. You can learn a lot by visiting their online sites.

Excerpted from an article by Deborah Catalano Ruriana in Inbound Logistics



LIFE IN THE WEB

Country and Regional Search Engines

The shotgun approach to searching doesn't work very well on the Web. If you use an all-purpose search engine you'll get overwhelmed with results, most of which will be useful. That's why Phil Bradley created the Country and Regional Search Engines at <http://www.philb.com/countrysse.htm>. It has a list of search engines for every country, no matter how small (example: there are four for Bahrain).

Those Nasty Viruses

Most of us use the Internet daily to check e-mail, research a site, send an RFP, collaborate in virtual meetings, or simply attach a file for a colleague. And every day we could lose it all due to thousands of computer viruses that travel menacingly through the Web. There are some things you can do to fight viruses that can cause serious damage to our computers:

- **Subscribe to an online anti-virus application.** All the major players allow you to automatically update and scan files during scheduled periods. This provides the best layer of protection. Update at least once a week — daily if you send or receive attachments. When setting up your software, select the option to scan all incoming and outgoing e-mail messages.
- **Update your system's operating platform, Web browser, and word processing applications.** By maintaining your operating system and primary programs, you can take advantage of the enhanced functionality of your Web browser. You can also use improved filtering options to stop the receipt or transmission of potentially dangerous files. While these built-in safeguards can help reduce your vulnerability, they can also affect your business transactions. For instance, if you regularly send database files, these security safeguards will require you to edit default parameters to allow transmission of the files.
- **Consider installing a personal firewall on home computers.** Firewalls prevent access by hackers as well as unauthorized access to system files. Firewalls are especially important if you use a cable modem because you're constantly connected to the Internet. All firewall programs allow you to preset filters that allow transmissions from people you know, while closing out others or by alerting you whenever attempts to communicate with your system files occur.
- **Bookmark one of the major sites that provide anti-virus software and research on viruses.** All of these sites will provide you with updated research of current viruses, their assessed risk level and "fixes," and a directory of published hoaxes. Sites to bookmark: www.mcafee.com, www.symantec.com, www.fsecure.com.
- **Back up all your major or vital files** on an added hard drive, CD, or tape drive. If you travel frequently, you may wish to consider backing up files to an offsite service or secured Website service.

How to Avoid Catching a Virus

- Know from whom you are receiving attached files before opening them. You can filter names you don't trust in your personal firewall.
- Read the subject line of your e-mail. If it doesn't sound right, delete the message.
- Delete chain and junk e-mail. Or you can set up your e-mail application to automatically file these items so they don't clutter your active in-box.
- Be cautious when downloading files from the Internet. If you need the file and are unfamiliar with the site's reputation, download the file to a floppy disk and test it with your own anti-virus software. Or double-check the settings on your anti-virus application so that it scans the file before you download it.
- Update your anti-virus software at least weekly.
- Back up your critical files regularly. If a virus destroys your files, at least you can replace them with your backup copy.

—Adapted from an article by E.J. Siwek, CMP, in *Convene* magazine.

LIFE IN THE WEB



Did you know that the average employee spent 49 minutes a day on e-mail in 2001? That's one-third more time than in 2000. Workers will spend 4 hours a day on e-mail this year, according to San Francisco-based Ferris Research.

— SOURCE: *Bottom Line Personal*

Top-Ranked Websites

Virginia, Texas, and Maryland are sharing the Federal Highway Administration's new award for the best traveler information Websites. The sites are designed to help motorists and carriers avoid congested or dangerous areas, saving time, money, and lives. The winners were chosen after a national review of 102 traveler information Websites whose content was evaluated based on whether they presented information on current conditions, incidents, construction notices, high occupancy vehicle lanes and tolls, and the extent to which other useful links were provided. Sites were also graded on whether they were easy to navigate and how well information was organized.

Virginia's Department of Transportation Website, www.vdot.state.va.us/traf/traf.html, was cited for its usability and use of customer feedback. Plans are in the works to give users the ability to personalize information.

The Houston TranStar site, <http://traffic.tamu.edu>, is sponsored by the Texas Department of Transportation and is a joint effort among several Houston area agencies. It provides information and links related to most modes of transportation, emergency preparedness and environmental issues. TranStar plans to look at making information from the site available on cell phones and personal digital assistants.

The Coordinated Highways Action Response Team, <http://www.chart.state.md.us/travinfo/travinfo.asp>, was developed by the Maryland Highway Administration. It was praised for up-front planning that creates dynamic message sign alerts for construction projects that look the same on the Website as the roadside. ■

*SOURCE: Eric Kulisch,
Transport Topics*

Other Useful Websites

Comprehensive medical information: Specific diseases; insurance; health organizations; hospitals; and many other topics. www.healthfinder.gov

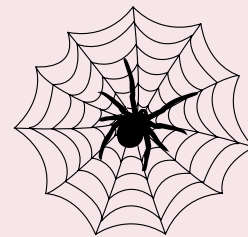
Free legal forms: Search the database for thousands of forms and documents — power of attorney, sample contracts, state court documents. Etc. www.findforms.com

Vacation planning

- Tourist bureaus: www.officialtravelinfo.com
- Family-friendly travel ideas: www.thefamilytravelfiles.com
- Global security update: Daily updates of potential trouble spots, plus a list of upcoming dates that may provoke unrest. www.airsecurity.com/hotspots/hotspots.asp

Learn the lingo: Directory of more than 2,000 language-related Websites. Online lessons, free translations, and more. www.ilovelanguages.com

Holidays 2002: Celebrations arranged by date, religion and country. www.earthcalendar.net



— SOURCE: Bottom Line Personal

Really Useful Sites for International Trade Professionals

The Federation of International Trade Associations (FITA) reviews useful Web sites from the Web Resources database at FITA's International Trade/ Import-Export Portal, accessed via <http://fita.org>, an excellent source for trade leads, news, events, and a link library of 4,000+ sites related to international trade.

To subscribe, go to <http://www.imakenews.com/fita/index.cfm#subscribe>, enter your email address and click on "add."

Here, courtesy of FITA, are some sites that are useful for international business-people, and some sites that are just plain fun for anyone.

WHAT CAN YOU DO ON THE WEB?

Although people talk about "browsing" the Web, most of us don't have time to browse when we get online; we want to find what we're looking for as fast as possible. That's a shame, though, because the Web was made for browsing. There is so much useful information online that it's fun to just poke around and see what surprises you can turn up. Here's a great site for doing that. It's called What Can You Do On The World Wide Web? and is accessed from it.stlawu.edu/~tdil/index1.htm, and it's a collection of links to sites that you'll find compelling. Want to buy a theater ticket? Calculate how tall your child is going to be? Ask a doctor a medical question? Find a restaurant? Learn how to write a business plan? Schedule a wake up call? Take a tutorial on how to show your wife some romance? You'll find answers to all those questions and many more at this fascinating site.

LIBRARY OF CONGRESS COUNTRY STUDIES

When you help your kids with their geography homework remember that dozens of countries you learned about in school aren't there anymore. Czechoslovakia, Yugoslavia, East Germany — your kids don't know they ever existed. Well, there's a place where you can still read about these countries. At the U.S. Library of Congress Country Studies page, linked to lcweb2.loc.gov/frd/cs/cshome.html, you can just scroll down the list and find information about hundreds of countries worldwide. The site keeps information on countries like Yugoslavia for "historical value to researchers," but there's also lots of information about existing countries. Click on a country name, and you'll find detailed information about its history, demographics, economy, political life, transportation communications networks, and much more.

SHOWCASE EUROPE

Let's say you're thinking of selling a vitamin product in Belgium. You'd need to find out if there's a demand for your type of product in Belgium, plus the governmental regulations for foreign companies selling there, and you'd probably have other questions too. One good way to get answers is to go to the U.S. Department of Commerce's Showcase Europe, via the www.sce.doc.gov site. Here you'll find market research for all the countries of Europe. You can search by country or by industry, and there's also a calendar of trade shows and other events. This site is for both U.S. companies who want to export to Europe, and European companies who want to import U.S. products.

There are lots more links to these countries at the FITA site. Go to FITA's International Trade Web Resources, accessed via www.fita.org/webindex, click on Regional Resources and Multi-Lateral Trading Areas in the left column or "Search by Country or Region" in the right column, and then scroll down to Europe. Or simply type "Europe" in the search box at <http://www.fita.org>.

TRANSLATION SERVICES

Do you need web site and document translation services focused on the Latin American and U.S. Hispanic markets? If so, FITA and iSpeak have the perfect solution for you! Trust your translation to FITA and you will receive the highest quality product, along with special FITA prices, discounts and referral fees. iSpeak offers the largest resources for English-Spanish-Portuguese translation and localization projects with over 1,200+ linguists mastering 25 Spanish and Portuguese dialects in 20+ categories, a customized project management team and a 100% quality satisfaction guarantee.

Click <http://www.imakenews.com/eletra/go.cfm?z=fita%2C13471%2C45763%2C18267%2C80017> at www.fita.org/marketplace/ispeak.html to register your translation project now.

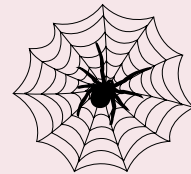
ARTS LETTERS DAILY

Continuing the theme of Web browsing, there's a site where you can spend hours just following links. It's called Arts Letters Daily <<http://www.imakenews.com/eletra/go.cfm?z=fita%2C13471%2C45763%2C18268%2C80017>> at www.aldaily.com, and although it may look like a site for pointy-headed intellectuals, it's got something for everyone. There are links to thought-provoking stories from world magazines, newspapers, and journals, plus links to online news sources, columnists of note, book reviews, online music sites, reference sources, fun sites, and more. Each item on this site has been selected with care, and you're guaranteed to find some stimulating reading here. ■

NOTE: For archived issues of *Really Useful Sites for the International Trade Professionals*, go to http://www.imakenews.com/eletra/mod_archive_view.cfm?u=fita.

For a free list of links to useful sites in a wide variety of categories (both business and personal), visit www.reallyusefulsites.org.

LIFE IN THE WEB



Free Internet access isn't always free, according to a recent Federal Trade Commission alert (www.ftc.gov/bep/conline/pubs/alerts/freeispalrt.htm). For example, if a company offers 500 free hours and the trial period is one month, you would have to be online more than 16 hours a day to reach 500 hours. But some firms start the clock as soon as you sign up.

Understand cancellation policies. Some services allow online cancellation; others require a phone call — and may be difficult to reach.

The FTC also advises that you ensure the provider has local access numbers so that you can avoid long-distance dial-ups.



Photos by Michael Johnsen

9-11: A Firsthand Account

By Michael Johnsen

March 11, 2002. Six months have passed since the day now referred to simply as the date: “9-11.” Now we live with the cliché, “The world has changed.”

On that sunny morning of blue skies and spring-like weather, I was traveling from my uptown apartment to a 9:30 A.M. client meeting on what is commonly known as the No. 3 express train. A New York Times article about the attempted assassination of the leader of the Mujahaddin faction in Afghanistan occupied my time during the 20-minute subway ride to Chambers Street. It was interesting, but Afghanistan was far away. ...

At about 9:10 A.M., I had reached Chambers Street, where I would walk across the platform to the local “1” or “9” trains to finish my journey. An announcement from the conductor that those trains were closed made me grumble. I’d now have to take a taxi.

I never made it. Not even my own experience as a Marine in the Gulf War prepared me for what I saw once I





walked up those stairs.

Their horns and sirens blaring, the FDNY trucks filled with unknowing but ill-fated firefighters barreled down Church Street. Crying, shaken, and shocked people were falling over each other to get out of the way and also because their legs had given out from the sheer horror of what they were witnessing. Already, people were falling and jumping out of one of the World Trade Center buildings to escape the flames.

My first reaction was that there must be a fire connected with the air conditioning unit at the Towers. I had to get a better look. "It was a plane!" someone yelled. "There were two of them! I saw the second one!" another person cried. Was it a propeller plane that went off course? "Naw, a 747! I saw it!" he confirmed.

My God, I thought, we've been attacked. Twice cannot be due to pilot error. We hadn't heard the news yet, but many on the street had already reached the same conclusion.

An NYPD helicopter was already flying around the gaping holes and maneuvering about the thick, black smoke and pieces of debris that were dropping like rain from the giant silver structures. This was reassuring. It and the others on their way would surely be able to save those trapped in the building and on the roof — at least that's what so many of us assumed.

We civilians on the ground couldn't do anything but watch. It was gut-wrenching to see another helpless person jump from the building. The crowd's shriek of pain at witnessing those deaths is forever embedded in my memory. The fall itself seemed to last an eternity.

Unfortunately, those helicopter rescuers never had a chance to save anyone. Suddenly, a sound that might seem familiar to anyone who has been on the receiving end of an artillery barrage engulfed the entire street. It was a deep, continuous thunder. The north tower was imploding. Those of us on the street ran north for safety; the people in the building had no such opportunity.

Once the first tower had crumbled it was fairly obvious that the second would follow. Would the rescuers be able to save any others? It seemed not. Moments later, the second tower imploded. Again, the thunder and smoke and debris sent us fleeing around the corners of the street.

Fighter jets whizzed over us at this point, while we all wondered if what we'd witnessed was real. Did this just happen in America?

Following the madness came silence. No car horns, no talking. Just shuffling throngs of stunned people heading north to safety.

Certainly, the world has changed. ■

Michael Johnsen has served for the past year and a half as director of business development at Interdean.Interconex in New York (e-mail: michael.johnsen@interconex.com). He has been with the company for 7 years, including 4 years as manager of the Beijing, China, office. During the Gulf War, he was a U.S. Marine infantryman in both Saudi Arabia and Kuwait. He currently resides in Manhattan.

TRUCKING

EU Proposes Unified Driver Safety Regs

In an effort to end the fierce competition among truck drivers who follow their own rules rather than regulations of the country they're driving through, the European Union is proposing new safety legislation.

The measure would simplify and standardize inter-country transport rules, and would replace disparate member country regulations with unified, clearly defined driving times and rest periods. Effective penalties, determined by an advisory committee of national experts, would enforce the new system.

The EU's goals are to finally control competition among drivers and to facilitate uniform enforcement throughout the member countries. Standardization also would help prepare the industry for the implementation of new tracking and tracing technology.

The new regulations, which could be implemented as early as mid 2002, would:

- set maximum daily and fortnightly driving times
- regulate the breaks and minimum daily rest periods for all freight and passenger vehicle drivers
- strengthen provisions on employer liability
- establish a system to penalize drivers for offenses committed in another member country
- introduce a procedure for member states to impound any vehicle in the event of regulation infringement.

The ultimate goal is to apply the rules in the same way in every member country. But pressure from some EU countries also has forced a significant number of definition and enforcement exceptions. Drivers generally agree that any problems begin with OTHER drivers, not themselves.

Most drivers support standardizing the regulations and say they will follow them, with a wink and a smile.

ABF U-Pack Moving Links to USPS Website

ABF Freight System Inc. says its U-Pack Moving division has partnered with the U.S. Postal Service and Imagitas, to provide an online service for those expecting to change addresses.

The site, www.MoversGuide.Com, is the Postal Service's online change-of-address site. It is available at no cost to users. The service allows users to contact government agencies, connect utility services, and purchase moving-related products online. The site gives information about schools, voter registration, and other local services. Imagitas says the site has served 21 million households.

The site also significantly reduces moving-related costs for the Postal Service, according to ABF.

Internet Failures in 2001 Almost Double 2000 Numbers

At least 537 Internet companies, some of which served the trucking and logistics market, went out of business or sought bankruptcy protection in 2001 compared with 225 the previous year, according to a report by Webmergers.com.

Among the transportation dot.coms that went belly-up in 2001 were: GoCargo; SupplyLinks Inc.; NeoModal; and WebModal.

The report attributed the Internet boom and bust cycle to several factors, noting: "The single most fatal miscalculation investors made regarding the Internet was to massively overestimate the speed at which the marketplace would adopt dot.com innovations." Failures also resulted from business models that tried to displace competitors' existing services instead of finding a niche or just shoveling an existing business model onto a Web one.

Some startups spent too much money on marketing and infrastructure rather than using the Internet to target narrow business audiences. The more successful startups leveraged interactive Internet tools to produce innovations such as collaborative purchasing, e-procurement systems and name-your-price bidding systems.

SOURCE: Eric Kulisch, Transport Topics

Transportation's Top-Ranked Sites

The transportation sector is a top industry in developing successful business-to-business Websites, according to new rankings published by BtoB magazine. Several motor carriers, parcel delivery firms, railroad and truck manufacturers and service providers are among repeat winners in the NetMarketing 200 survey of 800 corporate sites because they consistently make their sites more functional and easier to use.

Among the 200 selected by the magazine, Union Pacific Railroad Co. has the top-ranked transportation Website. Others include Federal Express Corp. and United Parcel Service Inc.; ABF Freight System Inc.; Airborne Express Inc. and ABL Ltd.; Ryder System Inc.; Yellow Freight System Inc.; Burlington Northern Santa Fe Corp.; Estes Express Lines Inc. and Schneider National Inc.; GE Capital Fleet Services; Flying J Inc.; and International Truck and Engine Corp. and Central Transport International Inc.

SOURCE: Eric Kulisch, Transport Topics

LIFE IN THE WEB



An innocent Website may turn into one you don't want your children to visit. If a site's domain registry expires, the name is available for anyone to purchase. Recently, one financial site for kids lost its domain name and was bought by a site posting sexually explicit images.

—*SOURCE: Web Digest for Marketers, an online reviewer of marketing-oriented sites. www.wdfm.com*

MARITIME/OCEAN SHIPPING

IMO Takes on Security

A new package of international maritime security regulations being proposed by the U.S. Coast Guard will require port authorities to take a more active role in preventing crimes against commercial shipping, including terrorist attacks.

Previous solutions placed most of the burden on ship's crews; but typically crimes like drug smuggling and stowaways occur when there is a lack of security at ports. Now, security is being evaluated in a broader way that will require ports to do more.

The Coast Guard has made recommendations to the International Maritime Organization for tightening security at ports around the world, including the establishment of international standards for port vulnerability assessments, and security plans. Such measures have received broad support from IMO member states, which will meet in May to begin negotiating international standards. A second IMO meeting is planned for December to consider adoption of the standards.

Recommended measures include advancing the date that ships must install automatic identification systems from 2008 to 2004; designating ship security officers; conducting background checks on seafarers; screening containers at ports of origin; and increasing cooperation between the IMO and World Customs Organization in the area of container security.

SOURCE: John Parker, TrafficWorld

Open Harbor's 2nd Financing

Open Harbor, which provides automated international trade services, has raised \$10 million in a second round of financing led by strategic investor Deutsche Post Ventures GmbH. The new round, which brings the total investment in Open Harbor to \$29 million, also included investments by Mitsubishi International Corp., as well as venture capital groups.

Because recent national events have resulted in more stringent export-import compliance requirements and because of the general slowdown in the economy, Open Harbors CEO Chris Erickson said corporations need a solution that can automate and streamline their international trade processes and provide an immediate and substantial reduction in their operating expenses.

The system uses a real-time trade content database and provides automated applications such as compliance screening, trade document production, automatic manifesting and total landed-cost calculations. The system also provides the information to selected partners and suppliers in the customer's supply chain.

SOURCE: John Parker, TrafficWorld

UASC Joins Intra Web Portal

United Arab Shipping Co. has become the 12th ocean carrier to join Intra, the multicarrier Internet portal. Evergreen and NYK Lines are the only large container ship operators not affiliated with a Web portal.

GT Nexus has 12 ocean carriers on its roster. CargoSmart, the portal founded by Orient Overseas Container Line, has three.

Intra said that with the addition of UASC, its members have more than 40 percent of the world's container capacity. The portal was founded last year by Maersk Sealand, CMA CGM, Hamburg Sud, Hapag-Lloyd, Mediterranean Shipping Co. and P&O Nedlloyd. It now also includes Safmarine, Columbus Line, Crowley American Transport, Alianca and ANL Container Lines.

In recent months, Intra has also been trying to attract intermediaries.

The forwarders will link their back-end information technology systems to the Web portals, with the idea of permitting shipper customers to use a single Website to book and track cargo handled by multiple carriers.

Intra's Intra-Act software enables shippers and forwarders to book freight with carriers using only a Web browser. A version of Intra-Act connects carriers' information networks directly to a shipper's supply-chain management or enterprise resource planning service.

SOURCE: Helen Atkinson, JoC Week

CSX Lines Forms Horizon Services

CSX Lines has established a separate organization, Horizon Services Group, in Dallas to provide ocean carriers and inland logistics customers with online booking and billing services, as well as other back-office functions. Until now, the Horizon system has been used by Charlotte-based CSX Lines internally to spearhead its e-business initiatives. CSX currently uses Horizon to book about 50 percent of its business online.

The company will offer a full range of back-office functions that Horizon COO Rick Kessler described as “order-to-cash” services.

In Brief . . .

Customs brokers have an idea for how to validate “known shipper” information to comply with security regulations for air cargo: Use the Census Bureau’s Automated Export System. AES has a built-in database of exporting companies. Making the list available to forwarders would save them steps in validating new clients. It also would save exporters the same hassle when they move from one forwarder to another. Census officials say they’ve heard about the idea but no talks have taken place. However, using AES to validate “known shippers” might be an incentive for air forwarders to use the automated system. Of the more than 37,000 paper export declarations that Census still receives each month, 75 percent of them come from the major U.S. airports.



Coast Guard Rear Adm. Paul Pluta, head of the U.S. delegation to a special **International Maritime Organization** meeting on shipping security last month, is pleased with the pace at which the group is working. Crediting IMO Secretary General William O’Neil’s leadership and a “spirit of cooperation” by members, he says proposals to improve security are “traveling at the speed of light compared to how fast things normally happen at IMO.” In May, the agency’s Maritime Safety Committee will consider changes that will then be taken up by a full diplomatic conference in December. Earliest implementation date, Pluta says, is July 2004.



Ocean carriers have shared ships and terminals for years. In 2001 they also embraced sharing online Web portals. Almost all of the major container lines have joined one of the three multicarrier portals: Intra, GT Nexus, and CargoSmart. The carrier portals will enable carriers and intermediaries to electronically conduct business. For shippers, the concept offers simplicity. For carriers, it offers savings on back-office work that now is handled manually. Each of the portals is hustling to complete its system.

— *SOURCE: JoC Review & Outlook*



APL Logistics has been appointed to the Modern Logistics Advisory Board, established by the Chinese government to help develop the country’s logistics industry. The board works with China’s State Economic and Trade Commission to support development of the logistics industry. APLL reached agreements with two of China’s biggest transport players, Eastern China Railway Express and the Shenyang Transportation Group trucking operation, earlier this year.

— *SOURCE: TrafficWorld*



APL Ltd. has introduced technology that lets exporters use the Internet to automatically transmit encrypted negotiable bills of lading to multiple third parties, such as forwarders, consignees and banks. Many carriers offer remote printing for bills of lading that are transmitted online, but APL says the encryption feature of the service also permits the exporter to retain control over who can print the document and how many copies can be viewed or printed. The E-BL Print technology was developed with Electronics For Imaging, a specialist in encryption and printing technologies. One company that has tested the new technology said it has cut “at least three to five days” from overall turnaround time for documents, and has reduced courier and delivery fees.

— *SOURCE: JoC Week*



LIFE IN THE WEB

Business Etiquette

<http://www.executiveplanet.com/community>

Although it sometimes seems as if the business world is getting standardized, and people are all starting to dress and act the same, don't be fooled: we're still a very diverse planet, and local customs have deep roots. That's why you need a site like ExecutivePlanet.com's Business Etiquette and Culture page at <http://www.executiveplanet.com/community/default.asp>.

This page has detailed instructions on how to conduct yourself in business settings in dozens of countries. You'll find everything from how to dress for a meeting in Italy (formal is best) to body language in Brazil (stand close to the other person and maintain eye contact) to scores of other topics. There's also a message board, and a new section with tips for women. This site will help you avoid mistakes that could undermine your business relationship.

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
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TECHNOTES

Five Keys to Open the Door to E-Learning

By Dave Fionda

E-learning is the fastest growing Web application since e-mail and represents an ideal opportunity for employers to better inform and educate their staff, while building better relationships in the process.

But while for many firms e-learning is a priority, the road to effective e-learning isn't an obvious one. It's true that there are many e-learning solutions available, but it's not all solutions are created equal. The more you understand some basic principles of e-learning, the more successful you'll be.

These basic principles define truly effective "continuing e-learning" solutions:

1. **Live and interactive.** The interaction inherent in traditional conferences and workshops has always helped keep employees interested and involved. The same is true of e-learning sessions. E-learning events that are truly interactive, offering one-on-one contact with instructors, interaction with other employees, and live presentations, will dramatically increase attention and retention. Like videos or audiotapes of classroom sessions, Web-based instruction that isn't live and interactive simply isn't as effective.
2. **Easy to implement.** For employers who don't have a large technical staff, the resources necessary to develop, launch and support e-learning sessions aren't always available. The most effective solution would be turnkey offerings that overcome these limitations, thus integrating available content, reaching out to deliver the contact that supports the needs of employees.
3. **Affordable.** It's an unfortunate fact of today's economy that some companies are on a tight budget and need to limit spending on travel and non-revenue-generating activities. E-learning can address these financial issues, as well as the concerns of today's reluctant travelers.
4. **Easy to use.** In many cases, companies are working without the support of a technical staff. Therefore, e-learning solutions need to be intuitive and easily accessible through a Web-browser with no need to purchase, install, or maintain separate software.

By looking for solutions that address the unique needs of employees, companies can build stronger, more lasting relationships by providing the knowledge and interaction that are essential for professional development.

Dave Fionda is CEO at Candeos, in Burlington, MA. This article is adapted from one that originally appeared in Association Trends.

Homepage Improvement

*10 Ways to Get More Results
from Your Website*

1. **Don't allow people to e-mail your company** if their messages will neither be read nor answered. Try testing addresses on your site to see if they actually reach a real human being and get a response. "Contact us" e-mail forms are also worth checking out. It only angers customers when they fill them out and never receive a relevant response.
2. **Allow customers to establish more direct contact when they need it.** Those who visit your Website should be able to talk to a real person, either through online chat or by having someone from your customer service or sales departments call them on the phone. This is often a prelude to a sale or a deeper relationship with the customer.
3. **If you sell products directly from your site, look to eliminate as many unnecessary steps as you can.** Give buyers an overview of the process, and the number of steps, before they start. At the bottom of each page, tell them what they need to do next, and where they are in the process ("Step 3 of 5, for example). If you don't sell products, but instead point people to a network of distributors, partners or resellers, you should track how many leads go to each one and offer incentives to them based on how quickly and effectively they respond.
4. **Find out how long it takes for your Web server to reboot after it crashes.** Does it happen automatically, or

is human intervention sometimes required? How long does recovery take? If your Web server dies completely, how long will your site be offline before it can be returned to life on another server?

5. **Stop taxing your customers' patience.** If your homepage includes a movie or pop-up windows that visitors are forced to watch or music they're forced to listen to every time they visit your site, your customers could be getting frustrated.
6. **Don't prevent users from grabbing text from your site.** Many Websites use special HTML code on their pages that enable visitors to highlight and copy your text to another application. Potential customers who are making a case within their companies for buying something from you may need some information to back them up, and may want to insert it into an e-mail or a Word document. Why make them retype the text they want to use?
7. **Be honest when you ask people for their e-mail address.** You'll get a lot more e-mail signups if you explain how often you send out your newsletter or update, make it easy for people to unsubscribe at any time, and link them to a sample of what they'll be receiving.
8. **List actual job titles, salary ranges, and descriptions** on your "Careers" page. You'll get more resumes of higher quality that way.
9. **Make sure your homepage includes a list of the most recently added documents or pages.** This reinforces the idea that you're constantly working on the site and that it's the best source of current information on your products or services.
10. **Try a dozen searches on your site's search page.** Are you happy with the results you get? Search engines can often be fine-tuned to yield better results; but many sites use ineffective search technology that's cheap (or free), and it shows.

For more information, see *Homepage Usability: 50 Websites Deconstructed* by Jakob Nielsen and Marie Tahir (New Riders Publishing, 2001).

SOURCE: Darwinmag.com

The Value of Online Training

Online training projects used to run between \$50,000 and a few hundred thousand dollars. Lately, e-learning budgets have been rising, and now Run Fast (www.runfast.net), a 3-year-old company in Leesburg, Va., is among those companies that will benefit.

"I've seen training budgets — \$6 million to \$8 million projects — coming out recently," Run Fast CEO David McCarthy reported. "You can see where some of these things are getting bigger and bigger as online training operations become more common."

Some corporations have come to realize that they can save money by offering employees Web-based training (between 30 and 50 percent of training budgets typically go to travel). Others discovered after Sept. 11 that many workers were averse to flying to conferences and other events.

Meanwhile, advances in technology have allowed e-learning companies to further personalize the training process through standards for instructional design. There's a big difference between simply putting text up on a screen and making sure it's designed to instructional standards.

Online training budgets are rising among government agencies and the military, which have undertaken projects worth several million dollars.

General Electric, an early adopter of online training, uses e-learning for its corporate audit staff of about 350 people around the world, at a savings of almost \$1 million a year. Just 6 months ago GE hired its first chief learning officer at the corporate level who is charged with developing an online learning initiative for the whole company.

At the same time, online training does pose challenges, the biggest of which is time. In classrooms, people can be away from their phones; learning at one's desk is different. If e-learning is to succeed, people still will need coaching and mentoring. Moreover, traditional textbooks and brochures don't necessarily translate to the Web. Designers must make very complicated material and make it acceptable to a certain type of audience so it is interesting to go through and achieves learning objectives.

*SOURCE: Greg A. Lohr,
Washington Business Journal*

Survey: Workers Need Training in Security

Corporations worldwide still do not give serious attention to protecting their information security systems, according to a survey by Houston-based PentaSafe Security Technologies Inc.

Responses from 583 companies and 1,350 employees indicate that 23 percent of security officers consider their organization's security awareness as "dangerously inadequate" while an additional 44 percent consider their security awareness "inadequate."

Nearly 6 out of 10 individuals who took the online survey scored an unsatisfactory "D" grade for appropriate security awareness and behavior.

PentaSafe says the report "suggests management has to dramatically improve its efforts to educate employees on the best way to protect their companies against cyberterrorism and other threats to information assets, or risk very serious consequences."

The survey is available free online at www.humanfirewall.org and the security awareness report is available at www.pentasafer.com for \$195.—*SOURCE: Transport Topics*

Internet Ethics

Credibility is lost when inaccurate or misleading information appears on a Website. Anonymous postings in chat rooms and bulletin boards contribute to the problem, as does failure to disclose the background of experts and potential conflicts of interest. A coalition of public relations organizations has come up with four basic principles of Internet ethics:

- Present fact-based content. Tell the truth at all times. Ensure timely delivery of accurate information.
- Be an objective advocate. Act as a credible information source, providing round-the-clock access. Know your subject. Rely on credible sources for expert advice and offer opportunities for dialogue and direct interaction with expert sources.
- Earn the public's trust. Contact multiple stakeholders simultaneously, with relevant and accurate information. Disclose all participation in online chat rooms and conferences, and correct information that is online.
- Educate the public relations profession on best practices. Practice principled leadership in the digital world.

E-Notes

You can expect more software companies offering in-transit visibility — at least in the short term. In the long term, there could actually be fewer. AMR Research Inc. says several emerging companies are competing in this increasingly sought-after market: Apexon, BizGenics, ClearOrbit, Global Factory, MetricStream, Model N, PowerMarket, Saltare, SeeCommerce, Sourcing, Tilion, Valdero, Vcommerce, and Vigilance. An AMR official estimates there are 40 to 50 private vendors offering in-transit visibility, but he predicts only 5 to 10 will survive by mid-2003 as large business-management software companies expand into the market. "There is potentially \$1 billion worth of future market opportunity, but the current market is too small and fragmented to support that many vendors," he said.



The Internet ranks as the most-used medium during the 9-to-5 workday. Television moved into the lead after the end of the workday. At work, Internet users spend 34% of their media consumption time on the 'Net; 30% on television, and 26% on radio. Internet users most likely were in the 18-34 age range, are more likely to be highly educated, and typically have higher household incomes.

*SOURCE: Online Publishers Association,
www.internetnews.com/IAR/article*



Young Professionals

"Leadership Through Innovation"

YP-35: Caught Up in the Web

Economically Sound

"Our full-time Internet Service Provider subscription costs \$65.00 per month; each international fax costs an average of \$1.50. I send approximately 25 international emails a day... the savings are easy to calculate."

Eric Beuthin

*Worldwide Movers Uganda Ltd. • Kampala, Uganda
www.wwmovers-africa.com*

Security Benefits

"In the past, paper was the only means to prove the contents of a message. The Internet has provided us with a possible substitute by introducing the digital signature."

Francisco Nunez Grapain

*Transportes Tres Banderas, S.A. de C.V. • Mexico City,
Mexico
ttb@ttb.com.mx*

Better Customer Service

"The Internet has helped to educate clients prior to their move. When a customer asks me about duties and taxes on vehicles coming to Australia, I immediately direct them to our website."

Sasha Vallaydam

*Australian Vanlines • Sydney, Australia
www.vanlines.com.au*

The World at Our Fingertips

"The industry has not changed; we still have the same procedures. The difference is the amount of immediately accessible information at our fingertips."

Christy Wickman

*Wickman Worldwide • Evansville, IN, USA
cwickman@evansville.net*

"The Internet allows us to collect and research vast amounts of information in a limited amount of time. Services such as Web-based country information and expatriate support groups have greatly benefited our industry and our customers."

Tina Montgomery

*UniGroup Worldwide UTS • Fenton, MO, USA
www.unigroupworldwide.com*

"Using the Internet we can do market research on new companies investing into our country. In every sector of our business the Internet has made things quicker and easier."

Ebru Demirel

*Asya International Movers • Istanbul, Turkey
www.asyanakliyat.com.tr*

Recordkeeping Efficiencies

"The proliferation of online tracking, tariff and scheduling mechanisms has allowed our industry to become more efficient in the maintenance and distribution of data."

Malcolm McClulloch

*Gateways International, Inc. • Seattle WA, USA
www.gatewaysinternational.com*

Membership Only US\$100.00
Application on Website:
WWW.YP-35.ORG

Websites for Travelers

EDITOR'S NOTE: *Travel + Leisure* magazine in its November 2001 issue published the following list of useful Websites of interest to travelers. The sites contain updates on airports, airlines, travel security, and charities in the wake of the Sept. 11, 2001, attack on the World Trade Center in New York and the Pentagon in Washington.

FLIGHT AND AIRPORT INFORMATION

Federal Aviation Administration. The latest official information on air travel. **www.faa.gov**

Air Traffic Control System Command Center. Real-time airport status from the FAA.
www.atcsc.faa.gov

U.S. Department of Transportation. General travel-related updates and links to other government travel sites. **www.dot.gov**

Airline Websites. Most airlines post the latest flight information on their Websites, including departure times and gates, new travel restrictions, and re-accommodations for previously booked flights.
www.travelandleisure.com/travelsites/airlines.cfm

Airline Updates from American Express Travel. Airline contact information, updates, and policies.
Travel.americanexpress.com/travel/personal/weekly/news

American Express Flight Tracker. Track a flight by airline name and flight number, or by city and arrival/departure times. **209.113.170.222/amex/flight_tracker/ft_main.asp**

Rules of the Air at OneTravel.com. Information about airfare refunds, cancellations, and penalty fees — as well as your rights as a traveler. **www.rulesoftheair.com**

Airport Terminal Maps. Locate parking lots, terminals, airport services, and car-rental agencies.
www.mapquest.com

TRAVEL SECURITY AND TIPS

New Travel Safety Precautions. Information on the FAA's stepped-up security measures and what you need to know before you travel.
www.governmentguide.com/travel_and_recreation/travelupdate.adp

Civil Aviation Security Passenger Information. The security branch of the FAA offers guidance on airport security procedures, including identification checks, personal screening, and searches.
cas.faa.gov/faq.html

FAA Frequently Asked Questions. Easy-to-follow Q&A about airport security, e-tickets, and new FAA regulations.
www.faa.gov/apa/faq/pr_faq.htm

SkyGuide. Information on cancellations and flight delays. The site recommends safety precautions when you're on the road and provides other useful travel tools. **www.skyguide.net**

NEW YORK CITY TRAVEL

New York City Visitor Information. Resources for visitors to New York, including accommodation information. **www.nycvisit.com**

Official New York City Website. Lists of emergency information, contact numbers, and business resources. **Home.nyc.gov**

New York's Metropolitan Transportation Authority. The latest information on subways and buses, bridges, tunnels, and railroad lines.
www.mta.nyc.ny.us

Port Authority of New York and New Jersey. Information on JFK, La Guardia, and Newark airports.
www.panynj.gov

INTERNATIONAL TRAVEL

FAA Foreign Airport Status. Learn which airlines have been restricted by the FAA from providing service to U.S. airports. www.faa.gov/ats/ata/airport_cert/foreignairport.html

U.S. State Department. The latest travel warnings for Americans abroad. Travel.state.gov/travel_warnings.html

CHARITIES FOR VICTIMS OF THE TERRORIST ATTACKS

American Red Cross. www.redcross.org

United Way September 11th Fund. www.uwnyc.org

Twin Towers Fund. www.twintowersfund.vista.com

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 destina-
tions — so plan now to join
us!

MILITARY/GOVERNMENT UPDATE

MTMC's New Web Process Speeds Carrier Qualification

By John Randt, Command Affairs Officer, MTMC Headquarters

A new Web-based system will soon streamline carrier qualification for personal property carriers for the Military Traffic Management Command. The new process — set to begin this spring — will cut carrier qualification time from 4 to 6 weeks to approximately 72 hours. The process will also increase some MTMC-required carrier standards.

“This is a dramatic departure and change in MTMC’s administration of carrier moves for the Department of Defense,” said Sylvia Walker, program manager, carrier qualification. “I’m excited.”

In the past, a personal property carrier seeking MTMC qualification had to complete a multitude of paper forms. Beginning this spring, carriers will submit their applications on a specific location on the MTMC Website.

“The new process will require all currently approved carriers to submit electronic documentation to update MTMC’s entire process,” said Walker.

The new process brought a cautious approval from HHGFAA President Terry Head, who said, “We support the use of the Internet to facilitate the qualification process.”

Part of the MTMC-mandated changes will involve increased carrier standards. The standards were developed in close consultation with the moving industry associations, said Walker.

“MTMC is seeking higher carrier qualification standards,” said Walker. “The revised standards call for carriers to meet higher financial reporting and operating standards. These increased requirements will also include an increased cargo liability insurance and maintenance of a performance bond for domestic interstate moves.” These changes have already been published in the Federal Register for public comment.

“Most carriers I have talked to tell me they support the provision requiring increased financial record reporting,” said Walker. “The industry wants their partners to be financially strong as well. This is a win-win situation.”

These enhancements are not directly related to a quartet of moving pilots conducted in recent years, the results of which U.S. Transportation Command is in the process of tabulating. ■



Sylvia Walker reviews MTMC personal property carrier qualification files. MTMC's new Web-based system will eliminate all the paper records in the lateral files on the right.

Web Provides Fast, Accurate Personal Property Rates

By Leesha Saunders Galery, Legislative Liaison,
MTMC Headquarters

The World Wide Web, which speeds information flow of all types of data, also makes available the rate postings of personal property carriers.

What used to take a lot of paper and problems with keeping accurate data, is provided in an instant via the MTMC Web page.

“The Web has brought us into the 21st century,” says Hank Spieler, chief of MTMC domestic and international rates team. “We wanted to use the K-I-S-S principle — keep it simple, stupid,” said Spieler. “So anyone who knows the basics about computers can access the information from their personal computer. They can then review and print point-to-point domestic and international rates. The site, www.mtmc.army.mil, in the personal property section, provides a single carrier rate location that is available around the clock. Carriers may take a laptop on vacation to the Bahamas and check their rates to see how they compare with the other carriers.”

The Web-based system, which began in 1998, is used daily by Army, Air Force, Navy, Marines, and Coast Guard personal property offices throughout the world. Carriers can now see and plan for the next rate filing cycle, too. The information is public and does not get pulled for security in an emergency situation such as the terrorist attacks of September 11. The site only displays the rates submitted by private companies for various lanes of government personal property movements.

Putting rates on the Internet began with a challenge. The 1995 Paperwork Reduction Act, which took effect on Oct. 1, 1995, required federal agencies to reduce their use of paper. MTMC’s Personal Property Division, which updated thousands of transportation rates every 6 months, was specifically impacted. Adding to the paperwork, carriers had to make written request for copies of the rates.

Veteran employees still talk about countless overtime hours when employees manually typed and listed carrier rates for their respective cycles, said traffic management specialist Gail Collier, who currently maintains the program’s international rates.

“I still don’t know how we managed to do it!” said Spieler.

“The Way We Were”

Paper dominated the old system, said Spieler. MTMC had a “library” that was a large bedroom-sized room filled with black and green 3-inch looseleaf binders, stacked in 6-foot-high bookcases.

Carriers had their own paper process, too, he said. Companies had to wait on the Personal Property Rate Filing System to manually input the rates. Carriers would write Freedom of Information Act request letters to see their competitors’ rates. The entire process generated numerous phone calls and mailings from both transportation offices and carrier agents.

Frank Galluzzo, then deputy director of personal property, granted Spieler the latitude to pursue the development of his Web-based system ideas. He developed a team with Alex Moreno and information management specialist Cliff Mechalske. By the end of 1998, the team members had developed an online working program.

The Web-based system eliminated “monstrous files and computer printouts,” said Spieler. “We no longer have the labor connected with palletizing and sending the hard copy files to the Federal Records Center in Suitland, Maryland.”

The Manual Processes Meets Automation

The Web was still new in 1998. A big challenge was orienting transportation carriers to its use. “We worked with the both the American Moving and Storage Association and the Household Goods Forwarders of America,



Hank Spieler discusses Web posting of carrier personal property rates that has made volumes of paper copies defunct.

Inc., through the initial presentation and testing of the program,” Spieler recalled. “At each test, we obtained something from the carrier industry — something that we would like to see. It turned into a process of improvements that continues today.”

In an outreach effort, MTMC made a formal presentation of the program during the command’s training symposium in 1999, in Denver, Colo. Carriers learned fast.

“Carriers call us now and say, ‘Hey, when are they (the rates) going to be on the Web?’” said Spieler. “Carriers keep watch and know when to expect the new rates, and they are posted right on time.”

The Opportunities Are Endless!

Spieler sees 1-year personal property rate cycles replacing the current 6-month cycle. In addition, he suggests the current system will keep in step with the future by incorporating new technologies as they become available.

Some small carriers continue to pay companies to file their rates, said Spieler. He hopes that in the future, more carriers will become computer literate. The system is so user-friendly, smaller carriers may file their own rates directly.

MTMC Website Speeds Answers to Customers, Industry Partners

By Cori Libby, Public Affairs Specialist, MTMC Headquarters

If you need an answer to a personal property or privately owned vehicle question, the MTMC Website allows you to get it in a hurry.

The address is **www.mtmc.army.mil**. Once you enter the site, click on the Personal Property tab at the top of the screen. The Personal Property Homepage then offers subtopics on the left side of the page. These allow access to the ***Frequently Asked Questions*** section.

“It is enormously popular,” said Cliff Mechalske, MTMC’s Web functional manager/application developer, personal property systems. “You can submit additional questions, or view the existing questions.” The site was launched in June 2001, and questions have greatly expanded, said Mechalske.

“There is a constant flux of military members moving or changing their duty stations,” he explained. “They often have questions and concerns about the movement of their household goods and/or privately owned vehicles. Meanwhile, shippers and carriers often require interpretation of regulations or procedures governing the movement of personal property for the Department of Defense.”

The site has won customer praise, said Mechalske, because of its easy access and broad range of topics. Hank Spieler, of MTMC’s Domestic & International Rates Team, agrees.

“Before we established the MTMC Website,” said Spieler, “the most frequently telephoned question by military members to their local Personal Property Shipping Offices was, ‘Where is my POV?’ Carriers, on the other hand, frequently asked for guidance or interpretations on the international or domestic solicitations.”



Cliff Mechalske says the Frequently Asked Questions site enhances customer satisfaction.

Another area of customer questions dealt with military member entitlements in a permanent change of station move. "However," said Spieler, "whenever military members ask questions about entitlements, Personal Property Shipping Offices and MTMC must lead them to their military service representatives for answers. Each service handles its own entitlements, at the installation or major command level."

The use of Frequently Asked Questions greatly reduced telephone inquiries, said Spieler. Here are some examples of FAQs on the Website:

Q. Where can I find information on the extended Household Goods Shipping containers?

A. MTMC Pamphlet 55-12, Section II, subparagraph 2001 and 2003.

Q. Is there a system over the Internet that the member can use to track their household goods?

A. Currently, there is no program on the Internet for a member to use in tracking their shipment. The only contact is an 800 number that carriers have established, which gives you the ability to contact them and determine where your property is located.

Q. I have been unable to download the complete solicitation of the Direct Procurement Method International Commercial Air Solicitation, Vol. 33 (effective Oct. 1, 2001). The Website appears to have an underlined link, but when I click to access it, nothing happens. Could you please advise me on the status? The current Volume 33 rates are available, but we need to obtain a copy of the current solicitation.

A. The DPM International Commercial Air Solicitation, Vol. 33 can be downloaded at <http://www.mtmc.army.mil/CONTENT/3585/dpm33.pdf>

Q. When a domestic shipment arrives at an agent on a holiday, and you are unable to notify the Transportation Office, do you refuse shipment? Or do you unload the truck and notify the Transportation Officer on the next workday? If so, is the shipment subject to Storage-In-Transit for the days you held it in your warehouse until the Transportation Officer was available?

A. Carriers cannot clear shipments on established Federal holidays. The carrier should contact the Personal Property Shipping Office on the next workday to clear it. If the shipment is placed into storage and a Storage-In-Transit control number is issued by the Personal Property Shipping Office, the storage charges begin that day, not the day of the holiday. Whether an agent should accept or refuse a shipment arriving on a holiday is between the carrier and the agent.

Q. Where can I find information regarding Do-It-Yourself moves? Is there a pamphlet on the Internet?

A. No such pamphlet exists, as each military service has unique requirements that apply only to their respective service members. Do-It-Yourself moves are under their control. Refer to the Joint Federal Travel Regulation or the appropriate military service regulation.

Q. When does the storage time start if you ship your property early? If I retire in December, but ship my property in October, does the time start on my retirement day or the date the property arrives, for short-term Storage-In-Transit and long-term?

A. Please contact the nearest PPSO or your service headquarters.

Q. Where can I find in your new Website the latest updates?

A. Latest updates are listed as "What's New on the New Web Site."

Q. The pages for the personal property shipment information are coming up as "not found." Are they going to be put back on there?

A. The Personal Property Shipment information has been corrected. We apologize for any inconvenience with the MTMC Website during its transition. Any concerns with the new Personal Property Website can be sent to property@mtmc.army.mil

Q. Is there any information about when the Change 1 to the Defense Travel Regulation will be published and will a link be established from your Web page when it is published to the *Federal Register*?

A. Change 1 to the Defense Travel Regulation is scheduled to be published this spring. A link will be established from our Website.

Q. Where can a list of installation names and Government Bill of Lading Office Codes (GBLOCs), addresses, and contacts be found or obtained?

A. The above information can be found in the Personal Property Consignment Instruction Guides, Volumes I and II, which are located on our Website. ■

Important Member Notice

HHGFAA Takes the Lead in ‘Go Forward’ Recommendations To Industry’s Largest Customer: Issues White Paper

Recognizing the potential impact that U.S. Department of Defense (DoD) Personal Property Shipping (HHG) Program changes will have on our global member companies, HHGFAA recently contracted with a Washington, D.C.-area consulting company, Global Options, LLC, to conduct an independent survey of membership and other industry experts to develop a comprehensive Industry perspective on the military re-engineering pilots and test moving/relocation programs run over the past 3 years.

The objective of the survey was to determine not only the “lessons learned” by our Members but what notable changes should be made to a future “Go Forward” program so as to benefit both Industry, the U.S. Military Services, as well as the Service Member families themselves. Global Options¹, through its principal, Catherine Goodrum, was further contracted to draft a formal White Paper to document these findings.

For almost a decade the DoD has sought to improve the existing military shipment process by adopting various commercial sector move procedures or “Best Practices.” One project consultant, Rebecca Spencer², a veteran of the third party relocation management industry and former Executive Vice President of Relocation Resources International, highlights in the HHGFAA White Paper the importance of understanding “Best Practice” relocation programs and policies and notes that “commercial practice does not necessarily equal best practice.” Organizational best practices, like beauty, are in the eye of the beholder. “What is common to both military and corporate relocations is the objective of mobility programs: getting the right human capital to the right place at the right time within the most productive and cost effective manner possible.”

The full text of the White Paper is available at www.hhgfaa.org. ■

¹Global Options, LLC is a consulting practice that assists clients in areas of relocation management, claims management and invoice auditing. Catherine Goodrum can be contacted at ctgoodrum@aol.com

²Rebecca Spencer is a consultant to the relocation industry and concentrates on helping companies grow market share and improve quality. She can be contacted at: rebeccaspencer@attbi.com.

INDUSTRY NEWS

APPOINTMENTS

Finnish freight forwarder **Beweship** has announced several appointments, effective January 2002.

Bengt Westerholm has been named President and CEO. He joined the company in 1985 and has held the position of vice president since 1998.

Arto Tuomi has been appointed traffic director, with responsibility for road traffic in Central Eastern Europe. He has been with the company since 1996.

Tero Melasniemi, who has been with Beweship since 1997, has been named sales director, with responsibility for development and implementation of sales activities.

Timo Matilainen, the company's airfreight manager, is responsible for management and sales of airfreight operations. He has been with the company since 1999.

Tuija Maskulin has been appointed divisional manager, with responsibility for road traffic to the Baltic states. She joined Beweship in 1996.

For more information access www.beweship.com.



Peter Benson has been named general manager for Dymocks International, Doree Bonner International's business operation based in Leighton Buzzard.

Benson, who has over 30 years' experience in the industry working largely for Pickfords, succeeds Paul Chesterman, who has moved to become general manager of Doree Bonner's most recently acquired businesses in High Wycombe, A&SB James Removals & Storage, Gardener's Removals & Storage, and Ace Security Storage Limited.

Dymocks was acquired by the Doree Bonner International Group in January 1998 and is now one of its most successful operations. Despite its excellent reputation for providing quality service and its good client base, Benson noted, "There is always potential for growth. We currently handle a lot of important council contracts which we will continue to build upon but I also intend to diversify the business and expand the work we do for the domestic and commercial market. I hope ultimately to expand the depot, increase the workforce, and bring in more new business."



Peter Matischak has been named director of sales and marketing at Arpin international Group (AIG), West Warwick, RI. German-born Matischak, an industry veteran with more than 15 years of international experience, will assume this senior position within AIG's commercial division.



Nazha Freight Services of Syria has appointed **Magda Sabbagh** as its new manager of business development. Sabbagh has international experience and extensive computer skills that will help further develop the company's operations in both the local and international markets. He previously worked with the SABIS School Network. In her new role, she will manage the performance of NFS commercial operations and establish operational efficiencies for the various divisions of Nazha Group.



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



EXPANSIONS

Global relocation specialist **Crown Relocations** today announced the opening of a new office in Calgary, Canada, continuing the ongoing growth of the company's network in the Americas. Located in the province of Alberta, the new office will service western Canada, including Edmonton and Vancouver, British Columbia. The branch joins the company's existing Canadian operations in Toronto and Montreal.

“Situated in the heart of the oil region, Calgary is the hub of energy exploration in Canada. Crown offices in Houston, Dallas, Scotland, Malaysia, the UAE and Indonesia have clients in the energy industry with significant expatriate populations in the region,” said David McCandless, general manager of Crown Canada.

Wilma Wallace, International Manager, will manage the operation. A native of Scotland, Ms. Wallace has lived in Canada for most of her life. She has more than 12 years of experience in the international relocation industry, including more than 5 years managing an operation in Vancouver.



David Muir, CEO of Crown in the Americas, said the new branch is the company’s latest move in its recent expansion in the Americas. Last year Crown opened offices in Montreal, Canada, Mexico City, Miami, [USA], Santiago, Chile, and Sao Paulo, Brazil.

Crown has been established in the Americas for 30 years. The region’s first branch, in Los Angeles, was established in 1971. The company now has 17 branches throughout North and South America.

Muir said Crown in the Americas plans further expansion in coming months.

Crown’s website is www.crownrelo.com.



The first fully automated fire-safe storage facility in North America — with the capability to store and retrieve individual storage containers remotely in under 30 minutes — opened March 18 outside Washington, DC, as **Security Moving, Storage & Logistics** unveiled a new 130,000- sq.-ft. warehouse complex adjacent to Washington Dulles International Airport.

The \$16 million facility adds speed and convenience to the management of stored household goods, documents and other specialized contents belonging to individuals, corporations and government agencies. According to Security, which was founded in Washington in 1890 as the Security Storage Company, innovative mechanical features in the building make it one of the most modern, secure storage facilities in the United States.

An overhead crane is the heart of the building’s technology. Guided by special computer software that gauges the weight, location and storage history of more than 800 heavy-duty containers, it stores them inside a concrete, high-bay storage bunker. Although there are no aisles in the bunker and the containers are stacked up to four high, the crane redistributes the containers rapidly for inspection or disbursement. Contents of a container are not intermingled, so each client has total security.

The lifting mechanism, a \$1 million top-running, double-girder crane, was manufactured by Demag Cranes & Components Corporation of Wetter, Germany. The crane does “housekeeping” at night, rearranging pre-designated containers so they can be removed quickly the next day. A container can be moved to a flatbed truck in less than 30 minutes.

The fire-safe containers were built in Turkey, at a total cost of about \$2 million. They are manufactured of steel to withstand crushing, and feature unique heat-sensitive seals. Each measures approximately 20 feet long, 8 feet wide and 8 feet tall.

“The idea of this facility is to take storage into the Computerized Age of safe and fast, automated delivery,” says Larry DePace, senior vice president for Security. “No facility in the country can duplicate the speed, efficiency, care and total security of our new operation.”



A look at Security Moving, Storage, and Logistics’ new facility in Dulles, Va.

In addition to the concrete storage bunker, the new facility contains a 75,000-square-foot conventional warehouse, a 1,000-sq.-ft. FM200 vault for high-value items, such as antiques and fine art, and an access room where a client can view a container's contents in privacy.

The new facility is located on nine acres at 44050 Mercure Circle in Dulles, Va., adjacent to Washington Dulles International Airport. It was located strategically near the airport to take advantage of the increasing domestic and international air freight business there. Federal Forwarding Company, a wholly owned subsidiary of Security, will also use the building as its headquarters. Federal Forwarding Company provides national household moving and freight forwarding services.

The building was erected using tilt-up construction and is the third-tallest tilt-up constructed building in the United States. Tilt-up construction involves casting large reinforced concrete panels on a floor slab, then tilting them up to form load-bearing walls. In all, the building used 10,917 yards of concrete, 1,364 truckloads of concrete, and 220 concrete tilt panels.



Doree Bonner International has added a new removals business to its growing number of branches across southern England. The agreement was finalized in December 2001, when Doree Bonner acquired Dodds in Ashford, Kent, from owner David Alford.

Dodds brings to the Group three vans and five full-time staff. Alford will continue to work for the company under the supervision of Paul Marchant, general manager of Jordan & Jarrett in Canterbury, and will continue to be responsible for looking after Dodds customers on a day-to-day basis.



After serving the moving and storage market in Orlando Florida for over 15 years the **Beltmann Group Orlando** facility was bursting at the seams. As a result of steady growth and new service opportunities the Beltmann Group decided to do some moving of its own and expand to a new office and warehouse. Located at 6917 Presidents Drive in Orlando, this facility offers over 70,000 square feet of warehouse and office space, and features air-conditioned storage.

John Cox, general manager of the facility, announced the promotion of **Pete Webb** to Director of Operations for the Orlando branch. Webb, who has been employed by Beltmann since the branch was opened, will be responsible for quality control, safety, operations training, and capacity solutions. One of Webb's first challenges was to coordinate the move to the new premises without interruption in business. The relocation went off without a hitch and the new branch is now poised to uphold its high level of customer service and continued growth.

The Beltmann Group also announced the opening of a new moving and storage branch in Cleveland, Ohio. The Executive Class division of Beltmann began as a specialized fleet of driver teams whose expertise provided superior service to executive and upper management clientele in the moving industry.

As demand for this specialized service grew, the Executive Class division opened a branch to focus primarily on providing executive level service for its customers. The new branch is located at 1105 Valley Belt Road in Brooklyn Heights, Ohio. With a 50,000-sq.-ft. warehouse, the division is prepared to provide a full range of moving and storage solutions that include warehousing, packing, international shipping, and intrastate relocations.



**Jordan & Jarrett
General
Manager
Paul
Marchant (r.)
greets David
Alford.**

CORRECTION

The January/February issue of *The Portal* focusing on women in the industry incorrectly identified the affiliation of Ella Helder. She is the President of Classic Forwarding.

UPM Int'l Resumes Afghanistan Services

The situation in Afghanistan is getting better day by day. Several diplomatic missions have already opened in Kabul, and many countries have promised substantial grants and aid for the rebuilding of Afghanistan, which has been devastated by war for over 20 years.

For the past decade, United Professional Movers International has been providing services to United Nations UNOCHA and UN-assisted NGOs for the removal of land mines. UPM, headquartered in Islamabad, Pakistan, has assisted with customs clearance and transport of de-mining equipment and vehicles, including handling of aid from the U.S. Government and German organizations for the program, but the services were restricted to limited areas of Afghanistan.

Early this year, UPM resumed its normal operations to Afghanistan, providing destination services for diplomatic, ISAF, household effects, vehicles, relief goods, project materials, donations in kind, destination services at ports and airports in Karachi and Peshawar for delivery to Kabul, Jalalabad, Mazar-e-Sharif, and other areas of Afghanistan. UPM also handles packing and forwarding by road and by air of office equipment and supplies for different missions, media networks, and NGOs opening or expanding their offices in Afghanistan. To date, all consignments have been safely delivered to their final destination.

For more information visit the UPM Website: www.upm.com.pk or e-mail upm@upm.isb.sdnpk.org or info@upm.com.pk.

EUROUSA Shipping Ltd. Ensures Pink Floyd Keep Their Heads

When EUROUSA Shipping LTD. got a call from Accelerated International, representatives of the world-famous supergroup Pink Floyd, they were more than a little intrigued.

They wanted to know if EUROUSA could transport two giant heads, a one-third-size model airplane, and the infamous Pink Floyd inflatable flying pig from a warehouse in Bedford, England, to the Rock & Roll Hall of Fame Museum in Cleveland, Ohio.

“Of course we said yes,” said EUROUSA’s Tony Tickner. The pieces, all original state-show props used by Pink Floyd at various concerts around the world, were being stored by Star Hire, an event services firm in Bedford, Bedfordshire. EUROUSA Export Manager Bob Oot and Transport Manager Nick Pearson were dispatched to the warehouse on the first of several visits to survey the consignment.

The heads were 20’ long x 9’ wide, but it soon became apparent that with some creative thinking it might be possible to get everything to fit into one 45-ft. container. Their first task: get the props from the warehouse in Bedford back to EUROUSA’s headquarters in Mildenhall, Suffolk. With guidance regarding the delicate move from Pink Floyd’s tour manager, transport members from EUROUSA and staff from Star Hire carefully loaded the consignment ready for transport back to Mildenhall in one of EUROUSA’s special Road Trains.

Back at EUROUSA’s headquarters, final crating arrangements were being made. Two special wooden cradles were designed and built to hold the heads (each weighing 1,200 lbs.) at a 45-degree angle and fit the remaining props within the cradles. This enabled the crew to hold and load the items securely. The cradles took about a week to make. The consignment was then transported by EUROUSA to Felixstowe, where it sailed for the United States via Canada Dec. 31.

The 45-ft. container loaded with the shipment arrived safely in port on Jan. 16 to await final transportation to Cleveland and installation in The Rock & Roll Hall of Fame Museum. It is not known whether the props will form a permanent feature at the museum or if they will return at some stage.

The heads, in addition to popping up in various Pink Floyd concerts over the years, have appeared on the cover of the band’s “Division Bell” album and are featured in Echoes: The Best of Pink Floyd compilation.



Paragon M&S Assists with 2002 NBA All-Star

When it's time for the annual NBA All-Star Game, the NBA calls on Minneapolis-based Paragon Moving & Storage to facilitate their transportation needs. For the past 9 years, the household goods moving company has been coordinating the transportation of equipment used for the famous NBA All-Star Jam Session that took place Feb. 7-10 at the Pennsylvania Convention Center.

A total of 22 trucks were loaded out of cities such as Minneapolis, Chicago, Las Vegas, and Orlando and carried lighting and sound systems, along with various activity sets that were used during the event. Delivery was on Feb. 1.

TRANSITIONS



Ken Cooke (c.), with Doree Bonner Managing Directors Geoff Watson (l.) and Gordon Lyall, recently retired after over 32 years of service in the removals industry. Cooke first joined Dorees Removals, as Doree Bonner was then known, in 1969. He said he has enjoyed working for the company through many changes, but is looking forward to spending more time with his two grandchildren.

In Memoriam

Afsin Bakuy Atalay

Afsin Bakuy Atalay, one of the founders of the Australian firm Movements International Movers, died peacefully at home in late October following health complications. He was 62.

He will be fondly remembered as a hard-nosed businessman respected throughout the moving world for his business acumen, industry knowledge, and innovative approach, as well as his knowledge of history (particularly related to the Ottoman period), which he was always eager to share. He was a father figure to many who knew him, a demon with a table tennis bat and at cards.

Born in Reutlingen, Germany, of Turkish parents, he spent his formative years living throughout Turkey. His high school education was completed in a naval academy near Istanbul. It was there that he learned English and gained a healthy respect for systems and procedures. After retiring from the Turkish Navy he was initiated into the removals industry at Gazioglu Nakliyat. With this experience behind him and with a yearning to see the world, Mr. Atalay immigrated to Australia with his family in the early 1970s.

On arrival in Sydney, his expertise with U.S. military removals was recognized and he quickly secured a position in the removals industry. He made visits to New Zealand to coordinate the relocation of the U.S. military to a new base there. His dreams to own and build his own company were realized when during his travel he met his future partners, the founders of Movements International Movers. The company commenced operations in the early 1970s based in Christchurch, New Zealand. Within a very short time Mr. Atalay and his partners became market leaders throughout New Zealand and Australia. The company soon became recognized as the training ground for many of the movers and shakers in that part of the world. In 1985 the New Zealand operation was purchased and Mr. Atalay continued to develop the company across the Tasman. From operations first established in Sydney and Melbourne, the business has grown to cover Brisbane, Perth, Townsville, Canberra, and Darwin.

During his years in Australia, Mr. Atalay was active in his local industry association, AIMA, serving as treasurer and a committee member.

Mr. Atalay's wish was to ensure that the company continued to grow and prosper. This will now be the commitment of his daughter, Elif, who has progressed through all divisions of the company to assume the role of managing director.

In addition to his daughter, Elif, Mr. Atalay is survived by his wife, Ersan.

Honors and Awards

The National Multiple Sclerosis Society, Orange County Chapter, has named **TechMate International**, of in Laguna Hills, Calif., the Chapter's 2001 Employer of the Year. The award recognizes the understanding and support offered by the company's management and fellow employees to persons with disabilities, specifically MS. TechMate has been nominated by the Chapter to be the National MS Society's national Employer of the Year.

TechMate was nominated for the Chapter award by Donna May, a TechMate employee since 1996. She serves as a receptionist, international shipping coordinator, and accounts receivable contact. After joining the firm, May was diagnosed with MS.

May noted, "Since I was diagnosed with MS, the entire office staff has been supportive of me and understands my limitations. For example, when I have loss of balance and muscle spasms which cause me to fall, my fellow employees are always ready to scoop me up, carry things for me and assist me in any way."

She said her employer had the property manager install a disabled parking space for her and allows her to work part-time, as her doctor advised, but gave her enough hours to keep her medical insurance. May now uses a wheelchair, and the TechMate staff continues to be understanding and supportive. "There are so many changes you have to make to deal with this disease," she explained. "It certainly helps knowing my job is secure."

Steve Ungerer, chapter programs director for the National MS Society, Orange County Chapter, observed, "Persons with MS often have concerns about their ability to continue working. We're delighted to see companies such as TechMate offer such a supportive work environment for a person dealing with the often devastating effects of MS, and help him or her continue working as long as possible."

Multiple sclerosis, the number one neurological disease of young adults, is a chronic, disabling disease that attacks the brain and central nervous system. The progress, severity and specific symptoms, which range from numbness to paralysis and blindness, cannot be predicted. More than 3,000 people have this mysterious disease in Orange County, and some 400,000 nationwide. There is no known cause, cure or prevention for multiple sclerosis.

[NOTE: TechMate's ad appears on page 68.]



Christina Nigro (pictured at right) was named 2001 Employee of the Year at Household Movers Services in Ridgewood, NJ. Nigro, who is customer service manager, was praised for her team spirit and performance. She has been with the company for 3 years.



Also at Household Movers Services, **John Contey** and **Marie Bernadou** recently received CMC designation. Contey is coordinator in HMS's customer service department; Bernadou works in the vendor services department.

HHGFAA Member Puts on a Great Show in Miami

A March 7 article by Celeste Fraser Delgado in the Miami New Times featured the activities of HHGFAA member Manny Rojas, who co-chairs the Calle Ocho, the largest street festival in the world. The Kiwanis of Little Havana annually welcomes a million or so people who join in the festivities. Nearly every Latin American nation is represented at the event.

Rojas and his fellow Kiwanis volunteers manage the masses. Everyone in the organization, from the board members to the volunteers, works on the front lines. Sponsors annually shell out hundreds of thousands of dollars each for the privilege of stringing the company logo above stages that broadcast top acts around the world, or handing out samples to more than a million Hispanic consumers in a single shot.

The Kiwanis put on Calle Ocho, but the party is not for them. “The people who really need it are the working classes,” Rojas explains, “the people who can’t afford \$50 for a ticket.”

Carnaval in Miami is different from similar events in other countries. While in Trinidad and Brazil people spend the year feverishly building floats, sewing costumes, choreographing dances, and practicing routines, the only requirement for Calle Ocho is to show up. Strategic policing and a tight Sunday-afternoon schedule keep mischief to a minimum in Little Havana — at least until the official party ends at dark.

Rather than parade and preen, participants file from musical site to lemonade stand to corporate tent, dancing or not, buying or not, sampling or not. Everything is in constant motion.

Every year Calle Ocho presents the biggest number of the biggest stars of Latin pop seen anywhere in the world; every year the real entertainment is on the pavement.

When it began in the 1970s, Calle Ocho was a little ethnic celebration to introduce neighbors to Gloria Estefan, grilled pork, and the guayabera — a project that would bring the community closer together and unite Cubans and Anglos. The exile enclave economy was just beginning to flourish. Few Cubans were in public positions of power. City hall was suspicious; sponsors were scarce. Kiwanis legend has it that some of the original members even mortgaged their houses to cover the costs.

On Saturday, March 11, 1978, the night before the first Open House Eight (as the event used to be called), the Kiwanis hoped for a crowd of 10,000. They anticipated a tidy affair, with trams running the elderly and the infirm up and down the ten blocks from SW 27th Avenue to SW 17th. But by noon the next day, they had to pay the shuttle service to shut down, because there was no room for the trams to pass. A hundred thousand people trampled newly planted flowers and kicked up so much dirt dancing that the Miami Sound Machine, old friends who had been doing the Kiwanis Christmas party every year on the cheap, could hardly play their three scheduled sets.

The Cuban culture the Kiwanis had planned to introduce turned out to be not so tidy after all. Unscheduled street performers showed up and put on their own shows.

Every year Calle Ocho grew bigger. And every year it grew more corporate, less Cuban, less quaint. To help the Kiwanis score big-time sponsorships, an early booster at Eastern Airlines donated airfare along with a then-state-of-the-art slide presentation: three projectors packed into a 6-foot trunk.

The big breakthrough came with an offer to televise Calle Ocho on a segment of the popular Mexican variety show “Siempre en Domingo” (“Always on Sunday”). At first, conditions for television production on SW Eighth Street were primitive. But eventually Calle Ocho outgrew Cuban Miami, catching the eye of the newly established Spanish-language television networks showing the same programming nationwide. The festival had to appeal not only to audiences in Miami, but also to Puerto Ricans in New York and Mexican Americans in the Southwest. As a result of the wide exposure, sponsors came to call.

At first the growth seemed too much, too fast. The county offered tourism-development money if the Kiwanis would extend the festival to a second weekend. Calle Ocho would be the culmination of Carnaval Miami, a 10-day event that also would include a cooking contest, a beauty pageant, an 8K run, a golf tournament, and Noche de Carnaval, a formal concert in the Orange Bowl that would free television producers from the chaos of the street.

To mark Calle Ocho’s tenth anniversary, the Kiwanis convoked a Super Conga, listed by Guinness as the longest conga line in the world. It snaked beneath speakers strung from SW 27th Avenue all the way down to 4th blaring “Conga,” the Miami Sound Machine’s mega-hit. “It was incredible to see the whole city of Miami trying to make history,” remembers singer Gloria Estefan. “It was history for us, too.”

Political and world events have sometimes had an impact on Calle Ocho — for example, the INS repatriation of little Cuban castaway Elian Gonzalez in 2002, and the tragic September 11 attacks. This year, Rojas announced a new strategy for the street festival: Since 1978, people had come dressed in the colors of their countries. This year, the 1,400,000 expected participants were asked to don red, white, and blue.

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HHGFAA Freight Forwarders Tariff #4	15.00	
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Rate Solicitation I-13	45.00	55.00
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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.

NEW ACTIVE MEMBER

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East Greenwich, RI 02818
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Fax: (401) 823-1384
E-mail: axisintl@juno.com
POC: Ms. Laura J.Rieger

ASSOCIATE MEMBERS

ABC Cargo Logistic S.A.

Calle 30A No. 6-22, Of. 803
Bogota, Colombia, South America
Tel: (571) 288 7294 • Fax: (571) 288 7236
E-mail: olga.mendoza@repecevsia.com
POC: Olga Fabiola Mendoza Prieto
No of Years in Business: 16
Sponsors: Int'l Storage and Removals, S.L., Spain
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A-Cross Corp.

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Shinagawa-Ku • Tokyo 141-0022, Japan
Tel: (81) 3 5449-7621 • Fax: (81) 3 5449-0901
E-mail: moving@a-cross.jp
POC: Yukinobu Saito
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Helu-Trans (S) Pte Ltd, Singapore

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d/b/a Another World Services, Inc.
31 Green Briar Road
Thorndale, PA 19372
Tel: (610) 380-4590 • Fax: (610) 380-9357
E-mail: fkoenig@awservice.net
POC: Frank Koenig
No of Years in Business: 1
Sponsors: Rose Int'l, Inc., NJ
Express-Transport Shipping-Agency, Germany

Borghini International SpA

Via Filacciano, 5, 00188 Saxa Rubra
Rome, Italy
Tel: (39) 6 336 01348 • Fax: (39) 6 336 28442
E-mail: info.rm@borghi-int.it
POC: Livio Mammoli
No of Years in Business: 19
Sponsors: DTM, Italy
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Economove Japan Co. Ltd.

4-11-12 Wake-Cho, Izumi-Shi
Osaka 594-0073, Japan
Tel: (81) 725-413611 • Fax: (81) 725-413619
E-mail: hhgfaa@economovejapan.com
POC: Mr. Shima
Sponsors: Jukuoka Soko Co. Ltd, Japan
Pegasus Forwarding Inc., Japan

Goeldlin Transport s.r.l.

00148 Rome - Via Carlo
Veneziani, 58, Italy
Tel: (39) 06656 70582 • Fax: (39) 06656 71018
POC: Carlo Goeldlin
No of Years in Business: 69
Sponsors: DTM Italy
A. Cittadini SRL, Italy

Interdean.Interconex/Ukraine

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

King & Wilson Pty Ltd

1155 High Street, Armadale 3143
Melbourne, Australia
Tel: (61) 3 9822 13578 • Fax: (61) 3 9822 0648
E-mail: mail@kingandwilson.com.au
POC: Peter Wilson
No of Years in Business: 95
Sponsors: R. J. Nuss Removals Pty Ltd, Australia
Chess Hanley's Moving & Shipping, Australia

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Tel: (507) 223-9103 • Fax: (507) 223-9105
E-mail: lacma@lacmassoc.org
POC: Ms. Evelyn G. de Jaen
No of Years in Business: 33
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No of Years in Business: 2
POC: Mr. Erick Basir and Mr. S. Sundaresan
Sponsors: Allfreight Int'l Removals Ltd, England
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White Star Movers

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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:

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E-mail: vit.urban@cargo-partner.com
POC: Mr. Vit Urban
No of Years in Business: 2

Cargo Partner Hungaria Kft.

Kozdulo utca 1-2 • 1181 Budapest, Hungary
Tel: (36) 1 294 2428 • Fax: (36) 1 296 0404
E-mail: gabor.mester@cargo-artner.com
POC: Mr. Gabor Mester
No of Years in Business: 2

Davel Demenagements SA

20 CH Grenet, PO Box 239
1217 Meyrin, Switzerland
Tel: (41) 22 341 2106 • Fax: (41) 22 341 2408
E-mail: davel@davel.ch
POC: Philippe Davel
Sponsors: Sentinel Int'l Forwarding, Inc., WA
Westbrook Int'l, Germany

FF International Movers, Ltd.

4 Teteru Street • LV-1084, Riga, Latvia
Tel: (371) 7 840 592 • Fax: (371) 7 840 591
E-mail: au@ff-group.lv
POC: Aivars Usans
Sponsors: Westbrook Int'l, Germany
Express-Transport Shipping-Agency, Germany

Focus Moving Logistics

Langer Kornweg 34A
D-65451 Kelsterbach, Germany
Tel: (49) 6107 98935 • Fax: (49) 6107 98939
E-mail: info@focus-moving.de
P.O.C.: Gabi Roessel and Klaus Scheiben
Sponsors: Westbrook Int'l, Germany
Sentinel Int'l Forwarding, Inc., WA

Focus Moving Umzugslogistik GmbH

Am Luckefeld 85
15831 Mahlow, Germany
Tel: (49) 3379 202730 • Fax: 949) 3379 202733
E-mail: info@focus-moving.de
P.O.C: yvonne Pfeufer and Frank Sonnenberg
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JK Moving & Storage

44112 Mercure Circle • Sterling, VA 20166
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No of Years in Business: 19
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La Rosa del Monte Express, NY

Move One/AES Cargo

Kabul International Airport • Kabul, Afghanistan
Tel: (361) 266 0183 • Fax: (361) 266 3010
E-mail: moving@moveone.info
P.O.C: Mr. Jay Cziraky

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POC: Peter Lightstone
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POC: James Madden
Sponsors: The Pasha Group, CA
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Tel: (310) 767-5690 • Fax: (310) 676-5697
POC: Mr. William Kim
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RPX-Moving

RPX Building, JL Raya Nusa No. 100x
Denpasar, Bali 00363, Indonesia
Tel: (62) 361 702 129 • Fax: (62) 361 701 725
E-mail: pelangi@rpxholding.com
POC: Mr. Agung Kurniawan

RPX-Moving

RPX Building, J L Beniur Sari No. 7A
Surabaya 60237, Indonesia
Tel: (62) 31 842 4438 • Fax: (62) 31 841 0194
E-mail: seafreight@rpxholding.com
POC: Mr. Totok Wahyadi

Relogistix, Inc.

113 Executive Drive, Ste 112 • Sterling, VA 20166
Tel: (703) 707-8940 • Fax: (703) 707-8943
E-mail info@relogistix.net
POC: Marcarena Sanchez and Steven Tatum
Sponsors: Southern Winds Int'l, CA
American Moving Services, Chile

Sodedem Universal

99 ave. de Saint Antoine • 13015 Marseille, France
Tel: (334) 9615 4020 • Fax: (334) 9615 4024
E-mail: sodedemuniversal@aol.com
POC: Jean Claude Dainotto and Alan Trigaux
Sponsors: Express Int'l Comany, Egypt
Transworld Mudancas Nacionais & Internacionais,
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Technicodem

51 Rue Le Pefetier • 75009 Paris, France
Tel: (33) 14526 5499 • Fax: (33) 14294 2904
E-Mail: patricklevy@aol.com
No of Years in Business: 4
Sponsors: Carthago Moving & Storage, Tunisia
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E-mail: tfsbava@qatar.net.qq
POC: M. Abdulla Moideen
Sponsors: Bridgeway Packing, UAE
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Unipack Global Relocations, Inc.

622 North Pacific Street
Oceanside, CA 92054
Tel: (760) 721-0572 • Fax: (760) 721-0672
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POC: Mr. James Kinyon
Sponsors: Southern Winds International, CA
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Long Island City, NY 11101
Tel: (718) 392- 0650 • Toll Free: (800) 287-0650
Fax: (718) 707- 3330
E-mail: international@viprelocations.com
POC: Robert Hendler
Sponsors: Planet Cargo, IL
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WASHINGTON UPDATE

Ports Plead for More Cash to Raise Security

U.S. port executives have made a strong plea for more federal funding for security at Senate hearings, arguing that the \$93.3 million provided by Congress to date was “a good first step” but far more was needed to stand a chance of protecting U.S. ports against terrorist attack.

The American Association of Port Authorities told the Senate Judiciary Subcommittee on Technology, Terrorism and

Government Information that the new demands for security will require new sources of funds for both ports and federal agencies such as the Coast Guard and Customs Service.

The Port of Long Beach, one of the top two container ports in the country, believes there needs to be increased funding for U.S. ports and federal agencies as well as a proper balance of dollars and personnel to the ports with the greatest cargo volumes and vulnerabilities.

Several other speakers argued for what Maritime Administrator William Schubert called “pushing the nation’s virtual borders outward to the point of loading of the containers.” Schubert also noted the need to balance security with efficiency because our current transport system is groaning under capacity constraints and congestion in many ports is increasing. Moreover, container traffic is predicted to double in the next 20 years. Yet efficiency improvements must now be looked at through a security lens. Customs is calling for a “new international security standard” for containers starting with the establishment of new international security criteria for identifying high-risk boxes. Containers must be pre-screened at their port of shipment. They must “maximize the use of detection technology” to pre-screen suspect boxes and “smart boxes” must be developed, complete with electronic seals and sensors, that would indicate if a container had been tampered with.

Customs says the cooperation of trade and industry is essential if the nation’s borders are to be “pushed outward.” Building on past security models devised to counter the smuggling of illegal drugs, the Customs–Trade Partnership Against Terrorism was designed to expand the perimeter of security toward foreign departure points. It was important for Customs to have details about a container destined for the U.S. before it left a foreign port.

The system, which permits advanced shipping manifests to be submitted on a non-mandatory basis, was clearly inappropriate, with much of the information flow haphazard and often incomplete. Timely, accurate and complete information is vital to homeland security. The Maritime Security Council also backed monitoring security at overseas ports serving as loading points for U.S.-bound vessels and urged the government to fund assistance programs for foreign ports willing to comply. The Council recommended that ports be audited every 3 years or, in the case of noncompliant ports, every year until they reached a satisfactory level of security. Such a program and the sanctions that would become a part of it will create self-sustaining financial incentives for compliance with these new international port security standards. Summarizing aims of the U.S. Coast Guard’s security strategy, Rear Adm. Kenneth Venuto said that awareness and prevention are the primary objectives and suggested that there is good reason to believe it possible to improve the nation’s ability to detect potential threats through effective use of information, exploiting available information to separate the good from the bad.

The goals of the Coast Guard’s ports, waterways and coastal security strategy, said Venuto, are to build maritime domain awareness, control the movement of high interest vessels, enhance presence and response capabilities, protect critical infrastructure, and enhance the Coast Guard’s force projection, while conducting both domestic and international outreach.

The need to ensure more accuracy in cargo declarations was stressed by the Interagency Commission on Crime and Security, which in an earlier audit of seaport security found that this ranged from poor to fair with only a few exceptions.

According to a 1999 survey of cargo manifests, Customs found discrepancies in 53% of ship manifests. There was also a disturbing incidence of containers being used to smuggle illegal immigrants.

By Jim Wise
PACE-CAPSTONE



White House Wants \$27 Billion in Extra Funding for DoD, Homeland Security

The White House on March 21 formally submitted a \$27.1 billion supplemental appropriations request for FY 2002, roughly half of which would go to the Department of Defense and most of the rest for homeland security and other terrorism-related expenses.

Of the \$27 billion, \$5 billion is earmarked for airports and borders.

The President acknowledged that the requested spending and the FY 2003 budget request he already sent to Congress call for large increases in defense spending. He said that the threats facing the United States, however, justified the increases.

Bush has asked Congress to consider the request expeditiously. He requested that all but \$240 million be deemed “emergency” spending, which would not count against the FY 2002 discretionary spending cap but reduce the budget surplus nonetheless.

The request would direct \$14 billion to DoD, \$1.6 billion for international programs, \$3.3 billion for homeland security, and \$5.5 billion for assistance to New York.

Some Funds Contingent

The request also included a total of \$2.7 billion in budget authority that would be made available contingent upon a future request from the administration. The contingent budget authority included \$1.9 billion to the Department of Transportation for the Transportation Security Administration (TSA) and \$750 million to the Department of Labor for economic recovery and assistance to dislocated workers.

Under the category of homeland security, the administration requested \$4.7 billion for the Department of Transportation, largely to pay for security measures approved by Congress in the wake of the Sept. 11 terrorist attacks. Other transportation funds included \$255 million for the Coast Guard, \$19.3 million for border security under the Federal Motor Carrier Safety Administration, and \$3.5 million for a new Transportation Information Operations Center.

Additional homeland security requests include \$327 million for the Federal Emergency Management Agency, \$87 million for the U.S. Postal Service, \$55 million for the General Services Administration, and \$51 million for the Department of Justice.

Senate GOP Supports Defense

Separately, the office of Senate Minority Leader Trent Lott (R-MS) released a letter signed by 48 senators urging the Majority Leader to pass the defense appropriations bill first among the 13 regular FY 2003 spending bills. It will be up to Senate Appropriations Committee Chairman Robert Byrd (D-WV) to schedule the bill.

E-gov Outpaces E-commerce in New Survey

By Joshua Dean

More than half of surveyed adults with access to the Internet visited U.S. government Websites in 2001, according to a report released in January. One-third of those surveyed had visited federal Websites.

Conducted by the Center for e-Service at the Robert H. Smith School of Business at the University of Maryland and Rockbridge Associates Inc., a Great Falls, Va., market research firm, the 2001 National Technology Readiness Survey gauged the responses of 500 adults with access to the Internet last November. The survey's margin of error was plus or minus 4 percentage points.

Twenty-one percent of adults online not only visited, but conducted some type of transaction with local, state, or federal governments, slightly higher than the percentage of adults who conducted transactions with private businesses online.

"E-government is much larger than most people realize," said Roland Rust, director of the Center for e-Service. In fact, the data show adults are more comfortable making government transactions online than trading stocks or paying their credit card bills online. "This indicates that although e-government may have started slower than e-commerce it is catching up fast and in many cases may be outpacing e-commerce," said Rust.

Nearly three-quarters of adults with 4 or more years of college had visited government Websites, with 55 percent having visited federal Websites specifically. Eighteen percent have conducted business online with the federal government.

"This [difference] is very striking," Rust said. "The very educated are big e-government users and the uneducated basically don't use it."

Because the study looked at adults who were already online, the education effect transcends the so-called digital divide, he added. "This means there are people online who aren't taking full advantage of e-services."

The survey also revealed that adults between ages 35 and 54 are the most likely to have visited a government Website, with 56 percent doing so in 2001. In this age group, 14 percent had conducted business online with the federal government.

Suburban surfers are most likely to have visited government Websites. Forty-one percent of suburbanites visited federal Websites, followed by 21 percent of rural citizens and 18 percent of urban or inner city residents.

SOURCE: GovExec.com

Small Business Comm. Website Wins Kudos

The House Small Business Committee website, www.house.gov/smbiz, received the Silver Mouse Award from the Congress Online Project, a joint research program of the Congressional Management Foundation and George Washington University, funded by the Pew Charitable Trusts, as one of the best in Congress.

"This is a committee website that provides comprehensive legislative information for its audiences," the report states. "The legislative content on this website gives small business owners the information they need on legislation and issues affecting them, their business and their employees."

The study evaluated 605 websites in Congress — all House and Senate Member offices, committee and leadership sites — to determine which sites were the best and to assess how well Congress was using the new communications medium. The study awarded 15 sites with the Gold Mouse awards and 20 sites with the Silver Mouse awards.

The Small Business Committee's award is consistent with Chairman Donald A. Manzullo's (R-IL) priority for a user-friendly committee that works on behalf of the interests of America's 25 million small businesses.

Most Websites on Hill Unimpressive

The survey identified "a digital divide" in Congress, where a few offices boast sophisticated Websites while most are ineffective. Only 10 percent received grades of A or B, while 90 percent were graded C or below.

According to the Congress Online Project, some lawmakers have a different agenda from the constituents, lobbyists, and journalists who do Web searches. Users want basic legislative information such as

position statements, the status of pending bills, and educational material, while many legislative offices are using their sites primarily as promotional tools — posting press releases, descriptions of the members' accomplishments, and photos of the member at events.

The best sites correctly identify their audience; provide up-to-date, targeted content; offer opportunities for interaction; are easily used; and employ creative innovations. The site for Sen. Jeff Bingaman (D-NM), for example, features a map of New Mexico that provides constituents with easy access to news releases related to where they live, as well as special sections targeted to students, educators, businesses, first-time visitors, and frequent visitors.

House Republican Conference Chairman J.C. Watts (OK) was praised for his application of practices in line with some of the best practices for private sector Websites. The site, **www.gop.gov**, lets visitors create customized versions of the page, provides links to current topics, and posts an online discussion board.

Some lawmakers engage in excessive self-promotion; fail to provide fresh content; and include so many graphics that visitors have to wait minutes to download the site.

Congress Online has ranked the following member sites as the best on the Hill:

- **Senate member sites**
 - Jeff Bingaman (D-NM)**
<http://bingaman.senate.gov>
 - Barbara Boxer (D-CA)**
<http://boxer.senate.gov>
 - Kay Bailey Hutchison (R-TX)**
<http://hutchison.senate.gov>
 - Patrick J. Leahy (D-VT)**
<http://leahy.senate.gov>
- **House member sites**
 - Kay Granger (R-TX)**
<http://kaygranger.house.gov/>
 - Michael Honda (D-CA)**
<http://www.house.gov/honda/>
 - Mike Pence (R-IN)**
<http://mikepence.house.gov/>
 - Richard W. Pombo (R-CA)**
<http://www.house.gov/pombo/>

LIFE IN THE WEB

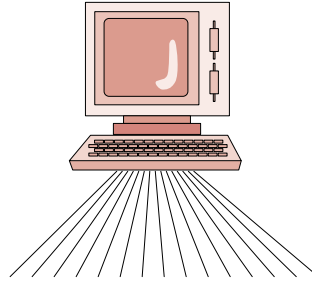


Regulatory Compliance Site Launched

A new website, **www.businesslaw.gov**, offers small business owners a gateway for finding, understanding, and complying with federal, state, and local regulations.

The Small Business Administration launched the site as part of the Bush administration's e-government initiative. It includes links to regulatory announcements, plain-English guides to basic laws applying to each stage of a small business, and compliance assistance information by topic. Users can also get information about state and local business regulations. The site also includes news from congressional small business committees and the Office of Advocacy, and has links to the *U.S. Code* and the *Federal Register*.

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

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
Airport Terminal Maps: mapquest.com
Andreas Christ Movers: christ-movers.com
APA Worldwide: apaworldwide.com
Ashoka Int'l: indiantrade.com/ashoka
Asian Tigers TCI: AsianTiger-TCI.com
Atlas Int'l Movers: atlas-movers.nl
Beweship: beweship.com
Brazil Worldmover: brazilmover.com
Business Etiquette: executiveplanet.com/community
Claims Prevention and Procedure Council: claimsnet.org
Comprehensive Medical Information: healthfinder.gov
Country & Regional Search Engine: philb.com/countryse.htm
Crown Relocations: crownrelo.com
Crystal International: crystalinternational.com
Desbordes Int'l: desbordesinternational.com
DeWitt Trans. Services of Guam: dewitt.com.gu
Direct Moving: directmoving.com
Eagle Van Lines: eaglevanlines.com
Excargo Services: excargo.com
Federal Maritime Commission: fmc.gov
Federation of International Trade Associations: <http://fta.org>
Flight and Airport Information: www.faa.gov
Free Legal Forms: findforms.com
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
Global Security Updates: airsecurity.com/hotspots/hotspots.asp
Gosselin Worldwide Moving: gosselin.be
Health Insurance Info: hcfa.gov and hhs.gov
International Holidays (arranged by country): earthcalendar.net
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
Language-related Websites: ilovelanguages.com
La Vascongada, S.L.: vascongada.com
Library of Congress Country Studies: lweb2.loc.gov/frd/cs/cshome.html
McGimpsey Removals: mcgimpseys.com

Military Traffic Management Command: *mtmc.army.mil*
Movements Int'l: *movementsinternational.com*
Movers Specialty Services: *mss1.com*
Mudanzas Trafimar: *mudanzastrafimar.com.mx*
Nationwide Relocation Int'l: *nrri.com*
NEER Service: *neerservice.com* or *neerservice.fr*
New Haven Moving Equip.: *newhaven-usa.com*
Online Publishers Association: *internetnews.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*
Schenker Stinnes Logistics: *schenger.bg*
Sea Bird Services: *seabird.com.eg*
SEM Movers: *sem-movers.com*
Showcase Europe: *sce.doc.gov*
SIT Transportes Internacionales: *sit-spain.com*
Status Baby Transports: *status-baby.com.br*
Sterling Int'l Movers (UK): *sterlingmovers.com*
TechMate Int'l: *TechMateIntl.com*
TG International: *tginternational.com*
The Guardian Svcs Group: *guardianservices.com*
Trans Movers Worldwide: *centrin.com/tran/move*
Transcontainer: *transcontainer-group.com*
Transpack Packing & Frt. Fwd: *Transpack.com.pk*
Tumi Int'l Movers: *tunimovers.com*
UniGroup UTS: *unigroupworldwide.com*
Unisys: *unisys.com*
U.S. House of Representatives Small Business Committee: *house.gov/smbiz*
Vatovec: *vatovec.si*
Virus Checks: *mcafee.com, symantec.com, or fsecure.com*
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.racs.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.: hwgarton@gapac.com
Gil Stauffer: international@gil-stauffer.com
Global Options, LLC: ctgoodrum@aol.com
Griffith, Carol: carolG@IADB.org
Guyana Overseas Traders: guyotrad@networksgy.com
Harsch Transports: harsch.zh@harsch.ch
HHGFAA Claims Committee Chairman: tolsen@vanpac.com
Hofmann Zurich: moving@hofmannzurich.ch
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
Johnsen, Michael: michael.johnsen@interconex.com
La Vascongada, S.L.: comercial@vascongada.com
Leader Pack: leadpack@emirates.net.ae
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
Nurminen Prima Oy: Nurminen.Prima@co.inet.fi
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
Premier Worldwide: premier@iris.dti.ne.jp
Relocation Resources International: rebeccaspencer@attbi.com
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: semmover@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
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
The Guardian: dvaughn@guardianservices.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
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
Walti-Furrer Ltd: international@walti-furrer.ch
Willis Corroon Trans. Risk Svces: iris@willis.com
YP-35: lincmove@Blarg.net
Zuhal: zuhal@emirates.net.ae

HAVE YOU PAID YOUR ANNUAL DUES?

If your dues have not arrived by April 15, 2002, your HHGFAA membership will be canceled and your company will not be listed in HHGFAA's 2002 Annual Membership Directory, which will be published in May. Companies for whom no dues payment had been received by HHGFAA as of March 31 were sent a Final Notice alerting them to the impending cancellation of their Association membership.

If you are an overseas firm and find that your dues have not been paid due to an oversight, please contact HHGFAA by April 15 for information on how you can make your payment.



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 (Bejing, 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)
Carl Hartmann GmbH & Co. (Germany)
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)
Confianca Moving and Storage (Miami, FL)
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)
Doree Bonner International, UK
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)
Gosselin World Wide Moving (Belgium)
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)
Hollander International Movers (Elk Grove Village, IL)
Humboldt Int'l (Canton, MA)
Inter-Jet Customhouse Brokers (Jamaica, NY)
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. (Santafe 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)
Kelly's International Ltd (Guildford, Surrey, England)

L. Rettenmayer (Wiesbaden, Germany)
L. Rettenmayer Transitaros (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)
Raffles Movers International Pte Ltd (Singapore)
R.C. & B. Group S.R.L. (Milan, Italy)
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)
Sonigo Transport Jerusalem Ltd (Jerusalem, Israel)
Sterling International Movers Ltd. (Perivale, UK)
Stevens Worldwide Van Lines (Saginaw, MI)
Subalipack (M) Sdn Bdh (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)

VIP Transport, Inc. (Corona, CA)
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)

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:

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
March/April Issue March 15, 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

Industry Calendar

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 3–5, 2002	BAR Conference	Newport, UK
May 15–18, 2002	ERC National Relocation Conference	Orlando, FL
May 21–23, 2002	GSA International Products and Services EXPO	San Diego, CA
June 2002 (date TBA)	LACMA Seminar for Packers	TBA
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, 2002	LACMA Top Management Seminar	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. 5–10, 2002	American Red Ball 2002 Annual Convention (aboard Royal Caribbean cruise ship)	Ft. Lauderdale, FL
Oct. 10–12, 2002	ERC Global Workforce Symposium	Boston, MA
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

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