



THE PORTAL

VOLUME XXXIV

CONTAINER 3

MAY/JUNE 2002



The Ways of the World

**Navigating Cultures
and Protocols with
Confidence**

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About our cover: The "ways of the world" can be tricky to navigate. Our special focus begins on page 5. Original cover illustration by Stephanie Sutherland of Glennan Graphics.

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PRESIDENT'S MESSAGE



By Terry R. Head
HHGFAA President

The Ways of the World

As an American, I have to admit that the United States has to be one of the most “informal” cultures in the world. Luckily, even though I still work and live within just a few kilometers from where I was born, I was exposed to variety of nationalities and cultures very early on in my career and quickly realized the rest of the planet’s citizens do not necessarily conduct themselves the same way we do here in America.

In the late 1960s, when I began my career in the field of international removals as a driver’s helper, just one of the many aspects of my job that fascinated me was working in the homes and handling the effects families who had lived all over the world—especially the nationals who hailed from other parts of the world. (You can develop a real appreciation for furniture, china, art, carpets, and other items when you are wrapping or laboring to carry them out to a waiting steamship container or lift-van.) My experience in handling the sheer variety of material items I was entrusted to care for was outweighed only by the opportunity and privilege I had to meet and communicate with people who spoke numerous languages and represented many different cultures to which I would not have otherwise been exposed.

I came away with the understanding that in general, people are all basically the same and want the same things out of life. I have discovered that our cultures, national characteristics, and customs, as well as business practices, are very different.

I would never claim to know all there is to know about dealing with the many cultures and customs of the world. As a matter of fact, the more I learn the more I realize how much I don’t know and need to learn—which is why it is so rewarding to serve as your President and enjoy the many friendships and relationships I have come to value and from which I gain daily insight and knowledge.

This issue of *The Portal* highlights some of the infinite variety of global cultures and customs. I think you would agree that, as citizens of the global community, each of us has the responsibility to acknowledge, accept, and learn to understand the varying cultural nuances and customs of our trading partners and clients around the world.

Perhaps as you read this issue you will gain a better appreciation for the rich differences and diversities that make it so interesting and rewarding to be a part of the world, our industry, and our Association.

I think all of us should set a personal goal to become more broad-minded and educate ourselves and our co-workers with respect to cultural diversity. It will be through education, acceptance and practicing what we learn in our day-to-day activities that our lives will become richer for recognizing and embracing the differences that make up the ways of the world.

THE WAYS OF THE WORLD

A Short Guide to the Ways of the World

The need and opportunity to travel abroad are even greater today than in the 1960s — and so is the need to avoid errors arising from ignorance of local culture and customs. More than ever, the marketplace is global. As our businesses move abroad, we need to move effectively, comfortably, and with the highest respect for other cultures.

The problem is that while our intentions may be good, the rules for proper behavior are not very exact. In fact, they vary widely from country to country, and from continent to continent.

This issue of *The Portal* focuses on the need to create awareness of — and sensitivity to — behavior when one is traveling, entertaining, or doing business with a visitor from overseas. In addition to articles on the subject, you will find a wealth of information in these pages that are worth noting and storing away for future reference. If you'd like to know more, you might start with two books by Roger E. Axtell: *Do's and Taboos Around the World*, and *Do's and Taboos of Hosting International Visitors*.

While there are many different rules for proper behavior when dealing with other cultures, there is one universal action, one signal, one form of communication that is used and understood by every culture and in every country, no matter how remote. It can help you with every relationship — business or personal — and become the single most useful form of communication you will ever have.

It is ... the smile.

A Special
PORTAL
Focus

— Jackie Agner and Theresa Silver
Denali International
HHGFAA Commercial Affairs Committee

Cross-Cultural (mis)Communication: Being Culturally Savvy in a Transnational World

By Boris A. Populoh
HHGFAA Director of Programs and Education

Globalization is a buzzword we are all familiar with and one that we have all heard overused in conjunction with economics, business, the availability of information, as well as in connection with global transportation. It is certainly not news to anyone involved in the international transportation industry that the volume of goods and services and the number of people moving around the world have increased dramatically during the last 10 years and are expected to do so in the future. Along with the rise in mobility comes an increase in the interactions among people from vastly different countries and cultures with greatly differing customs and traditions.

Over the past 6 years, H1B visas for the admission of foreign workers to the United States have increased by more than 17 percent annually and in 1999, over 30 million non-immigrants came to the United States. Of these, over 250,000 were temporary workers and another 200,000 were intra-company transferees. However, it is not only an increased number of foreign nationals who are traveling to and living in the United States. Many Americans and American business people are also traveling outside the country with increased frequency for both business and pleasure. During each of the last 5 years, the number of Americans living overseas has increased each year. However, it is not only Americans who are traveling more—an increased number of people from around the globe are also traveling, visiting and living outside their country of origin.

Unlike the global climate of decades past, in today's transnational business environment, when one meets with prospective customers, those customers' nationality is not necessarily determined by the country they live in or the company by which they are employed. Transnational corporations, both big and small, employ individuals with diverse cultural backgrounds and skills to help them compete effectively in the global marketplace of today. A sizable number of the most successful transnational companies have a high percentage of executives from outside the corporation's home country—some as high as 30 percent. You or your company may be asked to assist in the relocation of a Japanese customer living in India, to the customer's new assignment in Brazil.

Cultural Assumptions

As a seasoned veteran of the international transportation industry, you probably feel confident with the above scenario. You have helped hundreds of families relocate from here to there and back again. You have some previous knowledge of Japanese business practices, as your company has done business with other Japanese clients. To your knowledge everything has gone smoothly, so you're off to show the Japanese family what you and your company can do for them.

It is at this very point that many companies have already made their first mistake. When dealing with someone of a particular nationality, remember that his or her set of cultural values may be very different from the core cultural values that may generally be associated with a specific culture. By simply assuming something about a prospective customer or client based on nationality, you assign that individual a cultural stereotype that has the potential to put you and your company in any number of awkward or embarrassing situations.

In today's global environment, culture should not be regarded as a unique set of attributes, but rather as a whole comprised of numerous smaller parts. By viewing culture as a unique entity, we are tempted to assign a culture with isolated behaviors and traditions. The myriad cultures around the world certainly have unique customs and traditions that are endemic throughout any given culture.

Culture should not be regarded as a unique set of attributes, but rather as a whole comprised of numerous parts.

However, the fact that someone is of a specific nationality does not mean the person believes in or practices any of that nation's culturally specific behavior.

By looking at culture in terms of a continent, such as Europe, we can visualize the many different cultures and customs that may influence today's modern businessman or woman. Africa, Asia, the Americas and Europe—culture and traditions have spilled over borders and across oceans. The overwhelming forces of globalization are drawing from everywhere and everyone. They are combining and reshaping the attributes of any single culture. No longer are any attributes the exclusive property of a given culture; they have become a global collection of options from which all may choose if they so desire.

Culture Resocialization

When referring to culture shock, we generally tend to think of feelings associated with faraway places and people with utterly different customs and behavior patterns than those that we are familiar with. Take, for example, an American family returning to the United States after many years abroad and after having lived in several foreign countries. The return "home" to family and familiar surroundings can trigger the same kind of feelings that are generally associated with culture shock. The feelings experienced by the returning expatriate are a kind of reverse or re-entry culture shock. The very reason people may be shocked upon returning to the United States is that they have modified their cultural identity by picking up some of those "cultural options" mentioned earlier, a phenomenon that is often referred to as resocialization. By attributing "typical American behavior" to an expatriate returning to the United States you once again assign a cultural stereotype without even noticing it. By no means is this a uniquely U.S. phenomenon. Anyone who returns to his or her country of origin after many years abroad will have an entirely different set of values and opinions than someone who has never traveled outside his country. Making any culturally specific assumptions about anyone regardless of that person's background is sure to create an uncomfortable situation for both you and your customer or client.

Mind Your Manners

In addition to being culturally aware, proper decorum and manners still play a vital role. Inadequate or improper manners can break a deal that may otherwise have been closed. The most skilled and knowledgeable sales representative — or even a seasoned company manager — can inadvertently sabotage a lucrative contract or business partnership by demonstrating a lack of proper decorum or by being insensitive to cultural differences.

In making decisions in a business environment — even in daily interactions with coworkers or business associates — it is better to err on the side of caution than to act impulsively in an unfamiliar situation. Culture has a tremendous impact on how one perceives everyday events. You may offend by simply accepting or presenting a business card in an inappropriate manner or by presenting a customer with an unsuitable gift. The way in which the present is offered may sometimes be more important than the gift itself.

There are clearly too many aspects of cultural differences to address them all. In general, however, giving a gift should reflect something about the presenter. Country or regionally specific gifts are always appreciated, especially if the item is hard to get in the recipient's home country. Authentic handcrafts are always appreciated, as is sports merchandise. In many cases, it is best to give a gift indicating that some thought has gone into its selection. In the event that a more substantial gift is called for, every effort should be made to ensure that the recipient is as excited about receiving the gift as you are about giving it.

A Continuous Process

Learning is a continuous and lifelong process. You didn't learn everything you know about your business by reading a book or attending a seminar. There are many steps along the way that brought you to where you are today. The same is true for understanding and learning about culture, which is an evolving phenomenon.

Globalization or transnationalism is also a continuous process. There has to be a fundamental change in how most individuals perceive culture. "Culture" no longer encompasses a closed or isolated community of specific rules and similar-minded individuals that doesn't change, but rather a transient community through which individuals pass at irregular intervals, contributing to the evolutionary process.

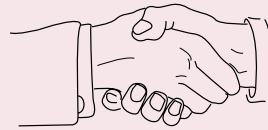
Today's business leaders, managers and consultants must have a set of comprehensive core competencies. It is no longer enough to be exceptional at what you do in your home market; you must be able to modernize those skills and learn to apply them across cultures in order to succeed in a variety of environments and with a cross-section of people and organizations that may be very different from those you have dealt with in the past.

To be successful, businesses must adapt to the needs and wants of their consumer. In the international transportation industry, that consumer can be anyone, living anywhere and moving to anyplace. By curbing the tendency to assign culturally specific attributes, you have already eliminated a significant obstacle in the process of becoming a qualified and cognizant participant in today's transnational world. ■



Boris Populoh recently joined HHGFAA as Director of Programs and Education. He is intimately familiar with the household goods industry through his work as a driver, dispatcher, sales representative, customer service manager, and industry advocate. In addition, he has traveled extensively during the last 5 years and has visited over 300 moving and storage companies in more than 40 countries.

What's In a Name?



Americans tend to be less formal than, say, Europeans or Asians and frequently automatically call people by their first name in a misguided and premature effort to create a feeling of friendship. In a culture where familiarity is earned only through long association, it's best not to use another person's first name unless invited to do so. Moreover, often those with academic titles and degrees — in law, education, or medicine, for example — expect as a matter of respect to be addressed by their title (Doctor, Professor, etc.). Take care in your business relationships not to become too informal too soon. In fact, it's hard to imagine a context where using title respectfully could be wrong.

In Japan, you should never address a man by his first name. Only his family and very close friends may do so. To say "Mister (last name)," simply say the last name and add the word san.

—SOURCE: *Do's and Taboos Around the World*, by Roger E. Axtell

Communications Styles In a Shrinking World

By Rebecca Wallace

In Kosovo and Macedonia, business talks won't flow without coffee.

In Uzbekistan, you need alcohol.

Creating a successful business relationship in a foreign country is like learning to cook. You have to know what the ingredients are, even the small ones. And you have to remember how and when to use them.

Following the wrong "recipe" — for example, expecting that everyone will behave the same way as in your home country — can make it very difficult to build strong bonds with clients and partners.

Move One International Movers has offices all over Central Europe, the Balkans, and Central Asia. So the expat and local

Move One team members face cultural differences every day.

When Randy Gabrielson, a Canadian, arrived in Uzbekistan to manage the Move One office, he tried to do business over the phone, as he was accustomed to. But over and over he heard, "This is not a phone conversation." As he soon learned, locals prefer to conduct business in person.

"You must sit down and discuss." This is a phrase I hear all the time," Gabrielson said. Business conversations begin with small talk, and always include food and libations. "They want to feed you. They want to put out this huge spread of national food and show you which sauce goes with what," Gabrielson said. "There's always alcohol, typically vodka."

Each of the three regions where Move One has offices, of course, has different protocol and etiquette. Gabrielson says Central Asia is a much more challenging and less "Westernized" place to do business than the Balkans or Central Europe.

One of the biggest issues is time management. Long, social business meetings make it difficult to adhere to a schedule, and Uzbeks and other Central Asians don't seem as punctual as North Americans, he said. Gabrielson has also observed that locals don't like to admit they don't understand something said in English, or that something isn't possible to do.

"They don't like to say no, so they'll tell you they can do things when they really can't," he said.

For instance, Gabrielson recently tried to order five refrigerated trailer units from local companies to be delivered the next day. Over the phone, one local businessman said he could guarantee five trailers. But when Gabrielson sat down with him in person to agree on specifics, suddenly there were only three trailers.

So foreigners working in Central Asia region must be patient, both with schedules and in communication. "I enjoy the challenge of solving these problems as well as anticipating what problems may arise," Gabrielson said.

In some parts of the Balkans, the fighting may be over, but figurative landmines remain. A still-prickly political situation in Kosovo and Macedonia sometimes calls for tiptoeing, says Jason Cahill, an American who manages the Move One offices there.

"It is very important not to get involved in conversations regarding political situations and/or racial conversations about the different ethnicities in the region," he said. "The people in these areas are very attached to their own opinions and do not take kindly to Western ideas of their problems."

As in any foreign country, one must remember that being treated differently than you are used to does not mean you are being insulted.

"The biggest mistake I think that people make when coming to these countries is that of getting offended by casual non-politeness. It is not common in Kosovo or Macedonia for people to say 'please' and 'thank you,'" Cahill said. "Usually, when 'please' and 'thank you' are not used, it means that the person respects you enough not to say these phrases."



In Afghanistan, where Move One has a new office, Randy Gabrielson (second from r.), manager of the Uzbekistan office, stands by while Curt Clements takes a call on a mobile phone.



**Curt Clements (l.),
managing director
of Move One, with
client Chris Cahill.**

Another common gaffe occurs when well-meaning foreigners try to speak the local language in Kosovo — but speak the wrong one. Speaking Macedonian or Serbian in Kosovo, rather than Albanian, can create an unpleasant situation.

Like other parts of Europe, Kosovo and Macedonia have a thriving café culture, and business conversations must involve lingering over coffee. And all types of business are taken extremely seriously in Kosovo.

“Something we would consider not worth talking about could be spoken about for hours in depth,” Cahill said. “It is important to have patience and show interest in forms of business conversation that have no relevance to the business at hand.”

In Central European countries such as Hungary, Poland, and the Czech Republic, it may be easier for Westerners to do business because the infrastructure is more advanced than in the Balkans and Central Asia. Mobile phones and email are well used.

But it is still important to be sensitive to differences in culture and etiquette. For instance, there is generally not a tradition of customer service in former Communist countries. “We’re just not used to selling,” said Janos Prihoda, a Hungarian who is moving manager at Move One’s headquarters in Budapest.

Elizabeth Hamilton, an American customer care specialist in the Budapest office, says she also notices a certain resistance among locals to changing established procedures and doing things in a new way. But overall business practices in Central Europe may seem rather familiar, which means it’s important for foreigners to notice the little cultural mores. For example, managers should remember employees’ name days, which are listed on Hungarian calendars.

And greetings may seem minor, but the “wrong” type of greeting can cause friction.

Recently in Budapest, a group of Hungarians and North Americans who worked in the same office building got on the elevator together. One of the Hungarians said to the North Americans, “Could you please tell your people to say hello to us in the elevator? They never say anything.”

One of the North Americans responded, “Well, maybe you could smile at us once in a while.” While a smile is a sufficient greeting in North America, in Hungary a greeting must be verbal. And Hungarians are less likely than North Americans to smile at strangers.

No matter where they are, foreigners working overseas should be respectful of local customs and people. Expats often make higher salaries and have better standards of living than locals, but they shouldn’t flaunt it.

“Try to treat locals as if they were from your own country,” Prihoda advised.

And the basics apply: Be open and amicable, and explain clearly what you need.

“We can establish long-lasting business relationships with everyone by being friendly, communicative, and explanatory, as well as detail-oriented,” Cahill said. “The more that we show these characteristics, the more respect we gain from the potential client.” ■

Say It With Flowers ...



But watch what you're saying! While it's true that in most countries flowers are virtually always a welcome gift when you're invited into someone's home, "saying it with flowers" can be a tricky proposition. It's important to remember that the kind of flowers — even the colors — that you choose may be sending the very wrong message.

For example, in Western Europe, chrysanthemums are widely associated with death (with dahlias falling into the same category in Spain, and white lilies in Britain). You'll also want to avoid bringing red roses, which can be a powerful indicator of romantic intentions. And when you do bring flowers, make sure the bouquet contains an odd number of blooms, but definitely not 13 of them!

If you're not thoroughly intimidated by floral dos-and-taboos yet, consider Germany, where invitations to a private home are a special privilege that entails a certain ritual. A man should bring flowers, and unwrap them in the entrance hall and present to the hostess upon greeting her.

In Kenya, you should never bring flowers except when expressing condolences. In fact, when dining at home with colleagues in most African countries, it's wise to steer away from flowers entirely and instead bring a small gift for your host. The same is true in most Middle Eastern countries, with the exceptions of Iran, Jordan, and Lebanon, where it is customary to bring a flowers or candy to your host.

In India, there's an interesting twist to the flower rule. Upon arrival at an Indian home, you will be adorned with a garland of flowers, which you should remove immediately as a sign of humility.

In Japan, bring your hostess a box of cakes or candy rather than flowers; in Taiwan, make it fruit, candy, or cookies. But in Singapore, Thailand, and Korea, flowers, chocolates, or a small gift are appreciated.

Flowers are the currency of an appreciative guest throughout Latin America. But in Brazil, where you should send flowers to the hostess the next day, take care not to send purple ones, which symbolize death. In Colombia, it's customary to send flowers or other gift in advance of your arrival if at all possible; otherwise, send flowers with a thank-you note afterward.

It gets more complicated in Mexico, where flowers aren't expected by the host or hostess. If you do send them, remember that for some Mexicans yellow ones connote death; red ones cast spells; and white ones lift the spells.

—SOURCE: *Do's and Taboos Around the World*,
by Roger E. Axtell

Ways of the World: Conversational No-nos



Every country is the product of its history as well as the people who inhabit it. For that reason — as well as the shifting global dynamics among competitive and sometimes hostile nations — it’s wise in conversation to know what subjects are not to be discussed. In addition to politics and religion — nearly always a touchy subject — here are just a few examples of topics you’ll want to avoid unless you’re specifically asked about them:

- Argentina: avoid discussing business matters if women are present at dinner.
- Austria: money.
- Belgium: local language differences (French-Flemish).
- Brazil: ethnic jokes; Argentina.
- Britain: gossip about the monarchy.
- Bulgaria: social conditions in Bulgaria.
- China: Taiwan. Also, do not criticize Chinese leadership.
- Colombia: criticism of bullfighting.
- Czech Republic: social conditions.
- Ecuador: any issues that imply U.S. superiority.
- France: personal questions, money.
- Germany: baseball, basketball, American football. Instead, talk about German countryside, hobbies, and such sports as soccer.
- Ghana: the Mau Mau period of the 1950s.
- Greece: Cyprus and other controversial aspects of international politics closely affecting Greece.
- Guatemala: criticism of the country or individual Guatemalans.
- Hong Kong: the political situation in China.
- India: personal affairs and India’s poverty, military expenditures, and huge amount of foreign aid.
- Israel: the large amount of U.S. aid that has helped the country to survive.
- Italy: American football.
- Japan: World War II.
- Jordan: family, and the large amount of U.S. aid.
- Libya: any controversial subject.
- Mexico: Mexican American War, illegal aliens.
- Middle East: do not refer to the Persian Gulf. There, it’s the Arabian Gulf.
- Netherlands: American politics, money, prices.
- New Zealand: racial issues. Do not include New Zealand as part of Australia or “Australasia.”
- Norway: personal topics such as employment, salary, and social status.
- Philippines: local conditions, corruption, and foreign aid.
- Puerto Rico: U.S. statehood, which is a hotly debated and divisive issue.
- Saudi Arabia: Middle Eastern and international oil politics.
- Singapore: never make humorous remarks about the food being served.
- South Korea: socialism, communism, internal politics, and criticism of the government.
- Spain: family, job, or negative remarks about bullfighting.
- Sweden: criticism of Swedish culture.
- Switzerland: weight watching and diets (especially during meals) and questions about a person’s age, job, family, or personal life.
- Syria: Middle Eastern and international oil politics.
- Taiwan: Mainland China and local politics.
- Thailand: the royal family, religion.
- Uruguay: communism — a very sensitive subject that should not be mentioned.
- Yugoslavia: sensitive political issues
- Zambia: the shortage of items in shops, or any inefficiencies you may have noted in the country.

—SOURCE: *Do’s and Taboos Around the World*, by Roger E. Axtell

TRUCKING

Rodriguez Named TSA's Cargo Security Chief

Former Yellow Corp. Security Chief George Rodriguez began his new job as director of cargo security at the Transportation Security Administration (TSA) in April. This will give him a role in government efforts to prevent terrorists from targeting trucks and other freight transportation segments as a means to launch attacks.

Rodriguez worked at Yellow Corp. as director of security from 1997 to 2002.

TSA was launched on Nov. 19 when President Bush signed the Aviation and Transportation Security Act. John Magaw, who formerly headed the Bureau of Alcohol Tobacco and Firearms, was named TSA administrator. The agency has focused most of its attention on equipping airports with baggage screening technologies and hiring 72,000 federal employees to help oversee air security.

Recently, TSA has turned to improving security in other transportation modes. On March 21, Secretary of Transportation Norman Y. Mineta named Richard Bennis as TSA's associate under secretary of transportation for maritime and land security. At a hearing before the Transportation Appropriations Subcommittee that same day, Magaw said cargo security was his agency's No. 1 concern next to airline security.

Rodriguez told *Transport Topics* in March that he planned to apply some of the same common-sense techniques for assuring national security as he did while heading security at Yellow. For example, he suggested that people look out for suspicious people or activities at intermodal facilities and that truck drivers not leave valuable or hazardous cargo unattended.

Rodriguez said he would try to avoid overregulating security. "You can protect to the point of paralyzing the country and we don't want to do that," he said. But he acknowledged that assuring cargo security would be a difficult task. "Terrorists will strike at your weakest spot so you have to be flexible."

—SOURCE: *Transport Topics*

Fuel Prices Via E-mail

The Energy Information Administration, the statistical agency for the Department of Energy, is offering a new wireless e-mail service to the public for receiving weekly national and regional retail diesel fuel price data.

The retail diesel prices will be e-mailed directly to your cellular telephone or Personal Digital Assistant, such as Palm Pilot. E-mail capability as part of your cellular telephone service is required. Every Monday by 5 p.m., EIA will send an e-mail message containing the current week's retail diesel fuel prices to your cellular telephone.

Parties can sign up directly from EIA's website at www.eia.doe.gov/ for either wireless or regular e-mail service by clicking on the button "Sign Up for E-mail Updates."

—SOURCE: *TrafficWorld*

AIR CARGO

Terror Suspects Try to Buy Known-Shipper Security Papers

Airfreight forwarders worldwide are being urged to double-check all shipments after two suspicious persons tried to purchase “known shipper” security clearance certificates.

Available in pads, the certificates are effectively a license to enter unchecked shipments into the worldwide air cargo system.

Word of the scan leaked out around London Heathrow’s air cargo community about shipper declarations being obtained on the black market. Two men, one described as being of “North African origin,” approached a Heathrow air cargo handling company asking for security certificates. Clerks refused the request and were then offered a sum of money. The two unknown persons fled as police were called in.

The following day the same two persons were seen at the reception desk of an airline shed located at Heathrow’s horseshoe cargo complex. One was posing as a government inspector wanting to check known-shipper documentation. However, alert staff demanded detailed identification and at that point the bogus intruders fled on foot.

The UK Department of Transport (DOT) has issued a series of bulletins to forwarders’ associations and forwarding companies alerting staff of such possible threats.

Industry officials in other countries have not yet reported any similar incidents, but are aware that this sort of infiltration can happen with air cargo and are on their guard with a high level of cargo security in place.

As a result of the latest attempts at breaching Heathrow security, the airport’s Airline Operators Committee Cargo (AOCC) has had discussions with police and cargo officials. The AOCC said: “All members will continue to review security measures at their cargo terminals.”

The London airport’s cargo terminals are currently classified as “controlled areas” rather than the tighter “restricted areas.” It is rumored that the security measures currently in force are now being reviewed, which could lead to a change in these areas’ security status.

Forwarders and airlines are already concerned about how such new measures will affect off-airport operations.

—SOURCE: *Air Cargo News*

MILITARY/GOVERNMENT UPDATE



A service member's privately owned vehicle is processed in the Baltimore Vehicle Processing Center.

Service Members' POVs Eligible for Long-term Storage

Military service members ordered to overseas assignments where they are prohibited from taking a personal vehicle may now take advantage of a new Military Traffic Management Command-sponsored storage program.

MTMC offers long-term vehicular storage for eligible service members headed overseas. The new program will be administered by American Auto Logistics, Inc., the contractor that runs MTMC's Global Privately Owned Vehicle Contract. An average of 75,000 privately owned vehicles move via the contract annually.

"The contractor has provided high-quality service under the contract since it began in 1998," said Charlie Helfrich, chief, Privately Owned Vehicle Storage Branch. "We expect this level of service will now continue to be offered as a customer-focused privately owned vehicle storage service to military service members."

Previously, there was no standard storage system for privately owned vehicles. Service members made use of a variety of storage programs and policies, which varied by military installation.

Under the new program, service members may leave a vehicle for storage at any of 39 vehicle processing centers worldwide. Other transfer points include Department of Defense and American embassy vehicle processing centers. American Auto Logistics will store the vehicle until the service member returns from overseas duty. Owners may maintain complete visibility of their vehicles via the firm's Web site, www.whereismypov.com. Information on the centers and other aspects of shipping a privately owned vehicle are available at www.mtmc.army.mil.

The contractor will maintain the operating condition of all stored vehicles in accordance with recommendations of the vehicle manufacturer.

Other contract provisions include:

- Single point of contact
- Claims settlement within 45 days
- Streamlined settlement of small claims.

For additional information, contact your nearest installation transportation office, or American Auto Logistics at (845) 783-6279.



A scene from the opening ceremony of the MTMC Annual Training Symposium in Dallas, Texas, March 27.

Top Industry Supporters Named for Quality Awards

Ten transportation firms received MTMC's top recognition for performance at the organization's annual training symposium in Dallas on March 27.

The firms were praised for their high customer service and transportation innovation in 2001 by Maj. Gen. Kenneth L. Privratsky, MTMC Commander. The award recipients were as follows:

1. Albert Moving & Storage. Nominated by 82nd Logistics Group, Sheppard Air Force Base, Texas.

Selected for its professional packing, loading and moving of the personal property of the nation's service members. The firm meets last-minute requests with enthusiasm and trains employees before they are sent to a site. Among Albert's innovations is an innovative Web site that speeds information flow to customers.

Accepting the award was Robert Albert III, President.

2. American Presidents Line. Nominated by Defense Distribution Depot San Wa-Keen.

Selected for partnering with Defense Distribution Depot San Wa-Keen in direct booking of ocean cargo. This initiative has assisted the depot in putting overseas bound containers on the next available ship sailing. The booking of ocean cargoes has been cut from 2 hours to 5 minutes. APL is expanding direct booking to all destinations in Japan, Okinawa and Korea.

Accepting the award was Larry Cosgriff, Executive Vice President-Government Affairs.

3. BAE SYSTEMS Technical Services. Nominated by Naval Magazine Pearl Harbor.

Selected for being a model contractor in its efficiency in the movement of 22,000 tons of ordnance annually supporting 175 Navy ship sailings and hundreds of training exercises in the mid-Pacific Ocean region. By process improvements and cross training, the firm has achieved a \$5.3 million savings for the government.

Accepting the award was Gordon Eldridge, President.

4. Daisy Tours & Conventions. Nominated by 37th Transportation Squadron, Lackland Air Force Base, Texas.

Selected for an accident-free record since 1997 in moving 40,000 Lackland Air Force Base recruits annually. Following Tropical Storm Allison, Daisy Tours chose alternate routes for the safe movement of Lackland students. When the 59th Medical Wing was alerted to send a field hospital for flood relief, the firm delivered three busloads of medical personnel in less than 24 hours.

Accepting the award was Kim Kerkendall, Secretary Treasurer.

5. Federal Express Corporation. Nominated by Defense Distribution Depot San Wa-Keen.

Selected for its efficiency in moving air express cargoes from Defense Distribution Depot San Wa-Keen to Japan and Korea. In one critical shipment to New York City following the Sept. 11 terrorist attacks, the firm flew a cargo to the nearest open airport and trucked the material to its "Ground Zero" destination to ensure an on-time overnight delivery.

Accepting the award was Marilyn Thomas, Director of Government Sales.

6. Landstar (Lae-Gon) Ligon. Nominated by MacDill Air Force Base, Fla.

Selected for its outstanding customer service. After arranging a 34-truck shipment with another carrier, seven trucks cancelled at 10 a.m. on the day of the pickup. After notifying all carriers on the route, Landstar was the only one that on short notice could have seven trucks in place by 2 p.m. The firm aggressively makes creative use of numerous media within Internet technology.

Accepting the award was Gary Hartter, President.

7. S.A. Minian Transports International. Nominated by U.S. Naval Station, Rota, Spain.

Selected for its professional and efficient movement of personal property for military service members assigned to the U.S. Naval Station, Rota, Spain, and other U.S. Government offices. The firm's prompt communications of deliveries within 1 day of arrival allows for many direct deliveries. Emergency situations are accepted with enthusiasm by the firm's 67 courteous and experienced employees.

Accepting the award was Jesus Ferris Ruiz.

8. Navigant International/Rocky Mountain Region. Nominated by 460th Logistics Squadron, Buckley Air Force Base, Colo., and Peterson Air Force Base, Colo.

Selected for its professional and outstanding passenger travel in support of the Greater Denver defense community including the U.S. Air Force Academy. Following Sept. 11th terrorist attacks, Navigant executed 120 short-notice travel request for Operation Noble Eagle and Operation Enduring Freedom.

Accepting the award was Pamela Varga.

9. Pilot Air Freight. Nominated by Fleet Industrial Supply Center, San Diego.

Selected for its efficient movement of weapon systems' parts from U.S. Navy ships to repair facilities. Pilot's tailored freight consolidation grid speeds deliveries and helps assure fleet readiness. The firm's innovative process and automation initiatives have applicability across the Department of Defense's national and global distribution process.

Accepting the award was Richard Phillips, Chief Executive Officer.

10. TTX Company. Nominated by Programs and Policy Division, Military Traffic Management Command.

Selected for its commercial partnership with Department of Defense, TTX Company is the nation's largest supplier of rail chain tie-down flatcars, intermodal and automotive equipment. As part of a joint Association of American Railroad/MTMC chain tie-down flatcar study, TTC Company made the investment and maintenance commitment to extend the life of the fleet cars by 10 years.

Accepting the award was John Flagello, Director of General Equipment.



Good Manners, Common Sense

Global etiquette is an important and sometimes overlooked consideration when doing business with other countries and cultures. With blinding speed we are able to send and receive instantaneous information — not realizing that the message we send is different from the message we intend.

Here are some behaviors to consider when dealing with people from different cultures:

- | | |
|--------------------------------------|---|
| Form Relationships | In many cultures it is important to get to know your customer before trying to negotiate or "get down to business." |
| Acknowledge Rank & Status | Look for indicators of status such as dress, age and greetings. Rank often plays into the decision-making role. |
| Personal Space | Standing too close, too far away, touching or patting can be offensive to people of some cultures. |
| Importance of Time | Attitudes toward time are a major source of annoyance in international interactions. In some countries, promptness is important; in others, being late is expected. |
| Taboos & Sensitivities | Always try to get the inside scoop on taboos regarding religion, gender, geography or politics. |

Preparing and doing research prior to meeting someone new from another country is always a good idea. One good resource is www.executiveplanet.com.

It is easy to locate companies on the Web that will advise and create promotional material that is culturally sensitive to a target market.

Above all, "global etiquette" can be summarized by the Golden Rule: "Treat others as you would like to be treated." With a little common sense, your international dealings can be more profitable and enriching.

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MARITIME/OCEAN SHIPPING

A Bad Year for Liner Shipping

The Federal Maritime Commission's annual report to Congress on the state of the ocean shipping industry confirmed that 2001 was one of the worst on record for carriers. The financial stability of the industry has been shaken to such a degree that further consolidation appears inevitable, the FMC said.

For shippers, 2001 was a banner year in terms of freight rates. But the relatively small amount of savings in transport costs was of little solace for manufacturers and retailers involved in international trade. One reason for the low prices was a sharp drop in the growth of imports and exports as businesses struggle through the recession.

The FMC reported that imports from northern Europe dropped by 1.3 percent while exports were down 6.2 percent, further aggravating the transatlantic trade imbalance. The volume of imports exceeded exports by 51 percent. Vessel capacity utilization for inbound ships was about 74 percent, while those carrying U.S. exports to northern Europe were only about half full. According to the Trans-Atlantic Conference Agreement, which has a market share of about 48 percent of the trade, rates fell to historic lows in 2001. And the FMC predicts that no improvement in the trade imbalance, which requires costly repositioning of empty containers, is likely any time soon.

In the transpacific trade, where rates dropped by as much as 25 percent, volumes did manage to rise 3 percent but, compared with double-digit annual growth over the last decade, the increase was not much to cheer about. Imports from Asia surpassed 6 million TEUs for the third consecutive year.

Too many ships chasing too little cargo was the main cause of the problems for shipping lines in the Pacific trades. With new, larger ships being launched almost weekly, carriers were unable to cut capacity enough to cope with the unprecedented drop in freight growth. Exports to the Pacific Rim countries were about 15,000 TEUs less in 2001 than the year before.

International trade was already losing steam before the Sept. 11 terrorist attacks, but those events made matters much worse, according to the FMC. It further weakened consumer demand in the United States and increased costs for shipping lines, which were unable to pass along those costs to shippers.

But the FMC said that despite the tough economic times for container lines, the major carriers are continuing to make large capital investments in information technology. Thus, cargo-based, e-commerce portals are gaining in importance and popularity and are receiving support from major liner carriers.

—SOURCE: John Parker, *TrafficWorld*

European Shippers Elect New Leader

Ending the liner shipping industry's antitrust immunity for collective ratemaking will remain one of the top priorities of the European Shippers Council, according to its newly elected secretary general.

Nicolette van der Jagt, who assumes the post on July 1, said, "We want to go further than [the U.S. Ocean Shipping Reform Act] and get rid of the liner shipping conferences and the ability of ship owners to sit down together and discuss and set prices."

The European Union has announced that it will review the industry's bloc exemption from European competition laws, which allow shipping lines to collectively set rates. Van der Jagt is encouraged by the review, which comes on the heels of a recommendation by the Organization for Economic Cooperation and Development to end collective ratemaking in the ocean shipping industry worldwide. She said ending collective ratemaking would allow individual shipping lines to develop a closer and more normal business relationship with their customers.

Post-Sept. 11, security issues are likely to dominate the ESC's agenda. Van der Jagt reported that European shippers are in favor of expanding the known-shipper concept used in the air cargo industry to the maritime sector. Other top issues will be improving European freight rail services and introducing greater competition for port services, such as cargo handling, which has been proposed by the EU.

The appointment of van der Jagt, who is based in Brussels, marks a restructuring of the ESC, which has

been managed in the past by its British member council, the Freight Transport Association. She will be more clearly focused on the EU, which has become the chief transport policy maker for the EU's 15 European member states.

Max Phillips has been named Inland Transport Manager, a new post that will focus primarily on rail issues. Phillips previously was responsible for rail freight issues at the Dutch Shippers Council.

—SOURCE: John Parker, *TrafficWorld*

Lines Won't Appeal European Court Rulings

Container ship operators say they won't appeal three recent European court decisions against the Trans-Atlantic Conference Agreement, the Far Eastern Freight Conference, and the defunct Trans-Atlantic Agreement. The Luxembourg-based Court of First Instance upheld European Commission rulings against the conference carriers in three disputes dating from the mid-1990s. The commission ruled that the carriers can't jointly set inland rates in Europe under immunity from European Union competition laws. Still pending before the court are as much as \$300 million in penalties that the commission imposed against the lines in 1995 for alleged abuse of their dominant position in the trans-Atlantic.

EC to Review Shipping Policy

The European Commission is embarking on a major review of shipping policy that could result in lasting changes to shipping regulation. In May, Joos Stragier, head of the transport unit in the commission's competition directorate, said the review would take several years to complete. He said the study would consider all options — from a recent recommendation by the Organization for Economic Cooperation and Development that antitrust exemptions covering price-fixing by carriers be eliminated, to a regulatory approach similar to the 1998 Ocean Shipping Reform Act in the United States. Stragier said he expected the EC to approve the revised Trans-Atlantic Conference in the near future. He noted that TACA members have "made significant amendments to the conference arrangements concerning information exchange," about which the commission had raised concerns back in August 1999.

EC Seeks IMO Input

The European Commission is seeking approval from the European Union's 15 member states to represent the EU in policy matters before the International Maritime Organization and the International Civil Aviation Organization.

In its proposal to the Council of Europe, which comprises the leaders of EU countries, the commission asked for authorization to begin negotiations on accession to the two international rulemaking bodies. "In spite of the EU's commercial clout in the world, it carries little weight in the adoption of essential international rules in the transport sector," the commission said. "The EU's accession to these two organizations will put an end to this paradoxical situation."

The commission, which has observer status with both the IMO and ICAO, acknowledged that gaining membership will take several years. In the meantime, it is asking EU member states to reach an agreement that allows the EC to establish a European position on matters before the IMO. It also is seeking an agreement that allows it to establish an onsite representative to the ICAO. Presently, the individual countries within the EU have their own representatives and often their own views on issues before the two bodies. By speaking with a single voice, the commission expects the EU to have more clout within the two organizations.

—SOURCE: *TrafficWorld*

The EU Blueprint for Job Mobility

The EU has unveiled a new initiative to facilitate Europeans moving between jobs and between countries. The 25-part package includes a common format for job resumes, a Europe-wide Health Card, information on job availability, and incentives for employers who hire outside their national borders.

The goal is to develop an obstacle-free, integrated, and mobile labor market by 2005. Recent statistics show that in the year 2000, only 1.2 percent of the EU's total population of 375 million had changed their region to work despite the fact that EU citizens don't face the hassle of work visas.

The European Health Card is considered essential to full mobility because it would enable EU citizens to tap into their national health services, regardless of what country they happen to be in. It also would ensure full transfer of social security rights, including pensions, across the European Union.

Other measures in the mobility blueprint:

- Greater emphasis on learning a second and third European language starting at age 8.
- Clearer EU rules for recognition of qualifications among regulated professions such as doctors and lawyers.
- EU-wide recognition of non-formal learning and work experiences.
- Free access to acquiring key basic skills for all, regardless of age.
- An incentive to increase student numbers, especially women, in mathematics, science, and technology.
- Incentives for Europeans to acquire at least one-third of their higher education in a second EU country.
- Better links between education and the labor market.
- Tax deductions, governmental preferences, and other incentives for companies that import labor from outside national borders.

—SOURCE: *Inbound Logistics*

Briefs

Container ship operators are bracing for an increase of % to 4% in Panama Canal tolls this fall. The Panama Canal Commission says it plans to revise its toll structure and raise its rates in the fourth quarter. It will be the first toll increase since 1998. Container ships of 3,000-TEU capacity already pay tolls of about \$110,000 per transit. The commission plans to meet with the shipping community and explain why it needs the additional revenue. In addition to the toll increase, the commission is considering a security fee in the wake of Sept. 11. The Transpacific Stabilization Agreement and the Westbound Transpacific Stabilization Agreement, the discussion agreements in the trans-Pacific trades, have not yet taken up the matter of the increased canal charges. When they do, the shipping lines will most likely issue a voluntary guideline recommending the increased charges be passed on to shippers.

—SOURCE: *JoC Week*



The Commerce Department's Bureau of Export Administration (BXA) has been renamed the Bureau of Industry and Security. Officials say the name change more accurately reflects the agency's current responsibilities "in the spheres of national, homeland, economic and cyber security." The bureau's main job still will be monitoring technology exports that have potential military uses. It also is the lead Commerce Department agency for homeland security and protection of critical infrastructure.

TECHNOTES

U.S. Vulnerable to Cyber Attacks

A cyber attack against the United States could disrupt financial systems and utilities, officials say, but news reports indicate little has been done to protect computer networks against terrorists. The disruption of financial systems would affect virtually all business, including trucking. Like other businesses, trucking companies have spent large sums trying to protect data from hackers and viruses.

Transport Topics reports that government intelligence and information technology officials met in April and agreed the threat is growing and could cause great harm. In 2001, cyber attacks caused \$12 billion in damage and economic losses to governments and companies, according to *USA Today*. A Central Intelligence Agency report said there could be an outbreak of hacking in the next few weeks, similar to what took place last year.

Congress is considering creating a national cyber security defense team to identify areas vulnerable to attack, and the Bush Administration is seeking about \$4.5 billion in its fiscal 2003 budget request to protect federal computer systems.

E-Notes

Management consulting firm NerveWire reports that the business impact of integrating a company's business processes and information systems with those of its customers, suppliers, and business partners can be substantial. Firms that were the most tightly integrated with their trading partners said their initiatives generated on average 40 percent increases in revenue, 30 percent reductions in cost, and 35 percent increases in customer retention rates. However, only 14 percent of the companies surveyed were highly integrated with their trading partners in four key business processes: new product development, manufacturing/operations, customer acquisition and retention, and order fulfillment/service delivery.

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INDUSTRY NEWS

APPOINTMENTS

Information management specialist **Crown Records Management** has appointed **Philip Britton** to the newly created role of group development manager, based in Hong Kong. Britton will oversee the growth of Crown's records management (RM) capabilities worldwide, supporting start-up locations and upgrading existing facilities.

Britton, who reports to Crown's Executive Board, will develop Crown RM "Centers of Excellence" in Hong Kong and Singapore. These instructional centers will support the company as it expands to new locations.

Crown recently entered into an agreement with O'Neil Software, Inc., a premier producer of records management software, under which Crown will use its RS-SQL software at all worldwide facilities. Britton will oversee the conversion process to RS-SQL.

Britton has more than 14 years of industry experience overseeing operations throughout greater London for a leading company in the industry. He has also been involved in various aspects of training, design and delivery. He has worked extensively with O'Neil Software since 1995. In particular, he has been responsible for the implementation of O'Neil software and systems at sites throughout the United Kingdom and Continental Europe.



Interstate Relocation Service, Inc. has named **Donald R. Tindall** vice president—Move Management. Tindall, an industry veteran and retired U.S. Army Transportation Corps colonel, joined Interstate Relocation in November 2000 after a distinguished Army career.

Tindall will be responsible for day-to-day operations of Interstate's Move Management services, its government program initiatives, and strategic business development for Interstate Relocation Service.

Throughout 2001, Tindall — who formally headed the Joint Personal Property Shipping Office Washington Area — led Interstate's team assigned to its two contracts awarded as part of the United States Department of Defense's Full Service Moving Project (FSMP). These contract awards, valued at about \$60 million over the full 5-year term, included the management of personnel and operations at eight off-site locations, as well as management of the relocations of over 10,000 service members and their families annually.



Executive Insurance Services, Inc., Oviedo, Fla., recently announced the following personnel changes.

Donna Williams, who has been with EIS since its inception, was promoted to account executive, sales and marketing. She will be responsible for new business development. She is an industry veteran with over 17 years' experience, primarily handling claims.

Erin Williams, who has been with the company part time for the last 6 years, has accepted a full-time position as an administrative assistant. In addition to other duties, she is responsible for ongoing customer relations.

Nicole Fisk now assumes responsibility for overseeing the Customer Service Department in her new role as customer service supervisor.

EIS website: www.execinsurance.net



George A. D'Andrea was recently appointed executive vice president of **AE Worldwide**, Mahwah, NJ. D'Andrea brings over 28 years' experience in the relocation industries — the last



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

4 in the specialized services industry — to his new position, where he will be responsible for the sales and operations of AE Worldwide.

D'Andrea worked for a Bekins Van Lines agent for 9 years before becoming involved in the specialty service industry. He began his career in the moving industry as a driver for an Engle Van Lines agent before purchasing the agency and later represented American Red Ball until he sold the company.



Atlas World Group, based in Evansville, Ind., has promoted two executives. **Richard Olson** is chief financial officer for Atlas Van Lines and holding company Atlas World Group. **Monica Weiss** is vice president of revenue accounting for Atlas Van Lines. Both are certified public accountants.

Olson is responsible for all financial aspects of Atlas World Group and its subsidiaries. He replaces Howard Parker, who retired. Since joining Atlas in 1984, Olson has been vice president finance and treasurer; treasure; and director of internal audit and taxation.

Weiss is responsible for processing shipment documentation, including customer billing and settlement, and distribution of shipment revenues to Atlas agents and third-party service providers. She replaces Carol Garrett. Who retired.

Weiss has been with Atlas since 1989 and has been manager of consolidation and reporting and director of financial reporting and planning. She also has been a member of the Atlas agency systems design team and director of internal audit and corporate tax.



Heather Engel, previously of Lincoln International, has recently joined **Overseas Relocation Services/Adriana International Movers** as a full time commercial sales, marketing and customer relations representative. Ms. Engel has 9 years' experience in the household goods industry and intends to continue her work with the HHGFAA on the development of YP-35 and other projects.

EXPANSIONS

Gosselin World Wide Moving, specializing in U.S. Government as well as commercial moves, with a network of its own branches and agents in Western and Eastern Europe, has announced the acquisition of Nomad Express, a leading company in removal services for the Caucasus and Central Asia.

Nomad Express — the Silkroad Movers — provides full origin and destination services including customs clearance as well as transportation services via truck, sea, rail, air, and charters. The company has offices in the following locations:

Caucasus: Tblisi, Georgia; Yerevan, Armenia; Baku, Azerbaijan.

Central Asia: Ashgabat, Turkmenistan; Dushanbe, Tadjikistan; Tashkent, Uzbekistan; Bishkek, Kyrgistan; Almaty, Kazakstan.



Intermud, S.A. in Guatemala City, Guatemala, has expanded its warehouse and offices. The earlier move of Intermud's office and warehouse to its own premises in early 1999 has helped the company to strengthen and further improve its image in both local and international marketplaces.

"The growth in international packing as well as inward international transfers has been exceptional," according to the company's Patricia González. "The growth of our storage facilities in our own 20-foot containers, together with the increase of our document storage department, has necessitated this expansion."

In January 2002, Intermud increased its capacity with an additional 2,000-sq.-meter plot of land and the company will build a new warehouse later this year.



Crown Relocations has launched a relocation training school in its new multimillion-dollar complex. The school will be used to train employees from throughout Crown's network in the Americas, as well as staff from Crown's clients, who will be invited to participate in training courses and seminars.

Under the leadership of our North American Training Officer David Webster, the school features a one-bedroom apartment for "real life" simulation training of in-home counseling, move-day preparation, and the practical skills of export packing, wrapping, crating and loading into specialized shipping containers, according to Andrew Piasecki, General Manager at Crown Houston.

The facility will also host seminars for clients focusing on international relocation, destination services and assignment management, for human resource professionals.

The site is located in Bent Oak, the fast-growing northwest section of the Houston Metropolitan area. Andrew Piasecki, general manager at Crown Houston, said the new 75,000-sq.ft. facility includes a 22,500-sq.ft. climate-controlled area, and is enclosed with perimeter security fencing.

Elsewhere in Texas, Crown plans soon to expand its facility in Dallas and target other cities for future investment.



Crown Relocations also recently announced the appointment of **Go Mitani** as branch manager for the company's office in Mexico City. Mitani is responsible for Crown's operations throughout Mexico.

The appointment is the latest in a series of moves to enhance Crown's presence in Latin America, in particular Mexico, seen by the company as a high-potential market due to the significant increase in foreign investment by multinationals expected in Mexico over the next few years and the greater numbers of expatriate workers who will arrive in Mexico on assignment to manage and protect their companies' investments.

Crown plans to increase its investment in Mexico, and is currently looking for larger premises to meet the demands of its growing customer base.

A Japanese citizen, Mitani has more than 12 years of experience in the international moving and relocation industry. He was born in Sao Paulo, Brazil. He lived in Chile for over 27 years, and spent more than 2 years studying in the United States. Mitani also worked in Japan for several years. Prior to joining Crown, he worked with one of the company's services partners in Santiago, Chile. He is fluent in English, Spanish and Japanese, and speaks some Portuguese as well.

Crown Mexico City was opened for business in January 2001. The company's first Latin American office, in Buenos Aires, Argentina, was founded in 1999. The company has since opened additional branches in Santiago, Chile, and most recently, Sao Paulo, Brazil.



Mitani



Constantine Moving Services of Glasgow, Scotland, is scheduled to open its new warehouse facility in late August 2002. Construction undertaken in support of moving services' continued growth in Scotland and as part of overall group strategy to expand and develop its niche markets. The new facility is located in the select development of Calderpark, Coatbridge, on the M8 corridor, a few miles from the current location in Airdrie.

The 30,000-sq.ft. air-conditioned and climate-controlled facility will provide for standard palletized/containerized storage as well as capability to handle high-security and temperature-sensitive items. The further development in specialized operations and high-value niche markets will allow the company to increase its workforce even in the face of current unsettled times for the moving industry.

During the construction, great attention has been paid to environmental issues, with the top land scraping being kept onsite, resculptured, and immediately planted with both soft and hard woods within this year's planting window.

At the same time, security has been a prime concern. The building will be protected by high security fencing, both internal and external CCTV, and the latest alarm systems, which will be fully monitored.



Artist's rendering of Constantine's new facility, to open later this summer.

Additional measures include a recorded and controlled access system and PIR beams. Air conditioning and climate control can be controlled in individual units to allow temperature and humidity levels that suit the needs of clients.

For more information, contact Peter Wilkinson at const@globalnet.co.uk

A Clear Winner

Arrowpak International, the East Anglian-based removals, distribution and storage company, has signed a 12-month sponsorship deal with a young Norfolk rider who has her sights set firmly on the top of her sport.

Portia Howard, 16, began her equestrian life in pony club, entering local riding competitions from the tender age of 9. Now ranked No. 1 in Norfolk, she is making her mark on both the national and international circuit jumping obstacles ranging from 1.20m to 1.50m.

A pupil of Thorpe House School in Norfolk, Portia has won three gold medals and gained valuable riding experience riding for six different teams. She currently is under the guidance of show jumper Jonathon Egmoore, participating in the Young Riders league organized by the British Show Jumpers Association (BSJA). Her goal for 2002 is to be picked for the Under 18 European Team.

The Arrowpak sponsorship deal will provide financial backing and new equipment for Portia during the months ahead. "It is Portia's aim to be one of the top show jumpers in the country," noted Arrowpak's Richard Crowther, "and we think she has what it takes to succeed in her sport. She is moving swiftly up the rankings of the UK's top Under 18 riders and is keen to improve her position dramatically during the year ahead."

The Arrowpak sponsorship is helping to turn Portia's dreams into reality. "Without such support and encouragement," she said, "my goals would be much harder to achieve. 2002 will be a challenge for me as I have now stepped up into the next league, but I feel confident that I can make things happen given the right opportunities. The fact that a company with the worldwide reputation of Arrowpak has agreed to support me gives me exactly the boost I need."

At 13, Portia first qualified to ride at the Horse of the Year show at Wembley. During the last 3 years she has worked hard to perfect her riding skills. Major events for Portia from 2001, her final junior season, included the Horse of the Year and Foxhunter Championships at Wembley and the CSLOP event at Liege in Belgium. Her riding achievements have been featured on Anglia TV and her progress is tracked regularly by local newspapers and equestrian magazines, including Horse and Hound.

She will be riding her own three horses during the months ahead. As part of the sponsorship, Arrowpak International has created a website dedicated to this young rider, www.portiahoward.com, including an event location guide and weekly results from competitions.

Trans-Link Exhibition in RELO 2002

Bangkok-based Trans-Link Relocation recently exhibited in the Relocation & Living Overseas Conference (RELO 2002), Asia Pacific's first education and exhibition program for human resources professionals, expatriates, and relocation service providers. Organized by iRS NETWORK (Integrated Relocation Success), RELO 2002 was held in March in Bangkok, Thailand, where some 150 attendees gathered. The conference was aimed at offering specialized solutions for HR professionals and expatriates and creating an excellent marketplace for international relocation service providers. For more information, visit www.irsworld.com.

Albert Employees Try to Win 'Customers for Life'

Albert Moving & Storage of Wichita Falls, Texas, recently held a seminar for all its associates to emphasize their mission of achieving "Customers for Life." This particular workshop, which was one of an ongoing series, focused on the fact that to succeed in delighting *external* customers, each associate must also focus on achieving internal customer delight. The "Inside-Outside" theme's focus was summarized as "Our service to our customers can only be as good as our *internal* service to each other."

Opening the seminar, President Bobby Albert said, "We believe that the most certain way to achieve

our mission of 'Customers for Life' is to strive not just to satisfy customers, but to delight them! And we are convinced that to succeed in developing delighted external customers for life, we also must relate as teammates in such ways that we achieve internal customer delight—more commonly known as peak-performance teamwork.”

The half-day workshop included brief presentations, total-group discussions, and numerous sub-group discussions. The “Inside–Outside” theme was printed graphically as “Nside/Outside” on the program’s buttons provided to each company employee to wear periodically in the future.

Interstate Offers Free Packing Class For Do-It-Yourselfers

When it comes to moving, not much gets people as excited as having to carefully wrap and pack all of their life’s treasures in preparation for the big move. To help eliminate some of the hassle (and stress) for the “do-it-yourself” packer, Interstate Worldwide Relocation offered free classes to demonstrate proper packing techniques and moving industry secrets.

Just in time for the spring and summer moving season, the free classes were held on April 13 in Interstate’s fully outfitted “Talking Training House” at the corporate headquarters in Springfield, Va.

The 2-1/2-hour class focused on basic packing procedures, proper packing material usage and safety measures, as well as appropriate techniques for lifting and handling basic household items. Interstate moving and packing professionals were on hand to field questions from class participants on all aspects of the relocation process and provided instructions and pricing for purchasing packing materials.

HONORS AND AWARDS

Interstate International, Inc. has been accepted as an affiliated member in good standing of FIDI, the International Federation of Furniture Removers (www.FIDI.com). Interstate’s pursuit of FIDI/FAIM affiliation not only required it to meet the stringent guidelines for affiliation with FIDI, but also mandated that it subscribe to an independent examination by Cap Gemini Ernst & Young.



“What we do today our children inherit tomorrow” is the underlying message of the ISO14001 standard for environmental management. **Asian Tigers China** is the first moving company in China to achieve this certification, following in the footsteps of Asian Tigers Singapore.

Quality Control Manager Adele Wang noted, “ISO14001 is an externally audited program committed to producing the highest quality services with the lowest possible environmental impact.”

The program is centered around staff education and training and includes environmental performance evaluations, life cycle assessment of equipment and consumables, implementation of an environmental management system, and an external environmental audit.

“By integrating environmental protection and quality management systems within our business operations we can continue our policy of responsible development and expansion in China,” reported Allen Fan, managing director, Asian Tigers China.



Congratulations to WISEnterprises, Inc., which celebrated its 10th anniversary on April 15.



Interstate Worldwide Relocation driver **Edward Nunnery** was selected as the Virginia Trucking Association’s 2002 Driver of the Year. He was selected from all commercial drivers based in Virginia, and was honored at the Virginia Trucking Association’s annual safety conference in Williamsburg, Va., in April.

With 9 years of experience as a driver for the Springfield, Va., company and nearly 11 years in the moving industry, Nunnery boasts an impeccable safety record, starting from his date of employment. During the past 5 years, he has been recognized more than 30 times for safe driving, excellence in logbook documentation, zero accident/incident involvement, customer service, Good Samaritan acts, and community involvement. In 1995, he received Interstate’s Contract Driver of the Year award.



Wheaton World Wide Moving recently honored 15 individuals for their selection as Drivers of the Month for November, December, January, and February. They are **Corey Hoag**, North County Moving & Storage, Escondido, Calif.; **Leander Lewis**, Jacksonville, N.C.; **James Harrell**, Tide Moving & Storage, Theodore, Ala; **Kevin Myers**, Summit Moving & Storage, Akron, Oh.; **Shawn Doering**, Central Moving & Storage, Orlando, Fla.; **Michael Haffner**, Newton Relocation Services, Wellsville Kan.; **Alex Wilkinson**, Tide Moving & Storage, Theodore, Ala; **Howard Hicks**, Colorado Hi-Tec Moving & Storage, Denver; **Michael O'Shea**, Bend, Ore; **James Simons**, Badgerland Movers of Janesville, Inc., Janesville, Wisc.; **Benjamin Slabaugh**, Preferred Moving Systems, Livonia, Mich; **Gene Giles**, Crown Moving & Storage, Inc., Indianapolis, Ind.; **Art Kelly**, Rowlett, Tex; **Leon Dixon**, Gold Service Movers, White Plains, N.Y.; **Joseph Dunn**, Metroplex Movers, Inc., Dallas, Tex.

A Handy Tool in Madrid

By Antonio Gil

Mudanzas Clara del Rey, Madrid, Spain

A handy Internet site is now available to impress your customers. Photos of every house in Madrid can now be seen at <http://www.qdq.com>. Once you access the site, click on the banner, "Fotos de Madrid" ("Photos of Madrid"). When prompted, type in the name of the street and then the number. If misspellings occur, other name options are offered.

At this time, data are available only for streets in the city of Madrid (none yet on the outskirts or for other Spanish cities). Surveying access for a truck or for containers is now easier than ever.

Antonio Gil's e-mail address is atgil@claradelrey-es.com.

HHGFAA Welcomes New Staffer

Jamila (pronounced "Ja-mill-a") Gravesande officially joined the HHGFAA staff as a full-time administrative assistant on May 1. Jamila had been working at HHGFAA as a temporary for almost 3 months prior to her permanent appointment. She is very bright, cooperative, and a fast learner. She will make an excellent addition to our team.

In addition to her assigned responsibilities, she will be handling our incoming phone calls. As you have the opportunity to phone the office, please introduce yourselves and welcome her on board. ■

Navigating Through the Arab World



When visiting a home in the Arab world, take care not to compliment too lavishly what you see in your host's home. In many countries, your host would be obligated to give you what you admire.



In Libya, if you're invited to someone's home, only men will be present. Take a gift for the host but not for his wife.



In Morocco, you may be invited to a businessman's home for a huge feast lasting for several hours, but you will rarely meet his wife.



In Iran, it's polite to decline an invitation a few times before accepting.



In Middle Eastern countries, even if an Arab invites you home, his wife (or wives) will probably not be seen, although she may well be in the kitchen supervising dinner. It is not polite to inquire about her. If you do meet, be warm but undemonstrative. Do not even shake hands unless she takes the initiative.

Do not ask for alcoholic drinks, and be prepared to eat with your fingers if you see your host doing so—and eat with the right hand only.



If an Arab businessman takes your hand and holds it as you walk, do not be alarmed. He means it only as a sign of friendship.

—SOURCE: *Do's and Taboos
Around the World,*
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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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Toll Free: (800) 215-0588 • Fax: (714) 428-1854
E-mail: setrans@surfside.net
P.O.C: Ms. Sheila Carden

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Annual Meeting Note

All the information you need to make your plans for attending HHGFAA's 40th Annual Meeting in sunny Orlando, Florida, is at your fingertips. The registration packet will be mailed in June. Meanwhile, you can access the HHGFAA website (www.hhgfaa.org) for up-to-date information.

The website of our 2002 Annual meeting Headquarters, the Walt Disney World Swan and Dolphin Hotel — [http:// www.swandolphin. com/ home.html](http://www.swandolphin.com/home.html) — is linked to HHGFAA's website. You'll find hotel rates and information about activities available in the Orlando area. Check it out today. It's not too early to lock in your reservations!

REQUESTS FOR ASSOCIATE MEMBERSHIP

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

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San Isidro, Provincia De Buenos Aires, Argentina
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E-Mail: bsasinternational@ciudad.com.ar
No of Years in Business: One
P.O.C: Mrs. Cristina Beatriz Colombini
Sponsors: Exportainer, Argentina
Juan Beretta Mudanzas Internacionales, Argentina

East Move B.V.

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2400 AA
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E-Mail: michelle.singorgo@easy-move.nl
P.O.C: Mrs, Michelle Monfils-Sinjorgo
No of Years in Business: 8
Sponsors: Focus Moving Logistics, Germany
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P.O.C: Mr. Eric Bourne
No of Years in Business: 127
Sponsors: Abels Int'l Moving Services, England
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WASHINGTON UPDATE

On the Front Burner

Both the House and the Senate have been deeply engaged over the past 60 days in moving both authorization legislation and the appropriations legislation needed to keep the government funded for next year. At the same time, there are numerous issues emerging from the Federal agencies that could also have an impact on the membership of HHGFAA.

By Jim Wise
PACE-CAPSTONE



Defense Authorization Legislation

Both the House and Senate have completed their work on the FY03 DoD Authorization bill. A conference committee must now iron out the differences between their two versions.

With the potential for the Armed Services Committees addressing some of the Transcom findings of the PCS pilot programs in the FY03 Defense Authorization bill, the HHGFAA government affairs team has spent a good deal of time on Capitol Hill discussing and distributing HHGFAA's White Paper to legislators and committee staffs. There appears to be a common reaction thus far. While most recipients appreciated HHGFAA's initiative in developing the White Paper, the possibility that this issue could reappear this year was not a welcome one to most of them. It is safe to say that if there were no further efforts to change the military's PCS relocation program, it would not create any heartache among the lawmakers. While they appreciate the industry's cooperation in resolving this issue, clearly everyone wants to avoid another bruising fight on the Hill.

Clinger-Cohen Provisions

The House version of the bill would extend the Clinger-Cohen provision for the acquisition of specified commercial items for another year. The most important consideration with this provision is that there will be no expansion (e.g., into transportation or freight forwarding services) of the Clinger-Cohen Simplified Acquisition Procedures into any other procurement areas.

There is no comparable provision in the Senate bill. For the past several years, the Senate Armed Services Committee has attempted to include an expansion of the Clinger-Cohen language to include transportation services. Consequently, we must be vigilant to ensure that only the House language remains throughout the conference committee and in the final version.

Depot Job Retention Provision

Defense contractors are gearing up to protect jobs that some lawmakers would rather keep closer to the government payroll. At issue are similar amendments inserted into the House and Senate versions of the FY2003 Defense Authorization bill that would expand the list of jobs set aside for Federal workers at DoD depots.

HHGFAA's concern is that an effort by the DoD to retain these jobs may well cause the Department look to other services that can be outsourced. One of the prime candidates for such outsourcing are household goods and cargo freight-forwarding services. This dynamic must be closely monitored.

Depots — which are primarily responsible for the maintenance of weapons systems — generally use government technicians for “core logistics” jobs. The provisions would expand the definition of “core logistics” to include engineers, supply managers and acquisitions experts — duties now performed by contractors at sites far away from the depots.

More depot-based government workers should be handling the high-skill tasks now performed by contractors, said Rep. Saxby Chambliss (R-GA), the author of the House provision adopted by the House Armed Services Military Readiness Subcommittee last month. “We have to make sure we have a good definition” of core logistics, he said. He added that the armed services must put these specialized workers on the Federal payroll because their expertise could become vital in emergencies. If they were working for private contractors, they might not be readily available. “You've got to have the core capabilities,” he said.

But defense contractors have cried foul, hinting that the move is little more than a thinly disguised attempt to transfer jobs from private industry sites to depots, like Warner-Robins Air Force Base in Georgia. Sen. Max Cleland (D-GA), who is running against Chambliss for reelection, sponsored the depot jobs amendment to the Senate bill.

“It would cost us literally hundreds, if not thousands, of jobs,” said Randy Belote, a spokesman for Northrop Grumman Corp. “It would take jobs away from the private sector.” At press time lobbyists planned to make their case with legislators who would lose private-sector jobs in their districts at the expense of the new jobs created at the depots.

One of the contractors’ main targets, Sen. James M. Inhofe (R-OK), has often expressed support for depots, especially those in his state. But he may be vulnerable because the definition change would also drive private-sector jobs out of Oklahoma. Inhofe reportedly does not fully support Cleland’s proposed change because of concerns about job loss.

A Chambliss aide noted that the definition change does not mean contractors will be excluded from all jobs at depots, just that the services will have to assess whether jobs could be done better by government or private workers located at the depots.

Other Provisions

- There will be another round of military base closures and that process will start in 2005.
- The legislation does, however, require the Secretary of Defense to develop an expedited set of acquisition procedures to address homeland defense (i.e., terrorist threats).
- The bill would expand the benefits available to service members for extensions of overseas tours.
- Service members would be allowed to store a vehicle rather than incur costs to modify the vehicle to meet local regulatory requirements or in those instances in which a service member would be precluded from bringing a motor vehicle into a foreign country.

SBA Size Standards

The staffs of Dan Manzullo (R-IL), Chairman of the House Small Business Committee and the Senate Small Business Committee have continued to monitor the ongoing reviews of small business size standards for various industries. We continue to have concerns that this process will expand to include revisions for components of the moving and forwarding industries. At this time, there are no indications that any elements of the transportation industries will be included in the proposed modifications.

Ergonomics Regulations

The Bush Administration has announced that the Department of Labor would issue voluntary ergonomics rules to replace the government regulations developed (but not implemented) by the Clinton Administration. In testimony before the Senate Health, Education & Labor Committee, Labor Secretary Elaine Chao defended her agency’s plan for reducing repetitive stress injuries in the workplace with voluntary guidelines for employers. In fact, Chao said, the new rules will produce results faster than government regulations. “We are serious about reducing injury and illness rates related to [repetitive-stress problems] as quickly as possible,” she told a Senate Labor Committee hearing. She said the voluntary program would work better because regulations could face years of legal and political challenges.

Democrats on the Committee suggested that voluntary efforts had failed in the past decade, with many employers continuing to disregard their workers’ health problems. They demanded that regulations be imposed with adequate teeth to force employers to protect workers from the thousands of muscle, joint, tendon, and bone injuries suffered every year on the job.

Chao could not say how long it would take to implement her plan. OSHA has said it would begin releasing guidelines in selected industries in 6 months, starting with guidelines for nursing homes.

Workers who perform repetitive tasks have always been prone to certain kinds of injuries, but the number of people who suffer such ailments has expanded with the advent of equipment such as computers, scanners and cell phones — all requiring the fingers and wrists to be used quickly and repetitively, often for lengthy periods and under intense time pressures.

The Labor Department issued rules to address the problem 2 years before President Bill Clinton left office, but they were repealed by the Republican-controlled Congress in March 2001, after Clinton left office. The Bush Administration promised then that it would develop its own plan.

Modifications to the A76 Process and Procedures

According to the GAO Commercial Affairs Panel, the current competitive sourcing system needs to be changed to better balance taxpayer interests, government needs, employee rights, and contractor concerns.

Working in conjunction with HHGFAA and other industry groups, the Commercial Activities Panel was established in compliance with a mandate in the FY2001 DoD authorization act. That legislation called for the Comptroller General to convene a panel of experts to study the policies and procedures governing the transfer of commercial activities for the Federal government from government personnel to Federal contractors, focusing on procedures for conducting public-private competitions under OMB Circular A-76.

After a yearlong study, the panel unanimously agreed on a set of 10 principles that it believes should guide the government's sourcing decisions, to include linking sourcing decisions with agency missions, avoiding arbitrary numerical goals, ensuring fairness throughout the process, and choosing service providers based on quality as well as cost.

Based on these principles, the panel concluded that the current system for making sourcing decisions, including the A-76 process, needs to be changed. "In order to promote a more level playing field on which to conduct public-private competitions, the government needs to shift, as rapidly as possible, to a process based on the Federal Acquisition Regulation (FAR) under which all parties compete using the same set of rules," the panel recommended. They called for applying the new "integrated competition process" to a broad range of activities, including those currently performed by Federal employees and by contractors, as well as new work. The panel also recommended a limited number of changes to the A-76 process as well as steps to encourage high-performing organizations throughout the Federal government.

The April 30 report includes an analysis of the current sourcing system, and an evaluation of that system against the sourcing principles. The panel concluded that modified FAR acquisition and source selection process would be preferable to the current A-76 process since the FAR process is well known and understood by all participants and is viewed as fair, transparent, and providing for reasonable accountability.

In related action, Chairman Dan Manzullo (R-IL) said the House Small Business Committee will hold a series of hearings to examine the Pentagon procurement policies. The committee will pay specific attention to the impact that the DoD's procurement policies have on small businesses.

Highway and Transit Funding

The House Transportation and Infrastructure Committee has marked up and unanimously approved the Highway Funding Restoration Act (HR 3694). This would restore \$4.4 billion to the President's proposed FY2003 highway aid funds. Authors of the legislation, Don Young (R-AK), Chairman of the House Transportation and Infrastructure Committee, and Ranking Minority Member James Oberstar (D-MN) expected easy passage given that each member of the committee was among the 317 bill cosponsors.

HR 3694 preserves the Revenue Aligned Budget Authority (RABA) formula that links highway spending funds to highway gas tax revenues while requiring future amendments to the RABA to achieve and maintain predictability and stability in highway funding levels. Recently it was revealed that lower than expected RABA revenues caused a dramatic cut in funds for highway programs from last year's levels by \$8.6 billion. The bill restores half of this figure, bringing levels back up to the statutory minimum set by the 1998 Transportation and Equity Act of the 21st Century (TEA-21).

An amendment offered by Congressman Tom Petri (R-WI) that was folded into the bill requires that highway spending dollars may not be used for non-highway related purposes. Meanwhile, the House transportation appropriators are proceeding with their own strategy to restore highway aid money and have taken steps to include language within the House budget resolution (H.Con.Res. 353).

HR 3694 now goes to the House floor for approval. Its Senate counterpart, SB 1917, is still awaiting action in the Senate Environment and Public Works Committee.

Economic Update

In April, the Federal Reserve left a key interest rate unchanged, allowing Americans to continue to take advantage of some of the lowest borrowing costs in four decades. At the urging of Federal Reserve Chairman Alan Greenspan, the Fed voted to hold the Federal funds rate — the

interest that banks charge each other on overnight loans — at 1.75 percent, the lowest level in 40 years. It marked the third consecutive Fed meeting this year in which policymakers decided to hold rates steady.

Meanwhile, President Bush announced the appointment of a Princeton economist and a top adviser to Greenspan to vacancies at the Federal Reserve Board.

Miscellaneous Issues

Among the issues of most immediate concern are possible amendments to the Carriage of the Sea Act (COGSA) and the Seaport Security bill (specifically the inbond shipments issue). At this writing, no action is anticipated on the COGSA bill. The House has not completed its work on the Seaport Security measure but all references to prohibitions on inbond shipments and requirements that all freight consolidation be conducted at the ports have been deleted.

Ocean Carrier Antitrust Immunity

The House Judiciary Committee has tentatively scheduled a hearing June 5 to examine ocean carrier antitrust immunity. It is likely that the hearing will focus on the latest version of the Free Market Antitrust Immunity Reform (FAIR) Act of 2001 (H.R. 1253).

The bill proposes to remove carriers' ability to discuss rate guidelines allowed under the Ocean Shipping Reform Act (OSRA). Both supporters and opponents will have another chance to express their opinions, although their positions are well known. Carriers support the OSRA provisions. Opponents are led by non-vessel-operating common carriers (NVOCCs), who believe that OSRA gives carriers a competitive advantage over them.

The FAIR Act was sponsored last year by House Judiciary Committee Chairman Jim Sensenbrenner (R- WI).

FMCSA Issues New Carrier Entrant Rules

The Federal Motor Carrier Safety Administration has reserved the right to withhold permanent operating authority from new trucking companies if they find in an audit that a company is unable to comply with truck safety regulations.

The rule was required by the fiscal year 2002 transportation appropriations bill as a prerequisite to Mexican truck entry. But it will not be effective until January 2003. FMCSA said it must draft a separate rule for collecting registration fees from motor carriers so it can afford to pay for the new entrant safety audits.

The audits required by the new entrant rule must be conducted within 18 months after a carrier gains conditional operating authority. The agency will grant permanent operating authority if the safety audit reveals that the carrier is complying with all safety requirements.

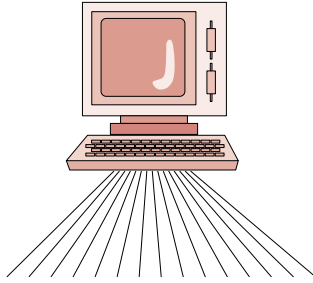
The same audit will be required of Mexican carriers before they can gain conditional operating authority.

—SOURCE: *Transport Topics*

Addenda

Despite Transportation Secretary Norman Mineta's vow that "checkpoints will not become chokepoints," the air-cargo industry is worried about future changes in security regulations. Under the Aviation and Transportation Security Act of 2001, the Transportation Security Administration has until Nov. 19 to establish procedures for screening all cargo flown on passenger aircraft. The TSA has not decided what Congress actually meant by screening. Physical inspection of each shipment would be expensive, so the industry hopes the TSA will approve a risk-management profiling system that would determine a shipment's acceptability based on the shipper, the consignee, and documentation. ■

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:

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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
AE Worldwide: aenationwide.com
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Air Animal: airanimal.com
Airport Terminal Maps: mapquest.com
Andreas Christ Movers: christ-movers.com
APA Worldwide: apaworldwide.com
Arrowpak: arrowpak.co.uk
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/countrysy.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
EUROUSA: the-eurogroup.com
Excargo Services: excargo.com
Executive Insurance Services: execinsurance.net
Executive Moving Systems: thebestmove.com
Federal Maritime Commission: fmc.gov
Federation of International Trade Associations:
fita.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
iRS Network: irsworld.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
Madrid Home Sites: qdq.com
McGimpsey Removals: mcgimpseys.com
Military Traffic Management Command:
mtmc.army.mil
Movements Int'l: movementsinternational.com
Movers Specialty Services: mssl.com
Mudanzas Trafimar: mudanzastrafimar.com.mx
Nationwide Relocation Int'l: 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: schenker.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.net.id/tranmove
Transcontainer: transcontainer-group.com
Trans-Link Express: translink.co.th
Transpack Packing & Frt. Fwd: Transpack.com.pk
Tumi Int'l Movers: tumimovers.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
Walt Disney World Swan-Dolphin Hotel:
swandolphin.com/home.html
Wolti-Furrer: wolti-furrer.ch
Wheaton World Wide Moving:
wheatonworldwide.com
Worldwide Movers Africa: wwmovers-africa.com
YP-35: yp-35.org

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Constantine Moving Services:
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Emery Worldwide: reilly.robert@emeryworld.com
Executive Insurance Services:
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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
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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
JVK: thailand@jvkmovers.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:
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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
PAIMA: paima@sinfo.net
Pelichet, S.A.: international@pelichet.ch
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P.M. Packers: info@packersindia.com
Premier Worldwide: premier@iris.dti.ne.jp
Rex Service Co., Ltd.: rexco@public.tpt.tj.cn
Rhema East China Ltd: rhema@pub.sz.jsinfo.net
Rhema Movers: general@rhemamovers.com.sg
Sea Bird Services: seabird@commnet.com.eg
SEM Movers: semmove@indosat.net.id
Sino Santa Fe: shanghai@santafe.com.cn
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-Link Express: bangkok@translink.co.th
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
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At press time, the following HHGFAA member companies are linked to HHGFAA's Website.

21st Century Relocations (Mumbai, India)
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A-Cross Corp. (Tokyo, Japan)
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AGS Prague (Prague, Czech Rep.)
AGS London (London, England)
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AGS Paris (Gennevilliers, France)
AGS Umzugs Berlin (Berlin, Germany)
AGS Budapest (Budapest, Hungary)
AGS Ivory Coast (Abidjan, Ivory Coast)
AGS Kenya (Nairobi, Kenya)
AGS Morocco (Casablanca, Morocco)
AGS Warsaw (Warsaw, Poland)
AGS Lisbon (Lisbon, Portugal)
AGS Bucharest (Bucharest, Romania)
AGS Madrid (Guadalajara, Spain)
AGS Senegal (Dakar, Senegal)
Ahjin Transportation Co. (Seoul, Korea)
Ambassador International (Dulles, VA)
American Movers Inc. (Waipahu, HI)
American President Lines (Washington, DC)
American Red Ball Int'l (Seattle, WA)
American Vanpac Carriers Inc. (Martinez, CA)
Arpin International Group (East Greenwich, RI)
Arrowdene Moving and Storage (Norfolk, England)
Arven Freight Forwarding Inc. (Woodbridge, VA)
Ashoka Int'l (New Delhi, India)
Asian Tigers K.C. Dat (S) Pte (Singapore)
Asian Tigers Trans China Int'l (Wanchai, Hong Kong)
Asian Tigers Trans China Int'l (Beijing, China)
Asian Tigers Trans China Int'l (Guangzhou, China)
Asian Tigers Trans China Int'l (Shanghai, China)
Atlas International Service S.A. (Lima, Peru)
Atlas Van Lines Int'l (Seattle, WA)
Australian Vanlines (Pendle Hill, Australia)
B.M. Int'l Pvt. Ltd. (New Delhi, India)
Biddulphs International (Gauteng, South Africa)
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)
Confianza Moving and Storage (Miami, FL)
Conroy Removals Ltd. (Napier, New Zealand)
Cosmopolitan/M.L. Transportes (Brasilia, Brazil)
CSX Lines (Washington, DC)
Crystal Forwarding (Carlsbad, CA)
Decapack (Santiago, Chile)
Delahaye Blue Ribbon Movers (New York, NY)
Deliver USA (Jessup, MD)
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)
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Henri Harsch HH S.A. (Geneva, Switzerland)
HL Van Transport (Bassum, Germany)
Hollander International Movers (Elk Grove Village, IL)
Humboldt Int'l (Canton, MA)
Intercontinental Van Lines, Inc. (Markham, Ont., Canada)
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 Möbeltransport 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 Transitarios (Lisbon, Portugal)
M. Dyer & Sons Inc. (Honolulu, HI)
Martin Stephen (Canada) Ltd. (Ont., Canada)
Matco Transportation Systems (Alberta, Canada)
McGimpsey Brothers (Removals) (Ireland)
Mesa Int'l (Grand Junction, CO)
Mexpack (MexicoCity, Mexico)
Möbel-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)
P.N. Writer & Co. Ltd. (Mumbai, India)
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)
Soyer International Moving Co. (Istanbul, Turkey)
Stangl International Worldwide Movers (Vienna, Austria)
Sterling International Movers Ltd. (Perivale, UK)
Stevens Worldwide Van Lines (Saginaw, MI)
Subalipack (M) Sdn Bhd (Kuala Lumpur, Malaysia)
The Viking Corporation (St. Thomas, VI)
Tokyo Express International (San Francisco, CA)
Tower Int'l (Bezons, France)
Transpack Ltd. (Zurich, Switzerland)
Transeuro Worldwide Movers (London, UK)
Transcontainer (Tlalnepantla Edo de Mex., Mexico)
Transworld Int'l Movers (Rio de Janeiro, Brazil)
Treyvaud-Interdean SA (Geneva, Switzerland)
Tri Star Freight Systems (Houston, TX)

TG Int'l Insurance Brokerage Inc. (San Juan Capistrano, CA)
Unipack S.A. (Tehran, Iran)
Universal Cargo SRL (Buenos Aires, Argentina)
Universal Household Fwdg. (Tokyo, Japan)
V. Pack & Move Co. Ltd. (Bangkok, Thailand)
Van Der Ent Kuster Koot Topmovers (Spijkenisse, The Netherlands)
Vanliner Insurance Co. (St. Louis, MO)
Vayer Group Ltd. (Tel Aviv, Israel)
Venezuelan International Packers C.A. (Caracas, Venezuela)
Victory Van International (Sterling, VA)
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)



The Ways of the World Calling All Southpaws

If you're left-handed — what Americans call a “southpaw” — you should be aware that in many cultures it is considered offensive to offer gifts or food, or to pour wine with the left hand. To be on the safe side, you might want to train yourself to do all your gift-giving with both hands.

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:

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
May/June Issue May 5, 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

| | | |
|------------------------------|--|---------------------|
| June 2002 (date TBA) | LACMA Seminar for Packers | TBA |
| September 17–18, 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. 28–Oct. 2, 2002 | 57th Annual NDTA Transportation and Logistics Forum & Exposition | Greensboro, NC |
| Sept. 29, 2002 | LACMA Top Management Seminar | Orlando, FL |
| Sept. 29–Oct. 1, 2002 | HHGFAA 40th Annual Meeting | Orlando, FL |
| 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 |
| Nov. 10–15, 2002 | MTMC (598th) Europe Workshop | Garmisch, Germany |
| Nov. 17–19, 2002 | CPPC Fall 2002 Convention | San Antonio, TX |
| Dec. 17–19, 2002 | MTMC (599th) Workshop | Honolulu, HI |
| May 11–15, 2003 | FIDI Congress | Stockholm, Sweden |
| Oct. 12–14, 2003 | HHGFAA 41st Annual Meeting | Honolulu, HI |

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



Watch Your Mailbox!

The 2002–2003 HHGFAA Annual Membership Directory will soon be on its way. It is scheduled to be mailed in late June. Our 40th Anniversary edition is packed with the information you need to contact your business partners around the globe.

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