

# THE PORTAL

VOLUME XXXIV

CONTAINER 4

July/August 2002

## Transportation Security Challenges

- Air Cargo
- Port Security
- Customs



**Can We Lock Out Terrorism  
Without Locking Out Trade?**

2001-2002  
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**About our cover:** Ensuring security in the post-9/11 transportation world is getting complicated.. Our special focus begins on page 4. Cover illustration: New York photo by Barbara O'Rourke; composition and additional photography by Stephanie Sutherland of Glennan Graphics.

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## PRESIDENT'S MESSAGE

# GUARDED Optimism



**By Terry R. Head**  
**HHGFAA President**

Throughout this issue of *The Portal* you will find numerous references to the events of September 11, 2001, or — as it is now commonly known — 9/11.

Up until now, the Association has purposely not focused or dwelled on the terrorist attacks on the United States and its people. It was my belief that it was imperative to move beyond that point. Also, I was well aware that more qualified publications would offer up more 9/11-related material than anyone could possibly digest.

Now, as we approach the one-year anniversary of 9/11, we are distanced enough from the indelible images of flames and imploding buildings that it is time to acknowledge an irrefutable truth: that those terrible events changed the world and changed the way the world will conduct future business and trade. I am sure you know better than I just how great an impact the tragedy has had on international commerce.

Many outside the United States may be of the opinion that we Americans have overreacted. Others undoubtedly think that we have been living inside a bubble all this time because terrorists have been present and operating elsewhere in the world for decades. In hindsight, it indeed does appear that a terrorist attack against American soil was inevitable at some point.

Nevertheless, the United States and its trading partners must now find the means to maintain the flow of trade and global cooperation, lest we lock out trade while attempting to lock out terrorism.

The industries involved in international shipping — and particularly the moving and forwarding industry, because of the nature of our clientele — are very vulnerable to tighter security restrictions and government-imposed standards that will undoubtedly affect our logistical capabilities and our bottom lines.

This issue of *The Portal* focuses on “Transportation Security Challenges” and the huge impact they have already had on global trade and shipping. Furthermore, this edition offers a few opinions as to what other roadblocks and solutions may lie ahead.

I personally tend toward a guarded optimism that our Association and industry will rise to the challenges and perhaps even help lead the way in finding solutions to many of the complex problems arising from tighter security for international ocean and air cargo.

Creating those solutions is an expensive and demanding proposition. But ours is a skilled, resourceful, and intelligent industry. If we apply our collective minds and talents to the task, we can safeguard our lives and the property in our care without adversely affecting our livelihoods. ■



# TRANSPORTATION SECURITY POST 9/11

## Household Goods Shipping Insurance Industry Perspective Post 9/11

By Bill Rose

The events of Sept. 11 have profoundly influenced all areas of our personal and professional lives. What was once assumed is now questioned. What was once unthinkable is now a horrific memory forever seared into our consciousness. The words “normal” and “reality” take on new meaning for all industries as they attempt to cope with the aftermath of this tragedy and do everything in their power to prevent another occurrence. The household goods forwarding and insurance industries are not exempt from these challenges.

The insurance industry felt the full economic impact of the events of Sept. 11. The World Trade Center loss will likely reach nearly \$70 billion. This single occurrence created the largest losses in the history of the insurance industry in several areas: workers compensation, aviation, property, life, and liability insurance. The magnitude of the loss was so staggering it has led the industry to rethink the ways it views and prices acceptable risk.

Nearly 15 years of ultra-competitive premium pricing had led the insurance industry to a precarious position prior to 9/11. The attack on the WTC and subsequent losses propelled the industry into warp speed in terms of their immediate response, which included dramatic price increases and the restriction or elimination of certain coverages, including terrorism. All of this was led by the reinsurance industry, which in 2001 suffered its worst year in history, experiencing a loss ratio of over 140 percent. Reinsurance is the source for nearly all insurance coverage. As is the case in nature, when the source is damaged, everyone downstream feels the impact.

Household goods forwarders have been affected by this new underwriting environment. Risks (as you are known to underwriters) are much more closely scrutinized by reputable insurance carriers. Negotiations relating to pricing and coverage are more challenging as underwriters are simply demanding that accounts produce an excellent opportunity for underwriting profit — a far cry from the “good old days” when investment income could always be counted on to aid in a broker’s negotiating strategy. Given the current environment on Wall Street and in capital markets throughout the world, investment income is no longer a factor in risk pricing strategies.

Of immediate concern to everyone is what will be the insurance industry’s ultimate position with respect to providing terrorism coverage. At the moment, it appears as though nearly all household goods underwriters are including terrorism coverage for goods in transit. Some, however, have announced that they no longer will cover household goods for terrorism damage while they are in storage. It is likely that others will follow suit. To bridge this gap in coverage, there are now certain syndicates at Lloyds as well as domestic U.S. carriers who are willing to write terrorism coverage on a “stand alone” basis.

The debate within insurance circles boils down to one question: Is terrorism an insurable risk? It might be helpful to explore this question within the context of insuring household goods during transit and while in storage.

An insurable risk must meet the following criteria:

- The loss must have a definite time and place.
- The occurrence insured against must be accidental to the insured.
- The insured must have an insurable interest in the subject of coverage.
- The insured risk must belong to a large group of homogenous risks to make the losses somewhat predictable.
- The risk must not be subject to a catastrophic loss where a large number of exposure units can be damaged or destroyed in a single event; there must exist a reasonable spread of risk.
- The coverage must be provided at a reasonable cost.
- The chance of loss must be calculable.

With respect to insuring household goods shipments, it is clear that goods in transit meet all criteria of “an insurable risk.” Goods in storage remain a question mark in the eyes of the insurance industry as it is evident that America’s ports remain a likely target for future terrorist attacks. The losses are not predictable and there is

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potential for a catastrophic occurrence that cannot be accurately priced. Time will tell what the final disposition of this matter will be. In my opinion, the Federal Government will need to become involved as a “last resort” reinsurer in certain risk and exposure scenarios to assist the insurance industry with this issue.

The insurance industry will be keenly aware of security and loss control measures undertaken by those responsible for the shipping of goods. It is likely that future pricing and even the availability of certain levels of coverage will be influenced by these initiatives.

Effective security measures are the shared responsibility of all parties who handle goods during the course of a shipment. Over 200 million containers pass through the world’s ports each year, with nearly 10 percent of them arriving in the United States. A well-planned attack could conceivably disrupt an entire economy and result in the loss of thousands of lives. This is an extremely serious issue, one that is at the center of the insurance industry’s concerns about how to provide and properly price continuing terrorism coverage.

An effective security plan must enhance safeguards throughout your entire supply chain. The effective transportation of household goods is dependent on the capabilities of everyone involved in the process. Your security plan is only as good as the weakest link. In the past, that weak link could conceivably cause a service failure. In the post-9/11 world that weak link could lead to a disaster.

At a minimum, it is crucial that every link in your service supply chain understand and have in place strategies that take into account the following recommendations:

### **Procedural security**

- Protect against the introduction of unmanifested materials.
- Supervise the receiving and disposal of all cargo.
- Properly mark, weigh, and document cargo against manifest documents.
- Conduct random security audits.
- Introduce notification procedures when illegal or suspicious activities are detected.
- Appoint a designated security officer and give him/her the necessary training and authority.
- Implement procedures for affixing, replacing, recording, tracking, and verifying seals on containers, trailers, etc.
- Create procedures for detecting and reporting shortages and overages.
- Properly store empty and full containers to prevent unauthorized access.
- Increase scrutiny (including full repack) of Packed by Owners (PBOs).
- Make it visible throughout the organization that security is a critical issue, one fully supported by top management.

### **Physical security**

- Perimeter fences, locking devices on external and internal doors
- Locking devices on windows, gates, and fences
- Adequate lighting inside and outside the premises
- Segregation and marking of international, domestic, high-value, and dangerous goods
- Central station intrusion alarms; armed guards if necessary
- Parking area for private vehicles that is separate from shipping, loading dock and cargo areas
- Fostering a culture where suspicious activity is noticed and reported
- Requesting a loss control inspection from your insurance company

### **Personnel security**

- Pre-employment screening/behavioral profiling and periodic background checks
- Mandated employee training on security awareness and procedures
- Internal codes of conduct explained to and signed off by employees
- Internal controls, featuring a process for reporting and managing problems related to personnel security

### **Service provider requirements**

- Written standards for service providers, physical plant security
- Written standards relating to quality control/risk management
- Financial assessment process to determine service providers’ fiscal soundness
- Written standards relating to personnel standards

### **Post-event disaster recovery plan**

- Risk assessment/identification of disaster scenarios
- Disaster notification procedures
- Critical function descriptions and resources
- Priority of functions (life/property/control/continuation)

- Identified emergency management team with designated responsibilities
  - Enterprise recovery team description
  - Where and how to assemble should a disaster occur
  - Key contacts (internal and external)
  - Recovery resource requirements
  - Alternate location(s) with detailed instructions and directions
  - List of potential or agreed outsource resources
  - Testing strategy and implementation
- Seek the advice and counsel of experts relative to creating a supply chain security system. Underwriters we have spoken to also conceptually support initiatives including the following:
- Focusing on the top 10 ports, which represent 50 percent of the incoming shipments to the United States
  - Establishing security criteria worldwide for identifying high-risk containers
  - Screening containers at their origin ports prior to shipment to the United States
  - Utilization of technology (x-ray/gamma ray/radiation detector) to pre-screen high-risk containers
  - Development of a “smart” container which, after being screened at origin, would indicate whether it had been opened after inspection
  - Continuing increase of random searches by U.S. Customs (even though one of the known results will be more loss and damage claims)

It is a new world, one that requires new strategies for coping with the new threats to our commerce and safety. More than ever, the saying “The definition of insanity is doing the same things the same ways and expecting different results” rings true. A sense of safety and security is a fundamental need of all humans. Until it is met, no other needs, aspirations, or achievements can be realized. It is critical that we all commit to make the necessary investment for our future.

*Bill Rose is President, Willis Relocation Risk Group. His e-mail address is rose\_bd@willis.com. The Willis-Coroon Ad appears on page 37 of this issue.*

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## **Relocations in New York, Post-9/11**

**By Joel Summer, Pacific Moving & Storage Corp.**

Handling moves in New York following the terrorist attacks can be described in one word: frustrating.

On Sept. 11, one of our units was trapped on Staten Island on its way to a delivery in New Jersey. The bridges at the eastern, western, and northern ends of the Island were closed because of security police action. The vehicle never reached its destination that day, since it was trapped until almost 5 p.m. that day with its large shipment.

The main north-south route from JFK Airport Highway 678 was backed up from its northern to southern end over 15 miles. Some of our men actually walked and made better time than their truck because of vehicle searches by security forces on Highway 678. Our main tunnel, the Holland Tunnel, which extends from lower New York to New Jersey’s largest city, Newark, has been closed since 9/11 with no date scheduled for its reopening. This causes in some cases 30 miles to be added to the length of a trip.

We have had to cut our number of jobs scheduled per vehicle due to the highway port security problems in the Port of New York area. We have to pay more tolls because of the tunnel closure, since we have to use two bridges instead. Another result of the closure has been a 25 percent increase in overtime pay for shipments going to affected areas in New Jersey. We requested compensation from the Military Traffic Management Command, but this was denied unless the security searches and delays took place at a military installation.

This logic, however, does not fit our metropolitan area because most military members and dependents live off post. But MTMC could not see our point, which was that delays caused by security officers — whether by the Military Police on post or by a Port Authority policeman — have the same net result. They cause an undue hardship on us and our personnel by increasing hours, tolls, and overtime. Because we are involved in a 5-year DPM contract and because there is no end in sight to the war on terrorism, we face unexpected and unforeseeable losses as we are bound to fulfill the contract at prices that were formulated years before 9/11.

The bottom line is that 9/11 gave rise to an exercise in frustration that continues to this day, with no relief in sight. ■

# HHGFAA Launches Mover Security Initiative (MSI) In Preparation for White Paper

*By Boris Populoh, HHGFAA Director of Programs and Education*

The establishment of sound security procedures and practices is imperative in the current global environment. With this in mind, HHGFAA has drafted initial industry-specific guidelines to address areas that would benefit from procedures designed to increase security as well as enhance awareness among industry personnel. The recommendations for household goods shipment security listed below are based in part on the U.S. Customs C-TPAT program. They have been modified by HHGFAA to address specific concerns unique to the international transportation of household goods. At this time, these recommendations are designed only to serve as a guide; they do not attempt to establish a standard. HHGFAA is currently in the process of drafting a white paper on best practices in the area of transportation security and how industry-specific issues should be addressed. The guidelines below are initial recommendations and will be modified as industry comments are received.

While household goods transportation security is a complex issue, this initial draft will address the following areas:

- Operational Security Aspects
- Physical Security Aspects
- Access Controls Aspects
- Personnel Security Aspects
- Security Awareness Education and Training Aspects
- Documentation Processing Aspects
- Conveyance Security Aspects

**Operational Security Aspects.** Agents should guard against the packing and loading of unknown articles and materials. Security procedures should include the following:

- The loading and unloading of household goods should be supervised.
- Boxes of household goods loaded into the ocean container should be properly sealed, marked, and counted.
- Goods loaded into the container should be properly documented and accompanied by paperwork that is traveling with the container.
- Proper procedures for affixing, replacing, recording, tracking, and verifying seals on containers and trailers should be in place.
- Any supplementary goods added to the container shipment should be closely monitored, and inspection of PBO boxes increased.
- Random and unannounced security reviews of onsite packing and loading/unloading procedures should be conducted.
- Procedures for notifying law enforcement agencies should be in place, in the event that anomalies or illegal activities are detected.

**Physical Security Aspects.** All buildings occupied by the company or agent should be constructed of materials that resist unlawful entry and protect against outside intrusion. Physical security should include the following:

- Adequate locking devices for external and internal doors, windows, gates, and fences, supplemented by intrusion alarms.
- Adequate lighting inside and outside the facility, including parking areas.
- Segregation and marking of international, domestic, high-value, and dangerous goods cargo within the warehouse by a safe, caged, or otherwise fenced-in area.
- A parking area for private vehicles that is separate from the shipping, loading dock, and cargo areas.
- Internal and external communications systems in place for contacting internal security personnel or local law enforcement agencies.

**Access Control Aspects.** Unauthorized access to facilities and company vehicles should be prohibited. Controls should include the following:

- The positive identification, recording, and tracking of all employees, visitors, and vendors on company premises.
- Procedures for challenging the presence of unauthorized or unidentified persons.
- The presence of an authorized company representative whenever shipments are brought into or removed from the company's facilities.

- Company vehicle access limited to authorized personnel and monitored internally.
- Procedures for notifying the appropriate authorities in the event a company vehicle is missing.

**Personnel Security Aspects.** Companies should conduct employment screening and interviewing of prospective employees, to include periodic background checks and application verifications.

**Security Awareness Education and Training Aspects.** A security awareness and training program should be provided to employees to include the recognition of internal conspiracies, maintaining shipment integrity, and determining and addressing unauthorized access. These programs should offer incentives for active employee participation in security controls. Furthermore, the training should include aspects of recognizing and addressing potentially dangerous situations that may occur during packing and loading. Employees should be encouraged to notify management if they perceive any anomalies or uncommon activity during the packing and loading of a customer's belongings.

**Documentation Processing Aspects.** Companies should ensure that all information provided by the shipper and used in the clearing of the shipment is accurate, legible, and protected against the exchange, loss, or introduction of erroneous information. Documentation controls should include:

- Procedures for maintaining the accuracy of information received, including the shipper and consignee name and address, first and second parties to be notified, description, quantity, and unit of measure (i.e., boxes, cartons, etc.) of the shipment being cleared.
- Procedures for recording, reporting, and/or investigating anomalies.
- Procedures for tracking the movement of incoming and outgoing shipments.
- Procedures to safeguard computer access and information.

**Conveyance Security Aspects.** Conveyance integrity should be maintained to protect against the introduction of unauthorized personnel and/or materials. Security should include:

- The physical search of all readily accessible areas.
- The securing of internal and external compartments and panels.
- Procedures for reporting cases in which unauthorized personnel, materials, or signs of tampering are discovered.
- Procedures for contacting the appropriate authorities.

Although the areas discussed above are designed only to provide companies with initial guidelines to address and possibly improve current security procedures, they serve as a basis from which more precise procedures may be established in the future.

*Members are invited to participate in the drafting of this security white paper* by providing us with suggestions, personal and collective experiences, and feedback regarding the above guidelines. You may respond by fax to (703) 684-3784 or by e-mail to [bpopuloh@hhgfaa.org](mailto:bpopuloh@hhgfaa.org).

## The Cost of Security

Increased security has caused long lines, and knowing how annoying the wait can be, airlines are trying to find ways to reduce the wait by providing a kiosk check-in service and designating separate security check-in lines for passengers in preferred programs. Other tips for reducing heel-cooling time: Use curbside check-in and skycaps; use e-tickets; and contact the airlines to obtain access to a paging system that will provide updated flight and airport information.

All the new security measures don't come cheap: Security costs have skyrocketed from \$75 million in 2001 to an estimated \$400 million this year. Who pays? The traveling public, in the form of a \$2.50 security fee on each ticket issued after Feb. 1, 2002. The fee maxes out at \$5 for a one-way ticket, \$10 for a round trip. Most carriers charge all ticket holders the fee — including people who get tickets by using frequent-flier miles.

— SOURCE: [www.meetingsnet.com](http://www.meetingsnet.com)





# Ready or Not

*By Ken Cottrill*

**H**ow prepared are logistics and transportation — frontline industries in the fight against terrorism — to deal with a breach of security on the scale of the World Trade Center attacks?

U.S. officials have warned that another terrorist attack on American soil is all but inevitable. If that happens, will our response once again be “to impose an economic blockade on our own country?” asked Stephen Flynn, senior fellow at the Council of Foreign Relations recently. And if security measures are found wanting, will Congress impose more stringent regulations and standards on key industries?

The United States reacted to the Sept. 11 attack by sealing off the injured sites and regrouping. This involved shutting down transportation services and slowing to a trickle the flow of goods moving through trade arteries. But the economic cost of shutting off the economic spigot was huge. Perhaps more significant, it was the kind of cost that the terrorists wanted to inflict — and one that defined a successful mission from their perspective.

Flynn believes we urgently need to review our approach to security, even as numerous government and industry groups toil away at tightening existing systems and creating new ones. We need to consider how “to mitigate the shut-down times” should another attack occur, he said.

A major problem is that security has not been an inherent part of the way we do business. In the past, industries such as logistics and transportation have been focused on the efficient movement of goods and compliance with trade regulations. But a streamlined supply-chain also may be a very porous one. Cargo tracking and tracing capabilities need to be developed to make it possible to pinpoint a problem container without having to shut down the entire system.

Richard Biter, deputy director of DOT’s Office of Intermodalism, echoed the need for smart containers, since currently the emphasis is on tracking conveyances rather than the cargo being carried.

High on the to-do list is development of international standards covering key areas of transportation and logistics. One example is E-Seals, electronic security seals already used on freight containers that can store vital information on the box and its contents. Standards are needed for how seals communicate with the different links in the supply chain. But the cost of such devices is high, particularly since reusing them presents what Biter called “a logistics nightmare,” because the seals have to be rebooted before being applied to another container. (See related story on a DOT test of E-Seals in the Maritime section of this issue.)

Homeland Security is taking a keen interest in another federal government information technology initiative, the International Trade Data System. The goal of the initiative is to implement an integrated government-wide system for the electronic collection, use, and dissemination of international trade data.

Biter sees more shipper involvement in security systems as vital. At present, they tend not to be concerned about how a load is transported as long as it meets its delivery window. But in the future shippers will need to have a more intimate knowledge of goods movements.

What makes things difficult for shippers is that there are countless security initiatives now underway through various agencies, each of which is imposing its own set of requirements. Also, anticipating which recommendations will become regulations is not easy. One expert suggested that shippers determine with key people where vulnerability to security risks exist and which locations can be improved in that context. In general, he added, if a company tightens procedures as far as it can, it should not incur the wrath of government agencies in the aftermath of a serious incident. Civil lawsuits are another story, however.

Flynn says some sort of security auditing system needs to be built into business practices so that security becomes an intrinsic part of the commercial landscape. Others point out that one cannot assume that those who are trying to wreak havoc would not try to harm themselves. Moreover, self-destruct terrorists have many targets to choose from. Some 11 million international shipping containers enter the United States every year. ■

*Ken Cottrill is Associate Editor for Logistics at TrafficWorld, from which this article is adapted.*

# **Cargo (In)Security: Government Agencies Call for Industry Initiative**

*By Boris A. Populoh*

**G**lobal security issues have taken on a new and significant post-9/11 role in many industries. That is certainly true with respect to the secure transportation of goods around the world by any means, whether by air, on the road, or over the ocean. The transportation by air and sea of commodities and household goods has received, and will continue to receive, significant attention for months and years to come. Although air cargo historically has been subject to more rigorous security inspections than ocean cargo, the Federal Aviation Administration (FAA) and other governmental agencies, such as the Transportation Security Administration (TSA), are still struggling to develop concrete security procedures for the air cargo industry. As the need for security continues to increase, so will the need to establish relevant security protocols that can be implemented across an entire industry and across borders.

## **Via Air**

Even though a number of deadlines have been set by the Transportation Security Administration, the air freight industry has still not received detailed information on the freight screening deadline that it is supposed to meet by Nov. 19 of this year. The TSA, which took over jurisdiction for security from the FAA earlier this year, has not yet stated what it means by “screening all cargo.” If the TSA intends to mandate physical inspection of all cargo that travels by air, the anticipated expenses would be astronomical and would likely lead to massive delays across a spectrum of industries.

Asked when such details might be available to the air cargo industry, a TSA spokesperson could say only that the industry “can expect more security directives.” Clearly, this vague reply to an important question does nothing to imbue industry leaders with a sense of confidence about the prospects of resolving such a complex issue with minimal confusion and disruption.

Screening each individual piece of air cargo by hand is not a viable option, but a number of other proposals are currently being studied. One such option involves man’s best friend. Dogs have long been used to detect narcotics, as well as explosives hidden in cars, trucks, and packages. However, tens of thousands of dogs would be needed to implement such a program. Other proposals entail computer platforms that would support so-called “known-shipper” programs. Under such a scenario, carriers and other parties in the transportation process would be required to provide assurances that the parties involved in handling any aspect of the cargo are legitimate entities. While the TSA has not endorsed any particular programs, in the event that TSA were to support the “known-shipper” program, it would consider the shipper to be the entity that is paying for the goods and the transportation services.

There is no foolproof way to eliminate the risks associated with transporting cargo on passenger planes. Any terrorist attack involving an explosive device contained within a shipment would be the air cargo industry’s worst nightmare. Such an event could lead to a ban on all cargo shipments on passenger planes, similar to the current ban on individual pieces of mail weighing more than 16 ounces.

## **Via Ocean**

What should be even more disconcerting to international goods transporters is the fact that the airlines are far ahead of the ocean cargo industry in terms of security and inspection procedures. The sheer volume of cargo that arrives in the United States via ocean containers makes procedures used for screening air cargo impractical and cost prohibitive. Because it is impossible to screen and inspect all ocean containers arriving in the United States, the U.S. Customs Service must use procedures that could “red flag” or otherwise identify a particular container as abnormal or inconsistent with an established pattern. To achieve this, Customs looks for irregularities in shipping patterns, paperwork, volume of cargo, or any number of other anomalies that do not fit with previously established modes of operation.

The Customs Service also has created a program called C-TPAT, the Customs-Trade Partnership Against Terrorism, which — like the known-shipper program — is aimed at reducing risk by securing supply chains. Since a handful of shipping lines and importers control a large portion of containerized shipments coming into the United States, securing their supply chains would be a significant step in the fight against terrorism.

Additionally, the United States is currently in negotiations with authorities in a number of major ports in both Europe and Asia. The talks focus on tighter cargo and port security and may include a pilot run of the Container Security Initiative (CSI). The CSI program would station U.S. Customs inspectors at major ports to add an additional line of defense. As of mid-July, the only countries that had committed to the CSI program were Canada and Singapore.

Officials in Hong Kong are currently studying the proposal and are weighing container security against a host of factors, such as the impact on trade, practicability, and impact on the efficiency and competitiveness of Hong Kong’s

container port, as well as the response of other major ports around the world. Hong Kong would be an important addition to the CSI program, since it handled almost 18 million TEUs in 2001, and of that volume, 9 million TEUs were outbound and some 2.2 million were destined for the United States.

Although the consensus is that security must be improved, selecting specific ports for enhanced security procedures may effectively amount to unfair business practices. By creating a list of “secure or preferred ports,” ships leaving from ports not on the list might expect to be more closely scrutinized and their cargo could have a greater chance of being delayed. It is inevitable that programs and procedures will be put in place that will alter the way ocean cargo is currently handled and screened.

### **Looking to the Industry**

The international shipment of household goods certainly presents some unique security challenges. It seems almost inevitable that the scrutiny of international household goods shipments will increase. The fact that almost every single household goods container shipment contains the belongings of a new and different unknown shipper makes establishing security procedures more challenging than it would in many other transportation-related industries.

Even though this topic may not yet be on the front burner of the relevant government agencies, ignoring the eventual toughening of security requirements will only intensify any residual effects that might result from future legislation. It is always better to be prepared for an event that ultimately does not occur than to be unprepared for one that does.

During a recent meeting of The American Institute for Shippers’ Associations, Inc., in Washington, D.C., representatives from both the Transportation Security Administration and the Office of Homeland Security discussed several initiatives and programs currently being studied to address security weaknesses in a variety of transportation modes. George Rodriguez, TSA’s director of cargo security, reiterated the importance of being “vigilant” and of continuing to examine every facet of the transportation process. Furthermore, he assured everyone in attendance that TSA “will get to [them] sooner or later” and asked that industry work in partnership with government agencies to establish guidelines that would mitigate the possibility of future terrorist attacks.

### **In Conclusion**

In the 10 months since Sept. 11, numerous inspections and subsequent reports on transportation security procedures have uncovered more loopholes and raised more questions than the investigations have answered. Any regulations that are enacted must be implemented industrywide and cannot be different from region to region or country to country. Immediately after 9/11, the U.S. Government issued numerous security directives that needed to be amended or dropped altogether because they were impractical or otherwise unmanageable. Transportation security is a global issue, not a regional or national one. A standardized set of security procedures must be created, so that cargo shipped to the United States from China would meet the same security requirements as a shipment sent to China from the United States or anywhere else in the world, for that matter.

Security in the post-9/11 household goods transportation industry is more important than ever. The origin agent packing and loading the shipment has become an integral part of that security infrastructure. The origin agent crews must be aware of the importance of their role in this process. Educating employees and teaching them to be alert to any possible abnormalities is the first step in addressing the needs for increased security.

The international household goods industry should not lull itself into a false sense of security by taking a passive approach to the issue of cargo and/or container security. While the industry is currently not the focus of governmental scrutiny, cargo security regulations that may be passed in the future will, without a doubt, affect the shipment of household goods. It is therefore imperative that our industry become proactive in establishing its own industry-specific security guidelines.

*Boris Populoh is HHGFAA’s director of programs and education. He can be reached at [bpopuloh@hhgfaa.org](mailto:bpopuloh@hhgfaa.org).*

# AIRLINES AND AIR CARGO

## TSA Ponders Air Cargo Security

The cargo that airlines carry on passenger jets does not get the same close scrutiny as travelers or luggage, a security problem that government officials say they are working to correct.

Transportation Security Administration (TSA) officials say they are committed to keeping bombs out of cargo shipments, just as they strive to meet congressional deadlines for screening passengers and their baggage.

Air cargo issues directly affect trucking operations that carry the cargo for local delivery and pickup or haul it hundreds of miles across regions to and from hub airports.

Security issues related to air cargo include:

- Air cargo is not screened for explosives or weapons.
- The people handling the packages may not be known to the airline.
- Safeguards can be circumvented.

An Air Line Pilots Association official noted, “The layers of security that surround the passenger-carrying system aren’t there to protect the cargo operation.”

Sen. Kay Bailey Hutchison (R-TX) is pushing a bill that would impose tighter security requirements for cargo. Currently 150 government inspectors do spot checks to ensure that all procedures are followed properly. But with more than 3,000 freight forwarders, many companies are not checked. One bogus company set up by the Transportation Department’s inspector general managed to get approved within 15 days, underscoring a weakness in the approval system.

Air cargo provides significant income for the financially pressed airlines, bringing in \$13 billion last year. It accounts for 12-15 percent of their revenue. Of the 12.5 million tons of air cargo shipped in 2000, passenger flights carried 22 percent, or 2.5 million tons, according to the TSA.

## IATA Seeks Insurance Program

The International Air Transport Association (IATA), representing more than 200 international airlines, has endorsed creation of a nonprofit insurance company for airlines. Since Sept. 11, insurance has emerged as a top issue for all transportation providers. The plan for a nonprofit insurer was developed by a special group within the International Civil Aviation Organization, a United Nations affiliate that represents governments. The airlines also asked the ICAO to call an international convention to limit carriers’ third-party war-risk liability, and for governments to coordinate security measures to minimize disruptions to air transport.

— SOURCE: *JoC Week*

## TSA Lifts Ban on Personal Items

The Transportation Security Administration has issued a revised list of both permitted and banned items for travelers to carry onboard an aircraft, as well as travel tips to help airline passengers minimize anticipated wait times at airports during the peak travel season. The tips can be found at [www.tsa.dot.gov](http://www.tsa.dot.gov).

Items previously prohibited but now permitted in aircraft cabins include walking canes and umbrellas, once inspected to ensure prohibited items are not concealed; nail clippers with nail files attached; nail files; tweezers; safety razors, including disposable razors; eyelash curlers; diabetes-related supplies/equipment, including syringes, insulin, insulin pump, blood glucose meter, etc. However, all medication must have professionally printed labels identifying it or the manufacturer’s name.

Meanwhile, a number of sports-related items — including golf clubs, baseball and cricket bats, and ski poles — remain on the banned list. Other items still banned include corkscrews and metal scissors with pointed tips and any disabling chemical or spray, such as mace. A civil penalty of up to \$1,100 per violation still remains in effect. A TSA spokesman said the list is “dynamic,” and that the agency is constantly assessing it. Any changes will be posted on the agency’s Website.

— SOURCE: *Business Travel News*



## **IACA Supports Security Board for Oversight**

The president of the International Air Cargo Association has voiced support for the creation of an international body to regulate security policies, the Journal of Commerce and Air Cargo News recently reported.

Air cargo operations directly affect trucking since trucks carry cargo to and from airports for local and regional delivery.

IACA President Larry Coyne said that having one body overseeing cargo security would simplify the process and “avoid killing trade by bureaucracy.” He called for the proposed new international regulatory body to vet security regulations from different countries with the aim of ensuring that any new regulations

- make sense;
- are synchronized with those of other countries; and
- are of a standard that would be recognized internationally.

Coyne also criticized the Transportation Security Administration as over-regulating the airline industry and ignoring the concerns of cargo carriers. The government must learn the lessons of Sept. 11 and play a leadership role in cargo transportation security to match its superpower status and leadership of the international community, he said.

“Security is not just an airline or a domestic USA issue, but a global one. There’s no point securing the supply chain only inside the USA because many supply chains by their very nature are international,” Coyne said. “It’s unlikely that any developed nation would be prepared to live with the consequences of having borders so tightly managed that it would damage trade. Excessive delays and costs would destroy jobs and reduce income and wealth creation.”

Moreover, Coyne argued that “Having tightly controlled borders would not prevent a repeat of September 11 and would not secure the supply chain.” The post-9/11 supply chain was not interrupted by the loss of aircraft, people or property, but rather by the restrictions subsequently placed on transport. This demonstrates that ill-considered reaction to a terrorist attack could do as much damage as the act itself. Some of the post-9/11 measures imposed by the government “were tougher on the airlines than any potential terrorist,” said Coyne. “Others were quickly dropped or amended as being impractical or unworkable. There seemed to be a belief that you could achieve 100 percent security by regulation without stopping air movements altogether.

“Worst of all, there seemed to be an unwillingness to understand that each new regulation, however essential, was yet another barrier to trade and development and could cause the global economy to decline.”

Similar measures taken in other countries — and their unwillingness to accept each other’s standards — meant cargo often had to be examined and x-rayed several times, with little cooperation among regulatory bodies.

A new, international body, he suggested, could further develop the known-shipper regulations, thus making it easier and cheaper for shippers to move goods if they comply with the correct set of safeguards. However, he pointed out that “there is no such thing as 100 percent [effective] security management techniques, and covert intelligence operations are the only effective method of combating terrorism.”

## **IATA Criticized For New Rate Plan**

A plan by the International Air Transport Association to raise rates by 20 percent on low-density cargo has come under attack by the shipping community. The plan, approved by IATA’s Cargo Tariff Coordinating Committee, changes the conversion rate for “volumetric freight” from 6,000 to 5,000 cubic centimeters per kilo (10.4 to 12.5 lbs. per cu. ft. volume weight) as of Oct. 1, 2002.

Not only are forwarders and shippers concerned about the impact on rates; there is additional consternation that the plan was approved in May, but not made public until late June. This delayed notice affects the forwarder’s contracts with their customers and doesn’t provide the shippers much time to review and redesign their packaging to obtain the lower rates.

Some forwarders have advised that they intend to use this major diversion in the IATA rate plan as an opportunity to renegotiate existing contracts, not only to incorporate these changes, but also to address other factors and security-related increases in operating costs.

## In Brief ...

As many as 1,100 small machines used to detect explosives will be installed in about 200 airports nationwide, according to the DOT. Once in place, the machines could speed the security process at airports, meaning cargo could move more quickly into the bellies of passenger planes.

DOT's plan calls for smaller machinery to be used on the 30 percent of bags that set off the alarms of larger screening machines.

At least 4,800 so-called trace detectors also will be installed by year's end. These detectors can sense very small amounts of explosives in luggage or on clothes.

— *SOURCE: Transport Topics*



The process of federalizing all airport screening got underway the first week in July. Airport security affects the delivery schedules of trucks carrying cargo to and from airports. The Transportation Security Administration is recruiting screeners and deploying site assessment teams to up to 120 airports, including most of the largest in the United States. A TSA official credited lessons learned with partners at Baltimore-Washington International Airport and various pilot programs with providing TSA the tools to proceed with the federalization process.

TSA is in the process of establishing federal security operations in the nation's commercial airports. TSA is to deploy federal personnel, including passenger and baggage screeners, law enforcement officers, and others to all airports by Nov. 19.



At their annual meeting in Shanghai, members of the IATA affirmed their strong support for a global war-risk solution developed by a special group of the International Civil Aviation Organization (ICAO) and have asked governments to support the scheme. ICAO proposes the setting up of a "not for profit" insurance company that would seek finance from the world market and assume global risks. The airlines would like to see an international convention established to limit third-party war-risk liability of international airlines. In addition, the airlines have urged individual states to ensure that any security measures are coordinated internationally, without disrupting air transport, and recognize that the costs of enhanced security programs are a state's responsibility.



*TIME* magazine reports that the 39 managers of the country's largest airports have told Transportation Secretary Norman Y. Mineta that Washington's aviation-security plan is seriously flawed. The strongly worded letter says the bomb-detection devices the Transportation Security Administration has ordered installed by Dec. 31 will create crowds of people in terminals who could be targeted by attackers; the machines, to be installed near terminal entrances, would create huge congestion there. Moreover, the devices would quickly become outdated, yet require big construction costs. The airport officials strongly urged Mineta to stop or slow the process by getting Congress to back off the deadlines. The Secretary's office says he has no intention of trying to change the law.

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# MILITARY/GOVERNMENT UPDATE

## Retired Admiral Seeks Secure Container Moves

While in Washington, D.C., efforts are underway to create a Homeland Defense Agency, Carl Seiberlich is already in the fight. In the folder are transparency slides that detail his plans to bring security to the nation's maritime arena. Each day, thousands of containers enter the country on ships. How can the contents of the containers be made more secure and subject to scrutiny?

Seiberlich, a U.S. Navy admiral who retired in 1980, has the answers in his battered blue binder.

"In a war, you want to plug holes," he told the Transportation Research Board's Summer Ports, Waterways, Freight & International Trade Conference in Pittsburgh in June. "You then adjust as you go. We want to reduce vulnerability and increase security. We also want to maximize freight visibility and productivity."

A member of the International Standards Organization, Seiberlich is working with the International Maritime Organization on container security. In this capacity, he is the project manager of the Ship Port Interface Working Group's approved pilot program.

The goals of the working group, said Seiberlich, are twofold: Evaluate existing commercial container seals, and create information systems that can exchange data. As a starting point, he suggests using existing automation already in use by shipping firms APL and Maersk-Sealand.

"We want to use their systems," he said. "We are developing an international pilot in container cargo identification and tracking using electronic seals. We also seek a seamless exchange of data to permit use of existing databases based on special intermodal maritime data dictionaries."

Seiberlich hopes the first tangible step in a pilot test of this system will take place soon. On a weekly basis, he hopes to move 40 containers through the two international shipping firms in an effort to test the system's ability to provide in-transit security. The routes to be reviewed include Rotterdam to Elizabeth, N.J.; Singapore to Seattle/Tacoma and Los Angeles; and Panama to Houston.

"Vessel security monitoring requires access to shipboard information," said Seiberlich. "Much of this information resides in various unconnected shipboard systems. We seek to integrate [them] into a fleet management system which can then be monitored from shore offices."

If all goes according to plan, he hopes a more secure system of container security will be in place at the end of 2003.

His presentation generated discussion about other security measures. One system under consideration, said Catherine Lawson, of the State University of New York at Albany, is the use of video to document a container's contents.

"A video packet would travel with the container," said Lawson. "We want surety on what went in the same as what comes out. The video would show the container loading."



**A long-time advocate of container security, Carl Seiberlich finds himself in the front rank of the effort to chart a national solution.**

## MTMC Seeks Customer Views Via Web Survey

Customers of the Military Traffic Management Command have an opportunity to provide immediate feedback on the command's transportation services by sending their comments — kudos, complaints, or observations — via a MTMC website. Previously, there was no specific route for MTMC customer comments; each was handled on a case-by-case basis.

"The focus is about the job the MTMC is doing," said Lee Strong, coordinator, Distribution Analysis Center. "We want to hear from our customers at installation, unit, command and service headquarters' transportation offices."

The customer response form is now a separate Web window on the MTMC site at [www.mtmc.army.mil](http://www.mtmc.army.mil). The prompt for the comment window is accessed by clicking on either of the specific program tabs on the home page — Freight/Cargo or Passenger or Personal Property. Then, the user can go to "What's New" and click on "Overall MTMC Customer Satisfaction Survey."

This will lead to a window with general MTMC comments and four subwindows: Freight domestic distribution, freight global distribution, passenger program and personal property program.

The initiative is part of MTMC's 2002 Strategic Plan, said Strong. It has the full support of Maj. Gen. Kenneth L. Privratsky, Commander, who was a customer of the command while at the Defense Distribution Region East, Defense Logistics Agency. Initially, the Web-delivered comments will come to the Distribution Analysis Center. At a future date, a customer relationship management organization will be developed at the MTMC Operations Center, Fort Eustis, Va.

Comments will be rushed to appropriate MTMC offices and functions; the center will track the performance trends over time.

MTMC transportation office customers are enthusiastic about the idea.

For example, Lisa Divine, Transportation Officer, Naval Surface Warfare Center and Crane Army Ammunition Activity, Crane, Ind., reports, "Two weeks ago we had trouble with the tenders. The [military] services changed some information on the tenders. The MTMC people were aware of the problem but I think you were landslided with calls from shippers asking the same question."

Mike Bowers, Transportation Officer of Fort Campbell, Ky., suggests one way to test the effectiveness of MTMC's new system. "If I have a lot of unsatisfactory marks down, and don't have time to write comments," said Bowers, "I'll know the system is working if they call me up and ask what went wrong."

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## **Increased MTMC Qualification Standards Has Cut Moving Firms**

**A**n increase in the qualification standards required of personal property movers by MTMC will result in a reduction of the number of firms in the Department of Defense personal property program.

MTMC required all 1,279 currently approved personal property movers to meet new financial and electronic data submission standards by May 15. Some 953 personal property firms worldwide have met the deadline and will be reviewed. Approximately 25 percent of firms, or 326, who had been moving MTMC household goods did not submit qualification documentation.

An added benefit is an estimated \$1.6 million annual savings attributed to lowered administrative costs associated with fewer participating carriers, said C.J. Dabo, Lead Traffic Management Specialist, who reported that about a quarter of the firms who had been participating — including motor carriers and freight forwarders — opted not to apply under the new qualification standards.

MTMC notified movers of the new standards in *Federal Register* announcements in November 2001 and March. In April, all currently approved DoD household goods carriers were mailed a letter detailing the increased standards and changes in submission requirements.

The companies that did not comply will be removed from the current program in the future; some of them are expected to apply when the current moratorium ends.

"We believe the impact of the increased standards is a higher-qualified Department of Defense carrier base," said Sylvia Walker, Traffic Management Specialist.

The new Web-based qualification process was in effect from April 15 to May 15. It streamlined the carrier qualification process for personal property carriers for MTMC. Qualification time will be cut from 4 to 6 weeks to approximately 72 hours for each application once the initial flood of documents have been processed. Four Web pages replace the 18 forms formerly required.

At the same time, MTMC increased some of its carrier standards. The new financial reporting standards were developed in close consultation with the moving industry associations, said Walker. Requirements also include an increased cargo liability insurance and maintenance of a performance bond for domestic interstate moves.

Kitsy Young, of MTMC's Information Management's Integration Branch, led a contracted team to develop the electronic Web registration pages.

"We expect to see further enhancements. Ultimately, it represents a huge savings in time and money-for MTMC and the carriers," said Walker.

The Web registration project was complicated at first, said Young. "There were many, many file cabinets full of documents and enormous paper handling. Forms were faxed and mailed in by personal property carriers and handled numerous times.



**Kitsy Young reviews file cabinets of paper registration forms that have now been made obsolete.**



“A major concern was the acceptance of faxed or scanned signatures. Our legal office later approved these means as a verifiable proof of consent.”

Web forms were an obvious information technology solution, she said. In a 6-month period, the Web registration page — and the four new supporting document forms — were developed. This has greatly reduced Walker’s workload by eliminating all manual processes.”

## **New Chief Arrives to Find New Program to Develop**

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

**W**hen MTMC’s new head of passenger and personal property came by for a look at her new job June 21, the first thing she did was read the command’s latest press release.

Air Force Col. Silvia Anderson learned from the press release that after 9 years of pilots, tests and evaluations, MTMC will offer a plan to revamp the entire existing personal property program by Aug. 30 — an effort that will be a big part of her job performance goals in the next year.

Across from the conference room, Col. Patty Hunt, Deputy Chief of Staff for Passenger and Personal Property for the past year, packed boxes as she prepared to depart for a new assignment.

A veteran career officer, Anderson has made her share of moves. Now, she will apply this experience to MTMC.

As a career logistician, Col. Anderson spent 4 years at Air Mobility Command working with all levels of the Air Force. Just prior to her MTMC assignment, she graduated from the Industrial College of the Armed Services, Fort McNair, D.C.

Anderson’s previous tours include commander of a logistics group in Ramstein, Germany, and in the Office of the Secretary of Defense, Transportation Policy Staff.



**Col. Silvia Anderson**

## **Homeland Security Deals May Bypass Small Business**

**T**he Bush Administration wants to exempt the proposed Department of Homeland Security from most procurement regulations, which could make it harder for small businesses to win contracts from the giant new agency.

If Congress approves the proposal, many of the department’s awards would be made “effectively behind a curtain,” says Albert Krachman, an attorney with the Washington office of Bracewell & Patterson. This would disadvantage small businesses, he says, because they depend on public notices and other contracting procedures to counter the easy access large businesses have to procurement officers.

A lot of money is at stake in the homeland security debate. As proposed by the administration, the new agency would have a \$38 billion budget and 170,000 employees.

Congress, which is working on the legislation to consolidate various government agencies in the new department, may balk at the administration’s proposal to allow the agency to ignore procurement regulations if the rules impede its mission—the same power the Central Intelligence Agency already has.

These regulations require that acquisitions be publicly advertised, that sufficient notice be given for companies to respond, and that all responsible bidders be given the chance to compete.

Small businesses without relationships with large contractors face a tougher time opening government doors. But some are hopeful tenacity counts for as much.

Congress hopes to complete work on the legislation (<http://thomas.loc.gov>) by Sept. 11.

— SOURCE: Kent Hoover, *Washington Business Journal*





Meeting attendees included Terry Head (right), President of Household Goods Forwarders of America, Inc., and Catherine Goodrum, an association consultant.

## **MTMC Begins Development of Revamped DoD Moving Program**

After 9 years of tests and evaluations, the Military Traffic Management Command has begun work on a total revamping of the personal property moves of the nation's service members.

MTMC held a startup meeting June 19 that included representatives of the DoD's military services and moving industry. The goal of the group is the development of a prototype moving program, with supporting milestones and estimated costs, by Aug. 30.

The Air Force officer oversees the MTMC program that performs an average of 500,000 personal property moves a year. If adopted, the program could be implemented as early as Oct. 1, 2004. The existing program, now 30 years old, has generated many customer quality control complaints.

To develop the plan for the new program, Traffic Manager Dinah Locklear outlined a fast-track process that calls for completion within 7 weeks. The process will involve integrating representatives of the military services, commercial industry, and MTMC into seven work teams that will focus on rates, payments, acquisition, claims, quality control, information systems, and implementation. The teams will report on their progress every Wednesday.

As team members work, said Locklear, they must keep in mind three critical areas — acquisition process, information systems technology, and liability/claims process — identified in a recent Transportation Command report that reviewed MTMC's personal property program and a quartet of pilot program designed to improve it.

The pilot programs, including one directed by MTMC that ended in January 2001, provided many insights into potential enhancements, said Locklear. Many features in the moving program pilots are supported both by the military and the commercial industry, she said. Potential features of a new program in this category include:

- Full replacement coverage
- Best value distribution
- Direct claims settlement
- Quick claims settlement
- Direct communication between member and carrier
- Government forms reduction
- Customer satisfaction survey.

Representatives from a trio of moving associations attended the meeting including the HHGFAA, American Moving & Storage Association, and the Military Mobility Coalition.

## DoD May Transfer Base Ownership to Towns

The Defense Department is considering turning over ownership of many of its military bases to neighboring cities and towns as a way of reducing the maintenance costs that go with owning them. Under such an arrangement, a city or town near a base would assume ownership of it and then lease its property and infrastructure back to the military. The town would then be responsible for providing maintenance services for the base, buildings, and infrastructure.

Such an arrangement already exists between Brooks Air Force Base and San Antonio, Tex. Raymond Dubois, deputy undersecretary of defense for installations and the environment told the Federal Times that partnerships with the private sector would become more prevalent as the Pentagon grapples with how to manage its operations as more of its civilian work force nears retirement age.

—SOURCE: Chet Dembeck, Federal Times

## Addenda

More resources and an increased sense of mission have improved employee satisfaction at the Defense Department, according to a survey conducted by the Brookings Institution, a Washington, D.C., think tank. Yet continued understaffing and a failure to hold poor performers accountable has caused satisfaction among civilian agency employees to sag. DoD employee job satisfaction increased from 38 percent in 2001 to 49 percent in 2002, while at civilian agencies it declined from 48 percent to 42 percent in that same period.

### U.S. Customs Copes with Morale, Manpower Problems



Morale at the U.S. Customs Service is at an all-time low since the terrorist attacks of Sept. 11. Even before then, say union officials, Customs was understaffed. Now, with the Federal Government having imposed a \$30,000 cap on the amount of overtime an employee can earn, all employees have had to put in overtime — not just the younger workers who gladly volunteered for it.

Some 15 JFK Airport employees each month also are required to go on 30-day temporary duty to Canadian border points. The assignments have been necessary to fill some glaring gaps in security at the northern border, where all 128 crossings are now staffed around the clock by two inspectors.

Help is on the way, says a Customs official. The agency is hiring 1,000 new inspectors in FY2002, with another 300 to be added in FY2003. But it takes time to train the new inspectors and canine officers — 10 weeks at the government's law enforcement training center in Georgia. The facility can accommodate only 48 students at once. Moreover, the union says that although Customs may add 1,000 inspectors this year, the net gain is much lower because of employee attrition. Many in the Federal workforce are approaching retirement age, and others are being moved to other Federal agencies, such as the sky marshal program or the Transportation Security Administration.

Customs officials say the agency is trying to ensure employees have the best training and equipment to defend against terrorists and facilitate trade. However, money is an issue, despite the fact that Congress in December gave Customs an additional \$58 million to cover the expenses arising from intensified antiterrorism measures. The agency's overtime expenses this year are a third higher than budgeted. Revenues from the \$5 fees charged to inbound international passengers help pay for salaries and overtime, but those revenues have dropped by \$35 million since Sept. 11 because air travel is down.

—SOURCE: JoC Week



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**Mr. Eric Beuthin**  
Worldwide Movers Uganda, Ltd., Uganda  
[wwwmug@imul.com](mailto:wwwmug@imul.com)

**Mr. Onkar Sharma**  
Eagle Shipping Services, England  
[onkar@eaglefreight.co.uk](mailto:onkar@eaglefreight.co.uk)

**Ms. Christina Wickman**  
Wickman World Wide, USA  
[wickman@evansville.net](mailto:wickman@evansville.net)

Nominations will be accepted through **August 15, 2002**. Candidates will be posted at **WWW.YP-35.ORG** where you can vote ONLINE!  
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Election results will be announced at the HHGFAA Annual Meeting in Orlando, Florida.

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# MARITIME/OCEAN SHIPPING

## **Euro Ports Wary of U.S. Box Security**

*By Bruce Barnard*

Some European ports fear they will lose container traffic to larger rivals, which will have American customs agents permanently stationed at their terminals as part of the United States' anti-terror measures. There is growing concern that ports like Le Havre, Rotterdam, and Antwerp, which already dominate Europe's maritime container traffic, will use their participation in the U.S. Customs' Container Security Initiative (CSI) as a "seal of approval" marketing tool to woo exporters shipping goods across the Atlantic. These ports are among the 20 mega-hubs handling nearly 70 percent of U.S.-bound boxes that are involved in negotiations aimed at stationing American customs officers at their container terminals. Hamburg and Bremerhaven, Germany's largest container ports, are also on the CSI list. The European Sea Ports Association has warned that limiting the CSI to a handful of global ports creates a "serious risk" of distorting trade and competition between terminals. There are fears it will create an unofficial list of approved ports from which cargo will pass quickly through U.S. ports while containers from others ports will face delays. European ports organizations, including the U.K. Major Ports Group, have called for security measures to be implemented multilaterally through the International Maritime Organization (IMO) and the World Customs Organization. The European Commission, meanwhile, is reportedly unhappy with the bilateral agreements between ports in individual EU member states and the U.S. and wants to negotiate an EU-wide arrangement.

— SOURCE: *JoC Online*

## **Anti-terror Squeezing Euro Port Box Space**

New security measures are forcing European ports to find space to park U.S.-bound containers awaiting inspection under new anti-terror measures. Since U.S. Customs now requires vessel manifests 24 hours prior to sailings, carriers say containers must be delivered to the terminal up to three days before the vessel sails. That is in sharp contrast with past practice, in which containers often would be driven into the terminal hours before a cutoff time, reducing the need for space to store containers prior to their sailing time. That will no longer be allowed, as the U.S. government builds extra time into the system in order to be able to adequately screen shipments for signs of terrorist activity before they set sail for the U.S. "We're thinking about that. We may have to go to off-port terminals, outside of the port area," said Edouard F. Dekkers, U.S. representative for the Port of Antwerp, which was selected along with Rotterdam, Singapore, and Le Havre as the first ports to participate in Customs' Container Security Initiative (CSI). The CSI program stations U.S. Customs officers at foreign ports to inspect shipments prior to loading, and pays for security enhancements such as x-ray machines.

## **Customs to Screen Boxes in Singapore**

Singapore has agreed to permit U.S. Customs inspectors to screen U.S.-bound containers before they are shipped. Customs has been working toward agreements with other countries on its Container Security Initiative, part of an effort to improve the screening of containers shipped to the United States. Customs is concentrating its efforts on 20 foreign seaports that account for 68 percent of the containers entering the country. Earlier this year, the U.S. and Canada agreed to station their customs agents at selected ports in each other's countries. U.S. inspectors have been placed in Montreal, Halifax, and Vancouver to screen U.S.-bound cargo. Canadian customs has placed its inspectors at Seattle, Tacoma, and Newark, N.J., to screen Canada-bound shipments.

— SOURCE: *JoC Week*

## Customs Inspectors Go High-Tech

Customs Commissioner Robert Bonner said in an interview with the Associated Press that inspectors will be equipped with pocket-size radiation detectors by January to help prevent a nuclear weapon from being smuggled into the United States.

With roughly 6 million cargo containers entering U.S. seaports each year, Bonner said it is important to ensure they are not used to smuggle in terrorists or their weapons.

The Customs Service is also working with other countries to screen cargo containers before their shipment to the United States.

— SOURCE: *Transport Topic*

## Port Cargo Security Technology Tested

On June 4 Transportation Secretary Norman Y. Mineta announced the successful completion of a test of new technology designed to help secure cargo containers entering ports and border crossings throughout the United States.

The test, carried out through DOT's Intelligent Transportation Systems program, involved the use of electronic seals (E-Seals), a radio frequency device that transmits shipment information as it is received.

The E-Seal project is designed to track commercial inbound container shipments from their point of inspection at seaports, along trade corridors, to their point of clearance at U.S. land border crossings. At checkpoints and border crossings, electronic door seals are said to allow regulatory agencies to determine whether the container has been tampered with. In addition, the technology is said to facilitate border clearance activities and commercial vehicle enforcement and offer potential benefits to freight carriers that include greater accuracy in manifest information, reduced paperwork, improved port and Customs clearances, and opportunities for shipment tracking.

The E-Seals test involved cargo containers carrying inbound shipments of auto parts destined for a Canadian assembly plant. The E-Seals were affixed by Westwood Shipping to containers in Nagano, Japan, shipped through the port of Seattle, and cleared by U.S. and Canadian Customs at the international border crossing in Blaine, Wash.

The program is part of efforts throughout federal agencies and the transportation industry to improve container, truck, and rail car security.

— SOURCE: *The Moving World*

## TSA to Protect Whistleblowers

The Transportation Security Administration says it will provide protections from retaliation for security screeners who report wrongdoing. The U.S. Office of the Special Counsel will handle complaints of retaliation, investing filed reports and issuing recommendations to the Under Secretary of Transportation, who will then decide whether corrective action is necessary. Security screeners were not initially covered by the Whistleblower Protection Act, which covers all other TSA employees.

— SOURCE: *Transport Topics*

## Briefs

Fifty-one U.S. ports will share \$92.3 million in federal security funding to increase lighting, fencing, and security staffing and add new security technology. Some \$9.3 million of the grants will go to new screening technologies such as electronic cargo seals. Cargo security is important to trucks that are likely to haul the cargo once it has entered the United States. Near 95 percent of U.S. international trade goes through ports.

The ports receiving the most funding are New York/New Jersey, \$9.33 million; Fort Lauderdale, Fla., \$6.84 million; Miami, \$6.42 million; and Norfolk, Va., \$5.29 million.



The U.S. Coast Guard sent out a warning to its units in June to be on the lookout for possible acts of terrorism targeting the nation's ports, bays, rivers, and shores. The Coast Guard was particularly concerned about attacks from scuba divers in Seattle's Puget Sound region. According to the White House website, the country remains at an elevated level of risk, or the midrange yellow-alert status on the color-coded scale that rates the severity of threats.

— SOURCE: *Transport Topics*

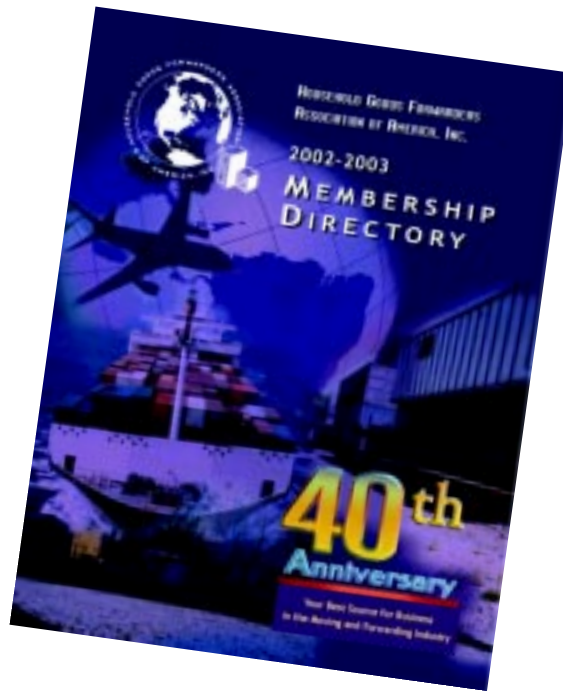


Retired Coast Guard Commandant Adm. **James M. Loy** has been named to head the new Transportation Security Administration. Loy's successor at the Coast Guard is Adm. Thomas H. Collins, who was vice commandant.

## Watch Your Mail!

The 40th Anniversary edition of the HHGFAA Annual Membership Directory was mailed to all HHGFAA members in mid-July.

Watch your mail and keep your 2002–2003 Directory handy. It's a valuable resource you'll use throughout the year when you need to contact fellow HHGFAA members around the world.



## Warehouse Companies Face Security Challenges



Warehouse services companies are changing the focus of their business, according to a survey conducted by the International Warehouse Logistics Association in the first quarter of 2002. Offering value-added services — such as logistics, fulfillment or distribution activities — to support customers or to acquire new customers continues to be a widespread strategy in the warehousing industry. But warehousers are also diversifying geographically. Many reported a change in market focus from regional to national or national to international, while some are forming niche businesses by focusing on just one geographical area, according to a report in *NewsGram*, the IWLA's bimonthly newsletter. The report, based partly on the 28-question survey within the 550-strong membership, are found that warehousing companies were shifting focus from their traditional customer bases, looking for work in new industry verticals. They are also increasingly getting new business by teaming up with third-party logistics companies and other warehousing providers.

—SOURCE: JoC Week

# TECHNOTES

## IT Investments Drive Worker Output

By Helen D'Antoni

They may be difficult to quantify, but most business-technology executives agree that technology is generating gains for their companies. That's why improving worker productivity is a leading driver of technology purchases, especially considering how important productivity gains are to businesses this year. Of 100 managers working at small companies — businesses with annual revenue of less than \$100 million — nine in 10 say boosting worker output is a key business priority. About four in five executives at 100 midsize and 100 large companies agree.

Tools that help employees work more efficiently include data-analysis applications, remote-access software, handheld computer devices, and more network bandwidth to guarantee integrated maneuvers.

Companies with annual revenue of more than \$1 billion are more readily increasing network bandwidth and deploying remote-access software in an attempt to raise worker output. Three in four of the study's 100 large companies say IT divisions are focused on making such changes. Moreover, two-thirds of the 100 midsize companies surveyed are investing in additional network bandwidth and tools that allow remote access to business records and files.

Data-analysis tools are also increasingly popular. Nearly 70 percent of large and half of small and mid-size firms are empowering workers by rolling out systems that enable them to pull needed information.

Evaluating the worth of these tools may be a challenge. Executives will need to come to terms with tasks too complex to regulate, and find the resources needed to track performance before the tools' true value can be gauged.

—SOURCE: *informationweek.com*

## Security, Management Tools that Span Company Borders

Microsoft plans to release software next year that lets businesses use Web services to authenticate and authorize users across their IT boundaries, a move that could bolster collaborative businesses.

The software, code-named TrustBridge, would let a user whose account is stored in a Windows Active Directory log on to a system behind a different firewall using Web services. TrustBridge will convert into Simple Object Access Protocol (SOAP) the remote procedure calls, directory-lookup functions, and Kerberos tickets necessary to pass credentials between directories. TrustBridge is designed to enhance SOAP messages with security extensions.

Microsoft still hasn't decided how it will sell TrustBridge — as a stand-alone server, as part of Windows.Net, or inside a future version of Microsoft's Internet Security and Acceleration Server firewall. Nor has the company set pricing.

In addition, Microsoft's Passport Internet authentication software will support SOAP and WS-Security by next year. And its Visual Studio.Net development environment will let developers write applications that encrypt SOAP messages with WS-Security.

— SOURCE: *Informationweek.com*

## 10 Tips for Ensuring Cargo Security

Special containers, locks and alarms are well utilized by shippers to protect goods in transit. But in many cases the best insurance against cargo theft starts with the documentation process. Here are 10 tips from industrial security expert Lou Tyska to help you guard against cargo theft.

1. **Deal in absolutes.** Make absolutely sure that the contents, condition, and count of a shipment is consistent with and stated in the documentation. Catching errors before release cuts costs and reduces losses.
2. **Don't accept nicknames for the cosignee.** Accept only full and complete signatures of the person to whom the goods pass. No nicknames or shorthand versions. And nothing should be written in pencil.
3. **Examine the driver's license of those delivering the goods.** Compare the face and signature on the license. If concerned, take a copy of the license or call the employer.
4. **Treat documentation as you would currency or negotiable bonds.** You wouldn't leave money on the table unattended, so never leave blank documentation without supervision. This invites theft.
5. **Emboss multiple copies.** If you use multiple copies of documentation, make sure that each copy is embossed



with its specific use.

6. **Use EDI.** Electronic data interchange reduces costs and enhances accurate descriptions and specifics such as serial numbers.
7. **Ask for the container or trailer interchange forms.** Equipment is at risk for unauthorized use. Even if you recognize the driver, ask to see the proper documentation. This applies particularly to shipment pickups.
8. **Put a process in place to deal with shipment discrepancies.** If you are truly committed to maintaining control of goods in transit, you must have a process for dealing with discrepancies. Periodically reviewing the data can help identify trends, locations, and carriers most vulnerable to loss.
9. **Examine all documents carefully.** Through document fraud, thieves can successfully obtain goods staged for shipment. Examine documentation carefully and ask questions. Make phone calls if you suspect fraud.
10. **Consider pickups and deliveries by appointment only.** Thieves select busy locations operating at peak, then show up with fake documentation, thereby reducing the level of risk. Confusion at your loading/receiving dock can contribute to your company becoming a victim of cargo theft.

— *SOURCE: Inbound Logistics*

## Real-Time Traffic Information in the Cab

*By Kathleen Hickey, TrafficWorld*

**A**LK Technologies is working to provide instant updates to truck drivers in the cab. For the past 4 years, past 4 years the company has been developing a GPS product that will automatically send up-to-date traffic and related information to drivers, allowing them to change routes when necessary or notify headquarters or customers of possible delays.

ALK is now beta-testing the system in the United Kingdom. The company is working with Compaq Computer Ltd. on the system, which is marketed under Compaq's brand and called the iPAQ Navigation System. Compaq is using ALK's CoPilot software for navigation and routing capabilities, including turn-by-turn spoken instructions and automatic route recalculation.

The company also has been working on a pocket PC version of its software called Pocket CoPilot 3.0. The system will include route restrictions for trucks such as bridge heights and real-time information. By connecting the system to a phone line via a cell phone, information can be updated automatically into the system and others can send information to the device as well.

Using the software can reduce out-of-route miles by 20 percent, equivalent to 2 percent mileage savings, says the company. The software improves product delivery by 45 minutes per day, or a 10 percent increase in productivity.

However, it is difficult to obtain real-time traffic information to transmit in the United States, where such information is hard to use and often not available in a format that can be integrated into an automatic routing system.

ALK also is working with wireless solutions provider Qualcomm to provide carriers with vehicle tracking information. ALK's Fleet Commander, a fleet tracking and optimization software program that resides on a PC, will be integrated with Qualcomm's OmniTracs communication system. ALK's technology is tied in with a number of fleet management software programs. The company has not yet offered its tracking device to consumers.

For the short term, the company is focusing on PC Miler Streets, which provides routing for motor carriers.

## E-Notes

President Bush says creating a new Cabinet-level Department of Homeland Security should make it easier for intelligence and law enforcement agencies to share information to protect the nation from terrorist attacks. Elevating Homeland Security Director Tom Ridge's job to Cabinet secretary will give him the power to realign personnel and technology to accomplish security goals, he said.

The new department is expected to oversee the design of a federal IT architecture, which the government's de facto CIO Mark Forman says will improve response to terrorist threats. Congress must approve the new department.

—*SOURCE: informationweek.com*



Cargo tracking tags that can pinpoint the location of a container full of sensitive material seem like a good idea until you consider the erratic life cycles of containers themselves. Owners don't want to spend hundreds of dollars on technology that may make one or two trips and then sit for years in a stack of empties. NaviTag Technologies of Boston has received \$875,000 under the government's port-security grant program to develop a battery-powered tracking device that would be owned and controlled by the shipper, not the carrier. NaviTag proposes a battery-powered device, about the size of a paperback book, that would be attached to the outside of a container and would use GPS positioning to transmit location and security alerts every 4 hours. The tag would be attached to the locking bar on the exterior of a container. At the destination, it could be deactivated, removed, and reused on another shipment. The company says the prototype will be ready in 6 to 9 months.

## Business Leaders and the Internet

A recent Forbes.com C-level executive survey reveals that the Internet has become fully engrained in the daily media routines of today's business leaders. Experts say that the editorial environment influences advertising credibility.

- C-level executives spend more time during the week online (exclusive of e-mail) than they spend with any other medium.
- An Online Publishers Association (OPA) survey in November of 566 regular users of news and information sites found that 59 percent of them agreed with the statement, "Online ads are more believable when they appear on a Web site that I trust."
- OPA cites the survey "A Nation Online," which indicates that 67 percent of all managers and professionals access the Internet regularly from work. Released in February, the report was issued by the U.S. Department of Commerce and the U.S. Census.
- An IntelliQuest business study released last September showed that 77 percent of C-level influencers access the Web to collect business information, and 50 percent use it to research products for business purchase.
- 75% of business leaders get news online, according to the Wall Street Journal Online's survey of nearly 400 senior executives last November.

— Resource Link: [www.online-publishers.org](http://www.online-publishers.org)

### Marad Ponders Expansion Of MSP



The House Armed Services special merchant marine panel has begun a series of hearings on the Maritime Security Program, which subsidizes U.S.-flag ships in international service. The first hearing, in July, featured testimony from MSP operators and seafaring unions. MSP won't be up for renewal for 2 years, but the Maritime Administration is pleased that there is this much interest this early in the program. The industry is making plans for a new MSP based on a 60-ship fleet, up 13 from the current size. Maybe yes, maybe no, Marad says. After all, military strategy no longer hinges on simultaneously fighting two wars in two parts of the world. The Pentagon will have a big say in the decision on how big the MSP fleet will be, and that is under review.

— SOURCE: *JoC Week*

# HHGFAA Gears Up for 40th Anniversary Annual Meeting

This year marks a 40-year milestone in HHGFAA's history, and we've chosen the perfect place to celebrate. The 2002 Annual Meeting venue, Orlando, Florida, is home to Walt Disney World, the world's premier vacation destination. People travel from around the world to experience its magic, and you will quickly see why when you step off your plane to begin your visit.

With four world-famous theme parks to explore, five championship golf courses to select from, two nighttime entertainment and shopping districts, and a host of gourmet restaurants to sample, you will find a unique blend of a cosmopolitan city, a waterfront resort, and an entertainment haven. There's always something new and different to explore.

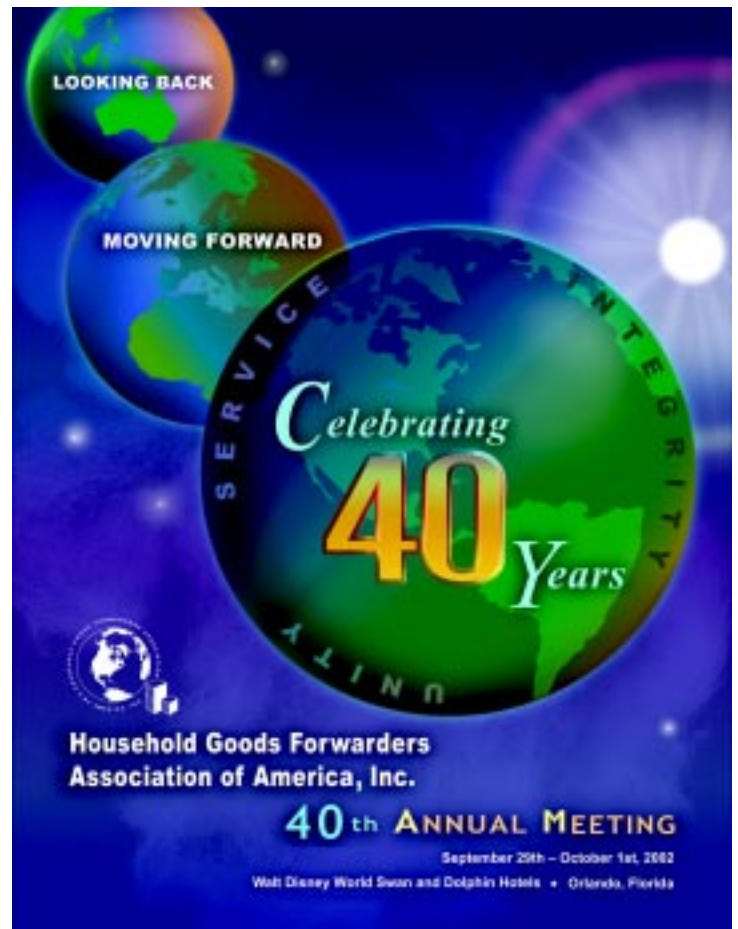
If you're a kid at heart — and who isn't? — you'll make memories galore at Disney World, even if you've already visited a dozen times. In fact, Orlando's slogan is "You Never Outgrow It." There's something for everyone in Orlando. For example:

- Disney's Animal Kingdom Theme Park
- Disney-MGM Studios Theme Park
- Epcot
- Gatorland
- The Magic Kingdom
- Harry P. Leu Botanical Gardens
- Church Street Station
- Orlando Museum of Art
- Orlando Science Center
- Ripley's Believe It Or Not
- SeaWorld Orlando
- Universal Studios Escape

You'll find more information about Orlando in the September/October issue of The Portal as well as on the HHGFAA Website ([www.hhgfaa.org](http://www.hhgfaa.org)), which also is linked to our headquarters hotel, the Walt Disney World Swan and Dolphin.

For now, please take note of these important reminders:

- This year, for the first time, **you can get a discounted registration by registering online at the HHGFAA Website**; also for the first time, HHGFAA now accepts the American Express Card. At the Website, you can download all of the registration and general information materials that are contained in the convention packet that was mailed to all HHGFAA members in July, should you require additional copies. There also will be a full-service concierge desk located in the registration area for the exclusive use of HHGFAA members offering ticket sales to local attractions, dinner reservations, and other services.
- **Register now and save!** Online registrations are offered at the discounted rate of \$550 on or before August 15 and \$650 after August 15.
- **All cancellations must be received in writing** on company letterhead, and mailed or faxed to the Registration Office. All



cancellations postmarked or faxed on or before September 9, 2002, will receive a refund minus an administrative charge of \$150. No refunds after September 9, 2002.

- In order to list your name in the Directory of Attendees, **HHGFAA must receive your registration no later than September 16, 2002**. Please note that your name will appear EXACTLY as you indicate on your registration form. Your company name will appear the way it is listed in the Membership Directory.
- **Hotel registrations** must be made by completing the hotel reservation form in your packet or at the HHGFAA Website and mailing or faxing it directly to the hotel. A one-night's deposit is required. Cutoff date for group rates is August 27, 2002. All reservations will be held by the hotel pending confirmation that you are an HHGFAA member and registered for the 40th Annual Meeting.
- **Hotel contact information:** Walt Disney World Swan and Dolphin Hotels, 1500 Epcot Resorts Boulevard, Lake Buena Vista, FL 32830-2653. Phone: 800-227-1500 or 407-934-4000. Fax: 407-934-4710.

## Antonio Gil Named to AMMB Board

Antonio (Tony) Gil, President of Mudanzas Clara del Rey S.L., has been named to replace Gunther Tesh on the Associate Members Management Board. Gil will be the new Mediterranean Area Representative on the AMMB.

Having entered the moving business in 1962 as supervisor of U.S. military traffic, Gil this year marks 40 years in the industry.

A former director of Gil Stauffer at several locations in Spain, in 1994 he was named vice president of international at the company. Two years later, he left the company and purchased Mudanzas Clara del Rey S.L., an established firm in Madrid.

Gil has held positions on the board of the Spanish Movers Association for many years, including Secretary General and then Vice President of the Spanish Section of FIDI. He also was the first Spanish representative at FEDEMAC, the European Union Movers Association.

A sports aviation fan, a pilot, and an avid aeromodeler, Gil formerly was president of the Spanish Air Sports Association and a member of the Spanish Olympic Committee that brought the Games to Barcelona in 1992. His wife and partner, Adela, is director of operations for the company.

Gunther Tesh is stepping down after many years of service on the AMMB. Many thanks to Gunther for his invaluable contributions to the growth and success of the Association over the years. ■

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## Get the Most Bang For Your Advertising Buck!

You can reach every single attendee at HHGFAA's 40th Annual Meeting by having your advertising flyer placed in the Annual Meeting packet given to each registrant. What's more, you can get this service for \$1,000 — much less than the \$4 per-item fee the hotel would charge for delivering your ad to each of your colleagues.

Your flyer must be 8-1/2" x 11" or smaller and must be received at HHGFAA Headquarters **no later than August 31, 2002.**

For shipping instructions and other information, contact Bel Carrington by phone at (703) 684-3780, or by e-mail at [bcarr7850@aol.com](mailto:bcarr7850@aol.com).

# INDUSTRY NEWS

## APPOINTMENTS

**Crown Relocations** has named **Michel van Riel** country manager, France. In addition to the greater-Paris region (Ile de France), he will develop key markets throughout the country. Van Riel said Crown plans to establish additional operations elsewhere in France, most notably in the Rhône-Alpes and Côte d'Azur regions, as well as near the city of Toulouse.



**Saporta**

Van Riel brings more than 25 years of experience in the international relocation industry to Crown. Born in Antwerp, Belgium, he speaks French, Dutch, English and German. He has worked in both Europe and North America. Prior to joining Crown, he spent 7 years as the Director of Continental Europe for an international moving company.

Crown Paris opened for business in 1998. Shortly thereafter, the company acquired and merged with Swiss-based Lavanchy International Removals, an internationally-reputed company with offices in France, Switzerland and Italy.

Crown also has announced the appointment of **Alexis Saporta** to the position of branch manager, Moscow.

Saporta is responsible for Crown's operations throughout the Russian Federation. The company also has an office in St. Petersburg.

Prior to this latest appointment, Saporta worked in Crown's Milan, Italy, office as corporate services manager. Before being hired by Crown, he spent 5 years in the industry, working for international relocation companies in Spain, France and Kenya.

A French national, Saporta speaks French, Greek, English, Italian, Spanish, and Mandarin (Chinese).

Crown has been present in Moscow for over five years. Last year, Crown Moscow became the first international relocation company to obtain a license to practice real estate activity in the greater Moscow area.



**Relocation Services International (RSI)**, a leading provider of household goods move management services to corporate clients, recently announced the addition of **Ken Treschitta** to its organization as director of sales—northeast Region. Treschitta, based in the New York Tri-State area, will start up a sales office in Connecticut, as an extension of RSI's Boston office. He will be responsible for sales and business development in the Northeast.

Treschitta brings to RSI over 13 years of experience in the relocation and transportation industries. Most recently, he was director of business development at Xonex Incorporated. Prior to that, he served as vice president of sales for Matrix International Logistics.



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

## CSI Participation Grows

The ports of Le Havre and Antwerp have joined Rotterdam and Singapore as participants in the the U.S. Customs' Container Security Initiative (CSI), which allows U.S. inspectors to be stationed at overseas ports to screen U.S.-bound containers. Customs hopes to sign all of the top 20 origin ports for U.S.-bound containers. In addition to the CSI program, the United States and Canada have agreed to allow customs officials to screen cargo at each other's seaports and airports.





## EXPANSIONS



**At left: Parliament House, Canberra, Australia.  
Above: Kent Executive Chairman Graham Kent**

### **Kent Int'l Dives into Canberra ACT**

As the first move in an expansion program aimed at further improving its already substantial share of the international corporate market, **Kent International Movers** has acquired the operating business of the Australian Capital Territory-based firm Wilson Removals Canberra.

Wilson Removals Canberra has enjoyed a long association with Kent dating back to Kent's founder Kieth Landells Kent, and has been an agent of Kent's in the ACT for a number of years.

Wilson is well known and respected in the ACT as a quality service provider and has achieved an appreciable share of the corporate, government and international removal and storage business in Canberra and the ACT.

Australian owned and operated, Wilson Removals is culturally very similar to Kent, making it an organization that will prove readily adaptable and highly responsive to the implementation of Kent's modus operandi, systems, and resources.

The Australian Capital Territory, with Canberra as its corporate and capital city, is an area with a high proportion of international professionals working within the Government sector which includes the Australian federal houses of parliament, offices of Defense, Treasury, and federal government departments.

In addition, many private organizations and international embassies comprise Canberra's high concentration of government, corporate and diplomatic personnel.

In this transient, highly professional environment, Kent will concentrate its drive squarely into the higher end of the international corporate removal market, with aggressive strategies aimed squarely at building brand awareness for Kent in the ACT and winning an increasingly larger share of the territory's international removal, storage, and relocation business.

The acquisition of Wilson Removals Canberra, officially announced on May 30, heralds the beginning of an exciting new era for Kent which follows an 18-month period of consolidation since Graham Kent assumed control of the business.

"For Kent, this is a bold and exciting initiative that not only spearheads the expansion of our international business, but also underpins Kent's ambition to become Australia's premier corporate international removals and storage company," said Executive Chairman Graham Kent.

Immediately following the announcement of the acquisition, Kent officially began operations in Canberra on May 30.





At left:  
Inside  
Crown's  
new  
information  
center in  
Shanghai.

**Crown Record Management Services Shanghai** has moved into a brand new, state-of-the-art information storage center. The new facility is located close to Shanghai's city center. Its features include 24-hour security patrol and high-tech fire-prevention apparatus. The facility is located inside a compound owned by the Chinese government.

Francis Cheung, general manager Crown Shanghai, said Crown RMS's new data center is the most advanced facility of its type in Shanghai. The facility is one story tall with 10,000 square feet of storage space, 15-foot-high ceilings and a sprinkler system.

Overall, the facility has a capacity of more than 50,000 cartons of records. The company plans to use its innovative bar code tracking and sorting system for file management by the end of the year.

Recently Crown launched a new, interactive website, [www.crownrms.com](http://www.crownrms.com). The site gives clients online management capabilities, including requests for retrieval or destruction of records.



**Crown Relocations** has opened a new branch office in Dalian, the company's seventh office in China. The Dalian branch joins existing Crown operations in Beijing, Shanghai, Chengdu, Guangzhou, Shenzhen, and Tianjin.

Branch Manager Francis Cheung noted that Dalian is "gateway to Northeast China and Inner Mongolia, as well as the principal international seaport for the Liaoning Province." Dalian is home to the largest expatriate community in the northeast of China, with approximately 3,000 foreign representative offices and agencies registered in the city. Cheung said more foreign workers will be sent there in coming years to establish operations for multinationals as the Chinese economy continues to grow.

It is widely believed that China's recent entry into the World Trade Organization will lead to an increase in foreign investment and continued economic growth in coming years. The Dalian Economic and Technological Development Zone, established in 1985, was the first of its kind in China. Since its inception, close to 40 different countries have invested in Dalian, with Japan, Hong Kong, the United States, Korea, and France leading the list. To date, the zone has attracted investment of over US\$10 billion.



The facility seen from the outside, at the intersection of Nanjing and Hua Hai Roads in Shanghai.

## Homeland Security To Assume Many Cyber Duties

The proposed Department of Homeland Security would assume some critical cybersecurity duties from other Cabinet agencies, according to CNET News. Many trucking companies have substantial investments in computer technology and maintaining security on their corporate networks. The new department would take over the Critical Infrastructure Assurance Office from the Commerce Department and the National Infrastructure Protection Center from the FBI. It would also use the General Services Administration's Federal Computer Incident Response Center and take over DoD's National Communication System in case of emergency.



## **Asian Tigers: Caring for the Environment**

When Asian Tigers K. C. Dat embarked on implementing an environmental management system last year, it was not done with the aim of saving money for the organization. Instead it was part of an ongoing commitment to protecting and preserving the environment.

Quality Manager Dinesh K. explains that in addition to sparing trees (by reducing paper usage and reusing wooden crates), the company has saved nearly S\$30,000 in operating costs. This was a direct result of the implementation of the environmental management system.

According to Dinesh, through small, simple steps like reducing the amount of fresh paper used, reusing internally paper that is printed only on one side, and recycling wooden crates from inbound shipments for outbound moves, the amount of rubbish disposed of was reduced significantly.

He adds that the environmental management system is unique in that unlike most management initiatives that are driven by top management, the success of this program required the commitment and involvement of all levels of staff. Without such commitment, the targets set for the previous year would not have been met and there would not have been any cost savings.

As more and more customers demand that their suppliers employ good environmentally friendly practices, it was a natural progression for the company to institute an environmental management system, and Asian Tigers K. C. Dat has taken the lead by being the first moving company in the industry to be certified to the ISO 14001 standard.

## **Crown Unveils New IM Website**

Crown Records Management has launched a new interactive website, [www.crownrms.com](http://www.crownrms.com).

“Visiting our site, clients have online management capabilities. They can make requests for retrieval or even destruction of their records,” said Siobhan Harris, Crown’s Web content manager based in New York.

“The site gives our customers an overview of our products and services, as well as access to a secure portal to an online tracking system” said Group Records Management Development Manager Philip Britton, based in Hong Kong. Britton is responsible for managing and overseeing the growth of Crown’s records management capabilities worldwide.

Using the online tracking system, customers can place requests for services, track their progression as well as create management reports on their current off-site storage inventory.

The website will be continually updated and refined, as part of Crown’s ongoing pledge to meet the current and future requirements of its customers.

Crown uses RS-SQL software, a product of O’Neil Software, Inc., a premier producer of records management software, to provide these online capabilities at all worldwide locations.

## **Doree Bonner Launches New Redesigned Website**

The UK-based Doree Bonner International Group recently launched its new, improved, and completely redesigned website at [www.doreebonner.co.uk](http://www.doreebonner.co.uk). The new site features full details of all services, including domestic household removals and storage, international moving business relocation, and Promove, Doree Bonner’s corporate offering. It also offers improved customer support and the newly launched Doree Bonner Young Movers Club.

The club is for the young and young at heart. Everyone knows how stressful moving can be and Doree Bonner hopes to reassure the younger members of the family that moving can be fun. This area of the site offers visitors the opportunity to test their skills on the four interactive games, send in pictures and drawings of their move, contribute to the regular newsletter, and try to improve their score on the Doree Bonner quiz. There also soon will be competitions with prizes.

In terms of customer support, the new site offers help and advice to those thinking of moving as well as existing customers. It gives prospective movers the chance to have their questions personally answered by the experts and offers them the opportunity to discuss their individual requirements. Customers also may offer both positive and negative feedback with online forms for rating their experience of Doree Bonner’s customer service as well as raising any complaints they may have.

The site is currently available only in English; however, French and Spanish versions will be coming online very soon to assist some of Doree Bonner’s international customers. Visitors to the site will discover that the friendly Doree Bonner cat also has been given a new lease on life, springing into action on the homepage.

## **IN MEMORIAM**



### **Barney Woodward**

Barney Woodward, who until his retirement worked at Interdean in London, passed away on May 1 following a 2-year illness. For many years he served as the UK Representative for HHGFAA.



## Move One International Organizes Charity Event

*By Rebecca Wallace*

Gold-leaf Macedonian icons were transformed into modern athletic shoes in June, and a group of kids in a Skopje orphanage delightfully reaped the rewards. The metamorphosis was the brainchild of Jason Cahill, who manages the offices of Move One International Movers in Kosovo and Macedonia.

While the concept of business charity is not widespread in the Balkans, the Corporate Citizenship committee of AmCham (the American Chamber of Commerce) in Skopje, of which Cahill is a member, is thriving. The committee's latest event, in partnership with Move One, was a success.

"Having lived here for two and a half years now, I know how hard it is for foreigners to find local art and craftsmanship," Jason said. "Why not bring it to them and give artists a chance to promote themselves while also giving back to the community?"

The result was the Artists and Craftsmen Charity Event, an April affair that combined a cocktail party with an opportunity for Macedonian artists to exhibit and sell their work. Iconography, photography, traditional and modern painting, needlework, stained glass, and iron works were shown, and the artists and craftsmen donated 20 percent of the evening's sales to charity.

Local hotels donated the food, a local brewery chipped in for the beer and wine, and Move One provided a violin and piano player. About 120 people attended, and three Move One staff members — operations supervisor Nikola "Koki" Spasovski, sales representative Monika Dimitrova, and lead moving specialist Dejan Tonevski — handled all logistics and movements for the event.

Cahill had expected the event to raise \$800. Instead, it brought in \$1,500. Thrilled, the event organizers were able to give generously to the 25 Maj Orphanage in Skopje. They used the proceeds to purchase 57 pairs of sneakers for the 57 children, as well as new desks for the orphanage's main office. On June 12, Move One picked up and delivered the bounty to the orphanage.

"All the recipients were truly surprised and happy," Cahill said. He also noted, however, that the visit to the





orphanage wasn't always easy. "Although the orphanage sees some EU donations, those monies are mainly used for food, electricity, and heating. The orphanage is in serious need of refurbishing. Although people felt happy for helping, they also were bitterly reminded of how much they have and others don't."

The Corporate Citizenship committee is now in the middle of its next event: a charity tournament that has already raised \$1,000 and is expected to reach \$2,000 by its end.

Website: <http://www.erceurope.com>

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## HONORS AND AWARDS



Left to right: Augusto Alegre, executive president of Peruvian of Public Opinion (POP), Juan Galvez, president, and Julio Cesar Soriano, commercial manager, at World Shipping & Storage S.A.

Lima-based **World Shipping & Storage S.A.** has been named by Peruvian of Public Opinion as the Best International Moving Company for the third consecutive year. Peruvian of Public Opinion is a company that for the past 25 years has been dedicated to measuring the preferences of consumers in Peru.



**AE Worldwide** has announced that **Joan Ascolese** has earned the American Moving & Storage Association's Certified Moving consultant (CMC) accreditation. Her accomplishment means that 100 percent of the company's eligible employees are now CMC accredited. Ascolese has worked with the AE Worldwide Operations staff for 4 years and was recently placed in charge of dispatching in 26 key market cities.



To mark the Queen's birthday, at a reception introduced by the Duke of York, it was announced that **Sterling International** was to be presented with the Queen's Award for Enterprise 2002. This is the second time in the company's 10-year history that it has received the Queen's Award. This prestigious accolade recognizes exceptional growth in export services over the past 3 years.

Sterling has quickly grown to be one of the top five relocation companies in Europe and was awarded a place in the Deloitte & Touche Top 100 Fastest Growing Companies in 1998 and again in 1999.

Cofounders Peter Carter and Richard Levine were delighted to yet again receive public recognition of the company's success and confirmation of Sterling's strength and continued growth within the relocation industry.

The market-leading innovations introduced by Sterling have included complimentary electrician/handyman and maid/valet services, transformers and adapters provided for over 70 countries, suit covers, shoe bags, and welcome hampers — each part of the famous Sterling "Finishing Touch." The most recent service to be introduced was the Sterling Concierge Club, which helps clients set up bank and mobile phone accounts, mortgages, utilities and the many other services required by those relocating to the UK.



**WISEnterprises, Inc.**, a specialist in all phases of household goods/personal effects forwarding, is celebrating its 10th anniversary this year. Janet Turner and Marylynn "Sam" DeFrancesco, co-owners and founders of the company, are both advocates of quality and excellence in all aspects of their business. WISEnterprises is a member of the Women's Business Enterprise National Council and has been certified as a Women's Business Enterprise since 2000.

# IN MEMORIAM

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## Henri Harsch

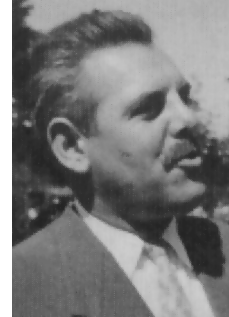
Harsh Transports of Switzerland has informed HHGFAA of the death of Henri Harsch, who passed away on June 17. He was the founder of the company Henri Harsch HH SA and the father of CEO Bertrand Harsch.

Born in 1917, Mr. Harsch lost his father a few months later to a disease called Spanish fever. He grew with his hard-working mother, who had to take care of her tiny grocery store, a beloved and always present godmother, and an aunt, who were his only relatives. These three women enjoyed, until the very last day of their lives, affection, constant presence, and respect from Henri. He never denied his humble origins.

He began working as a customs broker at the age of 15 and worked with TWA freight in Geneva in the early 1950s. He then started his own company with the help of his wife Irène, the mother of his three children, who was at his side throughout his life and who survived him.

In the beginning, the company used the help of a few hourly workers, aided from time to time by his sons and godchild.

As the business grew, people easily entrusted valuable and irreplaceable art masterpieces to Mr. Harsch's company. He was enterprising, dynamic, and deeply honest. His employees recall that his straight-forward nature, sometimes despot, hid a deeply charitable soul and a golden heart. He managed with an iron grip and stentorian voice an organization that became one of the crown jewels of Geneva's forwarding community. Much to his joy, he was able to assure his succession to the company's management through his son, Bertrand, who made Harsch Transports what it is today.



## The Truth Is Out There . . . Sterling Moves Scully

Sterling International Movers, London was delighted to receive an excellent performance report completed by Gillian Anderson, star of the hit U.S. TV series "The X Files" when they helped the well-known actress to move in and set up in her second home, in the increasingly popular West London area of Notting Hill. Anderson, who plays the typically skeptical Agent Scully, reported that Sterling's service was quite out of the ordinary and unlike any moving experience she had encountered previously.

Following the completion of the move the star remarked, "My work involves a lot of international travel and relocation. I know how stressful these things can be so I was pleasantly surprised at how simple the whole process was made for me."

In association with The MI Group, Sterling International Movers was selected to move Anderson across the Atlantic. Natalie Bissell, who managed the move on Sterling's side, said, "Gillian is a well-known celebrity and moving into such a popular area can create a lot of local interest. We had to take special care to keep the delivery as discreet as possible. For example, we used a small shuttle van for the delivery instead of a large pantechicon truck to avoid undue attention. Because of Gillian's busy lifestyle, she needed a lot of assistance to settle in and utilized our handyman and maid service to do this as quickly as possible. The move went extremely well and it was a pleasure dealing with such a pleasant, high-profile client."

Anderson added, "My time is taken up with my acting career and personal life. This move was important to me, but I didn't want it to take up any more of my time than was really necessary. I value my privacy and having the media knocking on my door is the last thing I need when I'm moving to a new place. I thought that both Sterling and The MI Group handled everything extraordinarily well!"



**Gillian Anderson, star of TV's "The X Files" — and satisfied customer.**

# Egypt: Where Patience Is a Virtue

*By Joann G. Nazzal, Public Relations, Express International Company*

*Editor's note: The May/June issue of The Portal focused on customs and practices unique to specific countries and regions of the world. Following the publication of that issue, HHGFAA received the following submission from a member in Cairo that provides interesting insights into doing business in Egypt.*

Egypt — the land of the Pharaohs, the cradle of civilization — is now one of the most active countries in the Middle East with respect to business and development. Although modern in many ways, Egypt still applies many traditional practices and protocols in the business world.

There is a solid structure in Egypt with respect to laws and government rules and regulations; at the same time, there is a great deal of bureaucracy involved. So if you have a connection or know someone who has a high rank in a company or in the government, it is always to your benefit. The general atmosphere in the business world is quite laid back and in some cases, you may need to push a little to get what you need. Also, it would be a good idea and more effective to communicate with the same gender in business.

As a result of this laid-back attitude, it is very common for people to be late to their appointments, so you shouldn't be upset if it happens to you. My father's therapy for this is to have a lot of patience and take very deep breaths. This has helped him a lot in creating a successful business here in Egypt.

In the Egyptian culture, much revolves around personal relationships. By nature, Egyptians are very warm and friendly, and it is a good idea to start a personal relationship before developing a professional one. It is very possible that you will be invited to an Egyptian's home for a meal or just for a cup of tea. It will mean a lot to the person if you accept the invitation, and your host will be quite offended if you refuse anything that is offered to you. When Egyptians invite you to their home, it means that they want to make you feel like part of the family. You should be prepared to share extensive personal and family information before proceeding to business discussions. Offering a gift from your country is also a good way to begin a relationship, be it professional or personal.

Another thing that will help you understand the Egyptian way of doing things and keep you on the right track relates to your manner of dress. It is seen as improper and very provocative for a woman to bare her arms, legs, and upper chest. It is best for a woman to wear a half-sleeved shirt or blouse and a skirt that covers the knees. Trousers are quite acceptable. A traditional Egyptian man may not introduce his wife or daughter; in such cases it is better to pretend that they are not present. Men in Egypt are very protective of their females, and to very traditional men it is not seen as proper for their women to converse with a stranger.

Most people in Egypt do not consume liquor for religious reasons. If you are having a meal with an Egyptian who happens to be a Muslim and you are offered a drink, ordering a beer or one of Egypt's excellent local wines would be a good idea. Alcohol is available in all hotels and most restaurants.

Egyptian men may greet each other by grasping the right hand, with the left hand on the shoulder, as kisses on each cheek are shared. Kissing in public is always done by persons of the same gender, whether male or female. It is always improper for a male to kiss a female in public.

Consider this scenario: There is an American man and an Egyptian man. The American man extends his hand to shake the Egyptian man's. The Egyptian steps forward, unaware that he is invading the American's personal space. The American man, somewhat offended, takes a step back. The Egyptian, not sure why, takes another step forward, thinking, "What a strange man." (Note that they are still holding hands.) The American man again steps back, thinking, "What is going on? This guy is strange!" Again, the Egyptian man takes a step forward. Each is offended by the other's actions, and neither is sure exactly what the other is doing.

This funny anecdote illustrates a simple problem that amounts to a lack of cultural understanding. Egyptians are very fascinated by foreigners. They will always try to approach you in a friendly manner. If you are in a public place, do not be concerned if an Egyptian prefers to sit at the same table or in the next seat. He is only trying to be sociable. Egyptians probably will not converse in such circumstances unless they know a few words of English.

With respect to doing business in Egypt, and especially at Express International Company, it is very important to know that you are dealing with an honest and trustworthy person. As in any other culture or any other country in the world, any business relationship must revolve around trust and honesty. It is also important to know that the people you deal with will follow up on their work, and that they are dedicated and care enough to respond to and fulfill the client's requests. Only then will you perfect the quality and standards of your service. ■

# WELCOME NEW MEMBERS



**Jeffrey Coleman**  
Executive Vice  
President  
Covan International Inc.  
HHGFAA Chairman

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

## ASSOCIATE MEMBERS

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San Isidro, B.A., Argentina  
Tel: (54) 11 4735 6213  
Fax: (54) 11 4735 6213  
E-Mail: bsasinternacional@ciudad.com.ar  
No of Years in Business: 1  
P.O.C: Mrs. Cristina Beatriz Colombini  
Sponsors: Juan Beretta Mudanzas Int'l, Argentina  
Exportainer, Argentina

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Fax: (91) 586 626  
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Alphen A/d Ryn, The Netherlands  
Tel: (31) 172 426 346  
Fax: (31) 172 234 980  
E-Mail: michelle.singorgo@easy-move.nl  
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Sponsors: F&N Worldwide Logistics Ltd, England  
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Sponsors: Henk International Euromovers, Austria  
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E-mail: netove@netmove.com.br  
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E-Mail: bournes@uts-bourne.co.uk  
P.O.C: Eric Bourne  
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**The Relocation Freight Corporation of America (TRFCA)**  
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Fax: (260) 496-9417  
E-Mail: Thomas.Weimer@trfca-worldwide.com  
P.O.C: Thomas Weimer  
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## In the Wake Of 9/11



**T**he *Kiplinger Letter*, which issues forecasts for managers, predicts that you can soon expect:

- Tighter immigration and visa controls, including a crackdown on foreign students who overstay or who don't actually enroll at schools.
- Much tighter airport security and even longer lines by Jan. 1. 54,000 additional federal workers, 1,100 minivan-size X-ray machines, and 6,000 trace detectors will be deployed to screen ALL airline baggage.
- Over \$40 billion in federal homeland security funds for FY 2003 beginning to have an effect, mostly in border and transportation security.
- Higher import costs and slower overseas shipments. Expected legislation will require that importers vouch for security of shipments from the point of origin through final destination. That will mean setting up security programs at overseas facilities and sealing containers as they leave factories.
- Communications and computer systems to track all truck movements. A national E-ZPass system will help shippers with good security records.
- A slew of new technologies, all aimed at domestic security, such as sensors to sniff out chemical and biological weapons; "smart" containers that send electronic signals when opened; beefed-up encryption software; new building materials that are more resistant to fires and explosions; and easy, cost-effective satellite tracking programs for trucks and cargo.



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### Price List for Selected HHGFAA Publications and Miscellaneous Items

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HHGFAA Freight Forwarders Tariff #4	15.00	
2002-2003 HHGFAA Membership Directory	50.00	60.00
Rate Solicitation I-13	45.00	55.00
How Congress Works: A Layman's Guide to Understanding Congress	10.00	
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# 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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Burnsville, MN 55337  
Tel: (952) 894-8888 • Toll Free: (800) 328-3803  
Fax: (952) 894-0020  
E-Mail: bill.everson@actionmoving.com  
P.O.C: Willard J "Bill" Everson  
No of Years in Business: 21  
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Fax: (713) 896-6003  
E-mail: gary.hughes@atlanticrelocation.com  
P.O.C: Gary Hughes  
No of Years in Business: 35

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E-mail: eim@eimthailand.com  
P.O.C: Mr. Michael A. Ellis

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E-mail: james@linksasia.com  
P.O.C: Mr. James Hooper

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E-mail: china@magellanmoving.com  
P.O.C: Mr. Will Davies  
Sponsors: Suddath International, FL  
JVK International Movers, Myanmar

#### **Magellan International Movers Ltd.**

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No of Years in Business 19  
P.O.C: Akira Shiiki  
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E-mail: info@paul-v-maur-s.de  
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Fax: (562) 621 4747  
E-Mail: unitedshipping@entelchile.net  
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# WASHINGTON UPDATE

## Transportation, Security, and the Post-9/11 Congress

Before Sept. 11, Americans knew that a robust U.S. transportation infrastructure was vital to our economy and quality of life — particularly to our desire to move freely and easily about the country and to receive commodities overnight.

Since then, we have experienced security challenges previously unimagined, with increasing impact on our transportation system of aviation, rail, roads, transit, ports and waterways. In recent weeks, the Washington, D.C., Metro system was placed on security alert, as was the Brooklyn Bridge.

Never before in my 24 years in Congress have I seen such a difficult appropriation year (and coming reauthorization cycle), where we have to sort out seemingly intractable funding and security needs across our transportation network — from highways to rail to aviation.

Perhaps the most pressing transportation challenge after Sept. 11 is to establish an effective and efficient Transportation Security Administration — to deal first with aviation security, but also to ensure that other transportation means, including transit, shipping ports and motor carriers, are well-protected against those who would do us harm.

Yet a firm resolve to meet this challenge and other transportation needs does not produce the money to pay for them.

First, declining gas tax receipts and the negative Revenue Aligned Budget Authority adjustment required by the Transportation Equity Act for the 21st Century have left us with an \$8.6 billion highway funding shortfall for fiscal 2003, as compared to 2002.

While we have a history of tension in the House between “authorizers” and “appropriators” over transportation policy and budgeting, I am hopeful that the recent agreement to restore \$4.4 billion in fiscal 2003 highway funding, which was attached to the House fiscal 2002 supplemental appropriations bill, will signal a new era of cooperation and comity.

However, this is one accomplishment on a very long transportation funding to-do list. For, apart from new security concerns, the demands for infrastructure investment far exceed this partial funding fix for highways. The 1999 Highways and Transit Conditions and Performance Report reveals that even with the higher highway and transit funding in TEA-21 we are not maintaining the performance of our highway and transit systems. So delays will continue to worsen, increasing inefficiency throughout the country.

In fact, the Texas Transportation Institute estimates that in 68 metropolitan areas studied in 1997, Americans wasted 6.7 billion gallons of fuel and 4.3 billion hours of time because of delay. The total cost to American motorists in these areas is about \$72 billion annually.

Even though transit is relatively unaffected in the current budget crunch, transit funding will face serious constraints in reauthorization, where the transit trust fund will likely run into cash-solvency problems. The good news that transit investments are becoming more popular across the country means that we have demand for bus and new starts transit funding that far outstrips by billions of dollars the funds available in the near term.

And then there’s intercity passenger rail. The aviation shutdown last fall underscored the importance of Amtrak and passenger rail. Yet Amtrak, which has been sickly from its inception, faces a financial turning point this year.

The administration has turned a blind eye to Amtrak and requested level funding for Amtrak next year — \$521 million. Amtrak has officially stated that it will be forced to close many long-distance routes later this year if it doesn’t receive \$1.2 billion.

However, the Transportation Security Administration is our biggest transportation policy and budget challenge this year. The Department of Transportation is struggling to set up the organization — hiring passenger and baggage screeners, air marshals and other personnel, and purchasing equipment and developing security protocols that will restore Americans’ faith in air travel.

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**By U.S. Representative  
Martin Sabo**

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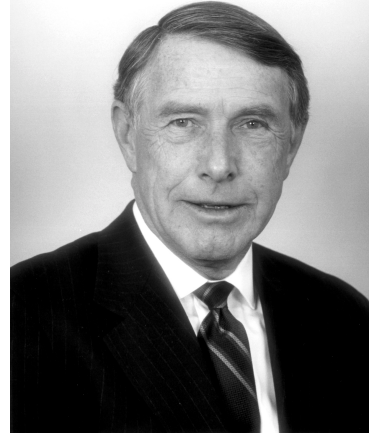


Compounding TSA's struggle to organize has been its inability to provide Congress with reliable information on its annual budget for aviation and other modes. One thing I'm certain of, however, is that when Congress receives TSA's amended budget request, it will far exceed — by billions of dollars — the resources we have available.

One effort to fill this funding gap — an increased passenger fee for aviation security — was removed from the fiscal 2002 supplemental appropriations bill before the House passed it. While reasonable people may disagree on how to pay for aviation security and other critical transportation investments, the fact remains that they must be paid for, and we do not know where the money will come from.

In recent years, Congress has engaged in “transportation trust fund” debates, and I have strongly argued for unified budgeting so that we can have the flexibility to best address transportation funding needs as they arise. This year, and as we look to reauthorize transportation programs, we will need increased flexibility, creativity and a lot more money to address the transportation emergencies we face.

I believe that the American public is willing to pay for increased security, in transportation and elsewhere. However, without new sources of funding, we will certainly face growing budget deficits and increasingly difficult choices within transportation and across the federal budget. ■



*Congressman Martin Sabo (D-MN) is the ranking Democrat on the House Appropriations Subcommittee on Transportation.*

## **FAST Program In the Works**

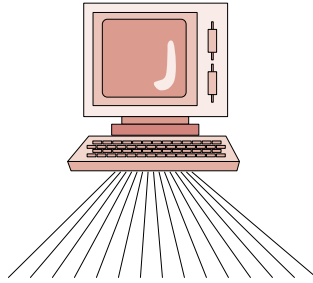
The United States and Canada have unveiled a program to speed clearance of low-risk cargo at shared border crossings. The Free and Secure Trade program (FAST) is based on an existing Canadian system that admits pre-approved traffic using bar code and smart-card identifiers, and the U.S. Customs-Trade Partnership Against Terrorism (C-TPAT), which does much the same thing.

The FAST program screens participants and provides expedited passage through border checkpoints on dedicated or “fast” lanes.





# Link Up with HHGFAA



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

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

Household Goods Forwarders Association of America, Inc.

ATTN: Belvian W. Carrington

2320 Mill Road, Suite 102 • Alexandria, VA 22314

**OR fax credit card orders**

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

Name \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Description of Company (20-word limit) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Web Address \_\_\_\_\_

E-mail Address \_\_\_\_\_

Payment Type:  Check  American Express  Visa  MasterCard

Credit Card No. \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name of Cardholder \_\_\_\_\_

Signature \_\_\_\_\_

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

## **New Import Customs Information for Vietnam**

**T**ran Minh, operations and rates manager at Royal International Movers in Hanoi, Vietnam, reports that HHGFAA members should be aware of the following information with respect to Customs regulations in that country.

### **Prohibited items:**

- Firearms
- Narcotics
- Pornographic material
- Anticommunist material

### **General information**

- Customs can physically inspect shipment contents (except for diplomats).
- Do not declare items as packed by owner (PBO). Ask shipper for the contents of the box.
- Importation of alcohol is prohibited (except for diplomats).
- Client must be in Vietnam during the Customs clearance.
- Time required to complete Customs clearance:  
Sea: 3–6 days  
Air: 2–4 days

### **Vehicle importation**

Only diplomats and some UN or NGO organizations are allowed to import vehicles. There are numerous requirements and restrictions. For example:

- Imported cars should be at least 75 percent new. The value will be assessed by Vietnamese Vehicle Control authorities during Customs clearance.
- Imported motorbikes should be brand new and have engine capacity less than 175 cubic centimeters.
- Never leave vehicle documents/papers together with shipment. Please ask the shipper to take them to Vietnam before the vehicle's arrival.

### **Customs Import Tax/Duties**

- Except for diplomats/UN/NGOs, all shipments are subject to Customs import tax/duties (with only a small exemption). The highest dutiable items (50–60% import tax plus 10 percent VAT) are electric/electronic appliances, CDs, VCDs, DVDs, furniture, bicycles.

### **Consignment instruction on Bill of Lading (AWB):**

For all shipments to Northern, Central, or Southern Vietnam, consign to  
Consignee  
Shipper's passport name  
c/o his/her company in Vietnam  
Include phone/fax/address.

For more information, contact

Tran Minh  
Operations and Rates Manager  
Royal International Movers  
97 Tran Duy Hung Street  
Hanoi, Vietnam  
Phone: 84-4-556 4365/6  
Fax: 84-4-556-4281

## Coming Up in the Next Issue of The Portal

The Annual Meeting issue of *The Portal* is the perfect place to focus on international travel and networking. The magazine will be distributed at the 40th Annual Meeting in Orlando, Florida, this fall. Do you have networking tips to share with our readers? Why is it important for you to attend industry conventions and trade shows? If you have comments or tips to share, send them to

Bel Carrington  
HHGFAA  
2320 Mill Road  
Alexandria, VA 22314  
Fax: (703) 684-3784  
E-mail: bcarri7850@aol.com

**NOTE: The deadline for the September/October issue is August 20.** Be sure to have your comments and submissions to us by then.

### Background Checks: A Fact of Life Post-9/11

Background checks prior to hiring are becoming commonplace at many more companies — food processors, sports venues, port services, handlers of hazardous waste and explosives. And checks are going deeper in industries such as defense, where they were common before Sept. 11.

They're well worth the cost: about \$100 to \$200 per screening. Some 15 percent of the checks find criminal histories that applicants don't own up to. And they can help shield employers from negligent-hiring lawsuits.

Some tips: Hire an outside firm that searches both paper records and electronic ones. Get the applicant's approval, as required by law. Know the limits on the use of some documents, including medical, bankruptcy court, workers' compensation, military, and education files.

— SOURCE: *The Kiplinger Washington Editors*



# 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](http://hhgfaa.org)  
A.Alternativa: [a-alternativa.com.br](http://a-alternativa.com.br)  
AE Worldwide: [aenationwide.com](http://aenationwide.com)  
AGS: [ags-worldwide-movers.com](http://ags-worldwide-movers.com)  
Air Animal: [airanimal.com](http://airanimal.com)  
Airport Terminal Maps: [mapquest.com](http://mapquest.com)  
Andreas Christ Movers: [christ-movers.com](http://christ-movers.com)  
APA Worldwide: [apaworldwide.com](http://apaworldwide.com)  
Arrowpak: [arrowpak.co.uk](http://arrowpak.co.uk)  
Ashoka Int'l: [indiantrade.com/ashoka](http://indiantrade.com/ashoka)  
Asian Tigers: [asiantigers-premierwww.com](http://asiantigers-premierwww.com)  
Atlas Int'l Movers: [atlas-movers.nl](http://atlas-movers.nl)  
Beweship: [beweship.com](http://beweship.com)  
Blue Sky Int'l: [blueskymoving.com](http://blueskymoving.com)  
Brazil Worldmover: [brazilmover.com](http://brazilmover.com)  
Business Etiquette:  
[executiveplanet.com/community](http://executiveplanet.com/community)  
Claims Prevention and Procedure Council:  
[claimsnet.org](http://claimsnet.org)  
Comprehensive Medical Information:  
[healthfinder.gov](http://healthfinder.gov)  
Country & Regional Search Engine:  
[philb.com/countryse.htm](http://philb.com/countryse.htm)  
Crown Records Management: [crownrms.com](http://crownrms.com)  
Crown Relocations: [crownrelo.com](http://crownrelo.com)  
Crystal International: [crystalinternational.com](http://crystalinternational.com)  
Desbordes Int'l: [desbordesinternational.com](http://desbordesinternational.com)  
DeWitt Trans. Services of Guam: [dewittguam.com](http://dewittguam.com)  
Direct Moving: [directmoving.com](http://directmoving.com)  
Eagle Van Lines: [eaglevanlines.com](http://eaglevanlines.com)  
EUROUSA: [the-eurogroup.com](http://the-eurogroup.com)  
Excargo Services: [excargo.com](http://excargo.com)  
Executive Insurance Services: [execinsurance.net](http://execinsurance.net)  
Executive Moving Systems: [thebestmove.com](http://thebestmove.com)  
Federal Maritime Commission: [fmc.gov](http://fmc.gov)  
Federation of International Trade Associations:  
<http://fita.org>  
Flight and Airport Information: [www.faa.gov](http://www.faa.gov)  
Free Legal Forms: [findforms.com](http://findforms.com)  
Freeline Movers: [flm.com.pk](http://flm.com.pk)  
Freight Int'l: [freightinternational.com](http://freightinternational.com)  
Fukuoka Soko Co.: [fukuokasoko.com/moving](http://fukuokasoko.com/moving)  
Garcia Trucking: [garciatrucking.com](http://garciatrucking.com)

Gateways Int'l: [gatewaysinternational.com](http://gatewaysinternational.com)  
Global Security Updates:  
[airsecurity.com/hotspots/hotspots.asp](http://airsecurity.com/hotspots/hotspots.asp)  
Gosselin Worldwide Moving: [gosselin.be](http://gosselin.be)  
Health Insurance Info: [hcfa.gov](http://hcfa.gov) and [hhs.gov](http://hhs.gov)  
International Holidays (arranged by country):  
[earthcalendar.net](http://earthcalendar.net)  
International Maritime Bureau Piracy Reporting  
Center: [icc-ccs.org](http://icc-ccs.org)  
Interdean Interconex: [interdean.com](http://interdean.com)  
Intermove: [Intermove.com](http://Intermove.com)  
International Organization for Standardization:  
[ISO.ch](http://ISO.ch)  
Inters &R: [inters-r.com](http://inters-r.com)  
iRS Network: [irsworld.com](http://irsworld.com)  
Journal of Commerce: [joc.com](http://joc.com)  
JVK Movers: [jvkmovers.com](http://jvkmovers.com)  
Language-related Websites: [ilovelanguages.com](http://ilovelanguages.com)  
La Vascongada, S.L.: [vascongada.com](http://vascongada.com)  
Library of Congress Country Studies:  
[lcweb2.loc.gov/frd/cs/cshome.html](http://lcweb2.loc.gov/frd/cs/cshome.html)  
Madrid Home Sites: [qdq.com](http://qdq.com)  
McGimpsey Removals: [mcgimpseys.com](http://mcgimpseys.com)  
Military Traffic Management Command:  
[mtmc.army.mil](http://mtmc.army.mil)  
Movements Int'l: [movementsinternational.com](http://movementsinternational.com)  
Mudanzas Trafimar: [mudanzastrafimar.com.mx](http://mudanzastrafimar.com.mx)  
Nationwide Relocation Int'l: [nrui.com](http://nrui.com)  
NEER Service: [neerservice.com](http://neerservice.com) or [neerservice.fr](http://neerservice.fr)  
New Haven Moving Equip.: [newhaven-usa.com](http://newhaven-usa.com)  
Online Publishers Association:  
[internetnews.com/](http://internetnews.com/)  
P.M. Packers & Movers: [packersindia.com](http://packersindia.com)  
Pac Global Ins. Brokerage: [pacglobalins.com](http://pacglobalins.com)  
Packimpex Ltd: [packimpex.ch](http://packimpex.ch)  
PAIMA: [paima.com](http://paima.com)  
Paris-Las Vegas: [parislvs.com](http://parislvs.com)  
Phoenix Transport Services: [phoenix-transport.de](http://phoenix-transport.de)  
Resource Link: [www.online-publishers.org](http://www.online-publishers.org)  
Rhema Movers: [rhemamovers.com.sg](http://rhemamovers.com.sg)  
Santa Fe: [santafe.com.hk](http://santafe.com.hk)  
SCANVAN: [scanvan.com](http://scanvan.com)  
Schenker Stinnes Logistics: [schenker.bg](http://schenker.bg)  
Sea Bird Services: [seabird.com.eg](http://seabird.com.eg)  
SEM Movers: [sem-movers.com](http://sem-movers.com)  
Showcase Europe: [sce.doc.gov](http://sce.doc.gov)  
SIT Transportes Internacionales: [sit-spain.com](http://sit-spain.com)  
Status Baby Transports: [status-baby.com.br](http://status-baby.com.br)  
Sterling Int'l Movers (UK): [sterlingmovers.com](http://sterlingmovers.com)  
TechMate Int'l: [TechMateIntl.com](http://TechMateIntl.com)  
TG International: [tginternational.com](http://tginternational.com)  
The Guardian Svcs Group: [guardianservices.com](http://guardianservices.com)  
The Moving Company: [themovingcompany.co.nz](http://themovingcompany.co.nz)  
Transmove: [trans-move.com](http://trans-move.com)  
Trans Movers Worldwide: [centrin.net.id/tranmove](http://centrin.net.id/tranmove)  
Transcontainer: [transcontainer-group.com](http://transcontainer-group.com)  
Trans-Link Express: [translink.co.th](http://translink.co.th)  
Transpack Packing & Frt. Fwd: [Transpack.com.pk](http://Transpack.com.pk)  
Tumi Int'l Movers: [tumimovers.com](http://tumimovers.com)  
UniGroup UTS: [unigroupworldwide.com](http://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*  
Welti-Furrer: *welti-furrer.ch*  
Wheaton World Wide Moving:  
*wheatonworldwide.com*  
Worldwide Movers Africa: *wwmovers-africa.com*  
YP-35: *yp-35.org*

### Selected E-mail Addresses

HHGFAA: *hhgfaa@aol.com*  
A.Alternativa: *transp@a-alternativa.com.br*  
AGS: *castro-j@ags-paris.com*  
Air Animal: *petmover@airanimal.com*  
American President Lines:  
*david\_deboer@ccgate.apl.com*  
APA Worldwide: *apawwm@sol.racsa.co.cr*  
Andreas Christ Movers: *info@christ-movers.com*  
Argenmove: *argenmove@argenmove.com.ar*  
Arrowpak: *sales@arrowpack.co.uk*  
Ashoka Int'l: *ashokint@ndb.ylnl.net.in*  
Asian Tigers: *kuss@premierwwm.com*  
Atlas Int'l Movers: *info@atlas-movers.nl*  
Biddulphs: *biddulphs@biddulphs.co.za*  
Blue Sky Int'l: *info@blueskymoving.com*  
Brazil Worldmover: *worldmover@brazilmail.com*  
Cartwright Int'l Van Lines:  
*intl-van@cartwrighttrans.com*  
Claims Prevention and Procedure Council:  
*claimsnet@aol.com*  
Constantine Moving Services:  
*const@globalnet.co.uk*  
Corstjens WW Movers: *info@corstjens.nl*  
Cosmopolitan Transport Mandiri:  
*cosmotrans@cbn.nct.id*  
Crown Santiago: *hmihailovschi@crownrelo.com*  
Crystal International:  
*info@crystalinternational.com*  
Desbordes Int'l: *info@desbordesinternational.com*  
DeWitt Trans. Svc Guam: *ezdewitt@dewitt.com.gu*  
Direct Moving: *kr@directmoving.com*  
Eagle Van Lines: *jamies@eaglevanlines.com*  
Emery Worldwide: *reilly.robert@emeryworld.com*  
Executive Insurance Services:  
*eisfla@magicnet.net*  
Executive Moving Systems:  
*salesinfo@thebestmove.com*  
Fidelity & Marine Ins.: *info@fidelitymarine.com*  
Freeline Movers: *flm@isb.paknet.com.pk*  
Freight Int'l: *removal@emirates.net.ae*  
Fukuoka Soko Co.: *moving@fukuokasoko.com*  
G.E.P.: *gepbox@gep.be*  
Gateways Int'l: *gateways@themovers.com*  
Georgia-Pacific Corp.: *hwgarton@gapac.com*  
Gil Stauffer: *international@gil-stauffer.com*  
Global Options, LLC: *ctgoodrum@aol.com*  
Gosselin Group: *comm@gosselin.be*  
Griffith, Carol: *carolG@IADB.org*  
Guyana Overseas Traders:  
*guyotrad@networksgy.com*

Harsch Transports: *harsch.zh@harsch.ch*  
Interdean Interconex: *info@interconex.com*  
Interem: *albert@freightsystems.com*  
Intermove: *move@Intermove.com*  
Intermud: *intermud@guate.net*  
Inters &R: *info@inters-r.com*  
Intra-Mar Shipping: *intramar@colomsat.net.co*  
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:  
*naveen12@satyam.net.in*  
Mudanzas Trafimar:  
*sales@mudanzastrafimar.com.mx*  
Nationwide Relocation Int'l: *nrtii@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*  
Phoenix Trans: *phoenix@phoenix-transport.de*  
P. Lightstone: *plightstone@nyc.rr.com*  
P.M. Packers: *info@packersindia.com*  
Premier Worldwide: *info@premierwwm.com*  
Rex Service Co., Ltd.: *rexco@public.tpt.tj.cn*  
Rhema East China Ltd: *rhema@pub.sz.jsinfo.net*  
Rhema Movers: *general@rhemamovers.com.sg*  
Sea Bird Services: *seabird@commnet.com.eg*  
SEM Movers: *semmover@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*  
The Moving Company:  
*tmcauckland@themovingcompany.co.nz*  
Transcon  
Int'l: *dharty@transcon-intl.com*  
Trans-Link Express: *bangkok@translink.co.th*  
Transmove: *transmove@btinternet.com*  
Trans Movers Worldwide: *nutrans@centrin.net.id*  
Transpack Argentina: *info@transpack.com.ar*  
Transpack Packing & Freight Forwarding Co.:  
*transpack@isb.comsats.net.pk*  
Tumi International: *tumi@netrox.net*  
United Prof. Movers: *Fazla@upm.sdnpk.undp.org*  
Vanpac: *rauf@vanpac.edunet.sdnpk.undp.org*  
Vatovec: *vatovec@siol.net*  
Voerman Int'l: *mail@voerman.com*  
Watson Services: *watson@africaonline.com.gh*  
Welti-Furrer Ltd: *international@welti-furrer.ch*  
Willis Corroon Trans. Risk Svces: *iris@willis.com*  
YP-35: *lincmove@Blarg.net*  
Zuhail: *zuhail@emirates.net.ae*



# FORGING STRONG LINKS

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

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

Circle Freight Int'l (Muscat, Oman)  
Clements International (Washington, DC)  
Columbia World Wide Movers (Limassol, Cyprus)  
Confianca 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)  
Davel Demenagements SA (Meyrin, Switzerland)  
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)  
DHX Ocean/Air (Dominguez, CA)  
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 Worldwide (Naperville, IL)  
Gosselin World Wide Moving (Belgium)  
Grace Int'l Removals (Seven Hills NSW, Australia)  
Green Van Int'l Co. (Taipei, Taiwan)  
Greenbriar Forwarding (Edison, NJ)  
Henri Harsch HH S.A. (Geneva, Switzerland)  
HL Van Transport (Bassum, Germany)  
Hollander International Movers (Elk Grove Village, IL)  
Humboldt Int'l (Canton, MA)  
IAL Nigeria Limited (Lagos, Nigeria)  
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 Mobiltransport GmbH (Bremen, Germany)  
J. Calenberg (Bonn, Germany)  
Jordanian Coast Cargo & Tourism Services (Amman, Jordan)  
Keller AG (Bern, Switzerland)  
Keller AG (Basel, Switzerland)  
Kelly's International Ltd (Guildford, Surrey, England)  
Keys Bros Removals & Storage (Canningvale, Western Australia)  
L. Rettenmayer (Wiesbaden, Germany)  
L. Rettenmayer Transitarios (Lisbon, Portugal)  
M. Dyer & Sons Inc. (Honolulu, HI)  
Martin Stephen (Canada) Ltd. (Ontario, Canada)  
Matco Transportation Systems (Alberta, Canada)  
McGimpsey Brothers (Removals) (Ireland)  
Mesa Int'l (Grand Junction, CO)  
Mexpack (MexicoCity, Mexico)  
Mobel-Transport Ltd. (Zurich, Switzerland)  
Moreno Int'l (Monterrey, Mexico)  
MoveAssist Int'l Ltd. (Hitichin, Herts, England)  
Move One (Budapest, Hungary)  
Orbit Int'l Forwarders SARL (Beirut, Lebanon)  
OTB Overseas Transport GmbH (Achim, Germany)  
P.M. Packers & Movers (New Delhi, India)  
Pacific Island Movers (Main Facility, Guam)  
Panda Transporti s.r.l. (Rome, Italy)  
Paxton International (Springfield, VA)  
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 MI Group (Mississauga, Ont., Canada)  
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)  
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 Worldwide Movers Kenya (Nairobi, Kenya)  
 Wridgeways The Worldwide Movers (Ringwood, Vic., Australia)  
 Ziegler, S.A. (Brussels, Belgium)

## U.S. Customs Service And Homeland Security



**B**usiness groups and port officials are raising new objections to transferring the Customs Service to a new Homeland Security Department. The fear is that trade facilitation will be almost entirely neglected in a huge new department devoted almost entirely to security and enforcement, according to a foreign trade group. They complain that putting the emphasis on stopping terrorism could disrupt the efficient movement of goods and people across U.S. borders, cutting into profits and damaging local economies.

The 300 U.S. entry points — land border crossings, international airports, and seaports — have become busier since 1994, when the North American Free Trade Agreement was ratified.

The proposed new department's impact on trade remains an unsettling issue, particularly to lawmakers representing major exporters. There are already complaints from businesses about long lines at many border crossings, particularly in the Southwest. At seaports, there are concerns that Customs officials at one place require more costly and time-consuming unloading of shipping containers than at others.

Industry officials say that if these kinds of problems become a lower priority once Customs is transferred, the economy could suffer. Importing and exporting costs would rise, perhaps leading to diversion of cargo to ports in Canada and other countries, threatening thousands of U.S. jobs. The Bush Administration says it is working to ensure that the transition takes into account commercial interests.

# PORTAL ADVERTISING

## IMPORTANT NEW INFORMATION CONCERNING PORTAL Advertising Rates and Dimensions

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- Vertical format:           3-3/4" wide x 10" high

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

**1/6 Page**           \$ 425

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- 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:

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  
July/August Issue ..... July 15, 2003

### IMPORTANT NOTICE ABOUT ELECTRONIC ADS

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

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

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

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

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



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

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



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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
<b>Sept. 29-Oct. 1, 2002</b>	<b>HHGFAA 40th Annual Meeting</b>	<b>Orlando, FL</b>
Oct. 5-10, 2002	American Red Ball 2002 Annual Convention (aboard 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
Mar. 16-19, 2003	LACMA Convention	Guatemala City, Guatemala
May 11-15, 2003	FIDI Congress	Stockholm, Sweden
<b>Oct. 12-14, 2003</b>	<b>HHGFAA 41st Annual Meeting</b>	<b>Honolulu, HI</b>
<b>Oct. 13-16, 2004</b>	<b>HHGFAA 42nd Annual Meeting</b>	<b>San Diego, CA</b>

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