



THE PORTAL

VOLUME XXXV

CONTAINER 3

MAY/JUNE 2003

TARGET



WAR

**Conflict ... Opportunity
How Industry Responds**

2002-2003
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About our cover: HHGFAA members continue to serve nations and citizens during wartime despite the challenges. Our coverage begins on page 4. (Cover photo and design by Stephanie Sutherland)

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PRESIDENT'S MESSAGE



**By Terry R. Head
HHGFAA President**

WAR: What Is It Good For?

Business, apparently. We here at HHGFAA experienced a high level of apprehension in deciding to make the war in Iraq a focus issue for this issue of *The Portal*. Although the Association frequently becomes engaged in political and congressional issues with a potential impact HHGFAA members and the industry, we rarely exhibit a “political voice” on world events. That would be especially true for global about which there is such a wide variety of viewpoints and opinions. We respect the diverse character of our global membership and consider it one of the Association’s greatest strengths.

The articles and information featured in this issue relating to the conflict in Iraq do not speak to the topic or issue of WAR, but rather to the impact on our members and the industry overall and how industry responds in times such as these.

I titled this President’s Message with a timely question: *WAR: What Is It Good For?* It’s ironic and quite interesting to look back over previous wars and military actions around the world over the past five or six decades, and then assess the effect of those armed conflicts on the condition, growth, and definitive expansion of the moving and relocation industry once those discords are resolved and the post-war rebuilding process begins to take shape.

Consider, for example, the way our industry thrived following World War II. Not much moved into Japan or the Pacific Rim until after the war ended. Many European removal companies experienced growth as peace took hold on that continent in the early ’50s and ’60s. Perhaps the only exceptions to the premise that “war is good for business” would be the failure to achieve economic and political stability in many of the African nations that were embroiled in civil wars in the ’80s and ’90s. And let’s not forget the war in Vietnam. Personally, I do not believe much was accomplished during or after the Vietnam conflict, other than the fact that the United States and the rest of the world gained an enhanced geographic knowledge of that region and culture, and began to recognize the potential business opportunities that awaited. Unfortunately, much of that potential remained shamefully undeveloped because of the United States’s political posture toward Vietnam. Remember, too, the level of activity and expansion that became evident at the end of the Cold War, which, although it was not a military engagement was indeed a real war, with a positive post-war impact.

Back to Iraq. Only time will tell as to what opportunities will develop for our industry in Iraq. Regardless of how long the USA maintains an “occupying” role and what type of self-governing structure ultimately emerges in Iraq, that country’s infrastructure must be rebuilt, and it has significant oil reserves to fund that endeavor. A lot of people and materiel will be moving to Iraq. First will come the consultants, then the IMF and World Bank, then the lawyers; finally, the large corporate giants from a number of countries will assume their traditional and envisioned roles. The post-war pattern will repeat.

I think the bigger question is what the war in Iraq will mean for the entire Middle East region. If political stability can be achieved there, then that part of the world represents a huge market opportunity for our industry. Moreover, hard as it is to imagine, if a lasting resolution can be brought to the ongoing Israeli and Palestinian conflict, even greater opportunities await for countless industries, not just ours.

But let’s face facts. Our industry will move people wherever they want to go, and people will go where the best opportunities are to be found. I just find it a shame and a horrible waste of life, as well as other resources, that those opportunities have to come as a result of war. ■

Crisis Management and Rebuilding At the Center of the Action

By David Hill

The project forwarding company AES Cargo and its sister company, Move One International Movers, are applying their experience of crisis-hit areas to the present situation in Iraq, where they recently established an office.

“You can’t replace having your own people on the ground,” said AES Cargo General Manager Curt Clements, outlining one of the lessons the Budapest-headquartered group — which has offices across Europe, the Middle East and Central Asia — has learned from assisting in the rebuilding of war-torn places such as Kosovo, Bosnia and Afghanistan.

Having employees on the spot all across Iraq and the region helps AES Cargo ensure that goods are loaded, transported and tracked correctly, he explained.

“Planning is essential. It’s more difficult to solve a problem after it happens than to prevent it beforehand,” Clements said.

At the end of March this year, AES Cargo and Move One organized one of the first shipments of humanitarian aid to southern Iraq following on from the US-led attacks. A convoy of 19 trucks was delivered to the people carrying urgent food rations, cooking oil and medical supplies. In addition, AES recently opened full-service forwarding and transit offices in Kuwait, Jordan and Iran. The company expects to become a major provider of humanitarian aid, reconstruction and military equipment throughout the Middle East.

“True to our name, Advance Expeditionary Services, we get there first and build local relationships,” Clements said, describing a linchpin of AES Cargo’s international strategy. “In Iraq, as soon as we are given the green light we will have staff on the ground in a number of areas to manage what will be a massive inflow of goods and supplies.”

In due course, AES Cargo expects to supply companies that will provide security for the new president — once a person is chosen for the job. The company earlier performed such services in the case of Afghanistan’s president, Hamid Karzai.



Above: A convoy passes through an electric fence.

Below: On the Iraqi border.





Above and at right: Two portraits in stone of Iraq's toppled leader, Saddam Hussein.

Three big problems

“The major problem areas for transporting to Iraq are access, capacity and security,” Clements said. “It is difficult to get access into Iraq. The military controls the ports and the borders.”

Some access problems can be solved through the technique of staging. Goods are initially flown to a country close to the affected one, and simply taken over the border when they are needed.

AES Cargo used Macedonia and Greece for this purpose when it was delivering shipments related to the rebuilding of Kosovo after the crisis there. A few years earlier, when Bosnia was the troubled area, AES Cargo staged goods in Hungary and Croatia. The goods shipped have included electrical cables, power generators, medical supplies and hospital equipment.

To illustrate the second problem, capacity, Clements drew an analogy with cyberspace. “There’s going to be a big increase in urgent shipments, with capacity reduced,” he said. “It’s like the Internet — too much traffic in a small tube.”

Clements explained that there are a limited number of vehicles able to transport the kind of equipment that needs to be taken to Iraq. “A great deal of heavy lifting will be necessary,” he said, “but there are only a certain number of Antonov 124s, which are among the very few aircraft really able to handle big military, reconstruction, sanitation and hospital equipment.”

As for security, Clements says AES Cargo’s network of people on the ground ensures that the highest possible standards are applied. “Customers are concerned about safe transportation and storage. But most of them have been working with us a long time,” he said. “They know how we work and we know their expectations.”

He added that AES Cargo often uses military bases or asks the military to provide safe areas to maximize the security of shipments.

At least it isn’t Afghanistan

Clements mentioned some respects in which Iraq — though suffering the debilitating effects of multiple wars and 25 years of dictatorship — is a much easier country to supply than Afghanistan.

When delivering equipment to destinations in that rugged country, AES Cargo’s managers often have had to drive along the routes themselves to ensure the roads were passable before sending shipments.

With atrocious infrastructure and unfriendly neighbors, Afghanistan is notoriously difficult to travel to and across, taking at least 20 days to reach from Europe.

“In Afghanistan there are slipping roads, mountains and questionable bridges,” Clements said. “In Iraq it’s flat and straight.”

Then there is the question of who is next door.

“Companies in places like Turkey, Kuwait and Dubai are geared up for big logistics operations,” Clements said. Isolated in the middle of Central Asia, Afghanistan’s neighbors are far behind in this regard.

He also pinpointed a crucial area in which great technological improvements have been made in the course of the decade AES Cargo has been undertaking these types of projects.

“The biggest advance has been in communications,” he noted. “There are now portable reliable satellite phones, instead of a four-foot dish hooked up to a little phone.”

Equipment like satellite phones and base stations, not to mention four-wheel drives outfitted for the local terrain, are a boon for a company trying to keep track of its shipments in troubled areas. Clements dismissed some more mundane concerns that TV-glued westerners have about the current situation in Iraq.

“The looting is overrated — it will stop once policing kicks in. And there is very little targeting of westerners.

When people have been living under a totalitarian system, they tend to be law-abiding,” he said. “In any case, we try to make sure we give them plenty of incentive to be friendly to us. We buy locally and provide jobs locally.”

Full information about AES Cargo can be found on the company’s Website at www.aescargo.com.

David Hill (david@erceurope.com) is a newsletter editor at the AES Group’s Budapest headquarters

War May Determine Year For Van Lines

By Jeff Johnson

Moving companies have suffered from the same triple hex that has hit the rest of trucking: high fuel prices, exponential increases in insurance costs, and lackluster demand for their services, dragged down by the lagging economy. But they are getting a little help from surcharges for insurance as well as fuel.

And now movers are watching events 6,000 miles away in Iraq to get a sense of what the rest of the year may hold, not only because of the war’s potential economic effects but also because the military is one of the sector’s most important customers.

Some moving company executives said the duration of the war with Iraq would have a major effect on the household goods moving and storage industry.

“We’re faring pretty well, better than our peers, but we don’t think it will be a real growth year,” said J. D. Morrisette, senior vice president of van line operations for Interstate Van Lines. The war, he said, “will have a big impact on the third and fourth quarter.”

Freight carriers have had a hard time recently. Since the first of the year, diesel fuel prices, trucking’s biggest expense after labor, were setting record highs almost weekly and many fleets were seeing their insurance premiums double or triple as they came up for renewal. On top of that, freight demand in a sluggish economy continued to be relatively flat.

Movers are suffering the same headaches, although demand for their services is different from the average for-hire freight carrier. Movers divide their customers into three main categories: private homeowners moving to a new location (estimated at about 40%); corporate moves (44%); and military moves (12%).

Business from corporate moves, which are often part of corporate accounts, has been abysmal since the already slowing economy decelerated even more following the terrorist attacks of Sept. 11, 2001.

Atlas World Group’s Greg Hoover, vice president of sales, said he was not sure corporate business would ever return to the levels movers enjoyed in the late 1990s.

“A lot of the corporate customers ... stopped moving people when the economy started to slow,” he said, “and because of that ... realized they were moving more people than they needed to.”

Nevertheless, movers’ fortunes have been buoyed by the other two customer bases for movers. Personal moves have continued to be strong, and military moves were steady until very recently.

Michael P. Fergus, president of Sirva Moving Services in Westmont, Ill., noted that household moves have been strong, largely because of low interest rates that have helped the housing market. He said military moves also had been “fairly strong,” but are now beginning to slow, and the industry is concerned about what may happen as a result of military operations in the Middle East.

If the Iraq conflict is short-lived, military moves are likely to rebound. The military tends to stop relocating service members and their families during war, but relocations usually pick up steam when war is over.

Fergus noted that there could be a shortage of capacity in the industry this summer if the war ends quickly, because many moving agents had been downsizing during the tight times. He added that he thought many businesses were “sitting on their hands and holding up decisions” on hiring and relocating until the situation in Iraq is resolved.

Summer is peak season for movers, and this could coincide with an upsurge in demand if the war ends quickly. This could result in a serious service strain with commensurate higher prices, especially for private homeowner moves.

Movers also are concerned about high fuel and insurance costs. Movers may be a bit more insulated than their counterparts in the freight sector, because of fuel and insurance surcharges embedded in industrywide tariffs. Many freight carriers attempt to impose fuel charges, but present a much less unified front than the moving industry. Nearly all movers use the 400-N tariff, but the rates are often heavily discounted.

Movers have one fuel surcharge formula in the tariff for homeowner moves. There is another for military moves. The general surcharge is currently 7% and the military surcharge is 5%. Both are based on the national average diesel fuel price as published by the Department of Energy.

Although some movers say the surcharges generally compensate movers for most of the fuel price increases, others insist there's no way they can cover the extra costs.

Moreover, the national fuel surcharges apply only to interstate moves. Most in-state moves are covered by surcharges set by the state.

Movers also have instituted a national insurance surcharge. American Moving & Storage Association President Joe Harrison said insurance costs have gone up 60% on average since the fall of 2001. Even so, Fergus said the insurance surcharge does not cover all of the increase in premiums most movers have dealt with.

Diversification has helped many movers weather the storm. For example, Interstate's move management company is its biggest source of growth. In addition, the company has gotten into special-handling deliveries.

The company has been partnering since 2001 with office machine companies to deliver and pick up copiers from businesses replacing equipment or getting service calls. Interstate does business with America Online, returning computers leased by the Internet giant. Interstate also delivers computers for a company that handles the U.S. Senate's computer needs.

Movers have gone after valuable and sensitive cargo because of their experience with hand delivery and the capabilities of their air-ride suspension-equipped trucks. "We're not competing with less-than-truckload companies doing dock-to-dock stuff," said Interstate's Morrissette. "This is special freight."

Fergus said the Sirva companies' special products divisions haul medical equipment, high-end fitness equipment, and electronics. The van lines are not just transporting the freight, but also doing light assembly and setup in hospitals, gyms, and businesses as well as merge-in-transit, in which components picked up from various suppliers are put together before delivery.

At Bekins, a subsidiary called HomeDirect USA that does special-order deliveries to the home is up 24% over last year, and the company is expecting 35% growth this year. HomeDirect's customers include home-shopping television networks and furniture makers. And even small movers like Bellingham Transfer & Storage in Bellingham, Wash., have searched for new business opportunities. That company has branched out into handling insulation deliveries. ■

Adapted from an article in Transport Topics (March 31, 2003).

Move One Prepares for Iraq Relocations

As members of the international community begin descending upon Iraq to assist the Iraqi people with their post-Saddam reconstruction, international moving company Move One has commenced operations in that country from its recently opened office and warehouse facilities at Baghdad International Airport and the southern Iraqi port of Umm Qasr. With the first trickle of aid and development workers beginning to reenter the war-torn country, Move One handled its first shipment of Iraqi-bound household goods in early May.

AES Cargo, Move One's sister company, is also on the ground providing logistical support to international relief aid efforts [see story, page 21]. One of the first logistics teams on the ground, their first shipment of humanitarian aid rolled into Iraq at the end of March. The shipment, organized by the nearby Move One/AES Cargo Kuwait City office, was one of the first humanitarian aid deliveries to reach the people of southern Iraq. However, this was only the beginning of what is shaping up to be a massive commitment from the international community to bring stability and development to the country. Indeed, by the end of April Move One and AES Cargo had organized more than 2,000 aid and supply truck deliveries into Iraq.

Move One's Iraq offices are providing full destination transit and relocation services, special project and freight forwarding, warehousing and storage facilities, and dangerous/oversized goods transport. Given the uncertainties created by Iraq's political transition, permission for entering Iraq needs to be obtained from the appropriate authorities. Contact Move One if assistance is needed for security entry approval.

E-mail: moving@moveone.info.

How to Help The Iraqi People

Pax World Balanced Fund, a socially responsible mutual fund, is offering its investors an opportunity to provide humanitarian aid to Iraqi citizens affected by the war. Investors can choose to contribute 5% or more of their capital gains and/or dividends to Pax World Service, an independent charitable organization and an affiliate of Mercy Corps, a U.S.-based relief and development organization. Contributions will be used to provide refugees with food, shelter, sanitation facilities, and medical clinics. Mercy also plans to help rebuild Iraq once the fighting ceases, establishing utility power grids and hospitals and providing food and water. Investors in the fund have contributed to Mercy's humanitarian efforts in more than 30 countries, including Afghanistan. These contributions are tax-deductible.

Pax World Balanced Fund (PAXWX, 800-767-1729) avoids investments in defense- or weapons-related products as well as tobacco-, alcohol-, and gambling-related stocks. For the 5 years ending Feb. 28, 2003, the fund's annualized rate of return was 3.65%, vs. 0.71% for the Lipper Balanced Fund index. ■

Honolulu, Here We Come!

Mark your calendar now — plan to attend HHGAA's 41st Annual Meeting in beautiful Honolulu, Hawaii, October 12–14, 2003. Mix, mingle, and network with your colleagues from all over the world, and enjoy one of the world's favorite annual meeting destinations! Watch for details in your mailbox in June — and visit HHGFAA's Website, www.hhgfaa.org, for information as it comes available, as well as direct links to the hotel.

AIR CARGO / AIR TRAVEL

Fewer Flights, Less Capacity

By William Armbruster

First there was the weak economy. Then there was Sept. 11. Then came the war with Iraq. And now there's the SARS scare. The confluence of these events is forcing airlines to cut costs — and flights. Shippers and forwarders can expect delayed shipments and higher costs.

Airfreight customers already are feeling the effects of cutbacks caused by the plunge in passenger travel. The space crunch forced Target Logistics Services to pay a 30% premium to move a recent shipment from Vietnam.

The company said inbound rates from Asia jumped 25% in the first 3 months of the year. Several carriers, including United, Air China, EVA and Cathay Pacific, announced additional increases in rates from Hong Kong.

The eastbound trans-Atlantic has suddenly become a tight market as well, with American carriers giving priority to government cargo. Some forwarders are urging customers to move carriers several days earlier so that freight can reach its destination on time.

Some predict the capacity squeeze will get worse, especially if the war does not wind down quickly. Others, however, say demand should ease now that the usual end-of-quarter cargo spike is over.

Meanwhile, the SARS (severe acute respiratory syndrome) outbreak has sharply reduced passenger travel to, from, and within Asia, particularly China and Hong Kong. Many flights, which typically carry more than 200 passengers, have been flying with only a few seats filled.

Because much airfreight moves in passenger planes, any substantial cutback in passenger flights has an immediate effect on cargo. The SARS outbreak also could affect Asian manufacturing.

Unless there's a huge drop in cargo traffic, the cost of shipping goods by air seems certain to rise. Besides the fuel and security surcharges imposed by most commercial operators, at least five carriers — Lufthansa Cargo, Cargolux, KLM, Singapore Airlines, and Saudi Arabian Airlines — have imposed war-risk surcharges. One shipper complained that the combined surcharges amount to as much as 75% of the base freight rate.

The surcharges affect all Lufthansa flights, even in areas where there is no diversion of aircraft. Lufthansa defended the surcharge, saying it was necessary to offset the expense of running extra freighters to make up for the loss of passenger flights canceled due to the war.

Forwarders say they are unable to raise their rates to shippers as quickly as carriers increase rates and surcharges, but carriers point out that "The spot market is a function of supply and demand. Rates are still severely depressed. It will take a long time to bring rates to a level that's healthy for all concerned."

According to a new study by MergeGlobal Inc., airfreight yields fell at a compounded average annual rate of 3.4% between 1985 and 2001. Using 2002 as a base, a shipment that would have been priced at \$1 a kilo in 1985 yielded less than 60 cents in 2001.

The International Air Transport Association (IATA) said the world's airlines have lost \$30 billion since Sept. 11, and could lose another \$10 billion from the war. Most of those losses have resulted from a drop in passenger traffic.

At the same time, global forwarders such as Exel and Schenker said they have had little trouble moving their shipments because they rely primarily on freighter services. Exel responded to the capacity crunch at the end of the quarter by adding charter flights from Asia to Europe and back. Schenker also uses charters as well as its own contract space on all-cargo carriers from Europe.

One carrier that has not reduced capacity is Emirates Airline. The Dubai-based carrier said it plans to expand its Middle East services over the next 3 months. Emirates does not plan to launch direct service to the United States until next spring, but it uses interline carriers to move freight to and from Europe, where it has extensive passenger and freighter operations.

—Adapted from an article in The Journal of Commerce

SARS and Air Travel: Fact or Fiction?

The following is the full statement by the Association of Asia Pacific Airlines director general, Richard Stirland, dispelling fears about air in aircraft cabins.

The public have still not got the message that the air in aircraft cabins is probably safer than anywhere else.

As many of our members have reported, and we know by anecdotal evidence, the traveling public have become non-travelers due to the misconception that the chance of acquiring SARS is greater on an aircraft than elsewhere. This is principally a result of lack of knowledge regarding air circulation in the cabin.

In reality, as both the airlines and the aircraft manufacturers have stressed, the air in the aircraft cabin is, on average, changed every three minutes. Moreover, the air is a mix of fresh air drawn from outside the aircraft, and air that has passed through very efficient filters, which provide an environment that is as sanitized as a hospital operating theatre.

This information has been disseminated widely, but is still not as well known as it should be.

What is even less well known, but of equal or even greater importance, is that air supplied to aircraft toilets and galleys is not re-circulated even in a filtered form, but is expelled from the aircraft.

A further point to stress, which passengers can see for themselves, is that air vents are at the level of overhead stowage bins, extraction is at floor level. Air is thus drawn down, not up, and most importantly, there is no longitudinal flow of air through the cabin.

It is vital to get this message across to the public, and indeed to government authorities; otherwise the airlines will be suffering from disastrous load factors long after the epidemic is over. Travel by air does not increase the risk of contracting this infection.

—*SOURCE: Joseph Chan, president, GTB Destination Management Services Inc.,
Carlsbad, CA.
gtbusa@compuserve.com*

Airline Traffic Shows Some Improvement

The Air Transport Association (ATA) reported April 28 that systemwide airline traffic improved modestly for the week ending Sunday, April 27 from the week ending April 20, but remained down 2.1% from 2002 levels. Traffic in the most recent week benefited substantially from travelers returning from the Easter holiday. Domestic traffic posted its first year-over-year improvement since the Department of Homeland Security raised the terrorism alert to Code Orange on February 7.

Latin American traffic posted its strongest week of the year with an increase of 15.3%. Traffic over the Atlantic was down 14.8%, but this was a significant improvement over a 25.8% decline posted the previous week. Pacific traffic continued to be impacted by the SARS outbreak and was down 37.9%, a slight improvement over a decline of 39.6% the previous week.

Endnotes

The U.S. Postal Service is chartering at least one 747 a day from the East Coast to carry mail to the troops in the Persian Gulf. In addition, USPS is also chartering several flights a week from the West Coast. Postal officials declined to say which carriers were providing the service or the cities from which the flights were departing. They said volume had increased from 21,000 pounds per week in October to 750,000 pounds by the end of March. The heavy volume reflects not only the huge buildup in U.S. military forces in the Gulf, but also the American public's support for the troops.

—*SOURCE: Journal of Commerce Online*



Forwarders at passenger airlines have long suspected that all-cargo carriers enjoy an unfair competitive advantage because of the government's decision to concentrate on security at passenger airlines after the 9/11 terrorist attacks. What particularly riles the forwarders is the Transportation Security Administration's known-shipper rule. Passenger flights can no longer carry cargo tendered by shippers unknown to the carrier. Such traffic can, however, move on all-cargo flights. What about cargo that integrated carriers such as FedEx and United Parcel Service tendered to passenger airlines? Those shipments must meet the same standards as shipments tendered by forwarders, says TSA.

Airlines Continue to See Impacts of War, SARS

The Air Transport Association (ATA) reports that the nation's airlines are continuing to see significant traffic declines resulting from the war in Iraq. Based on evidence thus far, ATA said its projections of war impacts, as outlined in the economic report *Airlines in Crisis: The Perfect Economic Storm*, are very much on target. In addition, there is clear evidence that Severe Acute Respiratory Syndrome (SARS) is also affecting the demand for air travel.

“The world situation continues to play havoc with the airline marketplace,” said ATA President and CEO Jim May. “The airlines and their employees are struggling to deal with the crisis, but we need relief from government-imposed cost burdens as well.”

For the week ended April 6, systemwide traffic was down 17.4%, compared with the same period last year. Carriers now are reporting declines in Pacific traffic of 25.8% compared with the same week last year, with Atlantic traffic down 25.2%. Declines in Latin traffic were 17.8% compared with the same week last year, while domestic traffic was down 14.7%. Accordingly, airlines have announced additional capacity cuts.



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 - c. The applicant must indicate on his/her application the transportation/physical distribution, logistics or information technology courses he/she plans to incorporate into his/her degree program. These courses must comprise at least 15 semester hours of the student's required hours for degree completion.
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 - b. Applications must be submitted online at www.YP-35.org no later than July 15, 2003. The award will be effective for the 2003 Fall term.
 - c. The YP-35 Scholarship Committee will select recipients based upon the merit of each applicant.

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TECHNOTES

Safety Tips for Wartime Travelers

By John McDonnell

As I write this, the U.S. has launched an attack on Iraq. This is probably not the best time to travel, but of course, many of us need to travel for our livelihoods. If you do travel, check out the page of the U.S. State Department's page of safety tips for travelers: <http://travel.state.gov/asafetripabroad.html>.

At the State Department's Travel and Living Abroad page (<http://www.state.gov/travel/>), you'll find even more information for traveling safely.

Another tip: Although it's not expected that travelers will face problems in Western Europe, you should know that the emergency number in Western Europe is 112, and can be dialed free of charge from phones (including mobile phones; the emergency number in the U.S. is 911). For a list of emergency numbers worldwide go to http://www.healthcareland.com/sos/embassy_links.

The European Business Directory

Check out <http://www.europages>. EUROPAGES is a business directory listing 500,000 companies selected for their import-export dynamism in all business sectors in over 35 European countries. EUROPAGES is an ideal tool for finding new clients, suppliers and partners; it is a reference guide popular with European purchasing directors.

One single ad in EUROPAGES generates an average of 102 business contacts in one year.

The Easier to Use, the Better

Not every design rule works for every Website or every customer, but there is one point that all Websites should recognize: the easier to use, the better. Here are some tips for creating a powerful Website:

- **Color.** Use black text on a white background. It looks professional, and it's also easy on the eyes.
- **Logo.** Logos are the first thing people typically look for to be sure they are at the correct site.
- **Page length.** Limit it to three or fewer full screens, with the most important features on the first screen.
- **Search.** Many customers prefer using searches as a shortcut. Use a box versus a link to a search page.
- **Download time.** A 10-second wait should be the maximum. Most customers will lose interest if it takes any longer than 10 seconds.

Maps of Iraq

If you want to get a good picture of the war in Iraq, go to the BBC's Key Maps of the Middle East (http://news.bbc.co.uk/nol/shared/spl/hi/middle_east/03/v3_iraq_key_maps/html/military_operations_1.stm). This is a clear, easy-to-use site with maps of Iraq. The maps are very detailed, and show things like Iraqi missile sites (including the range of each missile), oilfields, weapons sites, coalition troop deployments, dissident areas, Saddam Hussein's residences, breaking news about military operations, and more. You can click on areas of each map for more information.

Before You Travel ...

Really Useful Sites for International Trade Professionals, a free biweekly newsletter, reviews useful Websites from the Web Resources database. Access the Federation of International Trade Associations's (FITA) International Trade/Import-Export Portal at <http://www.fita.org>, an excellent source for trade leads, news, events, and a link library of over 5,000 sites related to international trade.

New Website For Women-Owned Businesses

The U.S. Small Business Administration and the Department of Labor have launched a new Website dedicated to women's entrepreneurship in the 21st century. The new site, www.women-21.gov, is a one-stop shop of federal government resources for women in business. It is intended to help women navigate in an ever-changing business climate, as well as to access information and links to all government agencies and programs specific to women-owned business and business in general.

E-Notes

AnyWho.com is a free service provided by AT&T to find phone numbers, addresses, maps, and directions for businesses and people in the United States. You can even search for people or businesses in reverse, by entering a telephone number to find a person or business.

How Stuff Works

<http://www.howstuffworks.com>

Say you need to replace a windshield wiper on your car. For most people this would not be such a big deal, but if you're a certified klutz when it comes to anything mechanical, this can be a momentous occasion.

This time, however, instead of panicking when you have to work with your hands, access HowStuffWorks (<http://www.howstuffworks.com>). There, you will find a history and explanation of windshield wipers, wiper maintenance and repair tips, and links to sites where you can order replacement wipers (and find out how to install them).

HowStuffWorks is an amazing site, because it gives clear, detailed explanations of everything from ballpoint pens to rainbows, cruise missiles to the human ear, the stock market to hypnosis. You can either browse the topics (AutoStuff, MoneyStuff, ScienceStuff, etc.), or do a keyword search. Scroll down to the bottom of the page and you can click on "Big List of Articles" to see all the topics they've covered. There's also a forum where you can ask questions and get advice.

MILITARY/GOVERNMENT UPDATE

IRRIS Captures Highest Achievement For Engineering Excellence

By Corenthia Libby

The Military Traffic Management Command's Transportation Engineering Agency recently received the Grand Conceptor Award for the Intelligent Road and Rail Information Server, also known as IRRIS.

IRRIS gathers and integrates all types of information from the far reaches of the transportation world — about highways, railroads, marine ports, weather, and defense movements — and combines this information into a visual, easy-to-understand form.

The American Council of Engineering Companies of Pennsylvania held the judging for the 2003 Diamond Awards for Engineering Excellence. Recognizing the significant implications IRRIS could have for homeland security, as well as private industry, judges rated IRRIS as the top project of the entire competition.

"This was a record year for the competition, with 43 entries," said Paul Allred, one of TEA's program managers. An independent panel of experts selected IRRIS to be an outstanding contribution by MTMCTEA and GeoDecisions.

"This award is the highest-level achievement possible for any firm to attain from ACEC/PA, Allred said. IRRIS is now being considered for a national award with the American Council of Engineering Companies.

Allred and program manager Marc Barthello received the award on behalf of MTMCTEA. Robert Scarer, president, GeoDecisions, received the award for his company.

IRRIS has been one of the Newport News, Va., agency's high-visibility projects since 2002. Agency engineers and GeoDecisions jointly developed the \$1.7 million project over 18 months.

The server uses Geographic Information System technologies to make it successful. All data elements in the server have an assigned latitude and longitude coordinate. This allows the server to accurately place transportation information in its proper place on "smart maps," where everything is located according to assigned coordinates.

IRRIS also provides integrated, up-to-date information on deployment route readiness in the continental United States, and displays real-time route camera images, where available. IRRIS was developed to provide instant information for military deployments. As engineers developed the server, its functionality has expanded to allow real-time monitoring of selected defense shipments.

"IRRIS can track nearly a limitless number of shipments," said Bill Cooper, director, Transportation Engineering Agency.

Currently, the MTMC Operations Center is tracking as many as 500 ammunition shipments daily on a real-time basis. The stream of instant, accurate data will give MTMC operators a new level of carrier performance.

"We are able to evaluate carrier stops, speed and route selection," said Cooper. "We can produce automatic reports in a few seconds, avoiding numerous phone calls."

A host of databases, said Cooper, will provide a stream of information to deploying units in such categories as road names, bridges, railroads, military installations, seaports and satellite imagery. IRRIS also includes video routes in the server from military installations to strategic seaports. These video logs, provided by the Federal Highway Administration, are marked in video images every 52.8 feet. The logs capture highway surroundings and points of interest, providing excellent training for drivers.

"This is a very popular feature among drivers," said Cooper. "They may literally drive the route of a deployment ahead of time."

Corenthia Libby is a public affairs specialist, MTMC Headquarters.



The USNS Dahl is one of 19 large, medium-speed, roll on/roll off carriers acquired by the Military Sealift Command to provide strategic sealift capabilities to the Department of Defense. Vessels like the Dahl can carry an entire U.S. Army task force, including dozens of tanks and other tracked vehicles, trucks and helicopters.

MTMC Loads Screaming Eagles' Gear At Florida Port

Military Traffic Management Command personnel made history at the Port of Jacksonville, simultaneously stowing combat equipment aboard two large medium-speed roll on/roll off vessels in February. Active duty soldiers, reservists, and civilians of the command loaded helicopters, Humvees, trucks, howitzers, and other equipment from the 101st Airborne Division for shipment to the Persian Gulf, according to Army officials.

"It's the first time since Desert Storm that we've seen this much military equipment in Jacksonville," said Robert Peek of the Jacksonville Port Authority.

The *USNS Dahl* arrived first, followed by the *USNS Bob Hope*, and reservists from the 1173rd Transportation Battalion, Brockton, Mass., began loading cargo. The *Dahl* moved to its berth a little ahead of schedule.

When the *Bob Hope* joined the *Dahl*, the MTMC team worked to load both vessels simultaneously with priority focused on the *Dahl*. Much of the cargo came to the port on rail cars from 33 trains. The division's helicopters flew to the port. A small amount of equipment arrived by commercial truck.

Each LMSR can carry as much as 380,000 square feet of cargo. Normal stow plans utilize approximately 75% of the available space. However, the *Dahl* and *Hope* were loaded to move the division's equipment forward quickly in an easily accessible configuration for off-loading on the other side.

"You max them out when you have weeks to prepare and respond," said Lt. Col. Paul Giovino, single port manager for the operation in Jacksonville. "In this case we are trying to meet the time schedules for the warfighter in the theater of operations."

The cargo on the two vessels was custom-configured to give the 101st very specific combat capabilities at their destination. The vessels departed Jacksonville in mid-February. Others were inbound to carry the remaining divisional equipment.

The reservists loaded more than 1,000,000 square feet of cargo aboard five vessels for the 101st. They accomplished the feat in 17 days. During Desert Shield and Desert Storm, it took approximately 2-1/2 months to accomplish a similar mission.



A shrink-wrapped CH-47 Chinook helicopter from the 101st Airborne Division is lifted aboard a large, medium-speed, roll on/roll off carrier at the Port of Jacksonville in preparation for shipment to the Persian Gulf region.

MARITIME/OCEAN SHIPPING

Rushing to Reopen Umm Qasr

By William B. Cassidy

Expect to hear a lot about Umm Qasr, the Persian Gulf port and Iraqi town now controlled by U.S. and British marines. The port is critical to plans to funnel humanitarian assistance to Iraqis. Until the threat of war closed the port, it was the main conduit for humanitarian aid provided under the United Nations' "Oil for Food" program, which fed 60 percent of Iraq's people.

Reopening the port is critical to the U.S.-led coalition's plans to deliver food, water, medicine, and relief supplies to Iraqis in the wake of military operations. Although many Iraqis have enough food to last several weeks, water is in short supply. Relief organizations warn that the coalition will have to work fast to avoid a humanitarian crisis affecting hundreds of thousands of people.

The U.S. Agency for International Development has awarded a \$4.8 million one-year contract to run the port to SSA Marine, a unit of Stevedoring Services of America, Seattle. This is just the first of several logistics and transportation-related contracts that USAID will award as it prepares to rebuild critical infrastructure in post-war Iraq. SSA Marine will be responsible for effective operation of Umm Qasr, allowing humanitarian and construction materials to be delivered smoothly and efficiently.

The contract covers the full range of port activities: providing pilots to guide ships, managing the access of trucking operations to the port, facilitating warehousing, shipment tracking, storing refrigerated and other cargo, and preventing theft and corruption.

Following the coalition's securing of the port, the first relief supplies reached Umm Qasr March 25 — 12 tons of goods delivered not by ship but by truck from Kuwait.

By March 26, the U.S.-led coalition had cleared the channel leading to the port of mines. Reportedly the port infrastructure is in good shape and there wasn't much damage to the port itself.

Umm Qasr is said to have space for eight vessels, including three general cargo berths for container and roll-on vessels up to about 600 feet in length. The port has only about 30 feet of draft, which limits the size of the ships that can dock there, and there are three wrecks in the channel that probably will have to be removed.

All labor will be recruited locally, probably from the pool of Iraqi dockworkers already employed at the port.

—Adapted from an article in TrafficWorld magazine

Reciprocity in Fighting Terrorism

The issue of reciprocity in trade security is beginning to make itself apparent. Three Japanese customs agents took positions in Los Angeles–Long Beach on April 7 as part of a reciprocal agreement between the United States and Japan to fight terrorism. Under the Container Security Initiative, the Bureau of Customs and Border Protection is posting inspectors at major seaports around the world. The U.S. representatives will inspect shipments destined for the United States. A Customs official said recently that some nations are seeking reciprocal rights. The Japanese customs representatives will target U.S. exports headed for Japan that they consider risky.

In Brief ...

The National Customs Brokers and Forwarders Association of America, the Canadian Society of Customs Brokers and Confederacion de Asociaciones de Agentes Aduanales de la Republica Mexicana formally have agreed to jointly address customs matters of mutual concern to their respective memberships. Customs brokers in the three countries handle between 80% and 95% of all import transactions on behalf of hundreds of thousands of traders. Topics they will deal with include the U.S. Customs' new 24-hour rule, security concerns, receiving advanced cargo information, and the deployment of information.



Matson Navigation Co. will be moving next January across the bay from San Francisco to downtown Oakland. Like a number of other shipping lines that left San Francisco over the past decade, the U.S.-flag domestic carrier is moving to the East Bay for lower rent and taxes. Matson's move is more meaningful than most, however, because it has been based in San Francisco for more than 120 years. The Oakland location is also closer to the port where Matson's ships call. Virtually all of the major container lines that serve Northern California now call at Oakland rather than the Port of San Francisco.

SMALL BUSINESS

Association Health Plan Legislation Gains Support

In March, the Senate introduced legislation supporting federally regulated association health plans. Original sponsors of S. 545 include Sens. Kit Bond (R-MO), Olympia Snowe (R-ME), and Jim Talent (R-MO), along with four additional cosponsors. In addition, the House Committee on Small Business held a hearing on March 5, “Small Business Access and Alternatives to Health Care,” addressing association health plans. The House introduced legislation in February, a bill that has nearly 100 cosponsors.

As a member of the Coalition Supporting Access and Choice Through Association Health Plans, HHGFAA continues to push for support of the Small Business Health Fairness Act, which is a bipartisan legislation to strengthen and expand association health plans. For more information, visit the coalition’s new Website at www.ahpsnow.com.

Congress Passes ‘Do Not Call’ Legislation

President Bush has signed “Do Not Call” legislation into law. This measure supports the establishment of a national registry of consumers who do not wish to be contacted by telemarketers. Consumers will be able to register online or by calling a number and their names will be placed on the registry. Telemarketers will be required to access the list every 3 months to cleanse their call lists of registered consumers. Charitable and political calls are exempt. The Federal Trade Commission released final regulations on the issue in December.

Updated Small Business FAQ Available

The newly updated “Small Business by the Numbers” Frequently Asked Questions from the Office of Advocacy of the U.S. Small Business Administration (SBA) is now available online. The handy two-page format contains basic small business statistics that are useful for writers, reporters, editors, and more.

The “Small Business by the Numbers” FAQ is just one of many statistical and research reports on small business available from the Office of Advocacy. You can access this resource at the Office of Advocacy Website at www.sba.gov/advo/stats/sbfaq.html.

DID YOU KNOW . . . ?

Small businesses . . .

- represent more than 99% of all employers
- employ more than half of private-sector workers
- provide two-thirds to three-quarters of the net new jobs

Benefit costs rose 4% in 2001, according to the U.S. Chamber of Commerce. Its *Employee Benefits Study* found that benefit costs averaged 39% of total payroll costs among employers surveyed, with medical benefits accounting for the largest share — 11% — of costs.

DoD Releases Annual Procurement Report

The Department of Defense has released its annual report on procurement from small and other business firms for fiscal 2002.

Contract awards to U.S. small business concerns totaled \$33.3 billion during fiscal 2002, compared with \$28.3 billion for fiscal 2001. Of the \$157.1 billion awarded by DoD to all U.S. business concerns during fiscal 2002, 21.2% of the awards were made to small business concerns, versus 20.8% in fiscal 2001. The increase is attributed to greater small business participation in acquisitions related to aircraft, ships, and commercial items.

Small businesses significantly contribute to the U.S. defense industrial base through their offerings of innovative technology, quality supplies and services at reasonable prices. Additional information regarding small business procurement opportunities with DoD can be found at the DoD Office of Small and Disadvantaged Business Utilization website:

www.acq.osd.mil/sadbu/



HHGFAA staff were on hand at the First Annual Transportation and Travel Conference and Exposition in May. Pictured, from left to right: Boris Populoh, Director of Programs and Education; Jean Mathis, Manager, Member Services; and Belvian Carrington,

HHGFAA Represents Industry at First Annual Transportation and Travel Conference and Expo

*By Boris Populoh
Director of Programs and Education*

HHGFAA represented the household goods transportation industry at the First Annual Transportation and Travel Conference and Exposition in Washington, DC, May 12–13. The Conference was produced jointly by the National Defense Transportation Association (NDTA) and the Department of Transportation (DOT). The event celebrated National Transportation Week, which is recognized the third week in May.

The event brought together transportation leaders from the private and government sectors to exchange ideas and to discuss current transportation challenges and opportunities. Programs presented during the meeting highlighted the role of transportation in driving the global economy and the challenges in securing the transportation system against future acts of terrorism.

Speakers from various government transportation-related departments addressed myriad issues, ranging from transportation infrastructure management to homeland security considerations. The highlight of the event was an address by U.S. Secretary of Transportation Norman Mineta, who applauded the American transportation system and its workers for having created a model of a modern multimodal transportation system.

Representing the role of the household goods industry in the transportation system were members of the HHGFAA staff, along with two association members, Executive Moving Systems and Security Moving and Storage. HHGFAA staff provided attendees with information on the process of international moving and forwarding, as well as information on association members in over 160 counties.

Next year's Transportation Week will be celebrated during the week of May 17, 2004. Check future issues of *The Portal* for more information once it becomes available. ■

Updating DOT's International Role: A Report From Iraq

*By Boris Populoh
Director of Programs and Education*

During the First Annual Transportation and Travel Conference and Exposition, John Flaherty, Chief of Staff for the U.S. Department of Transportation, updated the attendees on his recent trip to Iraq. During the trip, officials from DOT surveyed the Iraqi transportation infrastructure and established goals to be reached during a set period of time. Those goals have been divided into timeframes of issues that need to be addressed and accomplished in 2 weeks, 30, 60, and 90 days.

According to Flaherty, much of the “destruction appeared similar in nature to damage generally associated with natural disastrous” and only designated “targets were destroyed by precision bombing sticks.” Surprisingly to many in the DOT delegation, after they put “eyes on infrastructure,” it became clear that much of the damaged and unusable transportation infrastructure could be attributed to general neglect and disrepair during the regime of Saddam Hussein.

The rule of the dictator, said Flaherty, led to the “cultural and emotional breakdown of the workforce,” which was used to taking orders and “following directions without asking any questions.” The current transportation infrastructure is in chaos and “can’t meet the basic needs of the Iraqi people,” he added. Aid is reaching the borders of Iraq, but delivery is often stymied by the lack of equipment to unload it or transport it further inland.

Flaherty relayed the story of a Baghdad baker whose bakery was up and running, ready to provide thousands of citizens with desperately needed bread. Unfortunately, arranging for the transport of the needed flour from the port of Umm Qasr proved exceptionally difficult.

Efforts are also currently underway to open Iraq’s airspace for overflights, which will generate badly needed revenue for infrastructure rebuilding and improvements. The more quickly the basic needs of the Iraqi people are met, the sooner the benefits of “the advancement of freedom” will become apparent. ■



John Flaherty, Chief of Staff for the U.S. Department of Transportation, addressed the First Annual Transportation and Travel Conference and Exposition in May.



Coming Up in *The Portal*: A Special Focus on **HHGFAA Members in Hawaii**

The July/August 2003 issue of *The Portal* will profile HHGFAA member companies in Hawaii — the site of HHGFAA's 41st Annual Meeting in October. If your company is headquartered in Hawaii and is a HHGFAA member in good standing, we welcome your contribution to this Special Focus issue. Specifically:

- Please tell us a bit about your company's history. How and when was it established?
- What special advantages and challenges have you discovered of doing business in Hawaii?
- What logistical problems have you had to address because of your location?
- What do you like best about having your business in Hawaii?
- Please describe your business mix: Office moves, residential, overseas, military, etc. What areas of diversification do you focus on to ensure that shifts in political or economic realities do not adversely affect the stability of your company?
- What specific experiences can you share that are related to running a business in Hawaii?

You are invited to provide an article describing your views and experiences. Photos that are relevant to the *Portal* Focus topic are welcome. (Slides, negatives, prints, or e-mails can be used. Please don't e-mail logos, which will not be used. Do **NOT** send photos in a text file such as Word or WordPerfect, as they cannot be used; electronic text and digital photos **must** be sent separately.) Please include contact information for someone we can call or e-mail in the event there are questions or clarification is needed.

All submissions are subject to editing for length and syntax. If you have been advertising in *The Portal*, we will make every effort to place your ad near your article. **The deadline for all articles and ads to appear in the July/August 2003 issue is July 15.** We cannot retrieve company information from your Website. You may send text in Word, PLAIN TEXT, or ASCII format via e-mail to:

bcarri7850@aol.com or **joycemcd@erols.com**

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

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

OR

Joyce Dexter
Portal Editor
5600 Harding Avenue
Alexandria, VA 22311-5728

SECURITY

TSA's War Hotline

As a result of the war in Iraq, the federal government is issuing phone numbers to report suspicious activity or potential threats involving maritime and surface transportation.

Richard Bennis, the Transportation Security Administration's assistant administrator for maritime and land security, said the hotline numbers are being issued "in the interest of maintaining comprehensive domain awareness of the transportation system."

The TA requests that its stakeholders use the phone numbers [see page 40] to notify the TSA of potential threats or significant security incidents involving maritime and surface transportation. Such information should be provided in the first round of notifications made outside the caller's company or association.

TSA says potential threats include, but are not limited to, bomb threats, suspicious activities, and suspected sabotage. Significant security incidents include, but are not limited to, sabotage, violent attacks on or destruction of property and people, and hijackings.

TSA asks that notification originate from company or association security offices through a single point of contact.

These numbers should be used only in serious situations and are not intended to supersede the normal notification channels that your company follows (i.e., notifying local emergency services, FBI, etc.). E-mail notification may be made at tsa:hqcac@tsa.gov.

The TSA's 24-hour Command Center's numbers are 1 (571) 227-1881 and (571) 227-1882.

— SOURCE: John D. Shultz, TrafficWorld

Antwerp Port Security

The Port of Antwerp authorities have established a port security council presided over by Jan Verbist. He will be responsible for all security issues at the port and will also coordinate the implementation of security measures. Website: www.haven.antwerpen.be

ATA Statement Regarding TSA Screener Workforce Reductions

Responding to the announcement by the Transportation Security Administration (TSA) of workforce reductions of 6,000 employees, the Air Transport Association of America, Inc. (ATA) urged a redoubling of efforts to find greater efficiencies in the security screening process. "With the summer travel season upon us, and our travel and tourism markets struggling for recovery, it is imperative that air travelers continue to find both first-class security and first-class service at the airport," said ATA President James C. May. "We fully understand the economic realities the TSA is facing, but we know too that the agency has proven, over and over, that it can adapt and get the job done. The airlines look forward to continuing to work with TSA to be certain that the traveling public is encouraged to return to the skies with efficient, high-quality security and service."

ANSI Creates Security Standards Panel

The American National Standards Institute, which coordinates product standards among U.S. industries, has created a Homeland Security Standards Panel to develop and improve standards for emergency preparedness. ANSI established the panel in direct response to a congressional report that said there is a need for such standards at the state and local levels so that communities will be better positioned to respond to a terrorist attack.

Congress Raises Security Profile

The House and Senate have each created a homeland security committee, but so far it's the Senate Government Affairs Committee that's been lavishing attention on port security. The committee is even considering making this topic a recurring subject for hearings, and it's already made news on the subject. At the March 20 hearing, Asa Hutchinson, undersecretary for border and transportation security, said he did not support inspection of every import container.

Government Affairs Committee Chair Susan Collins (R-ME) said at the hearing that she believes 100% container inspections are impractical.

— SOURCE: *Journal of Commerce*

Annual Meeting Reminder

Don't Be Left Out in the Cold! (Figuratively Speaking, of Course)

Time is quickly running out to reserve your hotel rooms for HHGFAA's 41st Annual Meeting in warm, wonderful, Honolulu, Hawaii, Oct. 12-14, 2003. Don't take a chance on being able to secure accommodations during your stay in the islands. Make your room reservations NOW. It couldn't be easier — just log onto the HHGFAA Website (www.hhgfaa.org) and access the link to the hotel.

Additional annual meeting will be arriving in your mailbox in June. Meanwhile, please take a moment to reserve your hotel room today!

See you in Honolulu!

INDUSTRY NEWS



March



Gooding

APPOINTMENTS

Alexander March has joined **Santa Fe Relocation Services** in China as branch manager for the company's Shekou office. A British national who has lived in China for the past 3 years, March also worked in Japan and Poland.

Also at Santa Fe, **James Gooding** has been promoted to the position of business development manager, Santa Fe Relocation Services, Shanghai. Gooding had been with Santa Fe Indonesia since 2001, serving as corporate services manager, and was responsible for the development of the Relocation Service Department. He has been in Asia since 1997 working in the education and relocations industry. Gooding has a broad knowledge of the Santa Fe systems and Santa Fe personnel around the region and brings a wealth of experience to his new assignment.

(Editor's Note: the Santa Fe ad appears on page 4 of this issue.)



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



L-R: Gerry Lane, Eric Lim, Gordon Bell, and Bill Reinsch of Asian Tigers.

Asian Tigers Premier Worldwide in Japan recently announced a significant change in its ownership structure. The shares of TEAM London have been purchased in full by **Asian Nippon Services (ANS) Geneva**, a company owned by a number of Asian Tigers. Since Transeuro's acquisition by TEAM a little over 2 years ago, Team Relocations has refined and concentrated its interests and strategy within Europe.

"I would like to take this opportunity to thank our former partners TEAM for their substantial contribution to Asian Tigers Premier in the past and to wish them every success in their future endeavors," said Jean-Jacques Borgstedt, chairman of Asian Tigers Premier Worldwide Movers.

Paul Evans and Lawrence McGreal have been replaced as directors of the company by **Eric Lim** and **Gordon Bell**, joining **Gerry Lane** and **Bill Reinsch** to form the new Board. **Nick Masee** remains managing director, and the management and staff in both the Tokyo and Osaka offices remain the same experienced and committed professionals.



UK-based **Doree Bonner International** recently announced two new staff appointments. **Paul Dodds** has joined the company as group international sales consultant and **James Dasey** is taking on a new role as international

manager in London.

Dodds joins Doree Bonner from Allied Pickfords, where he was an international sales specialist responsible for five branches and numerous corporate accounts. He brings over 15 years' experience in the international removal business and will have responsibility for international household relocations to and from the United Kingdom.

Dasey joined the company in 1998. After being trained in his chosen field, international removals, he became responsible for sales in southeast England. He was recently promoted to international manager London, where he will develop and manage the busy department, which is the international coordination center for the Doree Bonner Group.

Website: www.doreebonner.co.uk



Kelly O'Shea Swanson has been appointed president of **Arpin International Group (AIG)**, headquartered in East Greenwich, R.I. She had been executive vice president at AIG for 3 years.

A 15-year veteran of the moving industry, Swanson was AIG's first employee working alongside AIG's founding president, Kelly Rogers. She has ascended through the commercial division from operations to head of the group.

Dependable Auto Shippers Partners With Horizon Services Group

Dependable Auto Shippers, a private vehicle relocation services provider, has outsourced its intermodal needs to **Horizon Services Group**. Under the long-term agreement, Horizon Services will develop in-house systems for DAS and guide its corporate technology strategy and development plans. In the first phase DAS will implement AUTOCaptain for managing its vehicle delivery service. AUTOCaptain will provide DAS shipment tracking, documentation, and management capabilities. DAS said it expects to implement 80% of its vehicle processing network.

Horizon Services Group, formerly CSX Lines, is based in Dallas.

Transmove Assists Fellow HHGFAA Member

When the Kazakhstan office of **Globalink** was faced with the problem of repatriating the remains of a Scottish oil worker who had died while working in their region, the company contacted the specialized European and Eastern European trade movers **Transmove** for help.

Transmove quickly arranged the required documentation — copy of the passport, death certificate, medical death evidence stamped by the local consul, and embalming certificate. Globalink arranged airfreight shipment to London Heathrow, where Transmove arranged customs clearance and the appropriate transport to the family's funeral directors in Lowestoft, which opened on the bank holiday to receive the remains.

(Editor's Note: The Transmove Ad appears on page 10 of this issue. The Globalink ad appears on page 70.)

HONORS AND AWARDS

Asian Tigers Premier Worldwide Movers recently received final confirmation that it has successfully completed its FAIM audit. Passing the audit was a team effort and assured that the company would maintain its existing membership within OMNI and also will allow it to become a FIDI affiliate.

Quality has been a key focus of the company since its founding a little more than 5 years ago, but going through the formalized FAIM process was a further reinforcement and validation of its own goals. As a new player in the Tokyo market back in 1998, the company committed to doing things a different way and it has paid off. While a focus on delivering top quality service has costs associated with it, there are many clients who are still prepared to make the investment.

“Over the years, we have established many standards of service that meet or exceed the market standard,” explained Managing Director Nick Masee. “We also made a decision to commit to our overall goals by creating a Quality Manager job position within our organization. We continue to look for new and better ways to deliver a superior level of service to all of our international clients.”

(Editor's Note: The Asian Tigers ad appears on page 7.)



Three employees of **Interstate Worldwide Relocation** received Certificates of Achievement from the American Moving and Storage Association (AMSA) for completing the AMSA Leaders Program, a new educational program designed to develop management skills and leadership capabilities for the relocation industry's future executives. Interstate team members **Eric Fierst**, quality control manager, and **Mary Ann Williams**, Move Management manager, completed the 21-week Leadership Track, and **Rob Nease**, director of government and national accounts, completed a 19-week Management Track.

Interstate also won AMSA's top safety award for 2003, the Fleet Safety Award, an honor that demonstrates the best weighted combination of the lowest DOT Recordable Accident Rate per million miles of vehicle operation, lowest vehicle and driver out-of-service rate, and lowest cargo claims ratio.



Also at Interstate, six employees were honored as 2002 Employees of the Year: **Carla Coldwell**, who works in the accounting department, was named Administrative Employee of the Year. She was recognized for her extensive research and follow-up on government storage accounts. She has been with Interstate since 1989. Sales Consultant of the Year honors went to first-year employee **Joseph Dugo**, who achieved more than \$600,000 in sales in 2002.

Noel Zita Swank received the Warehouseman of the Year Award, based on the results of customer evaluations and monthly ratings. He has been with Interstate since 1999.

Driver of the Year awards went to three long-distance drivers: **Keith "Mike" Guy**, **Charlie Wheeler**, and **Daniel Watson**.



North American Van Lines honored Texas-based **Roger Ward North American** with its highest award, Agent of the Year, at the annual North American Movers Association (NAMA) convention in Las Vegas. During the past year, Roger Ward North American grew in every segment of the moving industry business while achieving a superior quality index rating from customers. The company also was named Most Improved Hauler.

Also at the convention, North American recognized **Palmer Moving & Storage** of Warren, Mich., for Outstanding Sales Achievement. The Most Improved Booker was **Beltmann Group Inc.** of Brooklyn Heights, Ohio. **Beltmann Group, Inc.**, of Roseville, Minn., was named Outstanding Hauler.

Military Outstanding Sales Achievement winner was **Republic Van Lines of San Diego**, Poway, Calif. The company also was recognized as Military Most Improved Booker.

Military Company Sales Achievement winner was **Lile northAmerican**, Tualatin, Oreg. Government Agency of the Year was **Relocations Systems, LLC**, Dulles, Va. Government Outstanding Sales Achievement winner was **AARO North American**, Flagstaff, Ariz. And **A-1 Freeman Moving & Storage, Inc.**, of Round Rock, Texas, took home the Government Most Improved Booker award.

MILESTONES

Asian Tigers Premier Worldwide Movers recently celebrated its first 5 years in business. During the past several years, it has ranked amongst the fastest growing companies providing international moving services and, in particular, was the fastest growing company of its kind in Asia. Despite the recent slowdown in activity worldwide, Premier continues to enjoy increased demand for its services from the clients it serves in the Tokyo market. The company is also celebrating the first full year of activity for its branch office in Osaka, which began operation on March 1, 2002.



On Feb. 7, the Guatemalan company **Intermud** invited its customers, providers and friends to celebrate its 20-year anniversary. Some 450 people attended the event, in a night full of surprises.

Company founder Aldo Heinimann welcomed the attendants and presented an audiovisual on Intermud's 20 years of work.

Also featured was an art exhibit called "Art of Packing," which showed clients how different household goods are packed; visuals included air-van packing, lift-vans, and even an antique car and household goods in a 20-foot container to illustrate an international move.

An additional warehouse was also unveiled. This facility will be used exclusively for the storage of 20-foot containers and self-storage in 10-cubic-meter units.

The night ended with a meal that underscored Intermud's international nature, live music, and dancing, and the popular Mariachis rounded out the evening.

20 Years of Intermud

Aldo Heinimann founded Intermud, a moving, packing, and storage company, in Guatemala City in 1983. His mission was to provide personalized, top quality, reliable and credible services to international and local companies, as well as the diplomatic corps. His services were well received as a result of his ample experience in international moving. He speaks fluent Spanish, German, English, French, and Italian; thus, his clients find in Heinimann a person who can talk to them in their own language.

Nowadays, Intermud's 80-person workforce provide a broad range of services: local moving; air, sea, and land international moving; special packing of art pieces; storage in its own containers; management and storage of documents; relocations; and custom agent services.

Intermud's membership in LACMA, FIDI, and OMNI bolstered its international presence as a serious, responsible and experienced company in Guatemala and Central America.

To satisfy the growing needs of its customers, two sister companies were founded as part of the Intermud Corporation: ADA (Administracion de Documentos y Archivos) and IRS (International Relocation Services, S.A.). ADA occupies a quarter of Intermud's warehouses, where it stores and manages documents for more than 40 companies. IRS helps relocate foreigners in Guate-



mala, helping them find a house and a school for their children and veterinarians for their pets, and providing guidance on medical and hospital facilities, among other services.

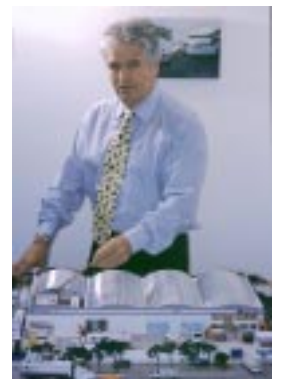
In 1999 Intermud opened its own new, modern facilities on a 30,000-sq.ft. tract. Given the steady increase in customer requirements, Intermud again recently expanded its storage space, the number of vehicles in circulation, and its administrative area. Intermud is one of the few companies in Latin America that uses its own 20-foot containers for local storage. The company has just completed construction of yet another warehouse, a necessary expansion given its growing volume of operations and storage.

In 1999, Intermud received its first FAIM accreditation; its second audit was ratified early last year.

Website: www.intermud.com



Scenes from Intermud's state-of-the-art facility. Below: A group portrait of the Intermud team; Intermud founder Aldo Heinimann.



Aldo Heinimann

WELCOME NEW MEMBERS



Jeffrey Coleman
Executive Vice
President
Covan International Inc.
HHGFAA Chairman

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

NEW ASSOCIATE MEMBERS

A & P Moving and Storage

1991 SW 141 Avenue
Miami, FL 33175
Tel: (305) 554-5929
Fax: (305) 554-1828
E-mail: aandpmoving@yaphoo.com
P.O.C: Sonia Fernandez
No. of Years in Business: 17
Sponsors: The John Partners Corp., FL
Transportes Tres Banderas, Mexico

B.B.S. Co. (Pella International)

291 Marlin Street
Port Newark, NJ 07114
Tel: (973) 344-4706
Fax: (973) 589-1295
Toll-free: (800) 969-8785
E-mail: silje@pellabbs.com
P.O.C: Silje Allen

Bahrain International Cargo Services (BICS)

A Division of Yusuf Bin Ahmed Kanoo
Post Box 45
Manama, Kingdom of Bahrain
Tel: (973) 828 630
Fax: (973) 729 859
E-mail: bics@batelco.com.ba
P.O.C: George Jacob
No of Years in Business: 43
Sponsors: American Red Ball, Inc., WA
Asia Cargo & Packing, Bahrain

CP & J Corp. (Ploegman Moving & Storage)

2521 Allan Drive
Elk Grove Village, IL 60007
Tel: (847) 350-0777
Toll-free: (800) 535-4895
Fax: (847) 350-1430
P.O.C: Craig and Jorja Boiley
Sponsors: Arpin International Group, RI
Mordue Moving & Storage, Inc. IL

Crofutt & Smith

P.O. Box DD, 1 Lenel Road
Landing, NJ 07850
Tel: (973) 347-7200
Fax: (973) 347-8089
E-mail: dsorhagen@crofuttsmith.com
P.O.C: Dennis Sorhagen & Roger Sorhagen
Sponsors: Team Worldwide, NJ
Atlas Van Lines International, WA

Crown Lines Corporation

2-1, Mayafuto Nada-Ku
Kobe 657-0854, Japan
Tel: (81) 78 805 0181
Fax: (81) 78 805 0182
P.O.C: Kohsaku Tsunemi
Sponsors: Crown Line (Pte) Ltd., Singapore
A-Cross, Japan

Expat Movers

55 Market Street
05-02 Sinsor Building
Singapore 048941
Tel: (65) 6538 4030
Fax: (65) 6468 0639
P.O.C: Mr. Marc Laurence
Sponsors: IMNI North, Italy
United Professional Movers Ltd, China
Galaxy Pvt. Ltd. Co.

BAHTA House #110

Box 998
Asmara, Eritrea
Tel: (291) 1 202 702
Fax: (291) 1 120 312
E-mail: galaxy@eol.com.er
P.O.C: Bahta Tirfe
Sponsors: Executive Moving Systems, Inc., VA
Packtra PLC, Ethiopia

Gemini Moving Specialists

7241 Lankershim Blvd
North Hollywood, CA 91605
Tel: (818) 765-3521
Fax: (818) 982-8919
E-mail: dschmidt@geminimoving.com
P.O.C: Bill Sherwood and David Schmidt
Sponsors: Still Transfer Company, TN
All American Forwarding, Inc., WA

Golden Services LLC

P.O. Box 99991
Lakewood, WA 99991
Tel: (253) 584-2353
Fax: (253) 582-1290
P.O.C: Ed Zielinski
Sponsors: AAAA Forwarding, Inc., FL
All-American Forwarding Inc., WA

Korea G. W. Logistics Co. Ltd.

3rd Floor Hanjun Building,
228 Hangangro 1-GA
Yongsan-GU, Seoul, Korea
Tel: (82) 2 749 2040
Fax: (82) 2 749 2064
E-mail: gwkr@gwlogis.com
P.O.C: Mr. Seung, Doo Sung
No. of Years in Business: 9
Sponsors: Senate Forwarding Inc., FI
All-American Forwarding, Inc., WA

LisBras Mudancas e Transportes Ltda.

SMPW Quadra 03 Bloco Agrupo 112
Brasilia, DF 71735-300, Brazil
Tel: (55) 61 386 7616
Fax: (55)61 386 7616
E-mail: lisbras@hotmail.com
P.O.C: Alberto Mendes and Sousa Gomes
Sponsors: Moving Systems SAC, Peru
TG International Insurance Brokerage, Inc., CA

Maruzen Showa Unyu Co. Ltd.

3F, Kyoeki Nihonbashi Bldg.,
2-10-1, Nihonbashi, Chuo-Ku
Tokyo 103-0027, Japan
Tel: (81) 3 3278 7582
Fax: (81) 3 3278 7433
E-mail: 70700@maruzenshowa.co.jp
P.O.C: Mr. Harutsuna Shinsaka
Sponsors: Kuwahara Limited, England
Mid West Orient (NY) Ltd., NJ

Moreno International S.A. DE C.V.

Calle 16 De Septiembre S/N (Esquina 3 Marzo)
Colonia Tlaltepán, Cuatitlán,
Mexico City, 54800, Mexico
Tel: (52) 55 5870 8088
Fax: (52) 55 8342 1209
E-mail: mexico@movers.com.mx
P.O.C: Mr. Rafael Moreno
No of Years in Business: 26

Neaves of East Anglia

Park Grange, Shipdham
Thetford, Norfolk
IP25 7JZ, England
Tel: (44) 1362 820 020
Fax: (44) 1362 821 521
E-mail: rick.neave@britannia-neaves.co.uk
P.O.C: Rick Neave
No of Years in Business: 23
Sponsors: Humphreys International Removals
Storage & Shipping, England
Britannia Movers International Plc, England

Royal Relocations

35, Kompleks Selayang, Batu 8 «
Jalan IPOH, 68100 Batu Caves
Selangor, Kuala Lumpur, Malaysia
Tel: (60) 3 6120 8903
Fax: (60) 3 6120 8906
E-mail: jason@royalrelocations.com
P.O.C: Jason Yap
Sponsors: Orient Pacific International Corp, China
Hellas Europe (Aust)P/L, Australia

Santa Fe/Shekou/Shenzhen

Building A, Room 1104
Offshore Petroleum Building No. 1
Industry Road 2, Shekou
Shenzhen 518067 (PRC) China
Tel: (86) 775 2683 0460
Fax: (86) 755 2683 0465
E-mail: shekou@santafe.com.cn
P.O.C: Alexander March

Santa Fe/Chongqing

9-6, 9th Floor, Yu Gao Bldg, No. 3
Ke Yuan Yi Road, Shi Qiao Pu,
Chongqing 400 039 (PRC) China
Tel: (86) 23 6803 1266
Fax: (86) 23 6803 1268
E-mail: chongqing@santafe.com.cn
P.O.C: Michael Xu

**Shanghai EB & SFSC International
Logistics Co., Ltd.**

617 San Men Road
Shanghai 200 439, China
Tel: (86) 21 6358 3700
Fax: (86) 21 6372 5110
P.O.C: Amy Zhang
Sponsors: Inter Trans Insurance Services, Inc., CA
Rex Service Co. Ltd., China

T & T Services Intl, srl

Via Augusto Dulceri 83
00176 Rome, Italy
Tel: (39) 06 2170 4974
Fax: (39) 06 2170 4970
E-mail: tet@tetservices.it
P.O.C: Severino Tuny and Emanuela Tuni
Sponsors: FOS International, Italy
Sea & Air, NJ

The ABC Companies, Inc.

1100 Main Street
Buffalo, NY 14209
Tel: (716) 878-2897
Fax: (716) 878-2800
P.O.C: Michele Gardner
Sponsors: Executive Moving Systems, Inc., VA
Denali Group, WA

Transphere Incorporated

38281 Schoolcraft Road, Suite J
Livonia, MI 48150
Tel: (734) 542-0032
Fax: (734) 542-0038
E-mail: transphere@hotmail.com
P.O.C: Chetan Koradia
No. of Years in Business: 16
Sponsors: Sterling International, KY
Internationale Transport-Organization, Germany

UniGroup Worldwide UTS Canada

7229 Pacific Circle
Mississauga, Ont. L5T 1S9, Canada
Tel: (905) 564-7537
Fax: (905)564-0237
E-mail: tessa@uvl.ca
P.O.C: Tessa Watson
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UTS International (Europe) B.V., The Netherlands

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Bel Carrington at
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Price List for Selected HHGFAA Publications and Miscellaneous Items

TITLE	CONUS MEMBERS	OVERSEAS MEMBERS
Additional Copies of <i>The Portal</i> (1-year subscription)	80.00	96.00
Defense Transportation Regulations Part IV (replaces the PPTMR)	40.00	55.00
HHGFAA Freight Forwarders Tariff #4	15.00	
Rate Solicitation I-13	45.00	55.00
Rate Solicitation I-14	45.00	55.00
Global Transportation & Related Business Terminology	45.00	75.00
How Congress Works: A Layman's Guide to Understanding Congress	10.00	
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U.S. Associate Members Mailing Labels	20.00	25.00
Overseas Associate Members Mailing Labels	40.00	50.00
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OR, fax with credit card information to (703) 684-3784**

WASHINGTON UPDATE

Congressional 'Goods Movement Caucus' Formed

On May 7, Reps. Juanita Millender-McDonald (D-CA) and Lincoln Diaz-Balart (R-FL) announced the formation of the Goods Movement Caucus, a bipartisan effort to address issues and concerns related to the reauthorization of the Transportation Equity Act for the 21st Century (TEA-21). Millender-McDonald said the caucus will serve as an “incubator of ideas” surrounding issues of ensuring safe freight mobility, congestion, economic development, public/private partnerships, and others. Noting the importance of infrastructure to the trade-driven economy, she commented that the “transportation system is built on speed and agility. With just-in-time delivery, our transportation system is becoming the nation’s warehouse.”

The caucus will develop its agenda and focus areas in the near future. Among potential topics are separating the Borders and Corridors Program to create two distinct programs, and increasing funding levels for the programs. Other agenda items include investigating measures for funding intermodal freight infrastructure; working with stakeholders and communities in developing improved local transportation networks; increasing Metropolitan Planning Organization (MPO) planning funds; and supporting Intelligent Transportation Systems (ITS) technology.

Beverly O’Neill, Mayor of the City of Long Beach, Susan Turner of the American Association of Port Authorities, and Leslie Blakey with the Coalition for America’s Gateways and Trade Corridors also weighed in on the issue. O’Neill praised the creation of the caucus and emphasized the need for federal funding of the Long Beach and Los Angeles Ports, which handle close to 45% of the nation’s freight traffic. She commented that 15% of all goods entering the nation (\$196 billion worth annually) travel over Long Beach’s 7 miles of the 710 freeway and the (now crumbling) Desmond Bridge. Blakey and Turner also offered their support for the caucus agenda and stressed the important effect that the transportation infrastructure has on the health of the national economy.

By Jim Wise
PACE-Capstone



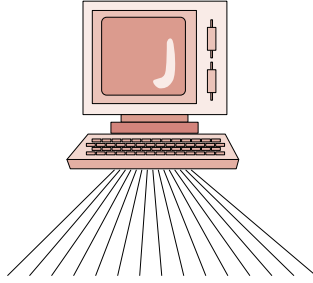
Spouse Travel Legislation Introduced to House

On March 18 Rep. Neil Abercrombie (D-HI) introduced legislation to restore the tax deduction for spouses and others who have a business reason to accompany business travelers on trips. The bill has broad bipartisan support and was referred to the Committee on Ways and Means. Business groups suggested that the legislation now needs a “vehicle” to be considered under, most likely a stimulus package.

Congress is considering restoring the tax deduction to encourage increased convention travel. Since the Sept. 11 attacks, and now with the war in Iraq underway, business and convention travel has been curtailed and has not returned to previous levels. Attendance at meetings, conventions, tradeshow, and exhibitions has declined throughout the country, a trend that has reduced revenues from these events for associations and has adversely affected local economies.

The estimated cost of enacting this legislation is less than \$50 million per year.

Link Up with HHGFAA



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

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

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WEBSITES TO SEE

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

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

HHGFAA: hhgfaa.org
24-hour Cargo Rule: niti.org/new/24hrrule.pdf
A.Alternativa: a-alternativa.com.br
ABC/Amega Inc.: abc-amega.com
AE Worldwide: aenationwide.com
AGS: ags-worldwide-movers.com
Air Animal: airanimal.com
AIReS: airelo.com
Airport Terminal Maps: mapquest.com
American Int'l Relocation Solutions: airelo.com
Andreas Christ Movers: christ-movers.com
Antwerp, Port of: haven.antwerpen.be
APA Worldwide: apaworldwide.com
Arrowpak: arrowpak.co.uk
Ashoka Int'l: indiantrade.com/ashoka
Asian Tigers: AsianTigersGroup.com
Atlas Int'l Movers: atlas-movers.nl
Beweship: beweship.com
Blue Sky Int'l: blueskymoving.com
Brazil Worldmover: brazilmover.com
Business Etiquette:
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Cargo Portal Services: cargoportalservices.com
Claims Prevention and Procedure Council:
claimsnet.org
Comprehensive Medical Information:
healthfinder.gov
Computrex Logistics: e-computrex.com
Country & Regional Search Engine:
philb.com/countryse.htm
Covan World-Wide: covan.com
Crown Records Management: crownrms.com
Crystal International: crystalinternational.com
Customs Service C-TPAT Program:
customs.ustreas.gov/enforcem/tpat.htm
DeHaan Removals: dehaan.nl
Desbordes Int'l: desbordesinternational.com
DeWitt Trans. Services of Guam: dewittguam.com
Doree Bonner: doreebonner.co.uk
Eagle Van Lines: eaglevanlines.com
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EUROUSA: the-eurogroup.com
Excargo Services: excargo.com

Executive Insurance Services: execinsurance.net
Executive Moving Systems: thebestmove.com
Federal Maritime Commission: fmc.gov
FIDI Calendar: fidi.com/public/members/news/diary.asp
Findlay Int'l: FindlayMoving.com
Flight and Airport Information: www.faa.gov
FMS Worldwide: fields-movers.com
Freeline Movers: flm.com.pk
Freight Analysis Framework:
ops.fhwa.dot.gov/freight/adfrmwrk/index.htm
Freight Int'l: freightinternational.com
Fukuoka Soko Co.: fukuokasoko.com/moving
Garcia Trucking: garciatrucking.com
Gateways Int'l: gatewaysinternational.com
Global Security Updates:
airsecurity.com/hotspots/hotspots.asp
Globalink: globalink.kz
Gosselin Worldwide Moving: gosselin.be
Green Liner: greenliner.com
Guardian Services Inc.: moveassist.com
Harsch Transports: harsch.ch
Health Insurance Info: hcfa.gov and hhs.gov
Health Plans (Coalition Supporting Choice):
ahpsnow.com
Homeland Security Department:
<http://www.dhs.gov/dhspublic/>
How Stuff Works: howstuffworks.com
IAL Nigeria: ial.com.ng
Intermove: intermove.com
Interport: interport.com.sg
International Organization for Standardization:
ISO.ch
Inters &R: inters-r.com
Iraq Maps: http://news.bbc.co.uk/nol/shared/spl/hi/middle_east/03/v3_iraq_key_maps/html/military_operations/1.stm
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JVK Movers: jvkmovers.com
Keller Swiss Group: keller-swiss-group.ch
La Vascongada, S.L.: vascongada.com
Magna Int'l Movers: magna.co.za
McGimpsey Removals: mcgimpseys.com
Military Traffic Management Command:
mtmc.army.mil
MoveAssist: moveassist.com
Movements Int'l: movementsinternational.com
Movers Specialty Service: mss1.com
Mudanzas Trafimar: mudanzastrafimar.com.mx
National Defense Transportation Association:
ndtahq.com
National Van Lines: nationalintl.com
Nationwide Relocation Int'l: nrri.com
Nazha Freight Services: nazhagroup.com
NEER Service: neerservice.com or neerservice.fr
New Haven Moving Equip.: newhaven-usa.com
Norton Internet Security: norton.com
Official Airline Guide: oag.com
OMB Contract Bundling Report: acqnet.gov

P.M. Packers & Movers: packersindia.com
Pac Global Ins. Brokerage: pacglobalins.com
Packimpex Ltd: packimpex.ch
PAIMA: paima.com
People Finder: *AnyWho.com*
Phoenix Transport Services: phoenix-transport.de
Raffles Movers Int'l: rafmover.com.sg
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Rhema Movers: rhemamovers.com.sg
Saleemsons: saleemsonsmovers.com
Santa Fe: santafe.com
SBA Solutions Newsletter: <http://web.sba.gov/list/>
SCANVAN: scanvan.com
Schenker Stinnes Logistics: schenker.bg
Sea Bird Services: seabird.com.sg
SEM Movers: sem-movers.com
Service Corps of Retired Executives (SCORE):
score.org
Simpsons Removals & Storage:
simpsons-uk.com
SIT Transportes Internacionales: sit-spain.com
Small Business Administration Advocacy Office:
sba.gov/advo
Small Business Guide to Exporting:
<http://www.sba.gov/OIT/info/Guide-To-Exporting/index.html>
Small Business Survival Committee: sbsc.org
Status Baby Transports: status-baby.com.br
Sterling Int'l Movers (UK): sterlingmovers.com
Stratamax Research Institute: stratamax.com
TechMate Int'l: TechMateIntl.com
TG International: tginternational.com
The Guardian Svcs Group: guardianservices.com
The Moving Company: themovingcompany.co.nz
Transmove: trans-move.com
Trans Movers Worldwide: centrin.net.id/tranmove
Transcontainer: transcontainer-group.com
Trans-Link Express: translink.co.th
Transpack Packing & Frt. Fwd: Transpack.com.pk
Transportation Security Admin: tsa.dot.gov
• Emergency hotline: tsa:hqcac@tsa.gov
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UK Small Business Services: sbs.gov.uk
UniGroup UTS: unigroupworldwide.com
UPM Int'l: upm.com.pk
US Department of Defense — Procurement
Report: acq.osd.mil/sadbu/
US Department of State:
• Safety tips for travelers:
travel.state.gov/asafetripabroad.html
• Travel & Living Abroad: state.gov/travel
• Emergency numbers list for Western Europe:
healthcareland.com/sos/embassy_links
US Department of Transportation: dot.gov
US House of Representatives Small Business
Committee: house.gov/smbiz
Useful Sites for Int'l Trade Professionals:
www.fta.org
Women-Owned Business Resource (SBA):
women-21.gov
Van Kralingen: utsvankralingen.com
Vatovec: vatovec.si
Veron Grauer: veron-grauer.ch
Virus Checks: mcafee.com, symantec.com, or
jsecure.com

Virus Protection: mcafee.com/myapps/firewall,
zonelabs.com, symantec.com
Voerman Int'l: voerman.com
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

21st Century Relocations:
destination@21stcenturyrelocations.com
or origin@21stcenturyrelocations.com
HHGFAA: hhgfaa@aol.com
A.Alternativa: transp@a-alternativa.com.br
AGS: castro-j@ags-paris.com
Air Animal: petmover@airanimal.com
APA Worldwide: apawwm@sol.racsca.co.cr
Andreas Christ Movers: info@christ-movers.com
Arpin Int'l Group: jdowlingarpinintl.com
Arrowpak: sales@arrowpack.co.uk
Ashoka Int'l: ashokint@ndb.ysnl.net.in
Asian Tigers: thomas.meyer@asiantigers-vietnam.com or info.hanoi@asiantigers-vietnam.com
Atlas Int'l Movers: info@atlas-movers.nl
Blue Sky Int'l: info@blueskymoving.com
Brazil Worldmover: worldmover@brazilmail.com
Cartwright Int'l Van Lines:
intl-van@cartwrighttrans.com
Cheetaz On The Move: cheetaz@singnet.com.sg
Claims Prevention and Procedure Council:
claimsnet@aol.com
Corstjens WW Movers: info@corstjens.nl
Cosmopolitan Transport Mandiri:
cosmotrans@cbn.nct.id
Covan World-Wide: international@covan.com
Crystal International:
info@crystalinternational.com
DeHaan Removals: info@dehaan.nl
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
ERC: david@erceurope.com
Excel Int'l: kato@eico.mei.co.jp or
matsuda@eico.mei.co.jp
Executive Insurance Services:
info@execinsurance.net
Executive Moving Systems:
salesinfo@thebestmove.com
Fidelity & Marine Ins.: info@fidelitimarine.com
Freeline Movers: flm@isb.paknet.com.pk
Freight Int'l: removal@emirates.net.ae
Froesch: info.berlin@froesch.de
Fukuoka Soko Co.: moving@fukuokasoko.com
G.E.P.: gepbox@gep.be
Gateways Int'l: gateways@themovers.com
Gil Stauffer: international@gil-stauffer.com
Global Options, LLC: ctgoodrum@aol.com
Globalink: relocation@globalink.kz
Gosselin Group: comm@gosselin.be
Green Liner: safetymove@greenliner.com
GTB Destination Mgt Svcs:
gtbusa@compuserve.com
Guardian Services Inc.: info@moveassist.com

Guyana Overseas Traders:
guyotrad@networksgy.com
Harsch Transports: *harsch@harsch.ch*
Heber Hausner Süd-Ost: *vienna.uts@hhso.at*
Hobby House Forwarders & Movers:
office@hobbyhouse.ro
IM France: *move@imfrance.com*
Interem: *albert@freightsystems.com*
Intermove: *move@Intermove.com*
Intermud: *intermud@guate.net*
Interport: *sales@interport.com.sg*
Inters &R: *info@inters-r.com*
JVK: *thailand@jvkmovers.com*
Keller Swiss Group: *moving@kellerbasel.ch*
La Vascongada, S.L.: *comercial@vascongada.com*
Leader Pack: *leadpack@emirates.net.ae*
Magna Int'l Movers: *removals@jhb.magna.co.za*
McGimpsey Bros.: *removals@mcgimpseys.com*
MoveAssist: *info@moveassist.com*
Move One: *moving@moveone.info*
Movements Int'l:
mim.sydney@bigpond.com.au
Movers Specialty Service: *rogers@mssl.com*
M/S Swift Packers & Movers:
naveen12@satyam.net.in
Mudanzas Trafimar:
sales@mudanzastrafimar.com.mx
National Van Lines: *info@nationalintl.com*
Nationwide Relocation Int'l: *nrii@deltanet.com*
Nazha Freight Services: *info@nazhagroup.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*
Raffles Movers Int'l: *sales@rafmover.com.sg*
Regulatory Flexibility Act Info:
claudia.rayford@sba.gov

RelogistiX: *stattum@relogistix.net*
Rex Service Co., Ltd.: *rexco@public.tpt.tj.cn*
Rhema East China Ltd: *rhema@pub.sz.jsinfo.net*
Rhema Movers: *general@rhemamovers.com.sg*
Saleemsons: *info@saleemsonsmovers.com*
SBA Tax Information: *russell.orban@sba.gov*
Sea Bird Services: *seabird@commnet.com.eg*
SEM Movers: *semmove@indosat.net.id*
Simpsons Removals & Storage:
enquiries@simpsons-uk.com
Sino Santa Fe: *shanghai@santafe.com.cn*
SIT Transportes Intl: *sit.mad@sit-spain.com*
Status Baby Transportes:
vendasinter@status-baby.com.br
Sterling Int'l Movers (UK):
mail@sterlingmovers.com
Stuttafords Zimbabwe: *ptich@stuttafords.com.zw*
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*
Unipack, S.A.: *info@unipack-iran.com*
United Prof. Movers: *Fazla@upm.sdnpk.undp.org*
UPM Int'l: *upm@isb.sdnpk.org*
Van Kralingen: *marloes@utsvankralingen.com*
Vanpac: *rauf@vanpac.edunet.sdnpk.undp.org*
Vatovec: *vatovec@siol.net*
Veron Grauer: *moving@veron-grauer.ch*
Voerman Int'l: *mail@voerman.com*
Welti-Furrer Ltd: *international@welti-furrer.ch*
Willis Corroon Trans. Risk Svces: *iris@willis.com*
YP-35: *lincmove@Blarg.net*
Zuhal: *zuhal@emirates.net.ae*

FORGING STRONG LINKS

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

21st Century Relocations (Mumbai, India)
7M Transport, Inc. (Spring, TX)
A Lusitana (São Paulo, Brazil)
A-Mrazek Moving Systems (Kirkwood, MO)
A & S Roseth International (Ontario, Canada)
ACE Shipping Co. Ltd. (Seoul, Korea)
A-Cross Corp. (Tokyo, Japan)
A. Kuehner & Sohn (Vienna, Austria)
A.M.S. Atlantic International (Dusseldorf, Germany)
A-1 Trans Korea Ltd. (Seoul, Korea)
Aachener International (Dublin, Ireland)
Aarid International Movers (Baltimore, MD)
Action Moving Services, Inc. (Burnsville, MN)
AES Moving & Storage (Budapest, Hungary)
AGI Logistics (HK) Limited (Hong Kong)
AGS Berlin (Berlin, Germany)
AGS Brussels (Brussels, Belgium)
AGS Bucharest (Bucharest, Romania)
AGS Budapest (Budapest, Hungary)
AGS London (London, England)
AGS Ivory Coast (Abidjan, Ivory Coast)
AGS Kenya (Nairobi, Kenya)
AGS Lisbon (Lisbon, Portugal)
AGS Madrid (Guadalajara, Spain)
AGS Marseille (Marseille, France)
AGS Morocco (Casablanca, Morocco)
AGS Paris (Gennevilliers, France)
AGS Prague (Prague, Czech Rep.)
AGS Senegal (Dakar, Senegal)
AGS Warsaw (Warsaw, Poland)
Aloha International Moving Services (Kapolei [Honolulu], HI)
Ambassador International (Dulles, VA)
American Movers Inc. (Waipahu, HI)
American President Lines (Washington, DC)
American Red Ball International (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 International (New Delhi, India)
Asian Tigers K.C. Dat (S) Pte (Singapore)
Asian Tigers Premier Worldwide Movers Co. Ltd. (Tokyo, Japan)
Asian Tigers Trans China International (Wanchai, Hong Kong)
Asian Tigers Trans China International (Beijing, China)
Asian Tigers Trans China International (Guangzhou, China)
Asian Tigers Trans China International (Shanghai, China)
Atlas International Service, S.A. (Lima, Peru)
Atlas Van Lines International (Seattle, WA)
Australian Vanlines (Pendle Hill, Australia)
Australian Van Lines Pty Ltd (Dandenong, Australia)
B.M. International Pvt. Ltd. (New Delhi, India)
Biddhulphs International (Gauteng, South Africa)

Birkart Globalistics AG (Raunheim, Germany)
Bishop Move Group (London, England)
Brytor International (Mississauga, Ont., Canada)
Capitol Transportation Inc. (San Juan, PR)
Careline International Moving & Storage (Limerick, Ireland)
Carl Hartmann GmbH & Co. (Bremen, Germany)
Caribbean Moving Services (Willemstad, Curaçao)
Celebrity International Movers S.A. (Athens, Greece)
Chess Hanley's Moving & Shipping (Kings Langley, NSW, Australia)
Christ International Movers (Heilbronn, Germany)
Clements International (Washington, DC)
CML Safe Pak (Amman, Jordan)
Columbia World-Wide Movers (Limassol, Cyprus)
Confianca Moving and Storage (Miami, FL)
Confianca Mudancas & Transportes Ltda (Fortaleza, CE, Brazil)
Conroy Removals Ltd. (Napier, New Zealand)
Consolidated Marketing & Logistics (Amman, Jordan)
Cosmopolita/M.L. Transportes (Brasilia, Brazil)
Cosmopolitan Transport, Mandiri, PT (Jakarta, Indonesia)
Cronin — The Art of Moving (Dublin, Ireland)
Crystal Forwarding (Carlsbad, CA)
CSX Lines (Washington, DC)
Daly Movers, Inc. (Orange, CA)
Davel Demenagements SA (Meyrin, Switzerland)
Decapack (Santiago, Chile)
Delahaye Blue Ribbon Movers (New York, NY)
Deliver USA (Jessup, MD)
Delmarva Port Services (Baltimore, MD)
DeMarti S.A. (Barcelona, Spain)
Denali International dba Pacific Movers (Anchorage, AK)
Dependable Auto Shippers (Dallas, TX)
DeWitt Moving & Storage (Tamuning, GU)
DHX Ocean/Air (Dominguez, CA)
Doree Bonner International (Kent, UK)
Eagle Shipping Services (London, UK)
East International Freight Forwarders (Cairo, Egypt)
Elliott International (Johannesburg, South Africa)
EMS Hansard Ltd. (Dover, Kent, UK)
Equixpress, CA (Caracas, Venezuela)
European American Van Lines, Inc. (Ridgefield, NJ)
Euro-USA Shipping Ltd. (Suffolk, UK)
Excargo Services (Houston, TX)
Excess International Movers (London, England)
Executive Insurance Services Inc. (Oviedo, FL)
Executive Moving Systems (Woodbridge, VA)
Expect Moving Management LTD (Middlesex, England)
Exprinter Liftvans Bolivia S.A. (La Paz, Bolivia)
Favia International Transport (Cairo, Egypt)
Fidelity & Marine Inc. (Miami, FL)
Foehrenbach International (Paris, France)
Freight Systems International (Cairo, Egypt)
Fukuoka Soko (Fukuoka-Ken, Japan)
Gamma Shipping (Yavne, Israel)
Gateways International Inc. (Settle, WA)
Gezairi Group Cargo (Beirut, Lebanon)
Global Packers & Movers (Islamabad, Pakistan)
Gosselin World Wide Moving (Deurne-Antwerp, Belgium)
Grace International Removals (Seven Hills NSW, Australia)
Green Van International Co. (Taipei, Taiwan)
Greenbriar Forwarding (Edison, NJ)

Harrow Green International (Essex, England)
Harsch Transports (Geneva, Switzerland)
HL Van Transport (Bassum, Germany)
Hollander International Movers (Elk Grove Village, IL)
Humboldt International (Canton, MA)
IAL Nigeria Limited (Lagos, Nigeria)
IM France (Suresness, France)
Intercontinental Van Lines, Inc. (Markham, Ont., Canada)
Inter Trans Insurance Services Inc. (Irvine, CA)
Intermove Limited (Newton, CT)
Internacional Mudancera Mexicana, S.A. de C.V. (Mexico City, Mexico)
International Wood Industries Inc. (Sherwood, OR)
Interport Executive Movers (Singapore)
Inters & R S.L. (Barcelona, Spain)
Interstate International Inc. (Springfield, VA)
Intra-Mar Shipping S.A. (Santafe De Bogota, Colombia)
J. Calenberg (Bonn, Germany)
John Ryan Removals (Springvale, Vic., Australia)
Jordanian Coast Cargo & Tourism Services (Amman, Jordan)
Kar Kia Co. Ltd. (Tehran, Iran)
Keller AG (Bern, Switzerland)
Keller AG (Basel, Switzerland)
Kellys International Ltd (Guildford, Surrey, England)
Keys Bros Removals & Storage (Canningvale, Western Australia)
King & Wilson International Movers (Melbourne, 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)
Mesa International (Grand Junction, CO)
Mex Pack (Mexico City, Mexico)
Mobeltransport Danmark A/S (Copenhagen, Denmark)
Mobel-Transport Ltd. (Zurich, Switzerland)
Moreno International (Monterrey, Mexico)
MoveAssist International Ltd. (Hitichin, Herts, England)
Move One (Budapest, Hungary)
National Van Lines, Inc. (Broadview, IL)
Nazha Freight Services (Damascas, Syria)
Neer Service France (Paris, France)
New Haven Moving Equipment Corp. (Los Angeles, CA)
North American International (Naperville, IL)
Orbit International Forwarders SARL (Beirut, Lebanon)
Orient International Freight Forwarding (Katmandu, Nepal)
OTB Overseas Transport GmbH (Achim, Germany)
Overseas Argentina S.A. (Buenos Aires, Argentina)
P.M. Packers & Movers (New Delhi, India)
Pacific Island Movers (Main Facility, Guam)
Panda Transporti s.r.l. (Rome, Italy)
Pantera Negra—Sociedade De Transport (Sintra, Portugal)
Paxton International (Springfield, VA)
Peter E. Reid Stevedoring Inc. (Pago Pago, American Samoa)
Phoenix Transport (Japan) Ltd. (Yokohama, Japan)
Phoenix Transport Services (Bremerhaven, Germany)
Planet Move Management (Auckland, New Zealand)
P.N. Writer & Co. Ltd. (Mumbai, India)
Portan S.A. (Bogota, Colombia)
Prime-Movers International (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)
Sancalsa International Services (Mexico D.F., Mexico)
Santa Fe Transport (Singapore)
Schneider SA (Lausanne, Switzerland)
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)
Starline Moving Systems (Edmonton, Alta., Canada)
Sterling International Movers Ltd. (Perivale, UK)
Stevens Worldwide Van Lines (Saginaw, MI)
Subalipack (M) Sdn Bhd (Kuala Lumpur, Malaysia)
TG International Insurance Brokerage Inc. (San Juan Capistrano, CA)
The eXternal Revenue Service of the Day Companies (Norfolk, NE)
The MI Group (Mississauga, Ont., Canada)
The Moving Company (NZ) Ltd. (Auckland, New Zealand)
The Pasha Group (Corte Madera, CA)
The Viking Corporation (St. Thomas, VI)
Tokyo Express International (San Francisco, CA)
Tower International (Bezons, France)
Trans Euro Worldwide Movers (London, UK)
Transcontainer (Tlalnepantla Edo de Mex., Mexico)
Transpack Ltd. (Zurich, Switzerland)
Transworld Freight Systems, Inc. (Los Angeles, CA)
Transworld International (Brussels, Belgium)
Transworld International Movers (Rio de Janeiro, Brazil)
Treyvaud-Interdean SA (Geneva, Switzerland)
Tri Star Freight Systems (Houston, TX)
Unipack S.A. (Tehran, Iran)
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 International (Leidschendam, The Netherlands)
W. H. Hofmann & Co. AG (Zurich, Switzerland)
Wabash Forwarding (Warrensburg, MO)
Ward Van Lines (Santiago, Chile)
Watson Services Limited (Accra, Ghana)
Weate Moving Storage Shipping (Victoria, Australia)
Williams Moving International (Vancouver, B.C., Canada)
World Wide Overseas Moving Service Inc. (North Vancouver,
B.C., Canada)
Worldmover C&R Ltda. (Rio de Janeiro, Brazil)
Worldwide Movers Kenya (Nairobi, Kenya)
Worldwide Movers (P.T. Gelombang Fajar) (Jakarta, Indonesia)
Worldwide Movers Tanzania (Dar es Salaam, Tanzania)
Worldwide Movers Uganda (Kampala, Uganda)
Wridgeways The Worldwide Movers (Ringwood, Vic., Australia)
Ziegler, S.A. (Brussels, Belgium)

PORTAL ADVERTISING

IMPORTANT NEW INFORMATION CONCERNING PORTAL Advertising Rates and Dimensions

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

1/2 Page \$ 1,350

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

1/3 Page \$ 950

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

1/4 Page \$ 700

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

1/6 Page \$ 425

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

1/8 Page \$ 350

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

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

Deadlines to receive new artwork:

July/August Issue July 15, 2003
September/October Issue August 20, 2003
November/December Issue November 10, 2003
January/February 2003 Issue January 20, 2004
March/April Issue March 15, 2004
May/June Issue May 20, 2004

IMPORTANT NOTICE ABOUT ELECTRONIC ADS

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

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

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

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

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



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

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

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Industry Calendar

Sept. 13–17, 2003	NDTA Forum 2003	Kansas City, MO
Sept. 15, 2003	FIDI–FAIM Seminar	Brussels, Belgium
Sept. 22–23, 2003	Military/Industry Personal Property and Claims Symposium	Alexandria, VA
Sept. 29–Oct. 3, 2003	FIATA World Congress 2003	Bali, Indonesia
Oct. 8–10, 2003	FIDI–Academy Sales Seminar	Honolulu, HI
Oct. 10–11, 2003	PAIMA Convention	Honolulu, HI
Oct. 12–14, 2003	HHGFAA 41st Annual Meeting	Honolulu, HI
Oct. 22–25, 2003	FIDI–Academy Forwarding Seminar	London, UK
Nov. 15–21, 2003	FIDI–Academy Institute	Baltimore, MD
March 31–April 3, 2004	AMSA 2004 Annual Convention & Trade Show	Bal Harbour, FL
Sept. 11–14, 2004	NDTA Forum 2004	Milwaukee, WI
Oct. 13–16, 2004	HHGFAA 42nd Annual Meeting	San Diego, CA
Sept. 10–14, 2005	NDTA Forum 2005	San Diego, CA
Oct. 22–25, 2005	HHGFAA 43rd Annual Meeting	Washington, DC

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



HHGFAA Has a New Logo

Camera-ready copies of HHGFAA's new logo, for use according to specific guidelines, are available only to HHGFAA members. To get yours, contact the Association at

2320 Mill Road, Suite 102
Alexandria, VA 22314
Phone: (703) 684-3780
Fax: (703) 684-3784

You also may request the logo in electronic format by sending an e-mail to HHGFAA@aol.com. Write the words "New Logo Request" in the subject line.