

THE PORTAL

VOLUME XXXV

CONTAINER 5

SEPTEMBER/OCTOBER 2003

41st Annual Meeting Issue



Welcome to Honolulu!

2002-2003
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About our cover: *Movers and forwarders from around the world gather for HHGFAA's 41st Annual Meeting in Honolulu. Coverage begins on page 16 Cover design by Stephanie Sutherland.*

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THE PORTAL

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PRESIDENT'S MESSAGE



**By Terry R. Head
HHGFAA President**

Community Counts

As we rapidly approach our 41st Annual Meeting in Hawaii it's an excellent time for all of us to contemplate what it is the Association means to us. Does each of us find value in the experience?

For me personally the answer is simple. Serving as your President is my chosen profession. Although my 30-plus years spent in the moving industry were educational and rewarding in numerous ways, it is only since I took on this leadership role with HHGFAA that I have come to truly realize that it is *people* who really count. To belong to such a strong community as our industry and Association is where the true reward manifests itself. We are a *community* made up of people with common goals and objectives, all the while operating in an extremely competitive global environment.

Ideally, it's the scope and open structure of the Association that enables members of that community to coexist and flourish. Your strong support of HHGFAA would echo that statement.

Member retention exceeds 90 percent; membership is currently more than 1,700 companies in 165 countries worldwide. And over 85 percent of those entities consistently have one or more representatives attend our Annual Meetings. This year we are blessed again with a large attendance — all in a down economy. To me, that says volumes about the strength and vitality of our community, as well as the strength and contributions of the Association.

HHGFAA members rely on the Association to provide that vital community experience. It is through the activities of the Association that we blend the benefits of face-to-face education and networking, coupled with the social activity and development of long-standing friendships that many of us hold so dear as a double reward for having selected this industry as our chosen profession.

I recognize that HHGFAA is not the only game in town. There are numerous other trade associations out there to which many of our members also belong. We strongly believe in participating with and supporting other groups and meetings and, in doing so, look to further enhance the well-being of the removals and forwarding community.

HHGFAA staff, its elected leadership and its membership are all dedicated to making our community useful and vibrant. That's why relocation and moving professional join, stay, participate and consider HHGFAA such a valuable and worthwhile experience.

It's all about community! ■

An Industry Life: Roger Paul

By Joyce Dexter

Industry veterans who attend HHGFAA's Annual Meeting in Honolulu this October will have an opportunity to bid farewell to an old friend who has long been a familiar figure, especially among those who are engaged in military traffic.

Roger Paul, founder and president of Foremost Forwarders in Portland, Ore., will be stepping down on Sept. 30 after four years of guiding the transition toward new ownership following the company's purchase by Missouri-based Centre, Ltd. Foremost Forwarders is a leader in a niche market, and Paul is a widely acknowledged authority in unaccompanied baggage. This made Foremost Forwarders a good fit. This was a marriage of companies whose principals met serendipitously, when both were attending a meeting in early 1999. There, the groundwork was laid for the agreement Roger Paul and the new buyers sealed later that year. Paul was asked to stay for a year to effect a smooth transition, but that year ultimately rolled into four. Now, all the pieces are in place and Paul leaves knowing the company is in good hands.

Commenting on this announcement, HHGFAA President Terry Head stated, "Foremost Forwarders has been, and will continue to be, a strong supporter of the Association. Besides developing a close personal relationship with Roger Paul, I've found that he has always been my one of my best 'go-to' guys when I needed a historical perspective on the industry and/or questions answered on the military baggage program."

Roger Paul's story began like many others. He began his career in 1958 as a cross-country driver for a van line company. He spent the next seven years on the road, but began to tire of the nomadic life. His role changed when the van line's owners offered him a position as the western region manager. The company is no longer in business, but Paul gained valuable experience in that job over the next several years from his southern California office and then in a consulting capacity before taking up residence in San Francisco, where he spent four years at a local moving and storage company.

He made two more stops—at Imperial and then at Jet Forwarding, where he served as president until 1982—before taking the big plunge, and opening Foremost Forwarders. Over the ensuing years he built a reputation for unparalleled expertise in unaccompanied baggage and all its nuances. During that time he has observed attrition among industry leaders because of retirements and death, as well as many other changes in the overall business and economic climate in which the industry works, not all of them positive.

"The industry has been plagued with a great number of bankruptcies, many of them as a result of deregulation," says Paul, who recalls that in the 1970s, there was a somewhat limited group of companies that handled military shipments.

"There was a lot of volume because the military services were much larger than they are now," he adds. But over time troop deployments and military bases worldwide were either eliminated or scaled back substantially. Moreover, deregulation by the early 1980s made it much easier for new players to enter the market and compete for military business. Indeed, this is when Paul's company, Foremost Forwarders, became a player in the military arena.

Paul is reluctant to take much credit for the innovations that helped his company thrive.



“There have been other pioneers,” he says. “But the way moving is done hasn’t actually changed too much. You still move goods from Point A to Point B, although now the process is more personalized. Shipments are mechanized through consolidation. Internal packing methods have not changed, and you still need people to pack and move the goods.”

Yet one must wonder—considering the current condition of the economy, the shrinking number of military families being transferred, and the other realities of doing business in the early 21st century—how and whether anyone in his right mind would enter an industry marked by buyouts, closures and bankruptcies. This is a question others will answer, however, because Roger Paul will have relinquished the reins as president of Foremost Forwarders by the time HHGFAA members gather for their 41st Annual Meeting. But Paul will be among his colleagues in Honolulu as the Association’s invited guest and looks forward to seeing his many friends.

“I have known many in the industry who have been distinguished leaders,” he says, recalling the relationships he has enjoyed with past and present HHGFAA figures such as Alan Wohlstetter, Cal Stein, and Terry Head, as well as late, great industry leaders such as Don Rowe, Carl Joyce, Hank Pontes, Ralph Johnson, and others. Roger Paul’s withdrawal from the helm of Foremost Forwarders will not dim his esteem for his colleagues who have plied their trade with honor, common sense, and dignity.

“Keeping your word really counts,” says Paul, who built Foremost Forwarders from his home, starting with only a couple of file cabinets, into a company that earned up to \$25 million in annual revenues and employed 26 at one time. This is an accomplishment that has brought him a great sense of fulfillment. “To build a company up and be respected not only by your peers but by your military customers, seeing a dream come true and doing it with high standards is very satisfying. It makes me feel good that people want my advice and opinions and that I am able to help them.” ■



Young Professionals

"Leadership Through Innovation"

YP-35 Convention Events

**Sunday
October 12**

1:00 P.M. – 2:00 P.M.
YP-35 Board Meeting

2:00 P.M. – 3:00 P.M.
YP-35 Membership Meeting

**Monday
October 13**

9:00 P.M. – 11:30 P.M.
YP-35 Reception
Dave & Buster's (www.daveandbusters.com)

- Interactive Games & Simulators
- Fun Tropical Drinks
- Finger Foods & Beautiful Views from the Sunset Bar

(Transportation provided from 8:45 P.M. – 12:00 Midnight)

**Wednesday
October 15**

YP-35 Sponsored SCUBA Dive

- Contact Roberto Stein (rstein@decapack.com) for details

Please sign up to work a shift in the YP-35 booth — it's a great way to get know other members!
Contact Heather Engel (heather@orsi.biz) and we'll get you on the schedule.

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

MARITIME/OCEAN SHIPPING

NCBFAA Seeks Tariff Exemption for NVOs

The National Customs Brokers & Forwarders Association of America has asked the Federal Maritime Commission to end the requirement that non-vessel-operating common carriers maintain and publish tariffs for ocean transportation. The petition follows a similar filing July 5 by United Parcel Service, which is seeking the right to sign confidential contracts. If the FMC rejects the petitions, the parties have indicated they may take their complaint to Congress. Acknowledging that the FMC might reject its petition, the FMC said it would accept a rule permitting NVOs to establish “range rates” that set a minimum and maximum charge for a service without having to establish a specific rate. NVOs have been seeking parity with vessel-operating carriers, which are allowed under the Ocean Shipping Reform Act of 1998 to sign confidential contracts with importers and exporters. The NCBFAA contends that the reform act gave the FMC authority to grant exemptions to OSRA’s tariff obligations.

—SOURCE: *The Journal of Commerce*

US to Back Cargo-Liability Plan

The United States will support a “door-to-door” cargo-liability regime when the U.N. Commission on International Trade Law meets in Vienna in October. The uniform coverage of all participating parties in an intermodal cargo movement would be part of a replacement for the 1924 treaty that set the pattern for the 1936 Carriage of Goods by Sea Act in the United States. Cogsa terms would be the default provision for the new liability regime, but it would not replace existing exemptions. For example, the Cogsa regime would not supplant the Convention on the Contract for the International Carriage of Goods by Road, which covers road and rail transportation within the European Union.

—SOURCE: *The Journal of Commerce*

WTSA Carriers Launch Website

The Westbound Transpacific Stabilization Agreement (WTSA) has launched a new website at www.wtsacarriers.org that provides useful information about surcharges assessed by its member carriers. WTSA is a discussion group of 13 major ocean container shipping lines operating in the trade lane from the United States to Asia. This site includes accurate data for both current and future effective surcharges, additional, and terminal charges, including bunker surcharges and currency adjustment factors. A summary of rate adjustments (increases) organized by commodity item is also provided. This summarizes data filed in the individual FMC tariffs of each of the WTSA member carriers. ■

Shaking Up Med Trade

CMA CGM and Hapag-Lloyd have announced separate changes that will boost capacity in the US-Mediterranean trade. CMA CGM will withdraw from a slot-charter agreement with Maersk Sealand on the US East Coast-to-Mediterranean route and will launch its own service with China Shipping in October. The new service will use five 1,600-TEU ships, four supplied by CMA CGM and one by China Shipping. Hapag-Lloyd will launch a separate service on the same route in October with five 1,600-TEU ships. Hapag-Lloyd also has restructured its Med America Express service with the deployment of five 1,850-TEU ships providing weekly departures and cutting the round-trip voyage time from 42 days to 35 between the South Atlantic and Gulf of Mexico and the Mediterranean.

Germany, EU Settle Toll Dispute

Germany has resolved a dispute with the European Union over a controversial highway truck toll, leaving shippers to pay up to 15% more to transport ocean containers to and from the country's seaports. Effective Nov. 2, the toll, expected to raise \$3 billion a year, will become mandatory for all trucks over 12 tons traveling on Germany's autobahn. It is designed to shift freight from road to rail. The German government has rebuffed shipper and forwarder pleas to exclude trucks hauling containers to and from Hamburg, Bremen-Bremerhaven, and other German ports from the 14-cent-a-mile toll.

Panama Canal Dredging on Track

The Panama Canal Authority says its \$190 million project to deepen Gatun Lake is 40% complete, ahead of schedule and within budget. The authority said dredging of Gatun Lake, the reservoir that provides water for the canal's locks and is traversed by ships using the canal, will increase the lake's water storage capacity by nearly 45 percent, providing enough water for six additional transits a day.

SMALL BUSINESS

Nation's Economy Driven by Small Business

Small business drives the nation's economy, according to a new report released by the Office of Advocacy. The report reveals that over 99% of all American businesses are small, they create 75% of the net new jobs, and they employ over half of the nation's non-farm private employees.

"Main Street is where America goes to work," said Thomas M. Sullivan, Chief Counsel for Advocacy. "Small businesses are driving our economy and creating jobs. President Bush understands the importance of entrepreneurial enterprise. That's why his economic program promotes small business growth. I hope this report helps other policy makers recognize the key role that small business plays in our economy."

The report, *2003 State Small Business Profiles*, uses the latest federal government statistics to show the importance of small business to each state and the nation. The 2003 edition includes available statistical data for Puerto Rico and the U.S. territories as well.

Citing a variety of sources, the report shows how small business dominates several sectors of the American economy such as construction; professional, scientific, and technical services; and health care and social assistance.

For more information and a profile of each state and territory, visit the Office of Advocacy website at www.sba.gov/advo.

TECHNOTES

Transferring Data Safely To Your New PC

If you're buying a new computer, you will need to figure out how to transfer your data from your old PC.

- If you are keeping your old programs: Install them on the new computer using the original disks.
- If you have lost the original disks or you have other files to move: Use a tool specifically for this job. Alohobob PC Relocator (www.eisenworld.com), \$29.95, automatically moves all your programs, data files and settings, and includes a cable to connect the two computers. Microsoft Windows XP has a utility called File and Setting Transfer Wizard—but it can't transfer programs.
- If you have a CDR/RW drive: Copy your old files and programs to a CD, then use that to move the files to the new computer. However, you may need to convert these files from “read only” format and will have to set up various program preferences manually.
Be careful: Some preinstalled programs activated over the Internet can't be transferred. If you run into problems, contact the manufacturer.

SOURCE: Kim Komando, writing in Bottom Line Personal. www.komando.com

Anti-Spam Weapon for PCs

Cloudmark's SpamNet can be downloaded from www.cloudmark.com. It automatically blocks 98% of spam. Subscribers, who currently number more than 500,000, decide what is spam. Subscriber computers communicate with SpamNet's server to create a filter that blocks offending mail. If you don't agree with the subscriber community's decision, you can opt out of the blocking filter for a particular item and keep receiving it. After a 30-day free trial, the service costs \$3.99 per month.

E-notes

Career improvement

The Wall Street Journal guide to job searches, interviewing, career management and more can be found at www.careerjournal.com

Better writing: Award-winning Website covers grammar, sentence structure, etc. Useful sections on business writing, research papers, and overcoming writer's block. Visit <http://owl.english.purdue.edu/handouts/index2w.html>.

On-the-Road Internet Access

Locations of thousands of cybercafes around the world are available at www.cybercaptive.com.

A Site You Can Use

Check out Acronymfinder.com the next time you're stumped by the kind of alphabet soup that proliferates these days. From IBM to NPOESS (National Polar-Orbiting Operational Environmental Satellite System), this site will decode even the most cryptic initials.

SECURITY

A Balance of Costs

By R. G. Edmonson

As trading nations ponder the costs of securing the maritime transport system, the Organization for Economic Cooperation and Development warns that the price of doing nothing would be infinitely greater.

An OECD report, *Security in Maritime Transport: Risk Factors and Economic Impact*, attempts to do the impossible: estimate security costs and compare them to the economic costs that would result from a catastrophic terrorist attack on the supply chain. Overall, says the OECD, what the world will have to pay to prevent damage from a terrorist attack is “several orders of magnitude” less than the price exacted by a catastrophic attack that shuts down trade.

A sophisticated terrorist attack would likely entail major trade disruptions resulting in billions of dollars of losses, said the report. And increased inventory costs resulting from uncertainty about trade flows could exceed costs of the attack itself. Moreover, the direct costs of an attack on a US port — such as damage to facilities and loss of life — would be outweighed by the indirect costs to the economy, such as unemployment and loss of economic growth. But the OECD authors concluded that it is virtually impossible to quantify that cost before an attack occurred.

Based on the maritime security requirements that the International Maritime Organization adopted last December, applying security measures such as automatic identification systems, trained security officers and other technology to the world’s 2,700 container ships would cost an estimated \$1.2 billion in the first year, and \$564 million annually thereafter to maintain the proper level of security, the OECD said.

However, ensuring port security is another question, because of ports’ wide diversity in size, activities, and in such variables as labor costs.

Peter Gatti of the National Industrial Transportation League pointed out: “Just look at what happened to the airline industry for three days after Sept. 11. If it happens in the maritime supply chain, it’s going to take longer to root out the causes, and flush them out of the system.”

While some businesses worry about the cost of implementing security measures, others believe that creating a secure supply chain could make them more competitive, and that they can absorb the added costs.

This article is adapted from a piece that appeared in The Journal of Commerce.

Shippers, NVOCCs Could Be Prosecuted

It hasn’t happened yet, but it could, given the reliance on ship manifest data by the Bureau of Customs and Border Protection for pre-screening of containers at foreign ports. Shippers or NVOCCs face possible prosecution for providing false information on a bill of lading. Under federal law, it is a crime to provide the US government any document known to contain materially false, fictitious, or fraudulent statements. Similarly, a person who provides false information to a third-party preparer of documentation, and knows that the false information would be provided to the government, would not escape liability. This crime, punishable by fine or imprisonment of up to 5 years, can be applied to documentation containing false information on customs entries, bills of lading, manifests, shippers export declarations, origin certificates, and any other document submitted to any government agency regulating international trade.

DHS Plans ‘One Face at the Border’

The federal government will combine the various border-inspection services into one primary inspection service in the coming months, according to Secretary of Homeland Security Tom Ridge.

Separate agencies now handle immigration, customs, and plant and animal inspections at the border. Beginning this fall the Bureau of Customs and Border Protection will begin training new recruits for Customs inspectors to perform all three inspections.

The new procedures are intended to simplify border entry and to ensure that inspectors have a broad knowl-

edge of the various responsibilities.

Ridge said the “one-face-at-the-border” policy could increase the number of secondary inspections because the primary inspectors would be more knowledgeable and therefore more likely to spot problems.

The US economy is feeling the cost of implementing security measures following the Sept. 11 terrorist attacks. Chelsea White, professor of transportation and logistics at the Georgia Institute of Technology, told a security and logistics seminar in August that the Department of Commerce estimates security costs produce a “drag” that reduces gross domestic product by 1.5 percent. Logistics experts are attempting to turn this burden into an advantage by using security measures, such as the advance filing of vessel manifest data or improved cargo-tracking software, as ways to make the supply chain more efficient for commercial purposes.



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.

AIR CARGO / AIR TRAVEL

Carlyle Buys Stake in Air-Cargo Trucker

Carlyle Group, which owns Horizon Lines, has bought a stake in Air Cargo Inc., which operates a network of 800 trucking contractors that provide road-feeder service for airlines and forwarders. Terms were not disclosed. Douglas Faber will remain president and chief executive of ACI, which is partially owned by 16 US scheduled airlines. Carlyle has acted as a turnaround specialist, targeting companies in government-regulated sectors. This year it acquired the former CSX Lines, a US domestic ocean carrier now operating as Horizon.

US Opens Hong Kong Air Cargo Route

The Transportation Department has tentatively approved the latest phase of a plan that will give US airlines use of Hong Kong as a stop on more cargo flights to Asia and Europe.

“This expansion of US all-cargo services in the important and growing Hong Kong air freight market will provide enormous benefits, not only for the carriers involved but for shippers and the economies of both sides,” says Secretary of Transportation Norman Mineta.

The list of cargo carriers given the nod includes FedEx, UPS, Evergreen International Airlines, Kalitta Air, Northwest Airlines, and Polar Air Cargo. FedEx, UPS, Northwest, and Polar were given temporary rights to cargo flights last November.

— SOURCE: *Inbound Logistics*

IATA: Waiting on DOT

The International Air Transport Association has decided to stop defending a proposed rate calculation change and wait for Department of Transportation officials to decide whether it can make the change. Representing the world’s biggest airlines, IATA in February applied for DOT permission to modify the way it calculates cargo rates. The international organization needs DOT permission because it needs an exemption from antitrust law to make the procedural change. Shippers have universally opposed IATA’s proposal, charging that altering the rate calculation would significantly raise their rates.

—SOURCE: *TrafficWorld*

United to Resume Trans-Pacific Schedule

United Airlines says it will restore all trans-Pacific flights in September, including those from Hong Kong, as it attempts to recover from the downturn in Asian air travel caused by SARS. United, the world’s second-largest carrier, suspended 75% of its flights in and out of Hong Kong at the peak of the SARS outbreak. The airline has been gradually restoring its services since fears of SARS began to ease in June. United generates 17% of its revenues from trans-Pacific routes.

Don’t leave the United States...

...with a passport that expires within 6 months. Some countries restrict travel based on when your passport expires. For example: The Czech Republic and the Netherlands require passports to be valid for at least 6 months after entry date.

MILITARY/GOVERNMENT UPDATE

Important MTMC Notice Delay of Requirement for Digital Certificates

MTMC carriers were recently sent the following notice:

In previous correspondence and on our Website, ETA informed you of the Department of Defense Public Key Infrastructure (PKI) initiative that would require the use of digital certificates in place of user-ids and passwords. This is to be implemented in October 2003. MTMC conducted a recent customer survey and the results indicated that there were areas where the PKI infrastructure would not be adequate for a full implementation by October 2003. Consequently, MTMC requested, and was approved by DoD, to delay implementation. The new date is tentatively set for Spring 2004. Until then, MTMC systems will be accessible using either a user-id/password or a digital certificate.

All MTMC customers are encouraged to continue testing with digital certificates to make the implementation smoother. MTMC commercial business partners/transportation providers should still plan to purchase digital certificates from a DoD approved certificate authority. We will post information and send out an email when a firm implementation date has been determined. We apologize for the short notice but we were unable to move forward with the extension until we received official word from DoD. DoD is proceeding with the October 2003 implementation date so if you use other DoD systems, please contact those system managers to determine whether a digital certificate will be required.

What We All Can Do to Support Our Troops Now

By Rep. Jim Marshall

Though the Iraq war is over, the occupation of Iraq continues. It is still important for American servicemen and servicewomen — abroad and at home — to know that our country is behind them. Here are a few ways to lend a hand.

- **Help a service member call home.** Money donated to Operation Uplink (www.operationuplink.org) is used to purchase prepaid calling cards for active military personnel and hospitalized veterans.
Military Connect (www.militaryconnect.org) accepts donations toward the purchase of prepaid calling cards. You can have a card sent to a specific service member or let Military Connect select a recipient from a list of those who have requested cards.
- **Say thank you.** You can send an e-mail message through Operation Dear Abby (<http://operationdearabby.net>). Messages can be read by troops with Internet access or printed and distributed within a unit. You can't specify a soldier, but you can designate which branch of the service you want your message sent to.
You can also e-mail a free "virtual" thank-you card through Defend America (www.defendamerica.mil/nmam.html). These cards include your name and hometown but no personal message. You can specify which branch of the military you want your message sent to.
- **Provide personal items.** Individuals can sponsor care packages by donating to the USO (www.usometrode.org/care.html). Your money is used to buy items on the "Service Members' Wish list," such as sunscreen, disposable cameras and toiletries. The military supplies some of these items, but there may be shortages. You can also include a message with your donation.
Businesses and individuals also can make bulk donations. For information, call the USO at 703-696-2628. [**Beware:** Some well-meaning private groups are soliciting care packages for service members. Both the US Postal Service and the Pentagon have expressed concern that such programs could overburden the military mail system and create security risks. It is best to make donations through established channels.]
- **Help military families pay their grocery bills.** Through the Defense Commissary Agency's Gift of Groceries program, you can send a commissary gift certificate to a soldier's family. Certificates are for any

amount from \$5 to \$100, plus \$4.95 for postage and handling. Gift certificates can be directed to a specific family or given to a charity for distribution to a family in need (www.commissaries.com).

- **Support military relief societies.** Your donation will provide financial relief for active and retired soldiers in need:
 - Air Force Aid Society, www.afas.org
 - Army Emergency Relief, www.aerhq.org
 - Coast Guard Mutual Assistance, www.egmahq.org
 - Navy-Marine Corps Relief Society, www.nmers.org
- **Help the American Red Cross.** Donations can be earmarked for troops in Iraq (www.redcross.org/services/afes).
- **Help the family of a deployed soldier.** Perhaps they need help with baby-sitting, shopping, cooking, or errands. A dinner invitation might be welcome. If you don't know a military family, your church, synagogue or another community group may know one.
 - Military spouses often are deluged with offers of support soon after deployment, only to be forgotten later. Repeat your offer in a few weeks.
 - You can also call the public affairs office of your nearest military base for suggestions on how you can assist families of deployed troops from your region.
- **Volunteer at a local Veterans Administration hospital** (www.va.gov). You may not be helping veterans of the Iraq war, but you will be helping veterans of previous wars.
- **If you're an employer,** provide flexible work hours or time off for military spouses.

Rep. Jim Marshall (D-GA) is a member of the House Armed Services Committee. He earned two Bronze Stars and a Purple Heart as an Army Airborne Ranger during the Vietnam War. (This article is adapted from an item in Bottom Line Personal.)

HHGFAA 41ST ANNUAL MEETING

KEYOTE SPEAKER:

U.S. Representative Neil Abercrombie

Congressman Neil Abercrombie (D-HI) was first elected to the U.S. House of Representatives in a 1986 special election. He returned to the House after being elected again in 1990. He is a member of the Committee on Armed Services, where he is Ranking Member on the Tactical Air and Land Forces Subcommittee; he is also a member of the Readiness Subcommittee and the Projection Forces Subcommittee. He also serves on the Committee on Resources and its Subcommittee on Fisheries Conservation, Wildlife, and Oceans.

As a member of the Armed Services Committee, Neil Abercrombie focuses on quality of life issues affecting military personnel and their families. He has played a key role in securing military pay raises, better retirement benefits, health care improvements, and modern housing. He has secured authorization for more than \$2 billion for construction projects on Hawaii military installations (chiefly family housing and bachelor enlisted quarters).

Abercrombie began his political career in the Hawaii State House of Representatives in 1974. After two terms in the State House, he was elected to the State Senate, where he served for eight years. He chaired the Senate Committees on Education, Higher Education and Human Services. He also served on the Honolulu City Council from 1988 to 1990.

Congressman Abercrombie received a B.A. degree in Sociology from Union College in Schenectady, N.Y., and a Masters degree in Sociology and a PhD in American Studies from the University of Hawaii. He worked as a waiter, custodian, probation officer, graduate teaching assistant, college lecturer, professor, construction apprentice program director, and special assistant to the State Superintendent of Education.

Abercrombie's community activities include service on the boards of the Nuuanu YMCA, the Hawaii Special Olympics, the Epilepsy Foundation of America, Friends of Father Damien, Variety Club (Tent 50), the Life Foundation/AIDS Foundation of Hawaii and Amnesty International.

Awards received by Neil Abercrombie include: the Japanese American Citizens League President's Award, Toastmasters International Award, National Epilepsy Foundation Advocacy Award, Epilepsy Foundation of Hawaii Person of the Year Award (renamed the Abercrombie Award), Ronald McDonald House Support Award, Favorite University of Hawaii Professor, Friends of the Library of Hawaii Mahalo Award, Most Popular Legislator of the Year Award, Gandhi-King-Ikeda award for dedication to peace and non-violence, United Group Home Operators Legislative Award, Hawaii State Chiropractic Association Senator of the Year Award, Clifford Award (Mental Health Public Official of the Year), Hawaii Federation of the Blind Eva H. Smyth Award for Distinguished Contribution, Clinical Laboratories Management Association Special Recognition Award, SERTOMA Freedom Award, U.S. Army Reserve 9th Regional Support Command Appreciation Award, Retail Merchants of Hawaii Advocacy Award, and the Senior Army Reserve Commanders Association Legislator of the Year Award.

Abercrombie and Richard Hoyt co-authored *Blood of Patriots*, a work of fiction focusing on the role of money in electoral politics.

Neil Abercrombie is married to Dr. Nancie Caraway, an author and educator.



Power Networking

By Priscilla Richardson

How's this for a networking goal: Get to know so many people in your industry that no matter who moves to what job — and people do move a lot — you'll still have a lot of great contacts. You can do it by using these 10 tips to power up your networking. Use them at the HHGFAA Annual Meeting and start reaping the benefits.

1. Feeling shy? Focus on your goal - knowing more people in the industry - and not on the process. As you visualize meeting just the right contact, your shyness will vanish.
2. Leave your good buddy at the door to make her own way. While friendship is great, you need to work alone to maximize your contacts. Two people coming up to a stranger can be a little intimidating!
3. To help you make that first contact, look for someone all alone. He will probably welcome you gladly. If it seems that everyone there is already talking, go to the food table and start a conversation with a fellow eater.
4. Still feeling shy? Pretend this is your own party. Go up to someone and welcome him or her to the event.
5. Of course you'll introduce yourself while reaching out to shake hands. But remember that a bad handshake (a wet-fish shake or a bone-cracking grip) can destroy your image. Try for a happy medium — a firm and friendly grip.
6. Sometimes your outstretched hand may be ignored. If that happens, simply say, "Nice to meet you" and walk on. That person may have other things on his mind, so move on.
7. Keep your conversation interesting by seeking your colleagues' opinions. For example, start with a question: "What did you think about the program today?" Questions based on your common experience at the event signal your interest in what your new acquaintance thinks.
8. Never forget to ask, "What do you do?" Make sure your own answer, when you are asked the same question, is more than a job title. Try to describe your job. Always ask for the other person's card. Write the date and event name on his card so you can place him later on. Make sure your own cards are easily accessible and in a case to keep them clean.
9. Never raise the subject of politics or religion.
10. Maintain that network you went to all that trouble to create. When you get back to the office, file those business cards. Send the people you met brief notes saying how glad you were to meet them. If you promised something, send it. Then add regular contact every few months to keep your power network alive and working well.

Things to Avoid When Networking

- **Don't tell all the details.** A person who insists on telling everything will soon lose an audience.
- **Don't do all the talking.** Encourage others to participate by asking questions and waiting for answers.
- **Don't over-discuss a subject.** You have to know when to stop when a topic runs out of steam.
- **Don't try to gain the upper hand.** The person who always has a better story or a better deal to brag about is a turn-off. Never try to make yourself look wonderful at the expense of others.
- **Don't seek free advice.** Avoid questions that should be asked in a more formal situation.
- **Don't interrupt.** Let others finish what they're trying to say.
- **Don't be evasive.** If you bring up a topic, be sure it's one you feel comfortable discussing fully.
- **Don't be dogmatic.** Remember that you can't always convert people to your way of thinking; respect differences of opinion.
- **Don't give unsolicited advice.** Giving people advice they don't ask for may offend them. If you feel your experience might be helpful, ask permission to discuss it.

- **Don't be a bigot.** Never make ethnic, religious, or sexual comments that offend others.
- **Don't whine.** Complainers have nothing good to say — and no one likes to listen to them.
- **Don't do hard sells.** A networking event is not a place to sell. It's a place to make contacts to arrange to do business later. Use industry meetings to build and cultivate relationships.
- **Don't confuse contacts with friends.** You can develop friendships with networking contacts, but it takes time.
- **Don't expect to give without giving.** The worst thing you can do is repeatedly take time from a person without reciprocating by sending information, referrals, or opportunities.

—*SOURCE: Anne Baber and Lynne Waymon,*
www.amanet.org

The Name Game

Are you unsure whether to call a new business acquaintance by his or her first name? Here are the rules:

- If you're meeting on the phone, stick with Mr. or Ms., until you are told, "Please, call me Carlos [or Carla]."
- When first meeting a business contact face-to-face, always take the formal route if the person is either prominent in his or her field or 20 years older than you.
- Never ask whether you can call him by his first name. If he doesn't suggest the more familiar address, this means he prefers the honorific.

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Gateways International Inc.

HHGFAA HAWAII MEMBER PROFILES

Westpac International Inc.

By Fred Miura, General Manager

Westpac International, Inc. is a locally owned company that has done business in Hawaii for over 25 years. We specialize in the packing/shipping/transportation of household goods locally, inter-island, nationally, and internationally. Along with this type of service, we also do office relocations, in part or whole, for numerous local businesses and city, state, and federal government offices. And now, with our many years of experience moving household goods, we also deliver furniture for the largest retail furniture company on Oahu.

We have grown from simple beginnings into a network of companies employing over 150 employees, and with over 100 delivery vehicles and equipment. We recently completed our new facility, which has over 50,000 square feet of storage and 10,000 square feet of office space.

Although only 10 miles in circumference, the island of Oahu is unique in its logistical requirements. With proper coordination and a strong commitment, we feel that our company can provide consistent and cost-effective services for any client's needs. Through our humble beginnings, we have learned that there is no job too big or too small for our company to handle. And as the consumer market in Hawaii has changed in recent years, we have also committed to provide our services "24/7" as required.

Our broad client base requires cross-trained personnel in all areas to handle seasonal fluctuations, emergency situations, and new customers. We have created a team of some of our most experienced employees to provide an internal check on quality assurance. Their goal is loss prevention and customer satisfaction. This value-added service is provided at no additional cost to our customers.

Our slogan says it all: "Moving your life takes a special touch."

Westpac International Inc.

Phone: (808) 479-4891

E-mail: fredmiura@aol.com

Town & Country Moving & Storage

Town & Country Moving & Storage, founded in 1986, is one of the youngest full-service moving and storage companies within the Hawaiian Islands. Over the years we have grown from a small local moving and storage company into a nationally accredited full-service firm.

Locally owned and operated by Robert DeCastro, the Hawaii-based company holds a license for household goods and general commodities issued by the state's Public Utilities Commission.

In 1996, after 10 years in business operating from its home base in Honolulu, Town & Country branched out to the Big Island of Hawaii. The company is one of the few movers providing moving services on the other outer islands. Highly trained crews are dispatched to ensure that every transition is as smooth and stress-free as possible.

Today, Town & Country offers a full range of services, including residential and office moves; interstate and inter-island moves; origin and destination services; corporate account relocations; state, city, and county moves; military contracts; and container and general freight hauling and a military-approved storage facility. Town & Country also specializes in worldwide air cargo shipments.

The company has several government contracts, represents several major military carriers, and provides service to several commercial carriers that are well known in the industry.

Town & Country has a good track record for low claims and is committed to listening and responding to its customers' needs and desires. Its highly knowledgeable staff is dedicated to ensuring high customer satisfaction and excellent service and works daily to living up to its reputation as "The Recommended Mover."

Town & Country Moving & Storage

111 Silva Street

Hilo, HI 96720

Phone: (808) 969-1911

Toll-free: (877) 243-6867

Fax: (808) 959-1788

E-mail: tcmovershi@aol.com

91-110 Hanua Street

Kapolei, HI 96707

Phone: (808) 682-8817

Toll-free: (877) 243-6867

Fax: (808) 969-1788

MEET THE CANDIDATES



Angell



Crown



Groger



Moore



Placko



Richardson



Rizzo

Georgia Angell is President of Dell Forwarding located in Monroe, Washington, where she has worked since 1997. Her 23 years of experience includes holding key management positions with Shoreline International, United Van Lines, and American Ensign. During her years in the industry, Angell has been responsible for all facets of freight forwarding and also has experience in local agency and port management.

Angell has served on the HHGFAA Executive Committee for the past 2 years. She previously chaired the Accessorial Services Committee and is the current chair for the Claims Committee. She has been extremely involved in the military's development of the Families First Program, assisting in both the rates teams and the claims team.

"Our customer, DoD, is changing how we do business with them," says Angell. "It is important that the Association represent all HHGFAA members to ensure a positive position. The Executive Committee's leadership must focus on the continued success of our industry and our members."

"As Chairperson, I look forward to ensuring that our current program continues to be updated while we forge ahead with developing a new program. Our Associate members are a vital part of our association and we need to continue to support their business endeavors. I am also excited about new communication tools that HHGFAA will be using to disseminate information to all of our members and pledge to continue that effort."



Christiane Crown has been involved in the household goods industry for the past 10 years and is currently vice president of Island Forwarding, Inc. "I know what it takes to run a competitive business in today's marketplace," she says. "My primary focus in seeking a seat on the Board is to represent the small businesses and to ensure their equal opportunity and success. Small businesses need a voice within our association and in our industry as a whole."

She feels that it is very important to take an active role in our industry, and has served on several HHGFAA committees. She currently is a member of the Accessorial Services Committee and the Commercial Affairs Committee. In the past she has served on the Claims Committee and the Congressional Committee.

Her goal for the future is to ensure that HHGFAA members are kept well informed of all issues that affect our industry. "I plan to continue my lobbying efforts to guarantee that small business will always have the ability to participate in all government programs," says Crown. "I have a real passion for congressional issues and protecting the Household Goods Forwarders Association and its members."



Randall Groger has over 30 years' experience in the transportation field, including 5 years of military service as an officer in the Army Transportation Corps serving in Europe, the Far East, and CONUS. He began his career in the moving industry in 1983 with Suddath Van lines affiliate Airland Forwarders Inc., where he was operations manager, general manager, and vice president. He currently is vice president and general manager of Airland International Relocations with overall responsibility for the management and administration of several companies serving our industry. They include Airland Forwarders Inc., a domestic and international forwarder; Suddath Container Service,

a flatbed trucking fleet specializing in hauling containerized household goods; Military Relocation Services, an ocean freight forwarder; and Relocation Assurance Corporation, a financial and claims service.

“Over the years,” says Groger, “I have been fortunate to have had the opportunity to meet and work with many fine people in our industry, including the professional staffs of HHGFAA, AMSA, and DoD, who have worked hard to improve the delivery of our services to the military through discussion groups, program reviews, and problem resolution activities. I have also participated in Washington Week rallies, where we expressed our industry positions to congressional and Administration leaders.”

As vice chairman of HHGFAA, Groger — who also chairs the Association’s Government and Congressional Affairs Committee — served on MTMC’s Task Force Fix Committee, consisting of industry and service representatives tasked with assisting in the development of a more effective DoD Personal Property Program.

“I believe the HHGFAA board must provide the leadership necessary to maintain DoD’s focus on an international program that rewards quality at a fair price,” says Groger, “a system that is capable of accurately evaluating carrier service; and then cost-effectively applying that evaluation to a quality-based shipment distribution system. At the same time, we must maintain the same traditional opportunity for small businesses to fully participate in all DoD Personal Property Programs.”



Jan Moore of BINL, Incorporated started her career in the transportation business in 1970 as a file clerk for Bekins Wide World, working her way into the mailroom, and eventually overseeing the entire communications department.

Taking a short break from Bekins in 1976 she went to work for an independent painter, painting tractors and trailers for Pacific Van Lines, Lyon Van Lines, and Imperial Van Lines.

After 2 years of painting, Moore returned to Bekins, supervising the newly created domestic department, marking the beginning of her military involvement that eventually expanded to include international traffic. “I had the good fortune of learning from such industry greats as Joe Drinco and Doug Madsen, who were willing to share their many years of military experience with me,” says Moore.

She was promoted in 1991 to president of BINL (formerly Bekins), and attended her first HHGFAA convention that October. “I was overwhelmed,” she recalls, “with the number of people from all over the world who meet for such a short period of time and accomplish so much, overcoming language barriers and cultural differences with the common goal of making this a better industry.”

Over the years, she has been active on several HHGFAA committees and looks forward to the opportunity to represent the only industry she has ever worked for. “I find it ironic that I would end up working in an industry that moves military families,” she notes, “since I grew up in the military and moved every 2 or 3 years. It would be quite an accomplishment to participate in a forum that will strengthen our industry, not only for us as movers, but also for the thousands of families in the armed forces who disrupt their lives to protect and serve.”



John Placko, owner of Taurus Forwarding, Inc., in Haverhill, Fla., got his start in the forwarding/moving business in 1975 during the summers. Over time he gained experience in documentation, dispatching, and making furniture deliveries in New York City. Once out of school, he started fulltime, and worked his way up to terminal manager for a trucking company moving freight from coast to coast. He eventually returned to the forwarding business in 1997 by joining Taurus Forwarding. After 3 years, he purchased the company.

Taurus Forwarding currently does business in the DoD Personal Property Program, and has tried to take advantage of all the different programs over the past couple of years. Placko has been a member of HHGFAA for the past 5 years and currently serves on the Claims Committee.

“If elected to the Executive Committee,” says Placko, “I am positive we will have a busy year focusing on the new Families First program. I would like to see more members getting involved, as this program will affect all aspects of the business. I would also like to see an increase in membership, giving us a stronger position in the industry. I look forward to working closely with the other members of the committee, to make this a better association and a prosperous year for all.”



Mike Richardson began his career in the moving and storage industry 12 years ago in the United Van Lines system on the agency level working in both Sales and Operations. During this time he relocated to several markets including New York, Atlanta and Pensacola servicing corporate and government business.

He has been the director and general manager at Senate Forwarding for the last four years. Over that period, Senate participated in all of MTMC’s test programs with Richardson’s guidance. He has also been involved in other areas of the company including claims, billing and rates as Senate continues to be an active participant in both domestic and international DOD traffic.

“I believe my experience in the industry from the ‘trenches’ on the local level to servicing government/military business will be a benefit to the Executive Committee and the membership if elected,” says Richardson. “I am committed to our business for the long haul and wish to continue to help strengthen the relationship between our members and the Executive Committee. I am very excited about the possibility of serving on the

board and hope my energy will serve the Association well.”



Mario Rizzo is the vice president of the Gateways office in Lombard, Ill., which provides international moving services for military and government, as well as door-to-door full move management for international corporate and private transferees. He has served for the past year as chairman of HHGFAA’s Carrier Relations Committee.

Rizzo has over 32 years’ experience in the international household goods moving industry and currently is a member of the Executive Committee. Prior to joining Gateways, he had served in various executive capacities with Allied International. Rizzo is a Viet Nam veteran who served 3 years in the US Army infantry and graduated from the Infantry Officer Candidate School at Ft. Benning, Ga.

Elections: Slate of Candidates

The 2003 Nominations Committee has provided its formal Slate of Candidates for the Active Member positions on the HHGFAA Executive Committee.

The slate is as follows:

Chairman:

Georgia Angell
Dell Forwarding Inc.

Vice Chairman:

Randy Groger
Air Land Forwarders Inc.

**Members At Large
(voting for a total of four):**

Christiane Crown
Island Forwarding Inc.

Jan Moore
BINL, Inc.

John Placko
Taurus Forwarding Inc.

Michael Richardson, Jr.
Senate Forwarding Inc.

Mario Rizzo
Gateways International Inc.

NOTES:

1. The Elections will be held in Hawaii during the ACTIVE Members’ Meeting on October 14, 2003 (8:30 A.M.–11:30 A.M.).
2. ‘Floor Nominations’ are allowed; however, candidates must be qualified under the HHGFAA By-laws.
3. The two Associate Member positions on the HHGFAA Executive Committee will be competitively elected next year, as those individuals serve 2-year terms.

ALOHA!

Welcome to Paradise!

Hawaii has long been one of HHGFAA's most popular Annual Meeting destinations, and for good reason. As every seasoned traveler knows, there's a lot more to America's 50th State than volcanoes and grass skirts!

We trust you will enjoy your stay in Honolulu, and that you've made plans to extend your stay so that you can explore the myriad features and meet the friendly people who make Hawaii a true island paradise.

On the following pages, this issue of *The Portal* looks at a number of activities and points of interest culled from www.101things.com that you might consider during your visit. Above all, ENJOY!

1. See The View from the Pali Lookout

The Pali Highway, one of Oahu's three eye-popping rides out of town, is crowned by a place called the Nu'uuanu Pali Lookout. From this windswept vantage point, the communities of Windward Oahu, the sparkling sweep of Kaneohe Bay and the restless surface of the Pacific spread for miles below. Here, too, the ghosts of ancient battles murmur through the emerald-forested cliffs, their wails muffled by the hum of traffic and the winds of time.

Less than a half-hour from Waikiki, the Lookout attracts about 5 million visitors a year. Here, nearly 1,200 feet above sea level with 3,000-foot cliffs (pali) rising above you, it is possible to see beyond the city and Waikiki to the other side where bedroom communities like Kaneohe and Kailua thrive and residential neighborhoods gradually give way to the even more sparsely populated villages of the North Shore.

To the right, Kailua Bay sits dazzling in the sun, inviting you to her balmy shores. To the left, Kaneohe Bay, floating above a beautiful barrier reef and punctured by four tiny islands, is brushed like a watercolor with the billowing white sails of brightly colored craft.

Time has all but erased the violent history of this spot, once a bloody battlefield where Hawaiian warriors fought for control of the island. More than two centuries ago in the spring of 1795, the King of Oahu, who had conquered Maui, Molokai and Lanai, sought to defeat Kamehameha, ruler of the



The USS Arizona Memorial

Island of Hawaii. Kamehameha forced the defenders of Oahu back into Nu‘uanu Valley until they reached the pali. With the victory, Kamehameha gained significant momentum on his drive to unite the islands in 1810, when Kauai, which had proved unconquerable, finally agreed under a treaty.

In 1897, a government contract was awarded to build the first paved road across the mountains. During construction, which required significant blasting, workers found an estimated 800 skulls at the foot of the cliffs, the remains of Hawaiian warriors lost in battle 100 years ago.

To get to the Lookout from Honolulu, take the H-1 freeway to the Pali Highway off-ramp. Once on the Pali, you can take a scenic detour off the highway on your way to the Lookout. Turn right onto Nu‘uanu Pali Drive, which winds through lush rainforest, then return to the Pali and watch for the signs to the Lookout.

2. Tour The Arizona Memorial

Hawaii burst into the pages of America’s history nearly two decades before statehood when on Dec. 7, 1941, it became the target of a Japanese attack on the US Pacific fleet in Pearl Harbor. The attack, which claimed the lives of 2,388 military and civilian personnel and resulted in the damage or loss of 21 vessels and 170 planes, triggered US involvement in World War II.

The *USS Arizona* was one of seven battleships tied up along “Battleship Row” on the southeast shore of Ford Island when the first wave of the Japanese attack began. The ship exploded at approximately 8:10 a.m. In less than 9 minutes, she sank with 1,177 of her crew.

Today more than 1.5 million people a year pay tribute to the Arizona crew when they visit the *USS Arizona* Memorial located on the Pearl Harbor Navy Base, about a 45-minute drive west of Waikiki. Generations later, descendants of World War II enemies come together in respectful silence to hear the story of that fateful morning.

A 23-minute documentary film precedes the jaunt to the memorial. After the film ends, visitors board a Navy-operated launch for the short trip to the memorial, which was built to straddle the sunken hull of the battleship, the final resting place of many of the 1,177 crew members who perished in the attack.

From the memorial, which was designed to encourage quiet contemplation, it is possible to see part of the Arizona’s No. 3 gun turret emerging from the waters. The US flag flies from a flagpole attached to the severed mainmast of the sunken battleship.

The entire program takes about 1 hour and 15 minutes, but visitors should allow about two and a half hours for the visit, as waits are common. Tours are free and no reservations are taken. Security regulations prohibit all bags including backpacks, fanny packs, purses, diaper bags, shopping bags, camera bags, large video cameras and luggage from the visitor center and the memorial.

The *USS Bowfin* Submarine Museum is located next to the Arizona Memorial parking lot and offers a perfect way to fill time while waiting to tour the Memorial. A submarine museum and memorial also appear on the site.

The Memorial and Visitor Center are open from 7:30 a.m. to 5 p.m., seven days a week. Tours begin about every 15 minutes from 8 a.m. to 3 p.m. During busy holiday periods, visitors should arrive before 1 p.m. to ensure getting a ticket.

3. See the Hawaiian Islands by Air

For a wonderful air adventure, you can see six of the eight major Hawaiian Islands on a 3-hour fixed-wing airplane tour from the Honolulu Airport. The entire tour is narrated by a knowledgeable pilot who will emphasize the history, culture, geology and ecology of the Hawaiian Islands.

Immediately after takeoff, you’ll see downtown Honolulu, the state capital building, Waikiki Beach and Diamond Head Crater. Continue along the beautiful Kahala coastline, past Koko Head and Hanauma Bay, to the east end of Oahu and the Makapuu Lighthouse, where you will have a striking view of the Windward Coast.

After crossing the Kaiwi Channel to West Molokai, you will see the 2-1/2-mile-long Papokaku Beach and the Kaluakoi Resort area. You’ll then continue east for a long look at the historic leper colony at Kalaupapa. Next view is of the fantastic Seacliffs of Molokai with their deep, pristine valleys and many high waterfalls.

As you approach Maui you will view the world famous resorts on the western beaches and the green sugar cane fields of the central valley. Then you will climb up the world’s largest volcano crater atop Haleakala Volcano. After several minutes of flying around the huge crater you will see the wild valleys and coastline of seldom-seen East Maui as well as the giant Big Island volcanoes of Mauna Kea and Mauna Loa.





While crossing the Big Island you may see snow on the volcano summits, even in summer, while at the same time you view tropical resorts built on top of lava flows. You'll see the world's largest observatories on top of Mauna Kea and the earth's largest mountain, Mauna Loa. Then the best part, the Big Island's eruptions — the Kilauea Volcano Caldera, the Halemaumau Firepit, and the Puu Oo Cinder Cone. Puu Oo has the longest eruption in Hawaii's recorded history, sending lava 7 miles to the ocean where you will see new land being formed as you watch.

Then it's off to the beautiful old city of Hilo, where you can take a 20-minute rest stop. From Hilo you will fly over the Hamakua Coast past numerous waterfalls, including the 420-foot Akaka Falls. The breathtaking Waipio Valley looms, then beautiful Waimanu and historic Pololu.

Then it's off to Maui's southeast coast, the snorkeler's paradise of Molokini Inlet, and the mysterious island of Kahoolawe, known as the Isle of Death. Approaching Lanai you will fly by Lahaina Roadstead, the favorite whale watching area in the islands. There, you may see pods of the acrobatic humpback whales. You will then cross Lanai, the southern shore of Molokai and back to Oahu, where you will have a birds-eye view of Pearl Harbor, the *Arizona* Memorial, and the Battleship Missouri.

For more information, contact Eco Air Tours-Hawaii at 839-1499.

4. See the View from a Helicopter

The island of Oahu is many-faceted, and a helicopter provides a perspective of this green jewel of an island like no other form of travel. A lot of hidden Oahu is indeed found on the back roads, but a helicopter can take you soaring above remote places of the island that you can't get to by car, foot or fixed-wing plane. Go back into valleys with waterfalls at the 2,000 elevation that fall 1,000 feet into pools. Fly the Koolau mountain range up close and personal, flying low to see Godzilla's footprints still imprinted in the floor of the Ka'awa valley. Fly over the breathtaking beauty of Kaneohe Bay, a palette of aquamarines with splashes of reef colors, and dotted with islands big and small.

Another special helicopter treat is private tours. They range from short hops to Molokai, to a several day affair landing on the islands of Molokai, Maui, and Hawaii. The Molokai trip is very popular, partly because it is so close (the tour takes 2 hours), and you also land in the old leper colony of Kalaupapa, as well as fly alongside the tallest sea cliffs in the world along the north coast of the island. Some of these areas are absolutely impossible to see any other way but by air.

Another special treat is hiring a helicopter to drop you and your partner off on a truly remote beach on Lanai or Molokai. You are left in complete privacy, on an uninhabited shore with your gear and your imagination, and picked up sometime later and flown home.

For more information, call Makani Kai (834-5813).

5. Spend the Day at Kailua Beach

Imagine a beach perfect enough to garner the praise of lifeguards, coastal researchers, visitors and locals — one where the beach stretches golden along the shore, where ocean conditions are generally safe and gentle, and where the tradewinds pump steam into windsurfers' sails.

This is Kailua Beach, recognized as one of the nation's top beaches in a survey conducted in 1998. On the



windward side of the island, the beach is a short drive over the mountains from Waikiki.

Once you get there, you'll find a host of watersport activities at your fingertips. Kailua Sailboards & Kayaks, Inc. offers kayaking, kite surfing, windsurfing, surfing, boogie boarding, sailing, scuba diving and snorkeling. The company is conveniently located in the Kailua Beach Center at the beach park.

The company offers guided and self-guided kayaking tours, including transportation from Waikiki and lunch. Kailua Bay's protective reef allows for safe kayaking and a chance to venture to Mokulua Islands, a protected bird sanctuary with a beautiful deserted beach. You'll paddle through turquoise blue waters with coral reefs and large sea turtles for company.

Kayak tours begin at 8 a.m., when you will be picked up at your hotel. You should be back in your hotel by 3 p.m. Onsite rentals also are available with free lessons and site orientation.

You can combine kayaking with a lesson in scuba diving. Or you can learn to surf in the quiet waters of Kailua Bay. If you're interested in extreme watersports, and have a love of wind power and a desire to go ever faster and higher, Kailua Bay is a perfect spot for the beginner and novice kitesurfer.

The bay is protected by a reef that provides excellent and safe conditions to get you up and going. The introductory course includes understanding and knowledge of safety rules and procedures, practice of the kite on and off the water and board introduction for safe launching.

Kailua Sailboards & Kayaks (262-2555) offers transportation, professional lessons and up-to-date equipment for people interested in windsurfing.

6. Go Parasailing

It's so quiet and peaceful up there you almost forget you are being hauled behind a boat anywhere from 300 to 800 feet up in the warm skies of Hawaii. You can see for miles and miles, yet you aren't so far away that you can't distinguish details. Was that a pod of spinner dolphins just below? Isn't that your girlfriend down on the beach waving to you in front of your hotel? Wait until she realizes what she missed!

Parasailing above the sun-drenched blue Pacific Ocean, the shoreline passing below you, the clouds drifting above you, is a once-in-a-lifetime experience. There is nothing like a "bird's-eye view" of Oahu, a green jewel placed in a setting of blue.

The Hi-Tech winch boats provide absolutely dry takeoffs and landings, so no matter what you're wearing or where you're headed, you can choose to parasail at the spur of the moment. All operators on Oahu use a harness (rather than the more dangerous chair), which is comfortable, flexible, and allows for a better view as well. The ride is designed for just about everyone, from small children to the elderly, and most operators can take two people up at once, with certain limitations. After a certain amount of time you may be "dropped" somewhat like a parachute, and if you want more of a thrill, you can "dip your toes" in the ocean before they winch up the line and you rise back up again with the birds.

The only two areas that have companies licensed to offer parasailing at this time are above Ala Moana and Waikiki, and further down the coast at the Koko Marina near Hanauma Bay. There are a number of licensed parasail companies on Oahu.

7. Go Snorkeling

Do you know how to say Humuhumunukunukuapua'a? Do you have any idea where to see one? The answer is at Hanauma Bay, Oahu's most popular snorkeling spot, and other bays and beaches scattered around the island. Fortunately, it is definitely easier to see Hawaii's State fish (yes, that is what the yard-long name is), and many other colorful denizens of the deep, than it is to pronounce their Hawaiian names.

Hanauma Bay is a sunken volcanic crater ringed with 2,000 feet of golden sand and open to the ocean on one side. Formerly a playground for Hawaiian Royalty, the gorgeous bay is now a Marine Life Conservation District. A filagree of inner reefs protect the non-expert snorkeler from the open ocean, and in turn protect thousands of fish and other sealife from their natural predators. The warm, protected bay abounds with colorful schools of exotic fish. Please check with your concierge before heading to this often crowded (but worth it anyway) snorkel spot for the latest times and fees for the park. You can get there by car, by The Bus, and there are also tours available.

Oahu has many other snorkel spots for the more adventurous souls, including Shark's Cove on the North Shore between Haleiwa and Pupukea. Contrary to the name, no sharks have been spotted there. This spot is very popular, with waves splashing over the ring of lava that protects the cove.



8. Ride a Jet Ski

After the screams of delight have quieted down to an excited babble, the first-time riders will say, "I never thought jet skiing could be so thrilling. I saw people do it and had no idea what a rush it is!"

So what's stopping you? The water is warm, the lagoon, marina, or bay is calm, the sun is shining, and you're in the mood for some speed. Go for it!

The new models of jet skis are very user-friendly, and most companies on Oahu have upgraded. Thanks to new and advanced technology, they are safer and very stable, almost impossible to flip over. The jet skis can go up to 40 miles per hour, so they create a wake, send the sea spray flying, and get very wet.

If you've never tried jet skiing before, Hawaii may be the place to try another first.

9. Go Holoholo (Island Hopping)

"Let's go holoholo," say the locals when they need a little action. You can go for a walk, go for a ride, go for a sail, or go to a neighbor island. Oahu's neighbors include the islands of Kauai, Maui, Molokai, Lanai, and the Big Island. Each island is unique and well worth a visit if you have the time or inclination.

The two major inter-island airlines, Aloha and Hawaiian, provide shuttle service between the islands on a regular basis from early in the morning until between 8 and 9 p.m. Many travel agencies offer coupon books that discount the cost of over-the-counter ticket prices. Fly-drive packages and fly-drive-hotel packages are also available.

If you're interested in a scenic tour of the neighbor islands, helicopter companies offer stylized trips to all the islands. These tour companies can take you places seen by only a few. There are also fixed-wing aircraft companies that offer charters, lessons, personalized tours and aerial photography in smaller, more intimate planes than the major carriers.

If you have time on your hands, you can book passage on an inter-island cruise ship. The cruises begin in Honolulu, then stop on Kauai, Maui, and the Big Island. So go holoholo to the neighbor islands, one way or another.

10. Visit the Magical Isles of Maui, Molokai and Lanai

Maui is known as one of the loveliest, most romantic destinations on earth. Picture yourself lounging in the golden sun under a coconut tree on a white sand beach. The beautiful, blue water laps gently across your feet. The latest



bestseller at your side, sunscreen and ice-cold beverage in the cooler, you are set for the day...at least until sundown. Or...sunrise atop a dormant volcano unveils the island below, shimmering waves of purple dropping down into an indigo sea. The sunrise behind the mountains Mauna Loa and Mauna Kea across the ocean channel on the Big Island. The sun finally climbs higher into the sky and it's time to break out the windbreaker, helmet and gloves for the 38-mile ride downhill to the coast. And it's still only 7 a.m.!

Whale watching, snorkeling, shopping and a luau are on today's agenda. Tomorrow is a new day. This is a day in the life of Maui, and the tri-isle experience of Maui, Molokai and Lanai. In quiet harmony with the blue water and coral seabeds, lush mountains enfold even yet undiscovered waterfalls, hiking trails, sandy beaches, breathtaking landscapes, and postcard-perfect sights almost unbelievable.

Maui is nicknamed "The Valley Isle." It has over 120 miles of shoreline, 10 state parks, 15 county parks, one national park, 16 golf courses, and four major resort areas. Whether you're a devoted sunbather or a real get-up-and-go vacationer, Maui's 728 square miles has something for everyone. You can be in heaven being as active or lazy as you like.

Lanai is as beautiful as it is diverse. Stunning scenery and adventure rule the day on this tiny island. Hulopo'e Beach, the "ghost town" of Keaumoku or visiting the Garden of the Gods (a canyon whose makeup is visually unique or diving "Shipwreck Beach). You will enjoy the quiet calm and beautiful weather throughout. Much of the island is accessible only by 4-wheel drive.

Molokai (the most Hawaiian island) was known in ancient times as the Island of the Powerful Prayers for it was here the kahuna (priests) gathered to worship. Molokai has retained much of that serene atmosphere, and is a perfect place to which to escape the mundane. Available are gorgeous golf courses, sailing, kayaking and all the other outdoor sports indicative of Hawaii. Only 10 miles wide by 38 miles long, Molokai relinquishes nothing to the larger islands in terms of beauty and things to do.

11. Let Someone Else Do the Driving

Even though you're in the middle of the Pacific, you won't have to forgo an essential metropolitan service. Oahu's mass-transit system, known as The Bus, is nationally recognized as one of the best transit systems in the United States.

About 260,000 people use the system's 68 lines (approximately 4,000 stops) on a daily basis. You can get almost anywhere on The Bus, to cultural attractions, theaters, beaches and even around the island. Baggage is limited to carry-on items and there are racks for bicycles. Fares are a flat 50 cents for adults, 75 cents for children, and transfers are accepted from route to route. For the visitor, The Bus may be the most economical way to see the island. For 50 cents you can circle Oahu either clockwise or counterclockwise. If you take bus number 52, which leaves the Ala Moana Shopping Center at 7:20 a.m. and returns at 6:20 p.m., sit on the left side of the bus to get an ocean view.

Ask the bus driver to be sure that the bus you are on will continue along the coast rather than switch to the inland route. You might have to switch buses at the Turtle Bay Hilton just outside of Kahuku in order to preserve the scenic beauty of this tour.

The Bus is an inexpensive, relaxing way to see Oahu without renting a car. For the latest information phone (808) 848-5555. Roberts Hawaii (539-9400) and Gold Star Limousines Unlimited (561-1377) also conduct round the island tours.

12. Visit the Valley of the Temples

The chiseled Ko'olau mountains, trying to look rugged but failing only because of the luxuriant carpet of multi-textured greenery that clings to the steep slopes, is a stunning backdrop for the nondenominational cemetery of extraordinary beauty, the Valley of the Temples Memorial Park. Wild peacocks strut their stuff about the graveyard, while the visitors explore the grounds. Two acres of ponds hold more than 10,000 koi (carp), and a 9-foot meditation Buddha stands above the quiet scene. The 3-ton temple bell threatens to dispel the stillness, for good luck comes to those who are able to ring it.

The majestic Byodo-In Temple is a beautiful replica of the magnificent 900-year-old Byodo-In Temple of Equality in Japan. The original, made of wood, stands in Uji, on the outskirts of Kyoto. The replica was built in 1968 to commemorate the 100th anniversary of the arrival of the first Japanese immigrant to Hawaii. The Valley of the Temples is a place of reflection and meditation, a place to show respect for the deceased, and a place to enjoy the serenity and beauty of this special part of Oahu.



13. Stroll Through Oahu's Botanical Gardens

If you're a botanical garden buff, Oahu is your paradise. If you simply adore the scent and beauty of Hawaii's tropical abundance, you'll not be disappointed.

Foster Botanical Gardens, a verdant oasis on the edge of downtown Honolulu, is filled with acre upon lush acre of the nation's largest collection of tropical plants. And it's home to 43 of Oahu's designated "exceptional trees," which are protected by law. The gift shop has packaged plants and seeds that are cleared for entry into the Mainland as well as plant-related gifts and crafts.

Lyon Arboretum is also very close to the busy hub of Honolulu and Waikiki, yet far away. The rain-washed Manoa Valley is the perfect setting for the University of Hawaii's botanical research facility and visitors are welcome to tour parts of the 124-acre site. You'll pass more than 5,000 tropical plants on your way to Inspiration Point, and if you are a birder, you will go mad with the cacophony of birdcalls surrounding you on your winding path through this cultivated rain forest.

A few miles northwest of Honolulu is the **Moanalua Gardens**, a 26-acre private park open to the public. The magnificent spread of old monkey pod trees shade the vast green lawns that were designed with picnicking in mind. The gardens include two streams, a taro patch, a carp pond, and a group of ancient petroglyphs (stone carvings).

On the windward side of the island there are several more gardens of note including **Ho'omaluhia Botanical Gardens**, which is often missed by visitors to Oahu. The name means "peaceful refuge." The gardens are laid out on 400 acres in the shadow of the Ko'olau mountains and divided into sections devoted to different types of tropical plants. Guided hikes cover various topics, such as local bird life, traditional Hawaiian food, medicinal plants, ethnobotany, and cloud watching.

Another view of the awesome Ko'olau is offered at **Haiku Gardens**, a small six-acre garden in Kaneohe that features picturesque lily ponds, short but beautiful paths that wander throughout the property, and a fair share of exotic tropical flowers. Senator Fong's Plantation and Gardens is a short drive up the coast from Kaneohe. With 725 acres to play with, Fong, the first Chinese-American elected to the U.S. Senate, had plenty of room to grow. You can ride through five gardens named for the American presidents he served.

One of Oahu's hiking companies, Hawaiian Islands Eco-Tours, Ltd (866-445-3624), offers tours of botanic gardens.

14. Pick A Golf Course

Oahu is home to over half the golf courses in the State of Hawaii, and has such a variety to offer that golfers of all styles and handicaps can find a golf course to suit their needs. Two mountain ranges, of exquisite chiseled beauty by the way, and an immense central plateau, have created a variety of micro-climates, so each course has its own personality and quirks. Throw in year-round warm weather, and normally clear skies on the leeward side, with intermittent showers on the windward courses, and you have an excellent island to golf on.

At last count Oahu had 36 golf courses. Don't let that number mislead you, because many of them are private or military. The Ala Wai Golf Course, is so busy that it is almost impossible to get on. Following is a sample of the wide selection of courses on Oahu.



The municipal courses include the Ala Wai Golf Course, Pali Golf Course, Ted Makalena, Kahuku, Ewa Village and West Loch. On these courses it is very hard to get tee times, due to high public demand. The resort courses include Ko Olina Golf Course, Sheraton Makaha Resort West, Hawaii Prince Golf Club, and the The Links at Kuilima, at the Turtle Bay Hilton. There are many that are considered semi-private or private, including Waikele Golf Course, Makaha Valley Country Club, New Ewa Beach Golf Club, Mililani Golf Club, Pearl Country Club, Kapolei, and the Luana Hills Country Club. Call to find out status before making a decision and be sure to ask about cancellations.

Oahu's newest course is the highly-touted Coral Creek Golf Course on the Ewa Plain, in the southwestern portion of the island. Designed by Honolulu-based golf course architect Robin Nelson, the 18-hole, 6,608 yard, par-72 course is designed to expose coral rock formations in cliff-like structures, and will provide a great test for golfers of all skill levels.

One of the newer courses on Oahu is the Ko'olau Golf Course, nestled at the foot of the Ko'olau Mountain Range, below the famous Pali Lookout. This is considered the toughest course in the United States, and is Don Ho's favorite — he's been a regular from the beginning. It is important to realize that windward and leeward golf courses play different from each other because of the prevailing winds. If you are not staying at a resort with its own course, getting a tee time can be difficult. Many Oahu courses offer twilight rates if you're willing to tee off in the afternoon, usually between 1 p.m. and 3 p.m., and midweek is a lot less crowded than weekends.

15. Go Horseback Riding

Your horse is steady on the path as it winds through the tropical foliage. To your left the stunning drapes of the Koolau Mountain Range rise above you, shrouds of mist clinging to the ridgeline, rays of sun shafting through to light the dense undergrowth. To your right, the grand panorama of the ocean stretching for miles in either direction. Fortunately, your horse is watching the trail while you catch the incredible view.

Trail rides range from a ranch in Waimanalo, close to Sea Life Park and only 30 minutes from Waikiki, to the working ranch of Kualoa out by Chinaman's Hat. There are rides within and above Waimea Valley, and there are rides down at the beach at Turtle Bay. All have the scenic beauty that of Oahu and all share the Koolau's as a backdrop.

Some provide transportation from Waikiki, some are a part of other activity packages, and all have gentle well-trained horses on which a total beginner can feel completely safe. There is always a little history, a little ancient Hawaiian, and a whole lot of aloha. Ask about age limits, and weight limits, and if you are an experienced rider, you may find an outfit that will let you trot, canter, and even gallop along the trail. Most trail rides take you places you could not go to on your own. Often on private property, they treat you to a different viewpoint, and from an entirely new seat.

16. Go Oceanfront Shopping at Aloha Tower Marketplace

Aloha Tower Marketplace, located at Piers 8, 9 and 10 in Honolulu Harbor, offers a collection of more than 70 unique shops and restaurants in an oceanfront setting featuring live music and performances daily. The shopping center's eight open-air restaurants offer a variety of flavors including fresh seafood, Pacific Rim, Tex-Mex, traditional Chinese and more. Retail outlets feature an array of souvenirs and gifts, which can be purchased at a lower price with a VIP Shopper Card, available at the center's Guest Services kiosk.

Sitting on the lanai in one of the Marketplace's many oceanfront eateries is a fine way to cool off and relax. Order something cold to drink. The pace is unhurried, sounds blurred and it's easy to slip back to an earlier time.

The shopping center's signature attraction is the Aloha Tower, which was built in 1926 and restored in 1994. The tower, emblazoned with the word "Aloha," is identical on all four sides, and boasts clock faces measuring more than 12 feet in diameter. The tower once served as a lighthouse, visible 16 miles out to sea, and continues today to provide mariners with storm conditions and other sailing information.

Getting to the marketplace is easy with convenient service on the Waikiki Trolley Yellow Line, on a city bus, which stops nearby, or with valet or self-parking at the center.

For information about the marketplace, call 566-2337.

17. Hike Diamond Head

From the top of Diamond Head there is a postcard vista of Waikiki, with a view of the entire west side of Oahu. To the south you can see all the way to Koko Head near Hanauma Bay. A clear day will reveal the neighbor islands of Molokai and Lanai, and the top of Maui's Mt. Haleakala reaching above the silhouette of the other two islands. If you do only one hike while you are visiting Oahu, try the relatively easy hike up the side of the most famous landmark in the Pacific.

Diamond Head, known in Hawaiian as Le'ahi, was so named when British seamen saw calcite crystals sparkling in the sunshine, and thought they'd found diamonds. Diamond Head is the crater of a volcano extinct for 150,000 years. It is difficult to be anywhere on the leeward side of the island and not spot the familiar volcanic profile. Not even the crowd of Waikiki hotels can diminish its stature and grandeur. That translates into a terrific view if you make it to the top.

The way up there is not necessarily a bowl of cherries. Bottled water is a must, for it is a hot, sunny walk uphill. The trail to the 760-foot crater rim is steep, though less than a mile in length. After you get through the tunnel (and a flashlight is helpful for this part) you climb 99 steps, another short tunnel, a few more steps, and voila! A 365-degree view of some of the most beautiful real estate and shoreline in the state. It is also an excellent spot for whale watching during the winter. (And don't forget your camera!)



A Few Choice Words

'ae = yes

ali'i = chief, royalty, aristocrat

aloha = hello, goodbye, love

hale = building, house, place

Hana hou! = do it again!

heiau = Hawaiian temple or place of worship

'ilima = delicate, gold-yellow flower, the official flower of Oahu

imu = underground oven

kahuna = priest, shaman, master

kama'aina = native-born local resident

kane = men

kapu = rules restricting everyday behavior

keiki = child or children

lomi lomi = traditional Hawaiian massage

Lono = god of agriculture

mahalo = thank you

makai = toward the ocean

malihini = newcomer, visitor

mana = divine, spiritual power

mauka = toward the mountains

Menehune = legendary mischievous elf

nu'uauu = the cool heights

Oahu = Hawaii's second oldest island and main social and political center, pronounced "OH AH WHO"

'ohana = family

pali = cliff

Pele = volcano goddess

pohaku = stones

wahine = women

wiki = fast, quickly



Lei ...

The floral garlands of Oahu that embody the beauty, sharing, and creativity of aloha.

Rich in tradition, lei are given to celebrate milestones and are as much an honor to receive as to give. Fragrant flower lei, including plumeria, tuberose, pikake (jasmine), white ginger and green maile leaves, are often used for weddings and anniversaries. A lei is always a welcome gift, whether the familiar circular garland, an open-ended lei, or a haku lei for your head. Seeds and feathers are other culturally significant materials used for making lei. For a guide to popular seed leis, pick up Hawai'i's Seeds and Seed Leis: An Identification Guide, to help with identifying and appreciating more than 50 varieties of leis made from "nature's beads."

41st Annual Meeting Schedule at a Glance

**Saturday
October 11**

9 a.m. – 11 a.m.
AMMB/Executive Committee
Breakfast Meeting

11 a.m. – 5 p.m.
Executive Committee
Meeting

1 p.m. – 2 p.m.
Executive Committee
Luncheon

12 Noon – 7 p.m.
MarketPlace Setup

12 Noon – 6 p.m.
Registration for
Early Arrivals



**Sunday
October 12**

5:30 a.m. – 2 p.m.
Golf Tournament

8 a.m. – 6 p.m.
Registration

9 a.m. – 5 p.m.
MarketPlace Open

1 p.m. – 2 p.m.
YP-35 Development
Committee Meeting

3 p.m. – 5 p.m.
Claims Workshop

5:30 p.m. – 6:30 p.m.
New Members Reception

7 p.m. – 10 p.m.
Opening Reception

**Monday
October 13**

7:30 a.m. – 5 p.m.
Registration

7:30 a.m. – 9 a.m.
Breakfast

8:15 a.m. – 10 a.m.
Powertrack Workshop

9 a.m. – 1:30 p.m.
MarketPlace Open

10 a.m. – 12 Noon
Associate Membership
Meeting

12:15 p.m. – 1:15 p.m.
Cocktail Reception

1:30 p.m. – 3 p.m.
Luncheon/Speaker

3:15 p.m. – 6:30 p.m.
MarketPlace Reopens

3:25 p.m. – 5 p.m.
Military & Government
Workshop

9 p.m. – 11:30 p.m.
YP-35 Reception



**Tuesday
October 14**

7:30 a.m. – 3 p.m.
Registration

7:30 a.m. – 9 a.m.
Breakfast

8:30 a.m. – 11:30 a.m.
Active Member Meeting

9 a.m. – 2:30 p.m.
MarketPlace Open

12 p.m. – 1 p.m.
Cocktail Reception

1:15 p.m. – 2:15 p.m.
Exhibitor Luncheon

2:30 p.m. – 6 p.m.
MarketPlace Teardown

3 p.m. – 5 p.m.
ISA Meeting

4 p.m. – 5 p.m.
HHGF Tariff Meeting

6:30 p.m. – 7:45 p.m.
Cocktail Reception

8 p.m. – 12 Midnight
Closing Banquet



Reserve a Table for the Closing Dinner

41st Annual Meeting Exhibitors

ABC Ricard FL
Above All Co.
AE Worldwide
AE Worldwide – QRI
AGS Europe
AGS Frasers
Allfreight International Removals
American Relocation Services
Appliances & Video Overseas
Arrowpak International
Asia-Pacific Worldwide Movers Ltd.
Baker & Company
Burke Bros Moving Group
Cargo Partner AS Removals
Cartwright International Van Lines Inc.
Conroy Removals Ltd.
Consensus Software, Inc.
Container Systems Inc.
Corstjens Worldwide Movers Group
Cosmopolitan Canine Carriers Inc.
Crown Relocations Hawaii
Davidson Forwarding Company
De Haan Removals
Dependable Auto Shippers (DAS)
Doree Bonner International
Euromovers
Excess International Movers
Executive Insurance Services Inc.
Executive Moving Systems Inc.
Fields Movers Services Worldwide, Inc.
Fleenor Paper Company Inc.
Fournitures Et Materiels De Demenagements, SA
Gateways International Inc.
Globe Moving & Storage Co. Pvt. Ltd.
Goodrich Forest Products, Inc.
Gosselin World Wide Moving, NV
Helu-Trans (S) Pte. Ltd.
Highpack International, Inc.
Household Goods Forwarders Association of America, Inc.
Household Movers Services
Intercontinental Van Lines Inc
International AutoSource
Interport Executive Movers (S) Pte Ltd.
ITO Möbeltransport GmbH
Jacksonville Box & Woodwork Co.
L.A.C.M.A.
LAC International Movers
Leader Freight Forwarders
McGimpsey Brothers (Removals) Ltd.
Milbin Printing, Inc.
Move One
New Haven Moving Equipment Corp.
OSS World Wide Movers Pty Ltd.
P.M. Packers & Movers (Pvt) Ltd
Pan American International Movers Association (PAIMA)
Prime Transport
Pumex International Movers Co. Ltd
Rainier Overseas Movers Inc.
Renmer International Movers
Rex Service Co., Ltd
Roadway Express, Inc.
Royal Trans Co., Ltd.
Sealed Air Corporation
Subalipack (M) Sdn Bhd
The Guardian Moving & Storage Co. Inc.
The Pasha Group
Transmove
Transport Management Int'l Ltd.
Transworld Int'l Removals Limited
VIP Transport, Inc.
Zuhal Shipping & Clearing Co. L.L.C.

INDUSTRY NEWS



Parks



Reinhart

APPOINTMENTS

Canada-based **TheMIGroup** recently announced several new appointments. **Monika Parks** has joined the Los Angeles office as senior consultant, client services for the Southwest Region. She has 15 years' experience working in both the corporate client sector and in the global consulting industry. Parks can be reached at monika.parks@themigroup.com.

Also at TheMIGroup, **Gail Reinhart** has joined the Calgary office in the position of senior consultant, client services, Western Canada. She has over 15 years of relocation experience, working for both corporate clients and a relocation service provider. Reinhart can be reached at gail.reinhart@themigroup.com.

Ann Van Damme has joined TheMIGroup's Chicago office as senior consultant, client services for the Midwest Region. Van Damme has over 20 years' experience working in both the corporate client sector and in the relocating industry. Van Damme can be reached at ann.vandamme@themigroup.com.

❖

The **Crown Worldwide Group** has named **Colin Cousins** to the position of country manager for Bahrain. Cousins, who will be based in Manama, Bahrain, began his new post on Sept. 1 and was most recently the country manager for Crown's Istanbul location. He will be responsible for increasing Crown's global mobility services in the region as well as consolidating the current warehouse and office space into one central location.

Cousins joined the Crown Worldwide Group in 2001 and, in addition to Istanbul, has also worked in the company's Jakarta branch. Prior to joining Crown, he worked for Four Winds International, where he held various management positions in the company's Hong Kong, Singapore, and Philippines locations.



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

EXPANSIONS AND ACQUISITIONS

Excess International Movers has announced the acquisition of **removals.com**, the industry's premier domain name, for an undisclosed sum.

David Elliott, Chairman of Excess Group Ltd., said, "We have been tracking this domain for some considerable time, and we are pleased that we managed to make the acquisition in the end. This is a most important domain for the English-speaking removals industry, and it will certainly give us tremendous potential for growth."

Excess plans to make leads available for UK domestic moves, and for overseas originating moves and foreign domestic moves, available to selected partners in main markets on a pay-per-click or subscription basis. "We will be putting a substantial investment into removals.com with the intention of making it the industry leader," said Elliott. "As our forte is international, we are currently looking for a suitable UK domestic partner with national coverage, seeking to benefit from the domain, and for partners in main overseas markets, particularly in Europe, Australia, New Zealand, Southern Africa, and Southeast Asia.

"Our portfolio of moving domains can be made available to the right partners in these markets," Elliott added, "helping them to maintain their Internet presence and build their businesses. We have some excellent generic domains including *demenagements.com* (French), *mudancas.com* (Portuguese), *mobelspedition.net* and *Umzuge.com* (German), *flytte.biz* (Scandinavian), and *removalists.com* (Australasian).

For more information, e-mail david.elliott@overseasremovals.com.



Move One and the **Expat Relocation Center (ERC)** are celebrating their 10-year anniversary in Russia in style. In support of rapidly expanding services, Move One and ERC have opened a newly renovated Russia headquarters located in downtown Moscow, a stone's throw away from Red Square. The joint Move One-ERC office is headed by Ivan Syskov, a native of the city with extensive experience in Russia's moving services industry.

The expansion of services is being carried out in response to a sharp increase in demand for relocation assistance and will allow Move One and ERC to better serve their growing customer base. Move One provides comprehensive moving services including complete customs clearance, secure storage, pet transportation, and antique/fine art handling. ERC complements Move One's service by offering a wide range of customized immigration and destination services for both corporate and individual clients. This includes procuring work and residence permits, orientation tours, home/school search and vehicle registration.

Move One's sister company, AES Cargo, began providing premium freight forwarding services in Russia in 1993. Since then, Move One and ERC have expanded their services throughout the CIS and Central Asia with regional offices in Ukraine, Afghanistan, Tajikistan, Uzbekistan, Kyrgyzstan, and Kazakhstan.

For further information e-mail russia@moveone.info or info@erceurope.com.

Interstate Offers Free Classes For Do-It-Yourselfers

To help prepare for a move and eliminate some of the hassle and stress for the "do-it-yourself" packer, **Interstate Worldwide** is offering free classes to demonstrate proper packing techniques and moving industry secrets. Interstate's free classes will be conducted Saturday mornings, on Oct. 18 and Nov. 15, in Interstate's fully outfitted "Talking Training House" at the corporate headquarters in Springfield, Va.

The class will focus on basic packing procedures, proper packing material usage and safety measures, as well as appropriate techniques for lifting and handling basic household items. Interstate moving and packing professionals will field questions from class participants on all aspects of the relocation process, and will provide instructions and pricing for purchasing packing materials.

HONORS AND AWARDS

UniGroup Worldwide UTS, headquartered in Fenton, Mo., has been honored by The American Moving & Storage Association (AMSA) for its outstanding participation in the Registered International Mover (RIM) program. The recognition was conferred at the industry conference held in the spring in Palm Springs, Calif. Richard McClure, president of UniGroup, Inc., the parent company of UniGroup Worldwide UTS, accepted the award.

UniGroup Worldwide UTS was honored for having the most RIM-certified people (155) in one company. Currently more than 93% of UniGroup Worldwide UTS staff have received RIM certification and ongoing training

gives new employees the opportunity to become certified. The plaque awarded to UniGroup Worldwide UTS is inscribed: "In recognition of dedication and commitment to raising the level of quality of service in the international moving and storage community."

In 2000, the company and officials from the RIM program began preparing and testing large groups of employees for their understanding of international household goods moving. Participants studied in groups covering a variety of modules, including freight forwarding, ocean service, air, unit load devices, inland transport, surveys and quotations, movement of vehicles, documentation and forms, protection programs and move management. The company's entire workforce was put through the program and tested.



Each month Interstate Worldwide Relocation presents awards to its Employees of the Month, recognizing them for a job well done. The following individuals were honored in June.

At Interstate's Springfield, Va., headquarters, four employees were honored: Driver of the Month, **Jim Dupee**; Helper of the Month, **Robert Quansah**; Packer of the Month, **Kerah Garvin**; Administrative Employee of the Month, **Sue Heller**, billing auditor.

At Interstate's Dulles, Va., branch, three employees received awards: Driver of the Month, **Tanimu Umaru**; Helper of the Month, **Armando Gomez**; Packer of the Month, **Lesbia Gonzales**.

At the Landover facility, four employees received awards; Driver of the Month, **Ogu Chukwuma**; Helper of the Month, **Gary Bragg**; Packer of the Month, **Charleen Bragg**; Warehouseman of the Month, **Sean McCoy**.

Scott Kern, an owner-operator driver, was named Driver of the Month for June.

Those honored for July were as follows:

Driver of the Month **Jim Dupee**; Helper of the Month, **Manuel Alegre**; Packer of the Month, **Maggie Sheppard**; Administrative Employee of the Month, **Earl Sanford**, billing specialist.

At the Dulles branch three employees were honored: Driver of the Month, **Tanimu Umaru**; Helper of the Month, **La'Mar Porter**; Packer of the Month, **Lynn Chapman**.

At the Landover facility, awards went to Driver of the Month, **Kerry Burks**; Helper of the Month, **Marc Marrow**; Packer of the Month, **Charleen Bragg**.

William White, a long-distance driver, was named Driver of the Month for July.

Honored staff receive a \$35 gift certificate to the Interstate company store, filled with sportswear items, hats, toy trucks, and other goods.



Interstate Worldwide Relocation has successfully transitioned from ISO 9002:1994 to ISO 9001:2000. The ISO standard is an internationally recognized quality management system (QMS) criterion developed by the International Organization for Standardization. It has been established for all companies and organizations, regardless of mission, industry, nationality, size, ownership, or any other designation.

Interstate was originally certified in August 2000. All ISO 9002:1994 registered companies were allotted a 3-year transition period to comply with the new standards; Interstate reached this goal ahead of schedule, in May 2003, and has received the new certificate of registration. The new standard is more customer-focused and places more emphasis on top management. It also requires organizations to set quality objectives and work toward continual improvement.

Website: www.InterstateWorldwide.com

In Memoriam

Jack R. Spencer

Jack R. Spencer, former vice president/treasurer at Cartwright Van Lines, died Aug. 9. He was 68.

Born in 1934 in Fairfield, Ill., Mr. Spencer spent 20 years in the U.S. Air Force before retiring in 1972. At that time, he began a second career, spanning three decades, with Cartwright Van Lines, headquartered in Grandview, Mo.

His wife of 44 years, Patricia N. Spencer, died last year. He is survived by his mother, two sisters, a son and a daughter, as well as several grandchildren.

Mr. Spencer, who passionately enjoyed watching all of his grandchildren's activities and was known to sponsor various teams and individuals, took a special interest in helping students at Truman High School in Independence, Mo. Following his wife's death in 2002, he launched an effort to provide new equipment for the school's weight room to benefit student athletes from all walks of life.

The family suggests that in lieu of flowers, expressions of sympathy be in the form of contributions to the fund, which may be sent to Truman High School, c/o Mr. Gary Bressman, 3301 S. Noland Rd., Independence, MO 64055.



Andrew Rosemeyer (l.) and Jorge Da Costa are the two principals behind Global International Moving, headquartered in Madrid.

A New Anglo-Latin Alliance in Spain

A brand-new company has been formed in Madrid, Spain.

Global International Moving is run and owned by industry veterans **Andrew Rosemeyer** and **Jorge Da Costa**. Rosemeyer, formerly international director of Gil Stauffer and later general manager of Allied International Spain, has substantial experience in the international moving sector in Spain. Da Costa, the sales director of Clover International both in Caracas, Venezuela, and later Miami, Fla., brings vast knowledge of the Latin American market.

The joint venture was launched July 1 in Madrid's corporate city of Alcobendas with brand-new offices and more than 200 cubic meters of space with fast growth in mind.

Rosemeyer and Da Costa are convinced that the combined Anglo-Latin experience and focus will soon make Global International in Spain one of the country's top three companies.

Website: www.globalinternational.com

Interstate at 60: Six Decades of Top Hat Service

In early 1943, 29-year-old Arthur E. Morrisette, Jr., did something totally improbable. For the modest sum of \$450 he acquired a 5-year-old GMC truck, some furniture pads, and a small hand dolly, and started a part-time business that he called Ace Moving.

Morrisette's first customer was one of his own coworkers at the full-time federal job he continued to hold down. One day after work, he moved his friend's furniture and belongings to a new apartment that was four blocks away. He charged the man \$12.50 for the effort.

Arthur Morrisette was imbued with a deep and abiding entrepreneurial spirit. His federal job provided security at a time when memories of the Great Depression were all too real, and he had certainly received many honors and promotions while in federal service. But knowing that his lack of a high school diploma limited his potential for advancement, Morrisette handed in his resignation so he could devote his full attention to Ace Moving.

The early months were difficult, and Morrisette supplemented his moving income by selling Christmas trees, even firewood. But he never compromised his dream of making Ace Moving a venture that would earn a reputation based on quality service, and he pressed on.

Many important achievements, innovations and changes marked the 60-year road that led from Arthur Morrisette's Ace Moving of 1943 to a company called Interstate Worldwide Relocation in 2003. But some important constants, as well, have remained rock steady for those same six decades.

Today, Interstate is still owned and managed by the Morrisette family. Arthur Morrisette's sons and grandsons hold key executive positions with the company, and his widow, Clara Morrisette, chairs the board of directors. Most important, though, Arthur Morrisette's insistence on quality remains the company's most defining characteristic in the 21st century.

By the end of 1943, Ace Moving had acquired a small storage facility in Washington, DC. Two years later the company moved to a different Washington location where war-surplus Quonset huts were used for storage, and a cinder-block building was later constructed. The company, by then known as Ace Van and Storage, handled its first long-distance move in early 1949 — household goods bound for Syracuse, New York. Later that year, Ace dispatched its first international move, a shipment to South America.

Through the 1950s and 1960s, the business grew, the fleet expanded, and Arthur Morrisette saw his dream take shape and form. And he knew that the only way he could realize his dream and provide quality service to his customers was by first providing a quality working environment for his steadily expanding workforce.

Growth would come in a variety of ways: expanded business under the Ace banner, including contracts with various federal agencies; acting as the Washington agent for moving companies as far away as Texas and

Florida; a separate freight-forwarding company known as AFFCO; related ventures, such as an effort in the late 1950s to operate a rug-cleaning company; the expansion of operating rights by the direct acquisition of other moving companies.

In early 1967, Arthur Morrisette called into his office three key employees, his sons Buddy, Don and Ken. To emphasize the fact that the company now specialized in long-distance work, and had become much more than a short-haul local mover, maybe it was time for Ace Van and Storage to change its identity.

Thus was the name Interstate Van Lines coined, and with it a new promotional



Interstate's headquarters in Springfield, Virginia.





Interstate's Talking Training House.

campaign to emphasize the “Top Hat Service” on which the company prided itself, promoted by Arthur Morrisette himself, clad in top hat and tails in catchy TV commercials.

The company livery was also updated. Interstate's trucks and trailers were painted a distinctive shade of green, smartly decorated with a new company logo that recalls the red, white and blue shield used to designate the Interstate Highway System.

Next came a new headquarters. In 1970, Arthur Morrisette acquired a 30-acre parcel in Springfield, Virginia, where he built a state-of-the-art business office, dispatching center, maintenance base and storage facility to replace the company's older facilities in Washington.

The new headquarters featured a full scale, two-bedroom house that facilitates training of company employees. Morrisette wanted his employees to learn their profession before they ever stepped foot into a customer's residence. Interstate was the first US moving company to design and build such a permanent training facility.

Today, Interstate's current president, Arthur E. (“Buddy”) Morrisette, reflects on the heritage that his late father created for the company. “My father was tough,” Morrisette says, and he “put lots of demands on his people.” But he was also “way ahead of his time” in the genuine concern he had for the people who worked for Ace Van and Storage — and Interstate.

Arthur Morrisette knew every employee on a first-name basis and made it a point to greet each worker every single day. Yet he never hesitated to point out if someone's workstation was not neat and clean, or if his or her performance was sub-standard.

Two incidents help underscore the defining characteristics of Interstate's corporate culture. In 1985, Arthur Morrisette imposed mandatory random drug testing for all Interstate employees. He did this almost a full decade before the federal government issued similar regulations, and for everyone in the company — executives on down — to ensure the safety of his employees as well as the general public. And on Nov. 19, 1976, Morrisette stepped to the podium at the end of a regularly scheduled staff meeting and said that because the company had enjoyed such a good year, in early December every one of the company's workers — along with their entire families — were invited to board three chartered airliners for an all-expense-paid, 4-day trip to Walt Disney World. Many long-distance drivers had to be flown from points on the west coast to Orlando for this unprecedented outing.

Six decades after its founding, the company continues to thrive, with business divisions that provide full-service, third-party relocation services, international forwarding and special products transportation and storage, as well as its core household goods moving and storage services. With three facilities and a team of nearly 300 employees, the Interstate team consistently and continually provides its Top Hat Service to individual, corporate and government customers, moving approximately 20,000 families each year.



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

360 Relocation Ltd.

Caxton Court, Caxton Way, Watford,
Hertfordshire WD18 8RH, England
Tel: (44) 1923 235 360
Fax: (44) 1923 234 340
P.O.C: Tony Squire
Sponsors: Pelichet S.A., Switzerland
Nuss International, Australia

A-1 Freeman Moving Group

9619 Kirkton Drive
Houston, TX 77095
Tel: (281) 550-1110
Toll-free: (800) 527-0744
Fax: (281) 345-0583
E-mail: aanderson@a1-freeman.com
Sponsors: Rainier Overseas Movers, Inc., WA
Deliver USA Inc., MD

Allen & Coles Moving Systems

100 Adams Road
Clinton, MA 01510
Tel: (978) 368-7008
Toll-free: (800) 343-1241
Fax: (973) 368-7073
E-mail: mfaiz@acmoving.com
P.O.C: Mohammed Faiz and Donald Knapp
No. of Years in Business: 26
Sponsors: Compas GmbH, Germany
Gulf Agency Company, Bahrain

Ambrose & Sons - Worldwide Removals

9-11 Butterfield Street
Blacktown NSW 2148, Australia
Tel: (61) 2 9676 1100
Fax: (61) 2 9676 1166
E-mail: info@amsons.com.au
P.O.C: Conrad Cooke
No. of Years in Business: 35
Sponsors: Eagle Relocations Ltd, England
Transglobal Shipping and Storage, Australia

AZEE Shipping & Trading Co.

Trade Zone El Socorro Ext #1
San Juan, Trinidad, W.I.
Tel: (868) 675-8789
Fax: (868) 675-9705
E-mail: azeeshipping@hotmail.com
No. of Years in Business: 2
P.O.C: Martin Bryce
Sponsors: Williams Moving International, Canada
Executive Moving Systems, Inc., VA

Bekins Hawaiian Movers, Inc.

91-241 Kalaeloa Blvd
Kapolei, HI 96707
Tel: (808) 682-6055
Fax: (808) 682-6066
E-mail: bekins@pixi.com
P.O.C: Dale Bailey
No. of Years in Business: 7
Sponsors: Gridiron Forwarding Co. Inc., NJ
Sentinel International Forwarding Inc., WA

Beltmann Group Worldwide

7030 Buford Highway
Doraville, GA 30340
Tel: (678) 328-2555
Toll-free: (800) 867-9984
Fax: (678) 448-9828
E-mail: gary.deforest@beltmann.com
P.O.C: Gary Deforest
No. of Years of Business: 58
Sponsors: North American Intl, IL
Stevens International, GA

CMCI

2301 Avenue D
Charleston, SC 29405
Tel: (843) 745-0022
Fax: (843) 745-0302
E-mail: matthew_west@moore.sc.edu
Website: www.cmci-containers.com
P.O.C: Matt West
Sponsors: Covan International, Inc., AL
Executive Moving Systems, Inc., VA

Contour Logistics, Inc.

2300 E. Butler Street
Philadelphia, PA 19137
Tel: (215) 288-7011
Fax: (215) 288-2708
P.O.C: Vera Sumetskaya
Sponsors: Seagate Services Inc., PA
EuroAmerica, MD

Global International Moving (Spain)

Aveda. Bruselas 13, America
America, Arroyo de la Vega Alcobendas,
28108 Madrid, Spain
Tel: (34) 91 662 5032
Fax: (34) 91 490 3022
E-mail:
andrew.rosemeyer@globalinternational.com
P.O.C: Andrew Rosemeyer and Jorge Da Costa
Sponsors: Metropolitan Transports SA, Brazil
Bolliger Spedimpex, Spain

Global Movers Australia

41 Jonal Drive
Mawson Lakes, South Australia
Tel: (61) 88 260 7611
Fax: (61) 88 267 7622
E-mail: craig@aussiemoove.com.au
P.O.C: Craig Jones
Sponsors: Fimpark Pty Ltd/Keys Bros, Australia
King & Wilson Worldwide Moving and Storage,
Australia

Global Ocean Freight Inc.

4634 N. University Drive
Lauderhill, FL 33351
Tel: (954) 748-6770
Toll-free: (800) 662-8284
Fax: (954) 748-6920
E-mail: info@global-oc.com
P.O.C: Eti Cohen
Sponsors: Worldmover Cons & Rep Ltda, Brazil
Internacional Mudancera Mexicana S.A. de C.V.,
Mexico

J.B. Logistic Ltda

Avenida Eldorado No. 97-03 Int. 3
Bogota, D.C. Colombia
Tel: (57) 1 415 5155
Fax: (57) 1 415 5856
E-mail: erwin.baresch@jb-logistic.com
Website: www.jb-logistic.com
P.O.C: Erwin Baresch H.
Sponsors: Mudanzas Trafimar, S.A. de C.V.,
Mexico
Mudanzas Internacionales Global C.A., Venezuela

JVK International Movers (S) Pte. Ltd.

48 Pandan Road
Singapore 609289
Tel: (65) 6268 1880
Fax: (65) 6268 0887
E-mail: singapore@jvkmovers.com
P.O.C: Nicole Liemphetcharat

James Maritime Services, Inc.

3715 Clover Creek Drive
Kingwood, TX 77345
Tel: (832) 746-1006
Fax: (281) 596-4397
P.O.C: Jim Hahn
Sponsors: North Atlantic Services N.V., Belgium
Gosselin World Wide Moving N.V., Belgium

Johnny Larsen International Removals

Lerdalsveien 14 C
1263 Oslo, Norway
Tel: (47) 928 55 717
Fax: (47) 22 61 27 06
E-mail: johnnyl@online.no
P.O.C: Johnny Larsen
Sponsors: Star International Movers, VA
Clark & Rose Ltd, England

NFB Transport Systems AS

Berghagan S. 1405 Langhus
Oslo, Norway
Tel: (47) 66 813800
Fax: (47) 648 61331
E-mail: wendy.rosenlund@nfbtransport.no
P.O.C: Thomas Langbo and Wendy Rosenlund
No. of Years in Business: 16

Oceanic Container Line, Inc.

12350 Hylan Blvd
Staten Island, NY 10306
Tel: (718) 351-0567
Toll-free: (877) 444-4934
Fax: (718) 351-0255
E-mail: k.whitman@oceaniccontainerline.com
P.O.C: Michael P. Ambrosia
Sponsors: Diversified Transport Services, Ltd, NY
Executive Moving Systems, Inc., VA

PowerTrack, U.S. Bank

1010 S 7th Street
EPMNTT5C
Minneapolis, MN 55415
Tel: (651) 748-8995
Fax: (651) 748-8993
E-mail: info@powertrack.com
Website: www.powertrack.com
P.O.C: Bob Fleischman
Sponsors: The Day Companies, NE
Xalles Limited, DC

Transpac Removals and Storage Pty Ltd.

613 Maroondah Highway, Mitcham
Victoria 3132, Australia
Tel: (61) 3 9873 8283
Fax: (61) 3 9873 8735
E-mail: transpac@transpacremovals.com.au
P.O.C: Alby Tyley
Sponsors: Upakweship UK Ltd, England
World Wide Movers Ltd, New Zealand

Transpak Overseas Removals Limited

320 Zabbar Road

Paola Pla 16

Malta

Tel: (356) 21 82 11 66

Fax: (356) 21 80 03 50

E-mail: william@transpakmalta.com

P.O.C: William Vella

Sponsors: DTM, Italy

Euromoving 2000 SRL, Italy

Smith Dray Line International

320 Frontage Road

Greenville, SC 29611

Tel: (864) 269-3696

Fax: (864) 269-3023

E-mail: jim.mullen@smithdray.com

P.O.C: Jim W. Mullen

Sponsors: Gropiron International, France

Intermove, CT

Voxme Software Inc.

36 Greenbelt Cr.

Richmond Hill

Ontario, L4C 5R8, Canada

Tel: (416) 988-1367

Fax: (905) 884-1735

E-mail: max@voxme.com

P.O.C: Maxim Kreyenin

Sponsors: Tober International Shipping Ltd, Israel

A. Univers Transit Ltd, Israel



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WASHINGTON UPDATE

By Rep. Tom Petri



TEA-21 Funding Helps Fuel Economic Growth

At a March hearing of the Transportation and Infrastructure Subcommittee on highways, transit and pipelines, economists and academics testified not only about the tremendous transportation needs around the country, but also the very real and measurable benefits to our productivity and economic growth as a result of investing in and improving our transportation system.

Here are just a few points made at that hearing: Research has shown that every dollar of highway capital has a rate of return of 30 cents per year and highway capital investment has been responsible for 25 percent of our nation's gains in economic productivity. Increases in transportation investment beyond current levels result in significant growth in the gross domestic product, consumer spending, disposable income and equipment investment. In addition, federal and state tax receipts increase due to the overall long-run productivity impacts.

While much attention has been placed on what level of transportation investment we can "afford," the real question is: How we can afford not to invest?

This is the challenge facing the Congress as we reauthorize the Transportation Equity Act for the 21st Century. America has benefited greatly from having a strong transportation network on which we can move our people and goods, but we are now at a crossroads. Will we make the investment necessary to support a growing economy, or will we allow our transportation infrastructure to deteriorate to the point that it impedes economic growth?

The Department of Transportation has determined that we need to invest \$60 billion on highways and \$12 billion on transit annually to meet the demands of a growing economy. Unfortunately, the less than \$40 billion we now spend is not close to the amount necessary just to maintain our current infrastructure, much less improve it.

Most of us think of congestion in terms of how it impacts us individually during our daily commutes to the workplace. But it also is a very real consideration for businesses across the country. This point was driven home for me during a visit to Texas last year when a well-known corporation indicated that it might be forced to relocate because growing congestion at the current location was affecting the ability to deliver its finished products in an efficient way.

One child out of every 84 born today will die violently in a motor vehicle crash, according to the American Association of Highway and Transportation Officials. That is a chilling statistic. The Federal Highway Administration estimates that bad roads and roadside hazards are factors in more than 13,000 fatalities each year. It's not just hyperbole to say investing in transportation saves lives - it's real.

While the long-term economic benefits are clear, we also shouldn't lose sight of the job-generating capability of transportation spending - especially as we search for ways to stimulate a current struggling economy. Every \$1 billion invested by federal and state governments in highways and transit supports roughly 47,500 jobs.

While much attention has been placed on what level of transportation investment we can "afford," the real question is: How can we afford not to invest?

Obviously, simply building more roads is not the entire answer to our transportation challenges. We also need to provide other options for travel, utilize technology to efficiently use our current systems, and think creatively about new ways to address capacity issues. Our transportation officials should have a range of tools available as they seek to solve their own particular transportation problems.

TEA-21 was vital in linking transportation revenues to transportation spending. The funding guarantees and firewalls have worked well and must be continued. On that principle I hope we can all agree.

But we are being penny wise and pound foolish if we do not increase our investment in highways and transit. And since transportation investment is overwhelmingly paid for by the users, we can provide the necessary spending without increasing the deficit.

There have been very positive steps forward recently, particularly in the area of ethanol. Even though I support the use of ethanol, it is not right that ethanol is currently taxed at 5.2 cents less than “regular” gasoline. If we determine that there is an overall benefit to our society by encouraging the increased use of ethanol through a tax incentive, it should not come at the expense of the Highway Trust Fund. The recent action by the Senate Finance Committee in approving legislation to replace the ethanol exemption with a volumetric ethanol excise tax credit is a simple, ingenious way to ensure that the Trust Fund is made whole. That legislation would also implement the proposal in the president’s budget to shift the 2.5 cents of the tax on ethanol that now goes into the general fund to the Highway Trust Fund. Together, these actions would result in an additional \$2 billion in annual receipts to the Trust Fund.

Indexing has worked well in Wisconsin and the 11 other states where it is used. In our state, we consider it erosion control. It is a simple fact that over time, money loses purchasing power, and we must keep up if we don’t want to fall behind.

So, this is the challenge as we reauthorize our transportation programs. Transportation investment is a legitimate government activity that pays back big dividends. Are we going to take the steps necessary to provide for our economic security, create and sustain jobs, enhance safety, and continue to improve mobility for our citizens? The bipartisan leadership of the Transportation and Infrastructure Committee is committed to producing a bill that meets these goals. ■

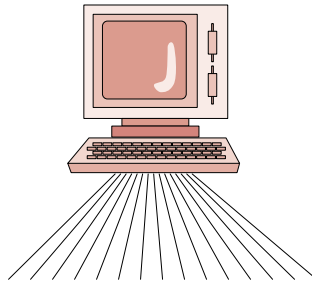


Rep. Tom Petri (R-WI) is chairman of the Transportation and Infrastructure subcommittee on highways, transit and pipelines. He also is vice chairman of the Transportation and Infrastructure Committee and the Education and the Workforce Committee. (A version of this article appeared in Roll Call.)



Christiane Crown, Island Forwarding, Inc., pauses on the deck of the *Top Gun 80*, with the Rep. Duncan Hunter (R-CA), Chairman of the House Armed Services Committee, Richard DeWitt, and Han Helder. This photo was taken on the return trip to San Diego after enjoying an overnight fishing trip about 65 miles west of Ensenada, Mexico. The group caught albacore and yellowtail tuna. Hunter is a key figure for the industry, as he is leading the effort to amend the 2003 Defense Authorization Bill.

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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*.

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Acronym Finder: acronymfinder.com
AE Worldwide: aenationwide.com
AES Cargo: aescargo.com
AGS: ags-worldwide-movers.com
Air Animal: airanimal.com
Airport Terminal Maps: mapquest.com
Allied VL: allied.com
Ambassador Worldwide: Ambassadoronline.com
A.M. Best: ambest.com
American Int'l Relocation Solutions: airelo.com
Antwerp, Port of: haven.antwerpen.be
APA Worldwide: apaworldwide.com
Arrowpak: arrowpak.co.uk
Asian Tigers: AsianTigersGroup.com
Atlas Int'l Movers: atlas-movers.nl
Avis Car Rental: avis.com
Blue Sky Int'l: blueskymoving.com
Brazil Worldmover: brazilmover.com
Business Etiquette:
executiveplanet.com/community
Careline Int'l: careline.ie
Cargo Portal Services: cargoportalservices.com
Cartwright Int'l: cartwrighttrans.com
Center for Disease Control: cdc.gov
Claims Prevention and Procedure Council:
claimsnet.org
Comprehensive Medical Information:
healthfinder.gov
Covan World-Wide: covan.com
Crown Worldwide: crownworldwide.com
Crystal International: crystalinternational.com
Customs Service C-TPAT Program:
customs.ustreas.gov/enforcem/tpat.htm

Cybercafe listings: cybercaptive.com
DeHaan Removals: dehaan.nl
DeWitt Trans. Services of Guam: dewittguam.com
Eagle Van Lines: eaglevanlines.com
EUROPAGES: europages.com
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
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 Int'l Moving: globalinternational.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
Hawaii Recreation: gohawaii.com;visit.hawaii.org
Health Insurance Info: hcfa.gov and hhs.gov
Hertz Car Rentals: hertz.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
Interstate Worldwide Relocation:
InterstateWorldwide.com
Iraq Maps: http://news.bbc.co.uk/nol/shared/spl/hi/middle_east/03/v3_iraq_key_maps/html/military_operations/1.stm
Island Movers: islandmovers.com
Journal of Commerce: joc.com
Job search/interview advice: careerjournal.com
JVK Movers: jvkmovers.com
La Vascongada, S.L.: vascongada.com
Magna Int'l Movers: magna.co.za
McGimpsey Removals: mcgimpseys.com
MIGroup: migroup.com
Military Traffic Management Command:
mtmc.army.mil
MoveAssist: moveassist.com
Move One: moveone.info

Mudanzas Trafimar: mudanzastrafimar.com.mx
National Defense Transportation Association:
ndtahq.com
National Van Lines: nationalintl.com
Nationwide Relocation Int'l: nrri.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
Orbit M&S: orbit-kazoulis.com
Orient Pacific Int'l: opimovers.com.tw
Outaouais Moving: outaouaismoving.com
P.M. Packers & Movers: packersindia.com
Pac Global Ins. Brokerage: pacglobalins.com
PAIMA: paima.com
People Finder: AnyWho.com
Phoenix Transport Services: phoenix-transport.de
Raffles Movers Int'l: rafmover.com.sg
RelogistX: relogistix.net
Remove Me Now!: removemenow.com
Rhema Movers: rhemamovers.com.sg
Saleemsons: saleemsonsmovers.com
Santa Fe: santaferelo.com
SBA Solutions Newsletter: <http://web.sba.gov/list/>
Schenker Stinnes Logistics: schenker.bg
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
Spam filter software: cloudmark.com
Sterling Int'l Movers (UK): sterlingmovers.com
Sunvan Hawaii: sunvan.com
TechMate: TechMateIntl.com
TG International: tginternational.com
The eXternal Revenue Svce. of The Day
Companies: xrsnet.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
Transworld Int'l Movers Brazil:
transworldmovers.com.br
Tumi Int'l Movers: tumimovers.com
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
US Visas: unitedstatesvisa.gov
Useful Sites for Int'l Trade Professionals:
www.fita.org
Vatovec: vatovec.si
Veron Grauer: veron-grauer.ch
Virus Checks: mcafee.com, symantec.com, or
fsecure.com
Virus Protection: mcafee.com/myapps/firewall,
zonelabs.com, symantec.com
Voerman Int'l: voerman.com
Wage Reports—Online Filing:
socialsecurity.gov/employer
Welti-Furrer: welti-furrer.ch
Westbound Transpacific Stabilization Agreement
(WTSA): wtsacarriers.org
YP-35: yp-35.org

Selected E-mail Addresses

21st Century Relocations:
destination@21stcenturyrelocations.com
or origin@21stcenturyrelocations.com
7M Transport: Integrity@7m-transport.com
HHGFAA: hhgfaa@aol.com
A.Alternativa: transp@a-alternativa.com.br
AGS: castro-j@ags-paris.com
Air Animal: petmover@airanimal.com
Aloha Int'l: MRsargent@cs.com
APA Worldwide: apawww@sol.racsa.co.cr
Arrowpak: sales@arrowpack.co.uk
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
Careline Int'l: info@careline.ie
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.net.id
Covan World-Wide: international@covan.com
Crystal International:
info@crystalinternational.com
DeHaan Removals: info@dehaan.nl
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
Excess Int'l: david.elliott@overseasremovals.com

Executive Insurance Services:
info@execinsurance.net

Executive Moving Systems:
salesinfo@thebestmove.com

Fidelity & Marine Ins.: *info@fidelitymarine.com*

Freeline Movers: *flm@isb.paknet.com.pk*

Freight Int'l: *removal@emirates.net.ae*

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*

Globalink: *relocation@globalink.kz*

Gosselin Group: *comm@gosselin.be*

Green Liner: *safetymove@greenliner.com*

GTB Destination Mgt Svces:
gtbusa@compuserve.com

Guardian Services Inc.: *info@moveassist.com*

Guyana Overseas Traders:
guyotrad@networksgy.com

Harsch Transports: *harsch@harsch.ch*

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*

Island Movers: *IM@islandmovers.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*

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: *nrri@deltanet.com*

Neer Service: *info@neerservice.fr*

New Haven Moving Equipment: *nhmela@aol.com*

Nurminen Prima Oy: *Nurminen.Prima@co.inet.fi*

Orbit: *orphee@beinoglou.gr*

Orient Pacific Int'l: *SOPisc@npc.haplink.com.cn*

Outaouais Moving: *ray@outaouaismoving.com*

Pac Global Ins: *sfuhrman@pacglobalins.com*

PACE-CAPSTONE: *jwispespace@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

Rex Service Co., Ltd.: *rexco@public.tpt.tj.cn*

Rhema East China Ltd: *rhema@pub.sz.jsinfo.net*

Rhema Movers: *general@rhemamovers.com.sg*

Royal Hawaiian Movers: *rhm1@rainbows.net*

Saleemsons: *info@saleemsonsmovers.com*

Santa Fe Transport: *sales@santafe.com.hk*

SBA Tax Information: *russell.orban@sba.gov*

SEM Movers: *semmove@indosat.net.id*

Simpsons Removals & Storage:
enquiries@simpsons-uk.com

SIT Transportes Intl: *sit.mad@sit-spain.com*

Sterling Int'l Movers (UK):
mail@sterlingmovers.com

T.A. Mudanzas: *tamoving@sol.racsaco.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

Town & Country M&S: *tcovershi@aol.com*

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

Transworld Int'l Movers Brazil:
transw@transworldmovers.com.br

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*

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*

Zuhail: *zuhail@emirates.net.ae*

FORGING STRONG LINKS

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

21st Century Relocations (Mumbai, India)
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)
Equiexpress, 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 Move Management Ltd (Greenford, 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 (Suresnes, 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 (Berlin, 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 Transitaros (Lisbon, Portugal)
La Rosa Del Monte (Bronx, NY)
La Rosa Del Monte (Toabaja, Puerto Rico)
La Rosa Del Monte (Santo Domingo, Dominican Republic)
M. Dyer & Sons Inc. (Honolulu, HI)
Martin Stephen (Canada) Ltd. (Ontario, Canada)
Matco Transportation Systems (Alberta, Canada)
McGimpsey Removals (Bangor, Northern Ireland)
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 (Damascus, 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)
OY Victor EK AB (Helsinki, Finland)
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 Bdh (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)
Vatovec d.o.o. (Ljubljana, Slovenia)
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:

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



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

2120 Mill Road, Suite 102 • Alexandria, VA 22314

Phone: (703) 684-3780 • Fax: (703) 684-3784 • E-mail: bcarr7850@aol.com

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Industry Calendar

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. 18–21, 2003	LACMA Seminar for Middle Management	Miami, FL
Oct. 21–26 2003	FIDI–Academy Forwarding Seminar	Zurich, Switzerland
Oct. 20–24, 2003	2003 USPACOM/599th Transportation Group Multimodal Traffic Management Training Workshop	Honolulu, HI
Nov. 22–28, 2003	FIDI Institute	Brussels, Belgium
Feb. 21–27, 2004	FIDI Institute	Washington, DC
March 14–17, 2004	LACMA Convention & General Assembly	Buenos Aires, Argentina
March 31–April 3, 2004	AMSA 2004 Annual Convention & Trade Show	Bal Harbour, FL
May 9–13, 2004	FIDI Congress	New Orleans, LA
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

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