



# THE PORTAL

VOLUME XXXV

CONTAINER 6

NOVEMBER/DECEMBER 2003

**Honolulu:  
A Photo Essay**



2003–2004  
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**About our cover:** *The statue of a dancer greets delegates to HHGFAA's 41st Annual Meeting in Honolulu. Photo Essay begins on page 26.*

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## THE PORTAL

**President:** Terry R. Head

**General Manager:**

Belvian W. Carrington, Sr.

**Director of Programs and Education:**

Boris A. Populoh

**Membership/Circulation Manager:**

Jean Mathis

**Administrative Assistant:**

Jamila Gravesande

**Layout/Design:** Joyce Dexter

## PRESIDENT'S MESSAGE



**By Terry R. Head  
HHGFAA President**

## A Message of Many Thanks!

**MOHALO!**

**A**llow me to take this opportunity to **thank everyone who made the trip** to the recent 41st Annual Meeting in Hawaii.

Although we didn't expect to set a record for attendance, we were quite pleased with the turnout of 1,500 people. This number is especially gratifying, considering the current state of the global economy and the fact that Hawaii is a great distance to travel from many of our member countries.

The one fact that holds true year to year is that people come with the objective and goals to network, socialize, and to become informed on the latest issues and events affecting the association and industry, as well as be entertained. **Thanks to all of you who have sent me and the HHGFAA professional staff numerous congratulatory letters and e-mails.** Your communications were a reflection of how much you enjoyed the meeting, how your expectations were fully met, and that your objectives in attending were realized.

This issue of *The Portal* includes a Photo Essay depicting in photographs the events and activities throughout the meeting. Most of these photos were taken by a contract professional photographer and our own Boris Populoh. However, several of you contributed your own photos, some of which are published here. **Thank you for sharing those personal memories with us.**

Once again **I want to publicly thank our Gold, Silver and Bronze Sponsors** for their strong support of our expanding sponsorship program. You will find a complete listing of the Sponsoring Companies on page 57. Without the support of these companies we would not be in a position to make available a number of the special touches in the Annual Meeting we have all enjoyed and benefited from over the past couple of years.

This year's Exhibit and Tradeshow, promoted as the "HHGFAA Marketplace," was a huge success, building on the success of recent years. The growth and success of our trade show is directly due to the support and participation of our exhibitors. **We wish to thank each and every company who made the conscious decision to exhibit** in Hawaii this year. We recognize it was a long way to ship your exhibits and material, and that properly staffing an exhibit requires several people. However, based on feedback, all of you seemed to derive the benefit of being "central to the meeting," as the Exhibit Hall is intended to be.

**A big thank you goes out to the HHGFAA staff and the folks from Meeting Management Services** who have assisted us for a second year in handling pre- and onsite registration, as well as in coordinating events and activities. Few people truly realize how much goes into planning, organizing, promoting and running these events. It truly requires a team effort, and **I'm very thankful we have a great team** in place to make it happen.

Last but certainly not least, **I wish to thank all of you who have expressed your care and concern for my personal health** and my battle against cancer over the past year. My campaign is not quite over, but most of my battles have been successfully fought and I hope to be able to declare a victory in the coming months. I no longer consider myself a cancer victim, but a cancer survivor. **I'm sincerely grateful for the support so many of you have provided.** ■

# 2003–2004 HHGFAA COMMITTEES

## EXECUTIVE COMMITTEE

### PRESIDENT

**Mr. Terry R. Head**

Household Goods Forwarders Association  
of America, Inc.  
2320 Mill Road, Suite #102  
Alexandria, VA 22314-4678  
Tel: (703) 684-3780 • Fax: (703) 684-3784  
E-mail: hhgfaa@aol.com

### CHAIR

**Ms. Georgia Angell**

Dell Forwarding Inc.  
203 North Blakeley St, Suite 103  
Monroe, WA 98272  
Tel: (360) 794-5037 • Fax: (360) 794-0417  
E-mail: georgia@dellforwarding.com

### VICE CHAIR

**Mr. Randall Groger**

Air Land Forwarders Inc.  
815 South Main Street  
Jacksonville, FL 32207  
Tel: (904) 390-7100 • Toll-Free: (800) 365-5463  
Fax: (904) 390-7136  
E-mail: rgroger@suddath.com

### MEMBERS AT LARGE

**Ms. Christiane Crown**

Island Forwarding, Inc.  
10601 Tierrasanta Blvd, Suite 349  
San Diego, CA 92124  
Tel: (858) 268-5888  
Toll-Free: (800) 566-2811  
Fax: (858) 268-3705  
E-mail: islandforwarding@msn.com

**Ms. Jan Moore**

BINL, Inc.  
1155 E. San Antonio Drive, Suite D  
Long Beach, CA 90807  
Tel: (562) 984-7700 • Toll-Free: (800) 288-7756  
Fax: (562) 984-8770  
E-mail: binlinc@aol.com

**Mr. Michael Richardson**

Senate Forwarding Inc.  
1822 DeBarry Avenue  
Orange Park, FL 32073  
Tel: (904) 278-0708  
Fax: (904) 264-9630  
E-mail: miker@avlgroup.com

**Mr. Mario Rizzo**

Gateways International Inc.  
55 W 22nd Street, Suite 200  
Lombard, IL 60148  
Tel: (630) 932-2521 • Toll-Free: (866) 492-8244  
Fax: (630) 932-3262  
E-mail: marior@the-movers.com

### ASSOCIATE MEMBERS' REPRESENTATIVE

**Mr. Donald L. Collins**

The Viking Corporation  
P.O. Box 1536  
St. Thomas, U.S. Virgin Islands 00804  
Tel: (340) 776-1536 • Fax: (340) 774-0859  
E-mail: viking@viaccess.net

### ASSOCIATE MEMBERS' REPRESENTATIVE AT LARGE

**Mr. Charles L. White**

Executive Moving Systems Inc.  
1250 Featherstone Road  
Woodbridge, VA 22191  
Tel: (703) 497-2700 • Toll-Free: (800) 377-8184  
Fax: (703) 491-9157  
E-mail: cwhite@thebestmove.com

### YP-35 REPRESENTATIVE

**Mr. Michael Gilbert**

Southern Winds International Inc.  
1020 South Santa Fe Ave., Suite C  
Vista, CA 92084  
Tel: (760) 940-1760 • Toll-Free: (800) 570-7715  
Fax: (760) 940-1250  
E-mail: michael@swintl.com

### GENERAL COUNSEL

**Mr. Alan F. Wohlstetter**

Denning & Wohlstetter  
815 Connecticut Ave. N.W., Suite 500  
Washington, DC 20006  
Tel: (202) 833-8884 • Fax: (202) 833-8886  
E-mail: awohlstetter@aol.com

# ASSOCIATE MEMBERS' MANAGEMENT BOARD

## ASSOCIATE MEMBERS' REPRESENTATIVE

**Mr. Donald L. Collins**

The Viking Corporation  
P.O. Box 1536  
St. Thomas, U.S. Virgin Island 00804  
(340) 776-1536  
(340) 774-0859  
E-mail: [viking@viaccess.net](mailto:viking@viaccess.net)

## ASSOCIATE MEMBERS' REPRESENTATIVE AT LARGE

**Mr. Charles L. White**

Executive Moving Systems Inc.  
1250 Featherstone Road  
Woodbridge, VA 22191  
Tel: (703) 497-2700  
Toll-Free: (800) 377-8184  
Fax: (703) 491-9157  
E-mail: [cwhite@thebestmove.com](mailto:cwhite@thebestmove.com)

## FAR EAST REPRESENTATIVE

**Mr. Dick Chia**

Helu-Trans (S) Pte Ltd  
Tanjong Pagar Distripark, Block 2  
#02-04 Keppel Road  
Singapore 088065  
Tel: (65) 225 5448  
Tax: (65) 273 2282  
E-mail: [dickchia@helutrans.com.sg](mailto:dickchia@helutrans.com.sg)

## EASTERN US/CANADIAN REPRESENTATIVE

**Mr. Douglas Finke**

Sterling International Inc.  
1200 S. Church Road, Suite #12  
Mt. Laurel, NJ 08054  
Tel: (856) 778-3030  
Fax: (856) 778-3131  
E-mail: [info@sterlinginternational.com](mailto:info@sterlinginternational.com)

## WESTERN US/ALASKA REPRESENTATIVE

**Mr. Glenn Stephenson**

Prudential Relocation Inc.  
15119 E. Vermillion Drive  
Fountain Hills, AZ 85268  
Tel: (480) 836-2330  
Fax: (480) 837-3834  
E-mail: [glenn.stephenson@prudential.com](mailto:glenn.stephenson@prudential.com)

## HAWAII, GUAM AND AMERICAN SAMOA REPRESENTATIVE

**Ms. Marilyn Sargent**

Aloha International Moving Services, Inc.  
91-291 Kalaeloa Blvd, #D-1  
Kapolei (Honolulu), HI 96707  
Tel: (808) 682-2500  
Fax: (808) 682-5228  
E-mail: [msargent@hawaii movers.com](mailto:msargent@hawaii movers.com)

## U.K. REPRESENTATIVE

**Mr. Robin Hood**

Arrowpak International  
Sherwood House, Norwood Road, Brandon  
Suffolk, England IP27 OPB  
Tel: (44) 1842 812 165  
Fax: (44) 1842 813 051

## MIDDLE EAST/AFRICA REPRESENTATIVE

**Mr. Brij Mithal**

B.M. International (P) Ltd.  
8C/1 WEA Karol Bagh  
New Delhi 110 005, India  
Tel: (91) 11 572 1011  
Fax: (91) 11 575 2843

## NORTHERN EUROPE REPRESENTATIVE

**Mr. Marc Smet**

Gosselin World Wide Moving GmbH  
Monreposstrasse 49  
71634 Ludwigsburg, Germany  
Tel: (49) 7141 380 130  
Fax: (49) 7141 380 132  
E-mail: [marcs@gosselin.be](mailto:marcs@gosselin.be)

## CENTRAL/S. AMERICA/ CARIBBEAN REPRESENTATIVE

**Mr. Cliff Williamson**

Transpack Argentina, S.R.L.  
Azopardo 1345  
1107 Buenos Aires, Argentina  
Tel: (54) 11 4300 6123  
Fax: (54) 11 4300 4045  
E-mail: [transpak@ba.net](mailto:transpak@ba.net)

## MEDITERRANEAN REPRESENTATIVE

**Mr. Antonio Gil**

Mudanzas Clara del Rey, S.L.  
Avda. de la Astronomia 51  
San Fernando de Henares  
Madrid, Spain  
Tel: (34) 91-656-3434  
Fax: (34) 91-656-9707  
E-mail: [atgil@claradelrey-es.com](mailto:atgil@claradelrey-es.com)



# YP-35 MANAGEMENT BOARD

## CHAIR

**Mr. Michael Gilbert**

Southern Winds International Inc.  
1020 South Santa Fe Ave, Suite C  
Vista, CA92084  
Tel: (760) 940-1760  
Toll-Free: (800) 570-7715  
Fax: (760) 940-1250  
E-mail: michael@swintl.com

## VICE CHAIRPERSON

**Ms. Heather A. Engel**

Overseas Relocation Services  
P.O. Box 58190  
Seattle, WA 98138  
Tel: (253) 893-0036  
Fax: (253) 893-0043  
E-mail: heather@orsi.biz

## CENTRAL AMERICA & SOUTH AMERICA AND THE CARIBBEAN

**Mr. Robert Stein**

Decapack  
P.O. Box 2932  
Santiago, Chile  
Tel: (56) 2 235 7171  
Fax: (56) 2 235 7365  
E-mail: rstein@dcapack.com

## AFRICA AND THE MIDDLE EAST

**Mr. Eric Beuthin**

Worldwide Movers Uganda Ltd.  
Plot 1255/1256 Katele Close  
Kansanga, Tank Hill, P.O. Box 29339  
Kampala, Uganda  
Tel: (256) 41 266 838  
Fax: (256) 41 267 856  
E-mail: wwmug@imul.com

## THE FAR EAST

**Mr. Yogesh Thakker**

21st Century Relocations  
26 Kumtha Street  
1st Floor Shipping House  
Fort, Mumbai 400 001, India  
Tel: (91) 22 233 3232  
Fax: (91) 22 233 3233  
E-mail: yogesh@21stcenturyrelocations.com

## AUSTRALIA & NEW ZEALAND

**Ms. Sasha Vallaydam**

Australian Vanlines  
P.O. Box 259  
Pendle Hill NSW 2145, Australia  
Tel: (61) 2 989 6069  
Fax: (61) 2 9896 4345  
E-mail: admin@vanlines.com.au

## CENTRAL EUROPE

**Mr. Cedric Zibi**

NEER Service France  
2 Rue Desire Lemoine  
93300 Aubervilliers  
Paris, France  
Tel: (33) 1 48 35 47 00  
Fax: (33) 1 48 35 47 01  
E-mail: cedricz@neerservice.fr

## EASTERN EUROPE

**Mr. Tibor Barany**

EuroMove Kft.  
Budafoki u. 70  
1117 Budapest, Hungary  
Tel: (36) 1 382 0990  
Fax: (36) 1 204 3572  
E-mail: info@EuroMove.hu

## EASTERN USA & CANADA

**Mr. Nicholas Iacopella**

Pella Moving & Storage Inc.  
291 Marlin Street  
Port Newark, NJ 07114  
Tel: (973) 344-4706  
Fax: (973) 589-1295  
E-mail: nick@pellabbs.com

## WESTERN USA INCLUDING ALASKA, HAWAII, GUAM AND AMERICA SAMOA

**Mr. George Cooper**

Southern Winds International Inc.  
1020 South Santa Fe Ave, Suite C  
Vista, CA 92084  
Tel: (760) 940-1760  
Fax: (760) 940-1250  
E-mail: george@swintl.com

# ACCESSORIAL SERVICES COMMITTEE

## Mr. Michael Richardson (Chair)

Senate Forwarding Inc.  
P.O. Box 560  
Orange Park, FL 32067  
Tel: (904) 278-0708  
Fax:(904) 264-9630  
E-mail: mikeR@avlgroup.com

## Mr. John Burrows

Dewitt Moving & Storage  
P.O. Box 12788  
Tamuning, Guam 96931  
Tel: (671) 646-4442  
Fax: (671) 646-0034  
E-mail: John\_Burrows@msn.com

## Mr. Andy Cartwright

Cartwright International Van Lines Inc.  
11901 Cartwright Ave  
Grandview, MO 64030  
Tel: (816) 763-2700  
Toll-Free: (800) 821-2511  
Fax: (816) 763-7863  
E-mail: awcartwright@cartwighrtrans.com

## Mr. Mark Dyer

Dyer International, Inc.  
P.O. Box 1870  
Pearl City, HI 96782  
Tel: (808) 456-8071  
Toll-Free: (800) 932-9955  
Fax: (808) 456-9112  
E-mail: dyerintl@aol.com

## Ms. Chris Freeman

American Vanpac Carriers Inc.  
1340 Arnold Drive, Suite 231  
Martinez, CA 94553  
Tel: (925) 313-0989 x 013  
Toll -rec: (800) 877-0444  
Fax: (925) 313-0958  
E-mail: cfreeman@vanpac.com

## Ms. Sue Fuchtmann

The eXternal Revenue Service of  
The Day Companies  
P.O. Box 1187  
1118 Riverside Blvd.  
Norfolk, NE 68702  
Tel: (402) 379-1440  
Toll-Free: (800) 366-1440  
Fax: (402) 379-3574  
E-mail: sue@daycos.com

## Mr. Tim Noppen

Gosselin Worldwide Movers  
Belcrownloan 9A  
2100 Deurne-Antwerp, Belgium  
Tel: (32) 3 360 5500  
Fax: (32) 3 360 5579  
E-mail: TimN@Gosselin.be

## Ms. Monica Paoli

The Pasha Group  
5725 Paradise Drive  
Corte Madera, CA 94925  
Tel: (415) 927-6464  
Toll-Free: (800) 825-5964  
Fax: (415) 924-6213  
E-mail: monica\_paoli@pashanet.com

# CARRIER RELATIONS COMMITTEE

## Mr. Mario Rizzo (Chair)

Gateways International Inc.  
55 W 552nd Street, Suite #200  
Lombard, IL 60148  
Tel: (630) 932-2521  
Toll-Free: (866) 492-8244  
Fax: (630) 932-3262  
E-mail: marior@the-movers.com

## Mr. Michael B. Cunningham

Lykes Lines Limited LLC  
PO Box 31244  
Tampa, FL 33631  
Tel: (813) 276-4600  
Fax: (813) 276-4619  
E-mail: mcunningham@lykeslines.com

## Mr. Mike Garvin

Matson Navigation  
333 Market Street  
San Francisco, CA 94105  
Tel: (415) 957-4200  
Toll-Free: (800) 462-8766  
Fax: (415) 957-4559  
E-mail: mgarvin@matson.com

## Mr. Hugh Healey

Horizon Lines  
2101 Rexford Road, Suite 350 West  
Charlotte, NC 28211  
Tel: (704) 973-7060  
Fax: (704) 973-7034  
E-mail: hhealey@horizonlines.com

## Mr. Leland O. Karras

ABF Freight Systems, Inc.  
55 South Redwood Road  
Salt Lake City, UT 84116  
Tel: (801) 355-2030  
Fax: (801) 355-1516  
E-mail: lkarras@abf.com

## Mr. Jean-Paul Noens

International Logistic Service Inc.  
145-18 156th Street  
Jamaica, NY 11434  
Tel: (718) 723-5151  
Toll-Free: (800) 842-0213  
Fax: (718) 276-4968  
E-mail: j-p@ilogistics.com

## Mr. Anthony Nowotarski

Maersk Sealand  
1530 Wilson Boulevard, Suite 650  
Arlington, VA 22209  
Tel: (703) 351-0109  
Fax: (703) 351-0130  
E-mail: tnowotarski@mllnet.com

## Mr. Charles K. Selvey

Cartwright International Van Lines  
11901 Cartwright Avenue  
Grandview, MO 64030  
Tel: (816) 763-2700  
Fax: (816) 763-7863  
E-mail: kens@cartwrighttrans.com



# CLAIMS COMMITTEE

## Ms. Jan Moore (Chair)

BINL, Inc.

1155 E. San Antonio Dr., Suite D

Long Beach, CA 90807

Tel: (562) 984-7700

Fax: (562) 984-8770

E-mail: [jan\\_moore@binlinc.com](mailto:jan_moore@binlinc.com)

## Ms. Kelly Kerscher

Tri-Star International

100 E. San Marcos Blvd, Suite 270

San Marcos, CA 92078

Tel: (760) 752-1900

Fax: (760) 752-1920

E-mail: [kkerscher@sbcglobal.net](mailto:kkerscher@sbcglobal.net)

## Ms. Linda Bluel

Claims Adjustment Technology

1805 W. 208th Street

Torrance, CA 90501

Tel: (310) 782-0610

Fax: (310) 542-1573

E-mail: [lbscatbox@aol.com](mailto:lbscatbox@aol.com)

## Ms. Sandra Rowe Maier

Jet Forwarding

4232 Artesia Blvd

Torrance, CA 90504

Tel: (310) 214-2135

Fax: (310) 793-7334

E-mail: [s.r.maier@jetforwarding.com](mailto:s.r.maier@jetforwarding.com)

## Ms. Catherine Goodrum

The Triology Group

PMB-649

11350 Random Hills Road, Suite 800

Fairfax, VA 22030

Tel: (540) 428-3915

Fax: (540) 428-3916

E-mail: [cgoodrum@thetriologygroup.net](mailto:cgoodrum@thetriologygroup.net)

## Mr. Bill Rose

Willis Relocation Risk Group

2810 Old Lee Highway, Suite 300

Fairfax, VA 22031

Tel: (703) 573-8010

Fax: (703) 573-8050

E-mail: [rose\\_bd@willis.com](mailto:rose_bd@willis.com)

## Mr. Tom Graver

Fields Movers Services

14721 Industry Court

Woodbridge, VA 22919

Tel: (703) 494-2817

Fax: (703) 643-0106

E-mail: [tom@fields-movers.com](mailto:tom@fields-movers.com)

## Mr. Kevin Spealman

National Claims Service Co. Inc.

1225 Gardner Road

Broadview, IL 60153

Tel: (708) 345-0550

Fax: (708) 345-5218

Toll-Free: (800) 325-6889

E-mail: [kevin.spealman@nationalvanlines.com](mailto:kevin.spealman@nationalvanlines.com)

# COMMERCIAL AFFAIRS COMMITTEE

## Mr. Charles L. White (Chair)

Executive Moving Systems Inc.  
1250 Featherstone Road  
Woodbridge, VA 22191  
Tel: (703) 97-2700  
Toll-Free: (800) 377-8184  
Fax: (703) 491-9167  
E-mail: [cwhite@thebestmove.com](mailto:cwhite@thebestmove.com)

## Mr. Chuck Bailey

Executive Moving Systems Inc.  
1250 Featherstone Road  
Woodbridge, VA 22191  
Tel: (703) 497-2700  
Toll-Free: (800) 377-8184  
Fax: (703) 497-2751  
E-mail: [cbailey@thebestmove.com](mailto:cbailey@thebestmove.com)

## Mr. Tom Bolling

Dispatch Services Inc.  
2180 Wilbur Ave  
Antioch, CA 94509  
Tel: (925) 754-2162 x 101  
Toll-Free: (800) 626-5644  
Fax: (925) 753-1863  
E-mail: [tbolling@dispatchservices.com](mailto:tbolling@dispatchservices.com)

## Ms. Heather Engel

Overseas Relocation Services  
P.O. Box 58190  
Seattle, WA 98190  
Tel: (253) 893-0036  
Fax: (253) 893-0043  
E-mail: [heather@orsi.biz](mailto:heather@orsi.biz)

## Mr. Chris Kopoulos

Eagle Van Lines  
5041 Beech Place  
Temple Hills, MD 20748  
Tel: (301) 899-2022  
Toll-Free: (800) 476-4080  
Fax: (240) 695-9600  
E-mail: [chrisk@eaglevanlines.com](mailto:chrisk@eaglevanlines.com)

## Ms. Sandra Rowe Maier

Jet Forwarding, Inc.  
P.O.Box 4359  
Torrance, CA 90504-1235  
Tel: (310) 214-2135  
Fax: (310) 793-7334  
E-mail: [s.r.maier@jetforwarding.com](mailto:s.r.maier@jetforwarding.com)

## Mr. Steve Pacifico

Triad Installation & Moving Services  
61 Gray's Bridge Road  
Brookfield, CT 06804  
Tel: (203) 740-9800  
Toll-Free: (800) 958-5881  
Fax: (203) 775-6186  
E-mail: [steve.pacifico@triadintrelo.com](mailto:steve.pacifico@triadintrelo.com)

## Ms. Rebecca Valentine

Rainier Overseas Movers Inc.  
9425 35th Ave NE, Suite D  
Seattle, WA 98115  
Tel: (206) 522-1982  
Fax: (206) 528-7442  
E-mail: [rebecca@rainieros.com](mailto:rebecca@rainieros.com)

# GOVERNMENT & CONGRESSIONAL AFFAIRS COMMITTEE

## Mr. Randall Groger (Chair)

Air Land Forwarders Inc.  
815 South Main Street  
Jacksonville, FL 32207  
Tel: (904) 390-7100  
Toll-Free: (800) 365-5463  
Fax: (904) 390-7136  
E-mail: rgroger@suddath.com

## Ms. Christiane Crown (Vice-Chair)

Island Forwarding, Inc.  
10601 Tierrasanta Blvd, Suite 349  
San Diego, CA 92124  
Tel: (858) 268-5888  
Toll-Free: (800) 566-2811  
Fax: (858) 268-3705  
E-mail: islandforwarding@msn.com

## Mr. Jeff Bell

Senate Forwarding, Inc.  
P.O. Hbox 560  
Orange Park, FL 32067  
Toll-Free: (800) 395-6666  
Tel: (904) 278-0708  
Fax: (904) 264-9630  
E-mail: jefbel@mediaone.net

## Mr. Andy Cartwright

Cartwright International Van Lines Inc.  
11901 Cartwright Avenue  
Grandview, MO 64030  
Tel: (816) 763-2700  
Toll-Free: (800) 821-2511  
Fax: (816) 763-7863  
E-mail: awcartwright@cartwrighttrans.com

## Mr. Michael Cobb

American Red Ball International, Inc.  
P.O. Box 75986  
Seattle, WA 98125  
Tel: (206) 526-1730  
Toll-Free: (800) 669-6424  
Fax: (206) 971-3822  
E-mail: mcobb@americanredball.com

## Mr. Jeffrey Coleman

Covan International Inc.  
#1 Covan Drive  
P. O. Box 960  
Midland City, CA 36350  
Tel: (334) 983-6500  
Toll-Free: (800) 239-7700  
Fax: (334) 983-6700  
E-mail: jeffc@covan.com

## Mr. Bob Ewing

North American Van Lines Inc.  
P.O. Box 4403  
Chicago, IL 60680  
Tel: (630) 717-3423  
Toll-Free: (800) 717-1909  
Fax: (630) 570-8774  
E-mail: bob.ewing@sirva.com

## Mr. Han Helders

Crystal Forwarding, Inc.  
1901 Camino Vida Roble, Suite 206  
Carlsbad, CA 92008  
Toll-Free: (800) 307-8900  
Tel: (760) 431-0266  
Fax: (760) 431-0360  
E-mail: han@crystalinternational.com

## Mr. Donald Klein

Allstates Worldwide Movers, Inc.  
49-29 Metropolitan Ave  
Ridgewood, NY 11385  
Tel: (718) 381-2200  
Fax: (718) 381-8557  
E-mail: allmove@juno.com

## Mr. Robert S. Matthews

Interstate International, Inc.  
5801 Rolling Road  
Springfield, VA 22152  
Tel: (703) 569-2121 x 320  
Toll-Free: (800) 745-6683 x 320  
Fax: (703) 569-3006  
E-mail: BobM@invan.com

## Mr. David C. Rowe

Jet Forwarding Inc.  
4232 Artesia Blvd.  
Torrance, CA 90504  
Tel: (310) 214-2135  
Fax: (310) 542-1573  
E-mail: D.C.Rowe@JetForwarding.com



## Coming Up Next Time in The Portal

The January/February 2004 issue of *The Portal* will focus on “Best Business Practices.” You will find a series of articles and organizational tips on how to better run your business, manage your employees, as well as how to enhance your own personal career development. The issue will include some very good “What to do” and some “What not to do” suggestions from which anyone can benefit.

Do you have time-honored techniques, tips, or advice for your colleagues? You are invited to share with *Portal* readers good management practices that work for you. Your contribution needn't be a full-size article — just nuts-and-bolts advice on management, saving time, or business building that others will find helpful.

Among the topics that will be covered are the following:

- Six Ways to Grow in a Down Economy
- How to Complain Effectively
- Five Common Networking Mistakes
- Seven Habits that Spell Disaster
- How to Win the Paper Chase on the Road and at Home
- Knock Your Sales Pitch Out of the Park
- Rethink your Work Habits
- Improve Speaking Skills
- 7 Questions to Ask before Planning Your Next Meeting.

Send your contribution (tips or articles) to:

Bel Carrington  
HHGFAA  
2320 Mill Road, Suite 102  
Alexandria, VA 22314  
Fax: 703-684-3784  
E-mail: [bcarri7850@aol.com](mailto:bcarri7850@aol.com)

OR

Joyce Dexter  
Portal Editor  
E-mail: [joycemcd@erols.com](mailto:joycemcd@erols.com)



# TRUCKING

## Germany Delays Truck Road-Toll System

Germany has just 2 months to iron out technical problems and upgrade more than 300,000 trucks throughout Europe for the planned launch of a highway toll, which it hopes will raise almost 3 billion euros (\$3.25 billion). The country has delayed the start of its new truck road-toll system by 2 months as a result of widespread criticism from freight companies and drivers. The toll system, which uses a device that lets truckers pay tolls without the need to stop at fixed collection points, has been plagued with increasing reports of technical problems with its satellite-based tracking equipment.

In addition, the European Union has decided to launch a probe into the system, citing concerns that it will give local firms an unfair advantage over foreign rivals. The EU is also investigating government plans to compensate German truckers for the extra costs of the new tolls. The government has pledged local truckers 600 million euros in subsidies to balance the costs once the toll rises, prompting the EU to open its probe.

—SOURCE: *Inbound Logistics*

## Trucking Volumes on the Rebound

Recent strength in the retail and manufacturing sectors is acting as a catalyst for the type of freight tonnage growth associated with a fundamental improvement in the US economy.

On the heels of a recent report from the American Trucking Associations showing that freight tonnage rose 2% in July compared with last year — the second consecutive monthly tonnage increase on a year-over-year basis — Merrill Lynch raised its third-quarter earnings estimates for Swift Transportation, Werner Enterprises, and J.B. Hunt Transport Services.

In addition, a key index of manufacturing activity in August rose to its highest level since last December. And The Institute for Supply Management reports that although demand for manufactured goods was up in August, inventories were down — a trend that could also bode well for truckers.

The trucking industry is still struggling with higher diesel prices and insurance costs, but trucking companies have been able to pass along most of these expenses to their customers as a result of tight capacity and increased demand.

## Company Shuts Down Truck Via Satellite

Satellite Security Systems recently demonstrated the first wireless remote shutdown of a fully loaded moving tanker truck.

The company said in a release that it used satellite communications from its headquarters in San Diego to disable a truck in Sacramento, 530 miles away.

The release also said the California state government could vote as early as January on legislation that could require hazardous material haulers to have truck disabling devices and global positioning systems installed.

—SOURCE: *Transport Topics*

# MARITIME/OCEAN SHIPPING

## Advance Filing Procedures Delayed

When the Bureau of Customs and Border Protection required filing of ocean manifests, delays resulted in the inland movement of shipments from US ports. Although the problems eventually lessened, the industry has been waiting for a solution that will prevent a recurrence. But now, carriers and consolidators will have to wait a little longer.

The Bureau of Customs and Border Protection did not meet its Oct. 1 schedule for completing the revision of its Automated Manifest System (AMS) filing procedures for in-transit shipments. Implementation of Customs' "special bill" for the handoff of documents between cargo consolidators and ocean carriers now won't happen until Dec. 6.

The delay occurred when the agency became involved in an inter-agency security initiative to establish a unified government anti-terrorism effort at the border.

Revision of Customs' AMS filing procedures is aimed at clearing up an unintended consequence of a national security initiative known as the 24-hour advance manifest-filing requirement. The rule requires ocean carriers to electronically file their vessel manifests to Customs 24 hours before US-bound cargo is loaded aboard ships in foreign ports. Customs uses the manifest information to target and inspect risky shipments.

The problem with the rule involved the handling of shipments booked by cargo consolidators, or non-vessel-operating common carriers (NVOCCs). In Customs' computer system, AMS is programmed to require that the party pre-filing the cargo information in the foreign country also file the inland transit data when the shipment reaches the US port. If an NVO files its house bill of lading in an overseas port, the NVO also must file the inland transit documentation when the container arrives at the US port or AMS will reject it.

When the advance filing requirement took effect in early February, terminal operators at US ports began to hold up some containers booked by NVOs because the terminals did not have the documentation required for the inland or in-transit move. Containers were stuck in storage yards at ports instead of being loaded on railcars for shipment inland.

Although few problems have been reported recently, delays were widespread during the first weeks after the 24-hour rule took effect. After initially viewing the problem as a commercial disagreement between ocean carriers and NVOs, the agency soon realized that the hand-off of documentation between the consolidator and the ocean carrier could be seamless if Customs reprogrammed AMS to remove the blockage that occurred between the NVO's house bill of lading and the carrier's master bill of lading.

Under Customs' plan, the NVO house bill will be closed out when the shipment reaches the US port, and the entire file will revert to the ocean carrier's master bill of lading. This is expected to resolve the problems.

—SOURCE: Bill Mongelluzzo, writing in *The Journal of Commerce*

## MSP Plan Takes Shape

House and Senate staff members have agreed on the basics of a renewed Maritime Security Program for subsidies of US-flag merchant ships. The program would expand to 60 vessels, including five product tankers to be built in the United States. The current 47 ships in MSP would be grandfathered into the new program.

US citizenship requirements for MSP participation, arguably the most contentious issue with the current program, will be liberalized to give "documentation citizens" — foreign entities that meet requirements for documenting a vessel under the US flag — more control over vessels they own.

However, the Department of Defense and the Maritime Administration would have the right to review management and board of directors to make sure foreign owners won't back out when their assets are put in harm's way. It will still be up to the DoD and Marad to determine what mix of vessels and intermodal assets will be most useful for the transportation of materiel.

The current MSP expires on Sept. 30, 2005. Supporters wanted a renewal a year in advance.

—SOURCE: *Journal of Commerce*

# Maersk Sealand To Stay at Kaohsiung

Maersk Sealand has extended its contract for 5 years at Taiwan's main port of Kaohsiung, eliminating speculation that the carrier planned to move some or all of its Taiwan operations to Shanghai. Maersk Sealand leases piers 118 and 119 at Kaohsiung, where its annual volume of 1.8 million TEUs accounts for one-sixth of the harbor's volume. The carrier offers services from Kaohsiung to North America and Europe. One reason for the decision to stay at Kaohsiung may be the prospect of direct cross-strait sailings to China, widely expected to be approved soon.

—*SOURCE: Journal of Commerce*

## In Brief ...

The Federal Maritime Commission isn't likely to act before early 2004 on five petitions that seek to relieve non-vessel-operating common carriers of some of the burdens of the Ocean Shipping Reform Act. Not only do commissioners and staff have to wade through the sheer volume of paper in the NVO petitions, which attracted nearly 300 comments and letters, but the agency has other issues on the front burner. The commission wants to consider four petitions from shippers and intermediaries to mitigate a \$4 million fine against Sea-Land Service Inc. in a tariff-violation case from 1998. The FMC also has new rules in process to raise the liability standards for cruise ship operators.



Ocean cargo rates in Atlantic trade lanes will soar 15% by fall and 10% or so for annual shipping contracts up for renewal in 2004, according to *The Kiplinger Letter*. With cargo volume now up 10% and strong demand continuing next year, steamship lines can almost name their price as renewals come around.

More modest rate hikes in Asian-Pacific trade lanes are expected, 5% to 8% starting this fall and into next year. Ocean carriers in Asia didn't slash their fleets from 2001 on because container traffic fell off only a bit.

NVOs may get you lower prices. Fordpointer, Blue Anchor, BAX Global and other NVOs rent ships from the majors and more likely to take on smaller shipments and offer discounts.

Within about 2 years, ocean cargo rates should ease as orders for ships are fulfilled, swelling cargo capacity to record levels.

# TECHNOTES

## Roadway Express Website Cited Among 100 Best

Roadway Express, Inc. has been recognized by *BtoB* magazine in its 2003 NetMarketing 100 list, which is the publication's annual ranking of the top business-to-business (b-to-b) Websites in terms of marketing effectiveness.

The master list of 800 Websites was limited to b-to-b companies that use their sites to brand — and, ultimately, sell — their products or services. Each site was given points in five main categories:

- Quality and presentation of the information. Ability to tell quickly, if not immediately, what a company does; and provide detailed information about products and services, corporate and contact information, and product specification or evaluation tool that differentiates the site.
- Ease of navigation. Must be well organized, especially if the company is targeting numerous audiences; provide a search engine; and allow for ease of moving from one section of the site to another without backtracking.
- Design. Site must be aesthetically pleasing and the text easy to read; graphics should be used appropriately; and creativity to exploit the medium with its use of audio and video is important.
- E-commerce. Must be able to place an order online.
- Extras. Community or forum section; calculators or extra tools that enhance the user's experience; visitors sign-up form for e-mail newsletters or e-mail alerts; access to real-time customer support (such as a click-to-talk or chat function); and links to other sites with relevant supplemental information.

Roadway Vice President of Marketing Bill Michael noted, "Roadway's password-protected Website offers customers easy access to accurate, up-to-date freight information. They can take control of their shipping experience by personalizing the information they want to view using the Internet. This translates into real business value."

Roadway customers can conduct real-time e-commerce through [my.roadway.com](http://my.roadway.com), a private Website that gives registered customers secure access of their shipment data from pickup to delivery. Special features enable customers to arrange pickup of freight, track status with the option to receive e-mail alerts, instantly view proof of delivery documents, fill out shipping forms, get detailed rate quotes, interactive bills of lading, and get a real-time view of invoice and remittance activity.

## TechMate, TTI Integrate Technologies

TechMate International, based in Laguna Hills, Calif., and Transportation Technologies, Inc. (TTI), based in Jeffersonville, Pa., have announced the integration of TechMate's SalesMat™ estimating system with TransPlus® for moving and storage, the comprehensive information management system from TTI.

This development is important to the moving and storage industry as it represents an opportunity for movers to increase their profitability by reducing overhead in processing an estimate or order. SalesMate and TransPlus now have a seamless, bi-directional electronic link that moves data quickly and efficiently to the place where it is needed. This creates a single data entry system that reduces labor overhead while eliminating costly errors introduced when reentering data.

For example, a prospect's information can be entered directly into the TransPlus system when the appointment is made. That information is then downloaded into the portable SalesMate estimating system for the sales call. With the survey and rating data captured on SalesMate, the salesperson will then upload it back to TransPlus for booking and van line registration. The information could also begin in SalesMate. Whatever the situation, this new integration feature is sure to save movers money and increase staff efficiency.

Gordon Schick, vice president of Schick Moving & Storage, an Allied Van Lines agency in Tustin, Calif., has been an early user of this new development from TechMate and TTI. "The integration of SalesMate and TransPlus represents a real leap forward for us," says Schick. "Being able to have single data entry in the home carry through to the completion of a move is something I have always wanted. And I know it makes our employees more productive, too."

Jim Callan, president of Haviland-Callan, an Allied agency in Michigan City, Ind., is also pleased with this new development. "I have known for a long time that having the ability to link my handheld computerized software with my comprehensive information management system would be a huge benefit," Callan explains. "Already we are reaping the rewards of combining the resources of the two leading software companies who are focused on the moving and storage industry. TechMate's and TTI's integrated solution is one that has delivered immediate improve-



ments to the way we handle data related to a move. We love the fact that we no longer have to do repetitive data entry.”

In late 2002, TechMate and TTI were selected by SIRVA Inc., a global business services company, to create a strategic partnership for the development of advanced agency information systems. SIRVA chose these industry leaders to meet the technology needs of Allied, Global, and North American Van Lines agents. Those agreements provided the impetus for TechMate and TTI to work together to develop this innovative solution that is now available to all agents, regardless of van line affiliation, using both SalesMate and TransPlus.

SalesMate is the industry’s most popular estimating system. It enables the HHG salesperson to record the survey, instantly calculate the cubes, then print a van line-approved Order for Service right in the prospect’s home. SalesMate rates interstate as well as local and intrastate moves. FistMate™ is a companion Windows® desktop rating system that permits a CSR to quickly process change orders and re-rate a move as necessary.

TransPlus® is the most comprehensive information management system developed specifically for the moving and storage industry. State-of-the-art technology is combined with an in-depth understanding of the moving and storage business to produce a simple-to-use Windows®-based product. Information flows seamlessly in TransPlus from the start to the finish of a move, eliminating duplicate entry. In addition, electronic links to major van lines and to the industry’s leading estimating tools make this product even more valuable for movers.

For more information, visit [www.techmateintl.com](http://www.techmateintl.com) and [www.ttisoftware.com](http://www.ttisoftware.com).

## E-notes

If your cell phone is stolen or lost, call your carrier immediately. There is no grace period to report a lost phone, so you may be held liable for calls made until you file a report. Your carrier will suspend and block your account immediately. You have at least 30 days to look for the phone. If you find it, the account can be reactivated. Charges during the search period vary by carrier. Some carriers may remove charges for calls from a stolen phone for loyal customers in good standing, so ask.



E-mail hoaxes seem to turn up every day. Look up computer virus warnings, giveaway offers, safety alerts, etc. before acting on them, at <http://hoaxbusters.ciac.org> (sponsored by the US Department of Energy). To research urban legends, go to [www.snopes.com](http://www.snopes.com).

### Where Is It?

You can find maps galore — political, topographical, historical, street, etc. — from National Geographic.

<http://plasma.nationalgeographic.com/mapmachine>.

# SECURITY

## Foreign Gov'ts Reluctant to Curb Freight Terror Threat, Says US

*By Whitt Flora*

Foreign governments are reluctant to cooperate with the United States to stop weapons of terrorism from being imported through freight shipments, according to government officials and industry experts.

In several wide-ranging discussions at a conference in Washington on preventing terrorist attacks and freight losses, speakers discussed the problem of keeping US ports safe when imports must travel through very long supply chains.

Speakers at the Cargo Security Forum USA 2003 emphasized that the outlook is not good for getting meaningful help from foreign governments to develop freight security programs that should begin where products are first shipped because some regard the threat as America's problem.

Will Urban, director of security for Seattle-based freight forwarder Expeditors International of Washington, said, "We write procedures here in the U.S. and expect everyone else to follow them. It's a lot different to move freight in Bangladesh than it is in Cleveland."

Others pointed out that in some countries, background checks are illegal.

Douglas Browning, deputy commissioner of the Bureau of Customs and Border Protection, said that the United States must "harden its defenses" because terrorists "look for soft targets. ... All of us have a critical stake in supply chain security. There are many things we cannot do alone," he added, referring to measures needed to protect the United States from weapons of mass destruction.

Browning said the United States should "engage in a dialog" with the European Union, which has policies to protect privacy that may deprive authorities of the information needed to stop terrorists. Such interaction should include "legislature-to-legislature" talks about international cooperation in keeping cargo secure.

He pointed out that much progress has been made over the past 2 years in this regard. The ultimate goal, Browning noted, is to successfully screen cargo at the ports where it is located. Doing so, however, is nearly impossible now because of the high volume of freight — 48 million containers annually — coming into US ports.

*This article was adapted from an item in Transport Topics*

## Australia Launches New Customs System

The Australian Customs Service is introducing a new electronic system for handling cargo, reports the International Transport Journal. The new Integrated Cargo System (ICS) is to start up this year and is designed to improve import/export clearance for air and sea cargo, speed access to information on cargo status, and create more streamlined procedures for accredited businesses.

The system is based on mandatory electronic reporting for exporters, importers and cargo terminal operators and it will be supported with legislation that creates several new export-related offenses. Components of the ICS were rolled out in August and others were to be introduced in November 2003. Customs expects to replace its entire "Exit" system on Dec. 1, 2003.

To access the ICS, traders will need to review their software and connection methods and obtain new applications to interact with customs. Over 25 Australian companies are currently developing software to interface with the ICS. Contact details for these firms are available on the Australian customs website ([www.customs.gov.au](http://www.customs.gov.au)). Exporters have been able to register for access to the ICS since Aug. 18 and can now use the system for reporting.

The system embraces a "one size doesn't fit all" philosophy for cargo movements. Australian Customs wants to enhance its ability to screen cargo for drugs and other prohibited goods but recognizes that most cargo presents a very low customs risk. Thus, the Australian Customs Service is introducing an accredited client program that will provide accredited trackers with "minimum intervention" in goods clearance. Becoming an accredited client entails

an independent audit certifying that the business is able to meet and observe certain standards and business rules and can communicate import and export information to customs electronically.

Exporters will have more time in which to lodge manifests. Under the new system, an outward manifest will no longer be required to obtain a clearance certificate and lodgement will be permitted up until 3 days prior to the departure of the ship or aircraft (notwithstanding the reporting requirements of the destination country).

## **In-Transit Container Security**

Clearly defining the roles and responsibilities of shippers, transport providers, ports, marine terminals, and governments, backed by uniformly applied government regulatory requirements, is essential to container security.

That's the premise of a new white paper published by the National Industrial Transportation League, in a joint effort with the World Shipping Council and the International Mass Retail Association. *In-Transit Container Security Enhancement* is intended to be a foundation for governing in-transit container security according to predictable, transparent, and consistent rules.

According to the paper, the issue of in-transit security can best be explored by considering what can be done in the short term — within a year — and what might be a security objective for a future “smart” container within several years.

The publication is available at [www.nitl.org/secwhite.htm](http://www.nitl.org/secwhite.htm).

—*SOURCE: Inbound Logistics*

## **U.S., EU Seek Common Border Security Guidelines**

The United States and the European Union plan to develop common guidelines for border security to combat terrorism, Agence France-Presse reported.

Homeland Security Secretary Tom Ridge said the aim would be to establish a global security standard.

German Interior Minister Otto Schily said the United States and the EU would seek common biometric identification methods, such as fingerprints and digital photographs, that could be included in travel documents to combat passport forgeries.

—*SOURCE: Transport Topics*

# AIR CARGO / AIR TRAVEL

## Hong Kong Rights Finalized

The US Department of Transportation has given six airlines rights to operate new all-cargo service between Hong Kong and destinations beyond. The carriers already fly U.S.-Hong Kong routes, and the new fifth-freedom rights will allow them to fly those planes on to other countries. The rights are nearly the same as those tentatively awarded in July.

The carriers selected are Evergreen International Airlines, FedEx, Kalitta Air, Northwest Airlines, Polar Air Cargo, and UPS. All carriers that applied were granted some new routes. With the new routes, there will be 48 weekly round-trip flights between the United States and Hong Kong, up from eight before the two countries signed an agreement in October 2002 to increase passenger and cargo flights.

The final award allows Polar to transfer its two new Manila, Philippines, flights to Delhi, India, as of Oct. 26.

—SOURCE: *Angela Greiling Keane*,  
writing in *TrafficWorld*

## Cargo Inspection Plan Loses

Cargo carriers won a battle when a congressional conference committee striped a provision that would have required all cargo transported on passenger planes to undergo an inspection. The measure's supporters and cargo pilots expressed disappointment, saying it jeopardizes the safety of airline passengers. Critics said requiring 100% inspection is not a practical or useful solution.

"Safety cannot take a back seat to the shippers' convenience of not screening cargo," said Rep. Edward Markey (D-MA). Markey vowed to try again to include the inspection requirement when the \$29.4 billion bill returns to the House floor for final approval, but Congress was expected to approve the bill without the measure.

## Weighty Issues Up in the Air

New airline passenger weight estimates may force some planes, especially small ones, to fly with fewer passengers. The per-passenger weight estimate has been raised by 10 pounds to 195 pounds to improve safety, says the Federal Aviation Administration. The assumed weight of each checked bag has been raised by 5 pounds, to 30 pounds.

## Visa Waiver Program

Travelers from 21 countries included in the US Visa Waiver Program should be aware that by next year they will need a machine-readable passport (MRP) in order to enter the United States without a visa. These passports have biographical information about the traveler on a computer chip, and they are tamper-proof, which is why the Department of Homeland Security and State Department are requiring them. The date for compliance with this rule has been moved back to Oct. 26, 2004. However, there are six countries whose citizens are already required to use MRPs. To find out which countries are affected, and to learn more about the MRP requirement. Go to the US Department of State's Visa Waiver Program (<http://travel.state.gov/vwp.html>).

## Jet Lag Cures

For many travelers, the real turbulence begins after a flight. Crossing time zones disrupts your body clock and can lead to sleepy days, sleepless nights, and malaise. But scientists are learning why plane travel throws your body into a tailspin and how to prevent jet lag: Get plenty of sleep before your trip and drink water — not alcohol — on the plane. To fight jet lag once it hits, try these remedies:

- **Exposure to bright light** at the right time may reset your body clock. In general, try to stay awake while the sun is out and sleep after it sets. This is one of the best (and cheapest) methods of reducing jet lag.



- **Melatonin**, a hormone that helps regulate your sleep-wake cycle, can be taken in tablet or liquid form and may signal your body that night has fallen. But remember: Melatonin hasn't been evaluated for safety and effectiveness by the FDA) and works for different people at different doses. It can actually make jet lag worse if taken at the wrong time.
- **A StopJetLag personalized plan** can be created using information about you and your flight schedule. For a \$25 fee, StopJetLag ([www.stopjetlag.com](http://www.stopjetlag.com)) tailors instructions so you can time light exposure and melatonin intake. It also includes tips for a schedule and meals.
- **No-Jet-Lag tablets**, which contain several herbs, are supposed to alleviate stress and fatigue caused by body clock disruption. However, although popular with travelers worldwide, this method is unproven.
- **Sleeping pills** that don't cause daytime drowsiness may help you get a good night's sleep if you have trouble adjusting to new time zones. But do use them as a last resort. If you suffer from disabling jet lag when traveling and are planning a long trip, you might consider asking your doctor for a prescription.

## Maximize Frequent-Flier Miles

Here's how:

- Book as far in advance as possible; call the airline to find out when it will offer award seats, and be prepared to phone at 12:01 a.m. on the first day of availability.
- Don't count on using miles for an upgrade; airlines no longer allow many seats to be upgraded.
- Be flexible. Awards seats are much easier to get on weekday flights than weekend flights.
- Focus on earning mileage in one or two airline programs, through flights and use of the carriers' partners.

## In Brief ...

Cargo airlines concede that they are unlikely to block legislation to allow cargo pilots to carry guns in the cockpit. Cargo pilots were excluded from the 2002 law that created a federal program to train passenger pilots to carry guns aboard planes, but pilot organizations are seeking legislation this year to allow cargo pilots to participate in the Transportation Security Administration that certifies pilots to be armed. Cargo airlines, concerned about liability, aren't eager to see their pilots packing guns. But they have all but conceded that the bill will pass.



Travelers can look for cheaper air fares as Southwest, JetBlue, AirTran, and other low-cost carriers continue to gain market share, according to The Kiplinger Letter. They have about 25% of the market now, growing to 40% in a few years. And surviving larger airlines must compete harder to stay in business. They will pare expenses by switching to smaller planes in some markets and making other changes that will enable them to cut their prices.



Get better airline deals by traveling through certain hubs as carriers restructure and jockey for competitive advantage. For example: United Airlines's bankruptcy restructuring led to lower prices for flights through its Chicago and Denver hubs. United controls these hubs and thus has more pricing power. Competitors such as Continental, Delta and Northwest matched United's prices. So when booking tickets, consider flights through hubs as well as direct, nonstop flights. A stopover could save you hundreds of dollars. (Note: Check restrictions carefully.)



Business travel costs will increase 6% in 2004, including a 5% increase in business airfares, a 3% increase of hotel rates, and a 2% increase in corporate car rental rates, according to *Business Travel Overview and Cost Forecast*, published by the National Business Travel Association, [www.nbta.org](http://www.nbta.org).



Baby Boomers (age 35-54) generate more travel than any other age group in the United States, registering more than 24.1 million household trips last year. Baby Boomer travelers also are the most affluent, with 44% having an income of \$75,000 or more — much higher than any other age group. (SOURCE: 2003 Domestic Travel Market Report, Travel Industry Association of America, [www.tia.org](http://www.tia.org))

## Business Travel Coalition (BTC) Announces Results of Travel Survey

The third annual business travel survey of North American airline-related corporations took place September 10–26. Among the major findings of the survey, the BTC identified the need for a second major restructuring of major airlines, as there was a 76% increase in use of low-fare airlines in 2003.

## Packing Smart: A Checklist

If you worry about what you can and can't take aboard the plane or fear delays because of potential searches, maybe you need to give some thought in how and what you pack. Here is some good advice from the Transportation Security Administration:

- Pack jewelry and other metal objects in your carryon until you've passed through security.
- You will have to take off a coat or jacket and put it through the x-ray machine. To save time, pack your coat or jacket in your luggage when possible.
- Pack your film in your carryon. Checked baggage screening may damage film.
- The Transportation Security Administration (TSA) recommends you pack shoes on top in your luggage and spread books and documents around.
- Avoid overstuffing. If your bag is opened at security it may be difficult to repack.
- Place ID tags on and in your luggage.
- Do not wrap presents. TSA agents may have to open them to inspect contents.
- Place anything you don't want touched by an agent in a clear plastic bag.
- Leave your bag unlocked. Locks will be broken if the TSA inspects your bag.
- Do not bring prohibited items. Check [www.tsa.gov](http://www.tsa.gov) for a complete list.

## TSA Tests Use of Private Screeners

The Transportation Security Administration is operating a pilot program that would bring private-company screeners back to airports. In a statement to the Senate Committee on Commerce, Science and Transportation last Wednesday, Stephen McHale, deputy administrator with the TSA, said his organization is testing the use of private screeners at five airports. By Nov. 19, 2004, "any airport operator may apply to have screening performed by a contract screening company under contract with the TSA," he said. Private screeners will have to meet the same eligibility, training and performance requirements as TSA screeners.

# MILITARY/GOVERNMENT UPDATE

## MTMC Announces Name Change

**S**weeping, fast-paced change has been center stage at the Military Traffic Management Command as the organization reorganized and refocused to meet the demands of the Global War on Terror and Operations Enduring Freedom in Afghanistan and Iraqi Freedom.

As a result, the command will be officially renamed the (Military) Surface Deployment and Distribution Command (SDDC).

The name change better reflects the command's critical role in deploying the force and its emphasis on end-to-end distribution operations in support of the warfighters, said Maj. Gen. Ann Dunwoody, Commanding General. It follows closely on the heels of the U.S. Transportation Command (USTRANSCOM) being designated as the Defense Department's Joint Distribution Process Owner. That is no coincidence. The Surface Deployment and Distribution Command will be a key enabler of a new and improved joint distribution system envisioned by USTRANSCOM.

Headquartered in Alexandria, Va., with its Operations Center at Fort Eustis, Va., this Army Major Command and Army Component Command of USTRANSCOM is responsible for the global, joint movement of combat units, sustainment cargo, service member household goods and privately owned vehicles.

"It's more than just a name change," said Dunwoody. "Over time, we have literally outgrown our name. Our new name change to the Surface Deployment and Distribution Command better represents our number one priority and renewed focus — to support the warfighter through deployment, sustainment and redeployment."

"Traffic management will continue to be a key component of what we do, but it is only one of the tools in our arsenal," said Dunwoody. "Our value to the warfighter resides in our ability to deliver capability and sustainment on time and ensure that we can provide timely, accurate in-transit visibility and total asset visibility of all surface equipment and supplies at all times."

"Our mission has evolved from traffic management to the fusion of supply and transportation — a logical extension from our Department of Defense shift from a supply-based logistics system to a distribution-based logistics process. We provide positive movement control from the source to the theater, coordinating all aspects of the distribution and we will incorporate best-practice supply chain management techniques."

This is not the first name change since the Major Army Command was established in 1965 as the Military Traffic Management and Terminal Service (MTMTS). The change to Military Traffic Management Command (MTMC) in 1974 marked a transition in process in the post-Vietnam era.

For military customers, the name change will better reflect the service and performance the command provides in its global operations. "Our restated mission," said Dunwoody, "is to provide global surface deployment command and control and distribution operations to meet National Security Objectives in war and peace."

In order to make the vision a reality, MTMC is focusing on organizational redesign, process and technological redesign and cultural changes. Part of the expanding role of the Surface Deployment and Distribution Command is to provide a single face to the field for all surface movement requirements.

"Rather than have customers send requirements to two USTRANSCOM Component Commands for surface lift, we worked hand-in-hand with our great partners at the Military Sealift Command to streamline the process and funnel all the requirements through SDDC," said Dunwoody. "We work with Military Sealift Command to determine whether our existing ocean liner contracts meet the requirement or whether Military Sealift Command needs to charter or activate a vessel. All that background activity in reaching the best solution set would be transparent to the customer who now has one entity to hold accountable."

Multi-component and multifunctional groups that fully integrate Reserve Component units into MTMC active duty units are being developed with the support of Lt. Gen. James Helmly, chief, U.S. Army Reserve.

"This will allow us to expand or contract based on peacetime or contingency operational requirements," said Dunwoody. "The modular capabilities built into our groups will facilitate our ability to do so. During Iraqi Freedom we moved more, faster and with less than ever before — delivering capability to the warfighter, on time. We changed and adapted our processes on the fly to meet the needs of soldiers, sailors, airmen and Marines in the field."

To commemorate the name change, the command will sponsor an official ceremony in the near future.

"The signs on our command centers and our 24 port terminal units around the world will reflect our new name," said Dunwoody. "What will be unchanged is the quality service and performance we provide to our customers, the warfighters and their families."

## MTMC's New POV Contract Boosts User Benefits

American Auto Logistics, Inc., of Monroe, N.Y., has been awarded the Global Privately-Owned Vehicle II contract. Annually, MTMC is responsible for the movement of 72,000 personally owned vehicles belonging to military and civilian members of the Department of Defense.

“The new contract provides reduced movement times, site settlement of claims up to \$1,000, and in-transit visibility of shipped and stored vehicles,” said Kathleen Jones, contracting officer. “This award represents the best value to the government.” The contract begins Nov. 1.

In surveys, the firm has received a 99% customer approval rate.

American Auto Logistics has operated the contract for the past 5 years. In that period, the program has been expanded to increase the number of full service centers from 29 to 36. In addition, a vehicle storage option was added May 1, 2002.

“The storage provision is especially handy for soldiers ordered to overseas assignments where they are prohibited from taking a personal vehicle,” said Charlie Helfrich, team leader, Privately Owned Vehicle and Storage Team. “Our contractor will maintain the operating condition of all stored vehicles, in accordance with recommendations of the vehicle manufacturer.”

Total 10-year contract value is estimated at \$1.9 billion. This estimate represents a 2-year base period of performance, three 1-year option periods, and five 1-year award term incentive periods.

American Auto Logistics will be responsible for 36 vehicle processing centers, with service to and from the 21 additional partial service or quality-of-life sites, four covered storage sites, trucking services throughout Europe, Asia, and the United States, including Alaska. The administration and payment of ocean carriage also is required.

Under the new contract, 12 U.S.-flag ocean carriers can be booked to ship privately owned vehicles.

Additional information on the program is available at the MTMC Website, [www.mtmc.army](http://www.mtmc.army).

## MTMC Inaugurates Use of Newest Strategic Port

A shipload of high-priority cargo in support of Operation Iraqi Freedom became the first major military movement Oct. 17 from the Department of Defense's newest strategic port.

Military equipment from the 10th Mountain Division, Fort Drum, N.Y., was loaded aboard the Military Sealift Command's *USNS 1st Lt. Harry L. Martin*, a combination container and roll-on/roll-off vessel, at the Packer Avenue Marine Terminal.

“The loading operation has been as smooth as can be,” said Col. Maynard Sanders, commander, of the Army Reserve's 1192nd Transportation Terminal Brigade, New Orleans.

“Following the Port of Philadelphia's designation last year as the country's 14th commercial Strategic Seaport,” said Doug Anderson, MTMC's Deputy Director of Deployment Operations, “the Port of Philadelphia personnel put in a lot of effort planning with the Maritime Administration and MTMC's 956th Transportation Company at Fort Monmouth, N.J., to ensure the port would be ready to support military requirements, if needed.

“That professional preparation, coupled with excellent teamwork by the professionals at the Packer Avenue Terminal, the military Port Support Activity personnel from Fort Dix, N.J., and our stevedoring contractor, Greenwich Terminals, Inc., with our MTMC terminal units made this operation a great team success.”

Strategic seaports are maritime installations designated to potentially support DoD cargo shipments in support of contingencies, said Anderson. “The selection of a commercial seaport as a Strategic Seaport is based on the types of facilities in the region, the port's capabilities related to military requirements and accessibility by road and rail.”

Philadelphia has considerable attributes to offer to military shipping, said Susan Howland, a ports spokeswoman. It is the only port in North America with direct high and wide rail service by three major railroads. “The capability is important to move commercial and military goods from the marine terminal to inland locations efficiently and securely,” she added.

This is the first major military cargo handled by the port since its designation as a Strategic Port a year ago. Since then, the port has handled a barge with military cargo destined for Panama as well as some shipments returning from overseas deployments.





The first commercially booked maritime cargo is unloaded from the vessel Sima Tara at the Iraqi port of Umm Qasr.

## **MTMC Moves First Commercially Booked Cargo Via an Iraqi Port**

*By Maj. Robert Russell and Capt. David Mitchell  
831st Transportation Battalion*

The first commercially booked maritime shipment into an Iraqi port has been conducted by MTMC.

APL brought the shipment into the Iraqi port of Umm Qasr aboard the feeder vessel Sima Tara. The port was the scene of heavy fighting in the first days of Operation Iraqi Freedom and was declared captured on March 25. Later, explosives and maritime experts had to clear the port of mines and obstacles. Umm Qasr is Iraq's deepest water port located at the far southeast corner of the country, near the Kuwaiti border. The port has been served by smaller feeder vessels that originate at major seaport transshipment hubs in the region.

The shipment Sept. 27, handled by MTMC's 831st Transportation Battalion, was actually a test to validate the use of the port and at the same time to reduce the supply lines for deployed US forces and to boost Iraqi economic growth and infrastructure development. The cargo consisted of 10 containers of military construction supplies that originated from a storage location in Bahrain.

In late October, a second shipment of 166 containers was discharged in Umm Qasr, again from the Sima Tara.

As the Iraqi infrastructure develops, MTMC planners hope to eventually book sustainment cargo for Operation Iraqi Freedom directly into Iraq through Umm Qasr.

## **NDTA Awards \$20K In Scholarships**

The National Defense Transportation Association (NDTA) announced that it recently awarded a total of \$20,000 to both college and high school students across the country. Eligible students include members of the association and their dependents. Those who may apply include high school students planning to enter college and college students studying transportation, logistics or a related field of study.

The award winners were recognized at the NDTA Forum and Exposition held in Kansas City, Mo., on Sept. 16.

Website: [www.ndtahq.com](http://www.ndtahq.com).

# 41ST ANNUAL MEETING PHOTO ESSAY



## Welcome and Registrations

Attendees eagerly awaited the opening of “Early Bird” Registration and their first opportunity to see old friends as well as make new acquaintances. This year’s meeting drew over 1,500 individuals representing the 168 countries that now make up the world of HHGFAA.



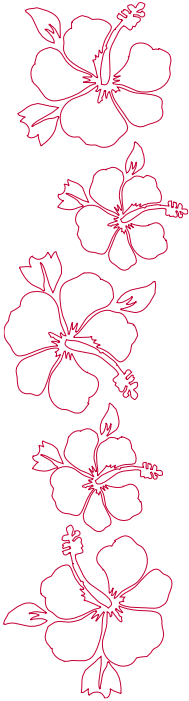
*“Experience the Value — Value the Experience”*



## Board Meetings

A joint breakfast meeting was held between the HHGFAA elected Executive Committee and the geographically-based appointed Associate Members' Management Board (AMMB). This behind-the-scenes session provided the opportunity for the President and professional staff to bring the governing bodies of the Association up to speed on the many programs and issues that affect HHGFAA members.

The Executive Committee continued to meet during the remainder of the day to further develop the association's strategic plans and provide input and direction that assist in steering the efforts of the HHGFAA professional staff throughout the year.





## Golf Outing

The beautiful Marriot Ko Olina Resort on Oahu's northern coastline was the site of this year's annual golf outing. Participants braved the "cold" Hawaiian morning to board buses at 5:30 a.m. for the ride out to the golf course.

Many golfers remarked how picturesque and enjoyable the course was to play and how well organized was the event.









## Rooftop Breakfast

Early risers were treated to breakfast out on the convention hall terrace overlooking the blue Pacific Ocean. Holding the breakfasts outdoors had been planned for both mornings where breakfast was to be served, however, on the second day a rare string of morning showers forced the event in doors on the second day of the conference, where the event was held in the Tapa Ballroom.





## YP-35 Management Board

The governing body of the “Young Professionals” (YP-35) met to discuss current efforts to promote and grow membership. The Management Board also discussed ideas for fundraising and to provide support for the newly established HHGFAA Scholastic Assistance Program and the Alan F. Wohlstetter Scholarship Fund, which was launched at last year’s Annual Meeting in Orlando.





## YP-35 Membership Meeting

Michael Gilbert, Chairman of the Young Professionals (YP-35), updated the members on the ongoing progress the group has made since its inception in 1999 and initial launch in Anchorage in the year 2000. The group also discussed the necessity of participation and next year's election of a new Chair and Vice Chair to ensure the group's continuing success. Obviously, the YP-35 group is doing something right — as membership expanded by as much as 10% during the 3 days in Hawaii alone.



## Claims Workshop

This year's Claims Workshop was well-attended and is a direct reflection of the interest and focus on this bottom-line and customer satisfaction factor for the membership.

The Workshop was moderated by Georgia Angell, Chair of the HHGFAA Claims Committee, supported by fellow committee member Kevin Spealman, and Catherine Goodrum, who currently acts as a consultant for HHGFAA on military issues. Also participating were Terry Head and Alan Wohlstetter, the association's President and General Counsel, respectively.

In addition to open forum discussions on risk prevention and claims processes, the attendees were provided a view of what to expect in terms of claims procedures and regulations in the future US Department of Defense (Military) Personal Property Program, which has been developing and testing various re-engineering concepts for the past several years.





## New Member Reception

First-timers to the Annual Meeting were welcomed by HHGFAA Chairman Jeff Coleman and President Terry Head at a special mixer preceding the Opening Reception. Open to all new members, the event provided the opportunity to meet the Executive Committee and Associate Members' Management Board, as well as other attendees who were new to the Annual Meeting experience. Not that it was needed in warm and sunny Hawaii, but this event is a great "ice-breaker" that really helped to launch the festivities and great networking events yet to come.





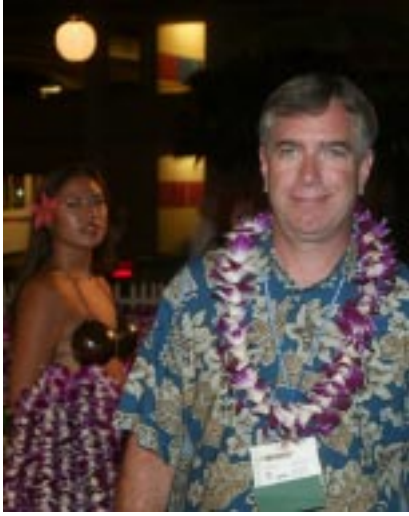
## Opening Reception

A gala event held outdoors on the Hilton's Lagoon Green, the Opening Reception proved that the Annual Meeting is not only a great place to meet and greet colleagues and friends, but a fine place to be entertained.

Numerous professional entertainers performed in an extensive program built around the theme of a Hawaiian luau, which delighted the gathering with song, dance and fire. Many of the members were invited to join the professionals on stage in doing the hula. Those brave enough to go on stage seemed to enjoy their 15 minutes of fame; however, most were advised to keep their day jobs.















## **HHGFAA 41st Annual Meeting Sponsors**

### **Gold Sponsors**

Confiança Moving & Storage

The Euro Group

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Interem (Int'l Removals Div. of Freight Systems Co. Ltd.)

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Movers Specialty Service Inc.

Omega Shipping Co., Inc.

Orient International Freight Forwarding

### **Tote Bags Provided by**

IAL Nigeria Limited

### **Pocket Calendars Provided by**

Gateways International Inc.

## PowerTrack Workshop

Attendees involved as carriers and agents in the shipping and forwarding of U.S. Military household goods heard an update on the plans of the Department of Defense and the Military Traffic Management Command to implement a new third-party approval and payment system called “PowerTrack,” developed by US Bank.

John Day of the eXternal Revenue Service of The Day Companies and Ron Owen of US Bank both provided excellent briefings on the subject and responded to audience questions.





## Exhibit Hall (MarketPlace)

To judge from the number and sophistication of the exhibit booths, the companies who choose to exhibit at the annual tradeshow have experienced the value in participating at the “heart” of the Annual Meeting.

A constant flow of traffic throughout the 3 days of the MarketPlace kept the exhibitors on their toes while meeting new business prospects and answering questions from the throng of eager visitors in the hall.







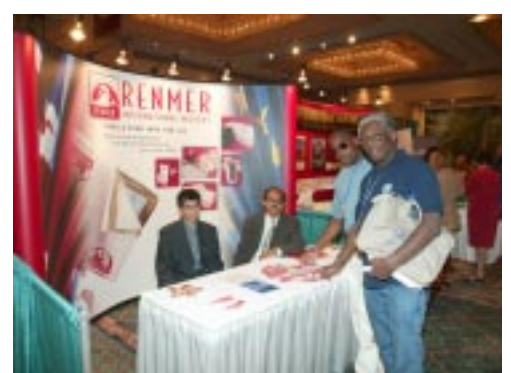




















# Associate Members' Meeting

Participants were briefed by the members of the Associate Members Management Board (AMMB) and Boris Populoh, HHGFAA Director of Programs and Education, who reported on the many new value-added programs under development and/or nearing launch.

HHGFAA President Terry Head provided an overview of his annual President's Report, which outlined the Association's financial and membership statistics, as well as the status of the organization's programs and advocacy efforts on behalf of HHGFAA members and the industry overall.





## Keynote Speaker and Recognition Luncheon

Attendees at this year's Keynote Speaker's Luncheon were treated to a robust and rousing address on the need for "participation in the political process" from Hawaii Congressman Neil Abercrombie.

Jim Wise of PaceCapstone, an outside consulting firm to HHGFAA on government and congressional affairs, introduced Rep. Abercrombie as a champion of the industry and a man who understands and values the contributions made by the many small and large business that make up our membership and industry.

HHGFAA recognized outgoing Executive Committee members Jackie Agner, Ken Garrison and David Hope, and William Gross and Art Heath of the Associate Members Management Board, for their service to the Association.

Of special note was the recognition of departing HHGFAA Chairman Jeff Coleman of Covan International for his many contributions while serving on the Executive Committee and in the top elected position for the past 3 years.

Three lucky participants at the luncheon won wonderful and beautifully framed paintings depicting the Hawaiian landscape. The paintings were graciously donated by the members of the Hawaii Moving and Storage Association.



## Keynote Speaker and Recognition Luncheon (cont.)





# Military & Government Affairs Workshop

Randy Groger, Chair of the HHGFAA Government and Congressional Affairs Committee, moderated a panel of experts who spoke on a variety of issues and new programs affecting the membership who are involved in shipping U.S. military and government-sponsored shipments of household goods and personal effects/baggage.

Panel participants included Col. Thomas Keller (USAF) of MTMC and Walt Agena of MTMC-Pacific, Tauna Delmonico and Ed Hodges of the General Services Administration, and Lynn Murphy of the United States Air Force-Joint Personal Property Shipping Office (JPPSO) in Colorado Springs, Colo.





# Young Professionals

*"Leadership Through Innovation"*

## ALOHA!

### Hawaii was a huge success!

• 52 COUNTRIES ARE CURRENTLY REPRESENTED •  
40 NEW YP-35 MEMBERS HAVE SIGNED ON, INCLUDING FIRST-TIME REPS FROM:

BARBADOS • COLOMBIA • DOMINICAN REPUBLIC • ECUADOR  
ESTONIA • JAPAN • KAZAKHSTAN • KOREA • POLAND • PHILIPPINES  
PUERTO RICO • UNITED ARAB EMIRATES

When you're looking for overseas agents, the **On-Line Directory** at [www.YP-35.org](http://www.YP-35.org) is a great resource. You can send e-mail rate requests right from the website.

Congratulations to the Alan F. Wohlstetter Scholarship raffle winner:

**Natasha Kazmi**  
Global Packers & Movers (Pvt.) Ltd.  
Islamabad, Pakistan

### CONSIDER RUNNING FOR OFFICE!

Both YP-35 Chair and YP-35 Vice Chair positions are up for election for the 2004-2006 Term. More information will be posted on the website and in The Portal in the next few months.

It is up to members of YP-35 to maintain current data on the website. Log in and verify your information — please make sure that your birth date is listed! Contact [heather@orsi.biz](mailto:heather@orsi.biz) if you have difficulty logging on.

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

## YP-35 Social Mixer

This year the YP-35 group took their evening social event off hotel property to have fun and games at Dave and Buster's in nearby Honolulu. Needless to say, the "members only" event was enjoyed by all who attended and this young circle of HHGFAA members continues to flourish — as both professionals and socializers.







## Active Members' Meeting and Elections

The Active Members of the association were eager to receive status reports from the President, General Counsel, Chairman, as well as the various Standing Committee Chairpersons.

Elections were also held on the six Active Member positions on the Association Executive Committee.

It's important to note that Georgia Angell of Dell Forwarding was voted in as the new HHGFAA Chairperson. She becomes the first woman to serve in that position in the 41-year history of the Association.

(See the listing of the new Executive Committee on page 9, followed by the new assignment of Standing Committee Chairs and committee members.)





## Exhibitor Door Prize Luncheon

Participants at this event were doubly fortunate—first, they were properly fed; and second, they were positioned for a chance at the many wonderful door prizes provided by the exhibitors. Judging from the people moving around the buffets and bars, as well as the size of the crowd in the Exhibit Hall, there was a great interest in being there for both reasons.

Barbara Bienkowski of Meeting Management Services, Inc., who coordinated this year's HHGFAA MarketPlace, was Mistress of Ceremonies for the door prize drawings.

HHGFAA would like to again thank its Gold, Silver and Bronze Sponsors, as well as the many Exhibitors whose participation make this annual event THE place to be for all who have an interest or involvement in international shipping and relocations.





## Closing Banquet and Entertainment

Last year's celebration of the HHGFAA's 40th Anniversary was expected to be a hard act to follow. However, the beautiful decoration of the ballroom and the wonderful entertainment for this year's closing banquet seemed to delight everyone. A variety of musical entertainers and groups, representing various regions around the world, entertained the revelers while they enjoyed a wonderful dinner of international cuisine specifically selected to complement the performers.

The hardier of the group — or at least the ones who didn't have to catch an early flight — stayed on to enjoy after-dinner dancing to a lively eight-piece band, as well as seize a final opportunity to enjoy the camaraderie and fellowship to the end before saying, "Farewell,







# Smooth Sailing Ahead for Industry Veteran Jack Kagan

*By Joyce Dexter*

On a table in Jack Kagan's sunny office sits a black statue that peers inscrutably toward a window. The bust of Nefertiti, an ancient Egyptian queen, is reputed to bring good luck, Kagan explains. Undoubtedly, come Jan. 1, 2004, the statue will find its way into one of the boxes that he packs up and ships to his native New England, where he will begin the next phase — his retirement.

Meanwhile, you won't hear Kagan complaining about his luck or anything else. After all, he's wrapping up a long career that has brought him a great deal of satisfaction, as well as the opportunity to travel extensively and make friends around the globe. His company, Great American Forwarders, has operated very successfully since its inception in 1964 as International Export Packers, Inc.

Great American has kept pace with the times and risen to the many challenges tossed its way over the years. The company's first large and lucrative job materialized when NASA hired it to move a radar tower from Washington to Cripple Creek, Alaska. The assignment entailed transporting delicate machinery and equipment — all in the space of 15 days — and its successful completion positioned Kagan and his company to pursue bigger and better things.

Early on, Great American gained a strong foothold in the international market. The company hooked up with a network of over 500 agents worldwide. Local service was provided through affiliate offices in Maryland and Virginia; domestic van line operations continue to be run through the Appleton, Wisc., facility.

When Kagan came to the greater Washington area in 1961, he quickly acted to raise his profile around town by hiring a publicist. The publicist came up with an idea that indeed got Kagan some good press. The newly constructed Kennedy Center for the Performing Arts was preparing to open for business, and Kagan agreed to move the office effects from a nearby building to the new facility — for the princely sum of \$1. An invoice for \$1 and a photo of the action are framed and hang on Kagan's office wall, right next to a mounted white marlin that he caught a few years back.

During the 1980s, Great American's van line subsidiary operated over 200 pieces of local and long-haul equipment, and its storage subsidiary operated nearly 200,000 square feet of warehouses in four Virginia cities.

Then, in 1987, when the company reached its peak, Kagan decided to scale back operations and concentrate on its real area of expertise: government activities, including military shipments. Assets and operations not relevant to the government work were sold to long-time employees who wanted to form their own businesses. Great American's strategy and narrower focus paid off by allowing the company effective operational control of its shipments.

Kagan's attention to a discrete area — military and government traffic — have made him an asset in HHGFAA affairs. He chaired the Association's Military Affairs Committee and the Claims Committee for 5 years and 3 years, respectively. He has seen the association grow by leaps and bounds. In the early days, he recalls, 55 people came to the annual meetings; now, there are more than 1,700 delegates.



**A white marlin adorns Kagan's office wall. He aims to land a few more fish during his retirement.**



**Kagan relaxes at his desk in his Springfield, Va., office.**

During his watch, Kagan has seen the forwarding industry evolve from one regarded as somewhat suspect to a field now recognized as a legitimate business that performs an important service in the international marketplace. Over time, the rules of doing business have changed, as have the nuts and bolts. Computerization has brought about greater reliability and capabilities for companies that want to remain competitive. “Innovation is the name of the game,” says Kagan. Nevertheless, he adds, one thing remains constant: “You still have to have people packing, loading, and moving the goods.”

Kagan acknowledges that he sometimes had a reputation for being controversial and outspoken. “I had a little different slant on some things, and sometimes people felt that the idea was to engage in a bit of sleight of hand in dealing with the military. I didn’t like the politics of that. I felt the military was basically trying to help their own people, and if I were traffic manager I would want to set the terms too.”

For all the success he has enjoyed, Kagan has never been out to make big bucks. His idea was to run a company where people enjoyed coming to work and did their jobs well. By all accounts, Great American has accomplished that goal; his small Northern Virginia office staff have been with him for many years, one of them for more than three decades. After Kagan, now 82, heads north to pursue his non-business interests of sailing and fishing, there will be two people overseeing DC-area operations, while Kathy Schirmacher continues to work out of the Wisconsin facility as Great American’s new president and CEO. Kagan will retain individual ownership of the corporation and serve as consultant, liaison with MTMC, and chairman of the board.

Kagan also expects to regularly spend time in Florida, where his two sons live with their families. “I will miss my friends and the people who work for me,” he says. “The opportunities here have been fantastic.”

Jack Kagan will no doubt look back on his life and times in the industry with much fondness and few regrets. Mostly, though, he’ll be sailing and fishing near his hometown of Boston. And who knows? Maybe Nefertiti will help him land a few big ones.

## **Are You Using HHGFAA’s New Logo?**



Soon all advertising materials depicting HHGFAA’s logo must show the new version. Camera-ready copies, for use according to specific guidelines, are available from the Association at

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

To request the logo in electronic format, send an e-mail to [HHGFAA@aol.com](mailto:HHGFAA@aol.com). Subject line: “New Logo Request.”



# INSURANCE

## Insurance vs. Protection: Protecting Both Our Customers and the Goods They Ship

International shipments of household goods in transit are at risk and subject to loss or damage from any number of causes. Shippers, or those who represent them, have a variety of protection alternatives to choose from. Among these is a transit insurance policy, included in the package of products and services offered by household goods freight forwarders.

Offering transit insurance has been a long accepted practice in the forwarding industry. The most common scenario results from the forwarder purchasing “access” to an open cargo marine policy from a licensed insurance broker like Willis and then “reselling” it to corporate, government, or COD customers. In return for the revenue this arrangement produces for the forwarder, forwarders are involved in the sale and administrative servicing of the policy, including occasionally assisting with the claims adjustment process.

This distribution model has proven to be effective for all parties involved. The shippers are able to fully insure their shipment from loss or damage (an option many prefer over the traditional “released valuation” model). The forwarders are provided an opportunity to offer and profit from a “value added” product that supports their core services. The providers of the transit policy (brokers like Willis and the insurance carriers they represent) benefit from utilizing the forwarders as a very effective distribution system. As a case in point our Willis offices in the US and UK arranged coverage on more than 60,000 shipments in 2002, realizing the benefits of relationships with many of the top forwarding systems in the world. The current system has had a positive impact for each participant.

Although we cannot speak for our competition, Willis and our underwriting partners have knowingly and willingly participated in this distribution system for many years, based on the following assumptions:

- An international ocean marine transit policy is granted exemption from US State Insurance Departments’ regulatory scrutiny.
- Because the product is exempt, those who sell and/or service it enjoy the same exempt status.
- A Federal Regulation (Title 49 CFR 375.11) grants some level of permission for “common carriers of household goods” to sell or procure insurance.

Some 18 months ago, Willis and our insurance carrier partners learned about a number of unrelated occurrences that led us to question the validity and legality of forwarders selling insurance. As a result of these concerns we engaged the services and expertise of legal firms with specific expertise in shipping and insurance law, including Lloyds’ lead US counsel, who provided specific guidance on the intent of the language contained in Title 49 CFR 375.11 and advised that the permission to sell and procure insurance does *not* in fact automatically extend to freight forwarders but applies *only* to “common carriers” or “motor carriers” and their agents. We also turned to in-house counsel for both Willis and Vanliner (our US underwriting partner). Additionally, we utilized in-house Willis expertise to research the insurance laws and regulations of more than 30 US states.

As a result of these collective efforts, we presented to Willis management and our underwriting partners a compelling argument supporting our concerns about US based HHG freight forwarders selling, procuring and servicing transit insurance policies. Based on factual evidence and expert opinion offered by independent specialists in the areas of transportation and insurance law, we came to a collective decision to discontinue offering the traditional marine transit policy to our US-based customers.

Once Willis and our partners became aware of the seriousness of this issue it became obvious that we would need to work diligently to create an alternative solution. In order for this program to be accepted by our clients it would also have to benefit their customer base as well. We identified the following program criteria as being absolutely critical:

- The new program must offer the same level of protection to the shipper.
- It must not negatively affect the customer’s rates.
- It cannot add any administrative burden on the customer or the shipper.
- The claims adjusting function must remain as before.
- Under the program, customers must retain the same ability to profit from the services they provide to the shipper/corporate customer relative to this program.
- The program must offer a level of protection for our customers from regulatory scrutiny from the 50 US State

Insurance Departments. In the US, it is generally the 50 states that individually regulate the sale and servicing of insurance products, including licensing requirements. (McCarran-Ferguson Act, 15 U.S.C.S. 1011-1015)

We are very pleased that through the efforts of Willis and our partners we have, in fact, created a program — The Willis Extended Protection Program — that meets all of the above requirements. We have also identified other advantages for companies who choose to access this program, including the following:

- If they choose to do so, forwarders can brand the program and make it their own.
- The structure of this program allows for much more flexibility in the limit and amount of protection offered to the shipper than the old marine program. If necessary, it can be adjusted on a customer-by-customer basis.
- When competing against a US-based forwarder who still “sells insurance” you now have a point of differentiation.
- Because this approach resembles, but is not identical to, a domestic valuation program, forwarders who compete for both international and domestic business can present a more seamless approach to their customers’ HHG issues.

At this writing we are in the process of transitioning all US-based Willis customers away from the traditional product and into an Extended Protection Program created and supported by our underwriting partners, Lloyd’s regulators and legal counsel. Willis feels so strongly about this issue that we no longer offer traditional transit marine insurance to any US-based forwarder. Forwarding companies that wish to favor Willis with their business will utilize the protection program. Indeed, over 95% of our US-based customers have supported and embraced the new program, including some of the largest and best-known names in the industry.

The old saying, “Necessity is the mother of invention” applies to the Willis approach to this issue. Eliminating the transit marine product was not part of some strategic initiative to disrupt what had been an effective and profitable arrangement for both Willis and our customers; rather, it was done out of what we believe to be a legal necessity. Once we became convinced through expert advice that this approach was in fact outside of the scope and intent of regulatory bodies who govern our business activities, we understood our fiduciary and legal responsibility to conform. We feel both pleased and relieved that we were able to create and offer an alternative product for the benefit of our customers.

For specific information on the argument presented to us by legal counsel and other experts or to learn more about the new Willis Extended Protection Program, contact Bill Rose at [Bill.Rose@willis.com](mailto:Bill.Rose@willis.com).

Willis is currently involved in researching this issue in other parts of the world where our customers engage in the sale and servicing of insurance products. Given our findings to date, we anticipate the necessity of transitioning non-US customers at future dates. ■

# INDUSTRY NEWS

## APPOINTMENTS

**Andrea Clowers, CRP** has joined **Interstate Relocation Service, Inc.** in the new position of business development/sales consultant for the Springfield, Va.-based global provider of third-party employee relocation and move management services. Clowers previously worked at Prudential Real Estate and Relocation Services, where for 7 years she served as the senior resource contact for the Government Team, managing the employee relocation needs of multinational corporations and government agencies. She transferred to metropolitan Washington, D.C., in 2001 to manage an onsite center for one of Prudential's Fortune 500 accounts. Clowers earned her Certified Relocation Professional (CRP) designation from the Employee Relocation Council in 2000.

As Interstate's Business Development/Sales Consultant, Clowers will focus on expanding the services that Interstate Relocation Service, Inc. currently offers, as well as its client base.

**De Marti S.A.** in Barcelona, Spain, is expanding to meet a growing demand of English-speaking clients. **Jeffrey Bright** has joined the organization as business development manager. He previously was employed with the Tandy Co., where he worked with the sales development team for 4 years.



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

## Albert Cleans Up for Local Charity

What would Albert Moving and Storage employees be doing with Mr. Clean and a Rug Doctor? Cleaning, that's what. The Albert Companies decided to spring clean everything. Cleaning materials were supplied, awards were given, and lunch was served.

Employees had an admission charge for lunch: their favorite cleaning supply. At lunch awards were presented for Most Improved Cubicle (Good Sense trash bags), Most Enthusiastic Cleaner (feather duster), Least Likely to Ever Clean (Mr. Clean), Neat Freak (lint roller), and the Cleanest Truck (car air freshener).

The cleaning supplies that the employees brought for admission into lunch were donated to a local charity, First Step, Inc. First Step is a nonprofit organization that helps battered women by offering them counseling and shelter, as well as assistance finding housing.



**Tonya McCarty** cleans her miniature moving trucks

## Weber-Vonesch AG Tackles Alpine Move Off the Road, in the Air

A few weeks ago a very unusual removal took place in the heart of Switzerland. The special destination necessitated finding a special solution.

It was clear that a creative way of doing the job must be devised. But first, every single aspect of the move was analyzed by the capable, logistically well-trained staff at Weber-Vonesch AG. in Zug, Switzerland.

About 15 m<sup>3</sup> of removal goods—new furniture, appliances, and other items—were to be taken to a very unique final destination: a terrace house in Rigi-Kaltbad on Mt. Rigi, which at 1,800 meters high, has a breathtaking view over Lake Lucerne and the mountains on its opposite shores. But the view would not make the



**At Rigi Kaltbad** workers wait to receive the pallets and place the goods inside the house.





**The pallets are ready for takeoff in front of the Weber-Vonesch warehouse in Zug.**



**The helicopter prepares to depart from Zug and make its way up to Mt. Rigi.**



**The view from the helicopter to the top of 1,800-meter Mt. Rigi.**

**Below: At destination, on the “landing” balcony,” workers are unpacking the pallets. In the background is a beautiful view over Lake Lucerne and the Swiss Alps from the balcony.**



move any easier. At the same time, some old furniture and parts to be replaced would have to be transported down the mountain for further use.

Transporting the shipment by traditional means such as removal van was impossible, as the well-known resort on the mountain does not have adequate roads. A second possibility was to transport them via the existing cable car from Vitznau on the shores of the lake up to Rigi-Kaltbad. The goods would have had to be loaded on a classical removal van, driven to the shore of Lake Lucerne at Vitznau, and then unloaded and reloaded into a wagon belonging to the cable car company, transported up to the mountain, again unloaded and transferred by hand about 400 metres and 74 steps through a very narrow staircase into the final. But this would have meant twice transloading the goods—with each transloading incurring additional risk.

Very quickly the logistically specialized and sophisticated heads at Weber-Vonesch qualified this kind of transport as extremely expensive and risky for the furniture. So the idea emerged to use not only the usual two dimensions but to integrate the consider transporting the goods by air. It was determined that the best and most economical way to do it was by helicopter. This would cost half as much, and take a quarter of the time of a traditional removal. The customer was notified, and was as satisfied with this plan.

The Weber-Vonesch technical crew checked a possible transport from Vitznau on the shore of Lake Lucerne to the nearby final destination on the mountain. But the helicopter company pointed out that the flank of Mt. Rigi is too high for the helicopter to “climb” to the final mountain resort without flying in repeated circles to gain the necessary altitude. Thus the transport was organized from the warehouse of Weber-Vonesch in Zug to the right final destination on the mountain above the Lake Lucerne.

At the warehouse, the goods were duly overseas packed, put on pallets, and secured. As a final and extremely important measure, the pallets were covered by protective nets to secure all the goods. The helicopter took the first pallet and flew from the small city on the shores of Lake Zug to the nearby mountain.

The furniture packed on the first pallet was not yet in the apartment of the customer when the helicopter made its way down to the Weber-Vonesch warehouse for the second pallet. And so the procedure continued till all the pallets were on Rigi-Kaltbad.

The customer was delighted. All his furniture was transported smoothly and efficiently to his fabulous residence high above the clouds on Mt. Rigi. This operation was also unusual for Weber-Vonesch staff both in the office and on the ground. But they rose to the challenge (in more ways than one) are always ready to take special steps for special customers in special situations!



The Confianca team at their exhibit booth in Honolulu.

## Confianca Arrives in Honolulu with Gifts, Prizes

Among the highlights of HHGFAA's Annual Meeting in Hawaii was the Confianca Moving exhibit booth. Staffers readily answered any questions regarding the company's operations around the globe, showing professionalism and in-depth knowledge, supported by visual aids using flat screens, exciting presentations, banners and printed material. Visitors were made to feel right at home, and nobody left empty-handed. Besides the souvenirs that were distributed, Confianca awarded a round-trip airline ticket to Brazil with TAM Airlines departing from Miami, Fla., along with 7-day lodging at a five-star hotel (2 days in São Paulo and 5 days in Fortaleza), as well as a company car with driver at his disposal throughout the winner's stay in Brazil.

The winner was Frank Aspinall, the managing director at Whybirds International in Australia. Aspinall chose not to redeem his prize, but generously requested that its value be donated to a charitable organization of Confianca's choice.

Confianca CEO Kleber Correia elected The Brazilian Mission ([www.brazilianmission.org](http://www.brazilianmission.org)) as the beneficiary organization.

Confianca Moving is already planning its participation at the HHGFAA's 2004 Annual Meeting in San Diego, Calif., and intends to make it even more impressive.



# Best Wishes for the Holidays and the New Year

*from*

**Georgia Angell**

**Donald L. Collins**

**Christiane Crown**

**Randy Groger**

**Jan Moore**

**Michael Richardson**

**Mario Rizzo**

**Charles L. White**

*and*

**Alan F. Wohlstetter**

*of the Executive Committee*

*and from*

**Terry Head**

**Bel Carrington**

**Boris Populoh**

**Jean Mathis**

*and*

**Jamilla Gravesende**

*of the Association Staff*







## **Pelichet's Made-to-Measure Truck Driver's Cabin for Movers**

Movers have a special need for their trucks. Contrary to other trucks with two or three seats, movers quite often need for short distance and local moves to have a five- to seven-seater cabin without losing any loading capacity.

Renault has tailor-made cabins. The MIDLUM series exists in three different versions of cabins: normal, medium, and large. Pelichet S.A., the Geneva moving company, will take delivery of two new Renault trucks, one MASCOTT 150.35 and one MIDLUM 270.16 with a double cabin BREVET.

Since 1891, Pelichet has been synonymous with removals. In four generations, the company has overcome all the challenges linked to the evolution of land, sea, and air transport as well as the most fundamental of all challenges, the development of telecommunications. In Geneva, the revolution is mainly structural, architectural and technological for the installment of virtually fully automatic storage systems, not only for heavy and bulky items but also for minute items such as microfilm.

The two new Renault trucks will complete a fleet of 30 vehicles, including 10 Renault trucks, for road transport. Renault is much appreciated by Pelichet S.A., primarily because of the wide choice of truck driver's cabins that are specially adapted to the moving industry.

## **HONORS, AWARDS, AND MILESTONES**

Wheaton World Wide Moving recently honored eight individuals as Drivers of the Month for August and September.

Jimmy Funkhouser, of Indianapolis, Ind., and Scott Knight, with White Knight Transport Services, Monmouth, Ore., each received a permanent fleet Driver of the Month award for performance in August. Funkhouser, a first-time recipient, has logged over 294,000 safe miles under the safe mileage program since he qualified with Wheaton in 1998. Knight has logged over 468,000 safe miles since qualifying with Wheaton in 1995. Glen Morris, with District Moving Companies, Inc., Waldorf, Md., and Steve York, with Preferred Moving & Storage, Inc., Clinton Township, Mich., were selected as August Drivers of the Month from the intermittent fleet. Morris, a first time recipient, has logged over 80,000 safe miles. York, also a first-time recipient, has logged over 100,000 safe miles since qualifying with Wheaton in 1996.

Ken Ivey, of Smithfield, N.C., and Howard Hicks, with Colorado Hi-Tec Moving & Storage, Denver, Colo., each received a permanent fleet Drive of the Month award for performance in September. Ivey, a 2002 Driver of the Year recipient, has logged over 1,300,000 safe miles since qualifying with Wheaton. Hicks has logged over 380,000 safe miles since qualifying with Wheaton in 1997. Ed Sopko and Daniel Raatz, both with Sopko Moving & Storage, Manville, N.J., were selected as September Drivers of the Month from the intermittent fleet. Sopko has logged over

650,000 safe miles since qualifying with Wheaton in 1981. Raatz, a first time recipient, has logged over 46,000 miles under the safe mileage program.

Each driver received a cash award and a plaque, along with Driver of the Month uniform patches and equipment decals.

## Vanliner Insurance Marks 25th Year

In the late 1970s, a lot of moving and storage agents and owner/operators had to park their trucks because they couldn't find—or couldn't afford—a new insurance contract for the coming year. Insurance providers had pulled away from high-risk, low-return services, like those for commercial carriers, during this particularly rough period in the nation's economy.

But the problem wasn't just about the economy. For years, household goods movers had paid insurance premiums that were disproportionately high for the kind of items they carried. That's because their coverage was lumped in with freight carriers, whose cargo—for example, new electronics—can be much more costly to replace than ordinary household goods.

Because there was no insurance tailored specifically to the moving and storage industry, movers were caught at a disadvantage—and the effect on the industry was widespread.

In 1978, United Van Lines founded Vanliner Reinsurance, Ltd. to answer its own agents' need for affordable, more targeted insurance. It wasn't the first to provide moving and storage insurance, but it was the first provider of coverage tailored exclusive to the industry.

United didn't require its agents to purchase Vanliner insurance, but many did, and the company grew. In 1986 it was renamed Vanliner Insurance Company.

“The program grew because we were able to develop plans that cost agents and owners less money, and there really was a need for that,” noted Vanliner President and COO John J. Temporiti. “In fact, for some people it meant the difference between surviving and being forced to quit.

Vanliner provided insurance to United agents and operators until 1995, when United purchased Mayflower Transit. That year the company began offering insurance to all carriers and their agents. Today it is estimated that Vanliner carries 29 to 30 percent of market share for moving and storage insurance. All of the company's 160 employees have a background in the moving and storage business, insurance, or both.

Temporiti said the company is now focusing on plans and ideas for reinforcing the offerings to meet the industry's changing dynamics.

## Kids Rounded Up for C.O.W. Day in Texas

Albert Moving and Storage recently participated in C.O.W. Day, which was sponsored by the North Texas School-to-Work consortium in Wichita Falls, Texas. C.O.W. (for “Career On Wheels”) was an enlightening educational program for elementary school grades 4 and 5, which gave students the opportunity to learn about various vehicles and careers. The goals of the event were to make students aware of potential careers, create a connection between schools and the working world, and to allow students to meet positive career role models.



Jenny Pots and Keith Parker with kids on the back of an Albert Moving and Storage truck.

# WELCOME NEW MEMBERS



**Georgia Angell**  
President  
Dell Forwarding  
HHGFAA Chair

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

### **Atlantic International Moves Ltd.**

The Manor House  
14 Market Street, Lutterworth  
Leicestershire LE17 4EH, England  
Tel: (44) 01 455 554 894  
Fax: (44) 01 455 554 895  
E-mail: [chrisakillick@aol.com](mailto:chrisakillick@aol.com)  
P.O.C: Mr. Chris Killick  
Sponsors: Michael Gerson, England  
Intercontinental Van Lines, Inc., Canada

### **CSC Fortune Store & Transport Corporation**

No. 4 Hui Xin Dong Jie • Chao Yang District  
100029 Beijing, China  
Tel: (86) 10 8463 1530 • Fax: (86) 10 8463 6241  
E-mail: [mover@cns.com.cn](mailto:mover@cns.com.cn)  
P.O.C: Mr. Li Shu Hai  
Sponsors: Panda Transport srl, Italy  
Sinotrans Beijing Packing & Transport Co., China

### **Eaglenet Co., Ltd.**

6-19-20 Sasage Koonan-Ku  
Yokohama 234-0052, Japan  
Tel: (81) 45 840 0590  
Fax: (81) 45 840 0591  
E-mail: [shokatoh@yahoo.co.jp](mailto:shokatoh@yahoo.co.jp)  
P.O.C: Shoichi Katoh  
Sponsors: Rosa del Monte Express, PR  
Trans-Link Express (Bangkok) Co. Ltd, Thailand

### **GDK International, Inc.**

212 Washington Avenue  
Carlstadt, NJ 07430  
Tel: (201) 939-2018  
Fax: (201) 939-2719  
E-mail: [gdkinternational@webusa1.com](mailto:gdkinternational@webusa1.com)  
P.O.C: Gregory Procida  
Sponsors: Vanpac Carriers Inc., CA  
Hillside Paper Products, Co., NJ

### **Hasenkamp/Manterola Division Arte, S.A.**

C/Eduardo Torrola  
16 Naves 9A-10A  
28820 Coslada, Madrid, Spain  
Tel: (39) 91 674 3450  
Fax: (39) 91 674 3679  
E-mail: [alberto@manterolo.car](mailto:alberto@manterolo.car)  
P.O.C: Alberto Galasso  
Sponsors: Aviatur, Bogota  
Sancho Ortega, Spain

### **Pejozi Peter Josef Zimmer Mobelspedition GmbH**

Bremerhavenerstr 33  
50735 Cologne, Germany  
Tel: (49) 221 71520 -17  
Fax: (49) 221-71520-49  
E-mail: [info@pefozi.com](mailto:info@pefozi.com)  
P.O.C: Mr. J. Scharrenbroelch &  
Mr. Heiko Thomas  
Sponsors: Pumyang, Korea  
Executive Moving Systems, VA

### **Retrans Movers & Storage**

Ruko Mega Grosir Cempaka Mas Blok I No. 43  
JL. Let Jend Suprpto  
Jakarta Pusat, 10640, Indonesia  
Tel: (62) 21 4288 6919  
Fax: (62) 21 4483 4190  
E-mail: [retrans@indo.net.id](mailto:retrans@indo.net.id)  
P.O.C: Mr. Sjaril Bahar  
Sponsors: Australian Vanlines, Australia  
Baltrans Int'l Moving Ltd, Hong Kong

### **Schenker (H.K.) Ltd. Shanghai**

13th Floor, Citic Square  
1168 Nanjing Road West  
2000041 Shanghai, China  
Tel: (86) 10 6429 6520  
Fax: (86) 10 6427 3310  
E-mail: [removal.sha@schenker.com](mailto:removal.sha@schenker.com)  
P.O.C: Julian Bischofs  
Sponsors: Hausner Moving Services, Austria  
Paramount Transportation Systems, Inc, CA

### **Schenker (H.K.) Ltd. Beijing**

305, 3/F Ceroilfood Kaida Building  
19B Minwang Hepingli Dong Street  
Dongcheng District  
100013 Beijing, China  
Tel: (86) 10 6429 6520  
Fax: (86) 10 6427 3310  
E-Mail: [removal.bjs@schenker.com](mailto:removal.bjs@schenker.com)  
P.O.C: Thomas Kuehberger  
Sponsors: Hausner Moving Services, Austria  
Paramount Transportation Systems, Inc., CA

### **International Services (Sogedem)**

Rue Ali Dargouth 5  
1001 Tunis, Tunisia  
Tel: (216) 7133 9529  
Fax: (216) 7133 9529  
E-mail: [sogedemuniversal@aol.com](mailto:sogedemuniversal@aol.com)  
P.O.C: Dainotto Jean Claude

### **Starlight Maritime Ltd.**

No. 13, Zukak 27, Mahalla 929  
Hayy Babil, Baghdad, Iraq  
Tel: (44) 20 7224 9194  
Fax: (44) 20 7224 9130  
E-mail: [star@janan.demon.co.uk](mailto:star@janan.demon.co.uk)  
P.O.C: Giovanni Marseal  
Sponsors: Al Sawan Company, Kuwait  
Denali Group Companies, WA

### **Viking Shipping Services**

205, First Floor  
Shahid Plaza, Blue Area  
Jinnah Ave  
Islamabad, Pakistan  
Tel: (92) 51 287 5807  
Fax: (92) 51 287 5809  
E-mail: [viking@isb.comsats.net.pk](mailto:viking@isb.comsats.net.pk)  
P.O.C: Muhammad Qamar UR Rashid  
Sponsors: Leader Freight Forwarders, UAE  
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(703) 684-3784**

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

TITLE	CONUS MEMBERS	OVERSEAS MEMBERS
Additional Copies of <i>The Portal</i> (1-year subscription)	80.00	96.00
Defense Transportation Regulations Part IV (replaces the PPTMR)	40.00	55.00
HHGFAA Freight Forwarders Tariff #4	15.00	
Rate Solicitation I-13	45.00	55.00
Rate Solicitation I-14	45.00	55.00
Global Transportation & Related Business Terminology	45.00	75.00
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ITGBL Carrier Approval Pamphlet	10.00	15.00



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*All orders must include check/money order payable to HHGFAA or credit card information. Mail with this form to:*

**HHGFAA • 2320 Mill Rd., Suite 102 • Alexandria, VA 22314.  
OR, fax with credit card information to (703) 684-3784**

# WASHINGTON UPDATE

**By Jim Wise  
PACE-Capstone**

## **National Defense Authorization: An Overview**

On Nov. 7, House and Senate conferees agreed to the final terms of H.R. 1588, National Defense Authorization Act for FY 2004. This legislation establishes the policies, programs and funding levels for the nation's military for the upcoming fiscal year. The conferees authorized \$400 billion in budget authority for the DOD, then sent the bill to President Bush for his signature and enactment into law.

Rep. Duncan Hunter, the chairman of the House Armed Services Committee, said, "Our national defense begins with our men and women in uniform as well as the families back home who support them. This bill includes a significant pay raise, along with other retention and recruitment incentives, such as housing allowances and strengthened programs for our National Guard and Reserve personnel."

Of particular interest to HHGFAA members is a provision pertaining to the Full Replacement Value treatment for the movement of household goods for the military. The provision was stripped out of the House version of the bill but the Senate reinstated the section when it considered the bill. HHGFAA believes that it had worked out compromise language with the DoD on this issue but the compromise appears to have been negated by the conferees to the bill.

As enacted, Section 634 of the bill provides the following language:

The Secretary of Defense may include in a contract for the transportation of baggage and household effects for members of the armed forces at Government expense a clause that requires the carrier under the contract to pay the full replacement value for loss or damage to the baggage or household effects transported under the contract.

In the case of a loss or damage of baggage or household effects transported under a contract with a carrier that includes a clause described in subsection (a), the amount equal to the full replacement value for the baggage or household effects may be deducted from the amount owed by the United States to the carrier under the contract upon a failure of the carrier to settle a claim for such loss or total damage within a reasonable time. The amount so deducted shall be remitted to the claimant, notwithstanding section 2636 of this title.

The limitations on amounts of claims that may be settled under section 3721(b) of title 31 do not apply to a carrier's contractual obligation to pay full replacement value under this section. The Secretary of Defense shall prescribe regulations for administering this section. The regulations shall include policies and procedures for validating and evaluating claims, validating proper claimants, and determining reasonable time for settlement.

In this section, the terms 'transportation' and 'transport', with respect to baggage or household effects, includes packing, crating, drayage, temporary storage, and unpacking of the baggage or household effects.

Other highlights of the Defense Authorization bill include the following:

**Reform of Pentagon personnel system:** The legislation allows the DoD to develop a merit based system of management for civilian employees that will support national security, while retaining civil service values and protections related to federal worker pay, evaluation, retention, and grievance procedures. The legislation accommodates veterans' preference, and respects bargaining with labor. It preserves the principles of equal opportunity, diversity, systematic development, ethical behavior, due process, protection against non-merit based actions, and

non-reprisal against whistleblowers.

**Revitalizing the U.S. Defense Industrial Base.** The ongoing war on terrorism necessitates reliable domestic sources of weapons and equipment. Unfortunately, fewer American companies are capable of designing and manufacturing the components and materials used in military systems, as the U.S. industrial base is becoming more dependent on foreign sources. Thus, the conferees direct the Secretary of Defense and the service secretaries to establish a program assessing the ability of the U.S. industrial base to produce military systems and key critical components and materials we need to support national security and win the war on terrorism. In addition, the conferees authorized provisions to further strengthen the U.S. industrial base by:

- using existing Department of Defense databases to report levels of foreign procurement and the market sectors that are affected;
- directing the Secretary of Defense to identify all critical components and essential U.S. capabilities necessary to produce such items;
- creating a Defense Industrial Base Capabilities Fund to develop U.S. capabilities for the production of components and materials that are critical to the operation and performance of military systems;
- eliminating foreign country sources of supply that refuse to deliver military products because of U.S. counterterrorism or military operations; and
- creating an incentive program to encourage defense contractors to use U.S. machine tools.

**Housing Allowance.** The conferees authorized reducing the average amount of housing expenses paid by service members from the current 7.5% to 3.5% in fiscal year 2004, and to eliminate the out-of-pocket expense completely by fiscal year 2005.

**Subsistence Allowance.** Certain areas such as San Francisco, Calif., Boston, Mass., Atlantic City, N.J., and New York City dictate a high cost of living. This places an additional strain on service members; therefore, the conferees authorized supplementing the allowance for subsistence expenses of service members based at high-cost or unique duty locations.

**Family Separation Allowance.** The conferees authorized an increase in the family separation allowance for service members with dependents, worldwide, from \$100 per month to \$250 per month for the period beginning Oct. 1, 2003, and ending on Dec. 31, 2004.

**Active Duty End Strengths.** Even before Operation Iraqi Freedom, the global war on terrorism, and the focus on homeland security, the armed forces had insufficient manpower for existing wartime and peacetime requirements. With the likelihood of the open-ended, long-term manpower requirements of stabilizing Iraq and continuing the war on terrorism, it is now crucial to begin addressing existing shortfalls. While the committee recognizes that end strengths in all of the services are inadequate, the Army is currently most in need of an increase as it is carrying the largest burden from a deployment perspective. Therefore the conferees authorized an increase in Army active end strength of 2,400 above the budget request, with \$68 million in additional funding to support the increase.

**End Strengths for Reserves on Active Duty.** The conferees authorized an end strength of 70,469 full-time personnel for the Reserves and National Guard, an increase of 1,779 over the fiscal year 2003 level. Included in this increase are 264 full-time National Guard personnel to support the activation in FY 2004 of 12 more Weapons of Mass Destruction–Civil Support Teams.

**Reforming the Base Realignment and Closure (BRAC) Process.** In order to defend the homeland and protect U.S. interests around the world, the United States military must retain the facilities, land, and air space necessary to support its forces. Although current BRAC law requires the Secretary of Defense to assess future threats, it does not specifically require the Department to retain the infrastructure necessary to support a military that has been “surged” to meet those threats. Therefore, the conferees required the Secretary of Defense to evaluate the probable threats to national security and determine the surge requirements necessary to meet those threats. In addition, the conferees required the Secretary to use this determination throughout the BRAC process.

**Reauthorization of the Maritime Security Program.** The Maritime Security Act of 1996 provides financial assistance to U.S. flag commercial ship operators to offset the higher cost of operating under the U.S. flag. In return for that assistance, ship owners must enter into a DOD preparedness agreement. Under the terms of this agreement, the company’s ships as well as the company’s intermodal systems, equipment, and terminal facilities are to be made available to DOD in times of war or to respond to a surge or sustainment sealift requirement. Changes in industry and DOD requirements dictate that legislation address these issues now. While the Act does not expire until 2005, the conferees agreed that ship owners and operators should be given an adequate period to plan for changes in DOD

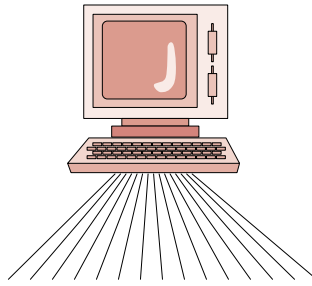


requirements. Although the current program has worked reasonably well, the Maritime Security Act of 2003 includes a shipbuilding component to provide tanker support to U.S. deployed forces, and grants greater flexibility for DOD to select the types of vessels it would likely need during a contingency. Accordingly, the conferees agreed to establish a new program that will be effective upon the termination of the current Maritime Security Act of 1996. The new Maritime Security Act of 2003, as agreed to by the conferees will:

- increase the number of participants from 47 ships to 60 ships;
- provide financial assistance to construct five newly built tankers in the U.S. that are capable of carrying military petroleum products during a war;
- extend the current program for 10 additional years;
- establish a 30-month period to replace older ships with newer DOD-approved and militarily useful ships;
- enhance the priority selection system to favor U.S. citizen vessel owners and operators;
- add DOD certification requirements for new operators; and
- increase the annual payment to ship operators from \$2.1 million per year to \$2.6 million for the first 3 years of the program. Beginning in fiscal year 2009, the payment increases to \$2.9 million for the next 3 years. The payment per vessel increases to \$3.1 million for the remaining 4 years of the program. ■



# Link Up with HHGFAA



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

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

**Household Goods Forwarders Association of America, Inc.**

ATTN: Belvian W. Carrington

2320 Mill Road, Suite 102 • Alexandria, VA 22314

***OR fax credit card orders***

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

Name \_\_\_\_\_

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

Address \_\_\_\_\_

\_\_\_\_\_

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

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

\_\_\_\_\_

\_\_\_\_\_

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

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

Payment Type:     Check     American Express     Visa     MasterCard

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

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

Signature \_\_\_\_\_

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

# WEBSITES TO SEE

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

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

HHGFAA: [hhgfaa.org](http://hhgfaa.org)  
24-hour Cargo Rule: [nntl.org/new/24hrrule.pdf](http://nntl.org/new/24hrrule.pdf)  
7M Transport: [7m-transport.com](http://7m-transport.com)  
A.Alternativa: [a-alternativa.com.br](http://a-alternativa.com.br)  
ABC/Amega Inc.: [abc-amega.com](http://abc-amega.com)  
Acronym Finder: [acronymfinder.com](http://acronymfinder.com)  
AE Worldwide: [aenationwide.com](http://aenationwide.com)  
AES Cargo: [aescargo.com](http://aescargo.com)  
AGS: [ags-worldwide-movers.com](http://ags-worldwide-movers.com)  
Air Animal: [airanimal.com](http://airanimal.com)  
Airport Terminal Maps: [mapquest.com](http://mapquest.com)  
Allied VL: [allied.com](http://allied.com)  
Ambassador Worldwide: [Ambassadoronline.com](http://Ambassadoronline.com)  
American Int'l Relocation Solutions: [airelo.com](http://airelo.com)  
APA Worldwide: [apaworldwide.com](http://apaworldwide.com)  
Arrowpak: [arrowpak.co.uk](http://arrowpak.co.uk)  
Asian Tigers: [AsianTigersGroup.com](http://AsianTigersGroup.com)  
Avis Car Rental: [avis.com](http://avis.com)  
Brazil Worldmover: [brazilmover.com](http://brazilmover.com)  
Business Etiquette:  
[executiveplanet.com/community](http://executiveplanet.com/community)  
Careline Int'l: [careline.ie](http://careline.ie)  
Cargo Portal Services: [cargoportalservices.com](http://cargoportalservices.com)  
Cartwright Int'l: [cartwrighttrans.com](http://cartwrighttrans.com)  
Center for Disease Control: [cdc.gov](http://cdc.gov)  
Claims Prevention and Procedure Council:  
[claimsnet.org](http://claimsnet.org)  
Comprehensive Medical Information:  
[healthfinder.gov](http://healthfinder.gov)  
Confianca Moving & Storage:  
[confiancamoving.com](http://confiancamoving.com)  
Covan World-Wide: [covan.com](http://covan.com)  
Crystal International: [crystalinternational.com](http://crystalinternational.com)  
Customs Service C-TPAT Program:  
[customs.ustreas.gov/enforcem/tpat.htm](http://customs.ustreas.gov/enforcem/tpat.htm)  
Cybercafe listings: [cybercaptive.com](http://cybercaptive.com)  
DeHaan Removals: [dehaan.nl](http://dehaan.nl)  
DeWitt Trans. Services of Guam: [dewittguam.com](http://dewittguam.com)  
EUROPAGES: [europages.com](http://europages.com)

EUROUSA: [the-eurogroup.com](http://the-eurogroup.com)  
Excargo Services: [excargo.com](http://excargo.com)  
Executive Insurance Services: [execinsurance.net](http://execinsurance.net)  
Executive Moving Systems: [thebestmove.com](http://thebestmove.com)  
Federal Maritime Commission: [fmc.gov](http://fmc.gov)  
FIDI Calendar: [fidi.com/public/members/news/diary.asp](http://fidi.com/public/members/news/diary.asp)  
Flight and Airport Information: [www.faa.gov](http://www.faa.gov)  
FMS Worldwide: [fields-movers.com](http://fields-movers.com)  
Freeline Movers: [flm.com.pk](http://flm.com.pk)  
Freight Analysis Framework:  
[ops.fhwa.dot.gov/freight/adfrmwrk/index.htm](http://ops.fhwa.dot.gov/freight/adfrmwrk/index.htm)  
Freight Int'l: [freightinternational.com](http://freightinternational.com)  
Fukuoka Soko Co.: [fukuokasoko.com/moving](http://fukuokasoko.com/moving)  
Garcia Trucking: [garciatrucking.com](http://garciatrucking.com)  
Gateways Int'l: [gatewaysinternational.com](http://gatewaysinternational.com)  
Global Int'l Moving: [globalinternational.com](http://globalinternational.com)  
Global Security Updates:  
[airsecurity.com/hotspots/hotspots.asp](http://airsecurity.com/hotspots/hotspots.asp)  
Globalink: [globalink.kz](http://globalink.kz)  
Gosselin Worldwide Moving: [gosselin.be](http://gosselin.be)  
Green Liner: [greenliner.com](http://greenliner.com)  
Guardian Services Inc.: [moveassist.com](http://moveassist.com)  
Harsch Transports: [harsch.ch](http://harsch.ch)  
Health Insurance Info: [hcfa.gov](http://hcfa.gov) and [hhs.gov](http://hhs.gov)  
Homeland Security Department:  
<http://www.dhs.gov/dhspublic/>  
How Stuff Works: [howstuffworks.com](http://howstuffworks.com)  
IAL Nigeria: [ial.com.ng](http://ial.com.ng)  
Intermove: [Intermove.com](http://Intermove.com)  
Internet Hoaxes: [hoaxbusters.ciac.org](http://hoaxbusters.ciac.org)  
Interport: [interport.com.sg](http://interport.com.sg)  
International Organization for Standardization:  
[ISO.ch](http://ISO.ch)  
Inters &R: [inters-r.com](http://inters-r.com)  
Interstate Worldwide Relocation:  
[InterstateWorldwide.com](http://InterstateWorldwide.com)  
In-Transit Container Security Enhancement White  
Paper: [nntl.org/secwhite.htm](http://nntl.org/secwhite.htm)  
Iraq Maps: [http://news.bbc.co.uk/nol/shared/spl/hi/middle\\_east/03/v3\\_iraq\\_key\\_maps/html/military\\_operations/1.stm](http://news.bbc.co.uk/nol/shared/spl/hi/middle_east/03/v3_iraq_key_maps/html/military_operations/1.stm)  
Jet Lag Cures: [stopjetlag.com](http://stopjetlag.com)  
Journal of Commerce: [joc.com](http://joc.com)  
Job search/interview advice: [careerjournal.com](http://careerjournal.com)  
JVK Movers: [jvkmovers.com](http://jvkmovers.com)  
La Vascongada, S.L.: [vascongada.com](http://vascongada.com)  
Magna Int'l Movers: [magna.co.za](http://magna.co.za)  
Maps: <http://plasma.nationalgeographic.com/mapmachine>  
McGimpsey Removals: [mcgimpseys.com](http://mcgimpseys.com)  
MIGroup: [migroup.com](http://migroup.com)  
Military Traffic Management Command:  
[mtmc.army.mil](http://mtmc.army.mil)  
MoveAssist: [moveassist.com](http://moveassist.com)  
Move One: [moveone.info](http://moveone.info)  
Mudanzas Trafimar: [mudanzastrafimar.com.mx](http://mudanzastrafimar.com.mx)  
National Defense Transportation Association:  
[ndtahq.com](http://ndtahq.com)



National Van Lines: *nationalintl.com*  
 Nationwide Relocation Int'l: *nril.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*  
 RelogistiX: *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*  
 Urban Legends: *snopes.com*  
 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*  
 Veron Grauer: *veron-grauer.ch*  
 Virus Checks: *mcafee.com, symantec.com, or fsecure.com*  
 Virus Protection: *mcafee.com/myapps/firewall, zonelabs.com, symantec.com*  
 Visa Waiver Information: *http://travel.state.gov/vwp.html*  
 Wage Reports—Online Filing:  
*socialsecurity.gov/employer*  
 Welter-Furrer: *welter-furrer.ch*  
 Westbound Transpacific Stabilization Agreement  
 (WTSA): *wtsacarriers.org*  
 YP-35: *yp-35.org*  
 Zuhai: *zuhaishipping.com*

### 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: *apawwm@sol.racsa.co.cr*  
 Arrowpak: *sales@arrowpack.co.uk*  
 Asian Tigers: *thomas.meyer@asiantigers-vietnam.com* or *info.hanoi@asiantigers-vietnam.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.nct.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*  
 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](mailto:safetymove@greenliner.com)

GTB Destination Mgt Svces:

[gtbusa@compuserve.com](mailto:gtbusa@compuserve.com)

Guardian Services Inc.: [info@moveassist.com](mailto:info@moveassist.com)

Guyana Overseas Traders:

[guyotrad@networksgy.com](mailto:guyotrad@networksgy.com)

Harsch Transports: [harsch@harsch.ch](mailto:harsch@harsch.ch)

Hobby House Forwarders & Movers:

[office@hobbyhouse.ro](mailto:office@hobbyhouse.ro)

IM France: [move@imfrance.com](mailto:move@imfrance.com)

Interem: [albert@freightsystems.com](mailto:albert@freightsystems.com)

Intermove: [move@Intermove.com](mailto:move@Intermove.com)

Intermud: [intermud@guate.net](mailto:intermud@guate.net)

Interport: [sales@interport.com.sg](mailto:sales@interport.com.sg)

Inters & R: [info@inters-r.com](mailto:info@inters-r.com)

Island Movers: [IM@islandmovers.com](mailto:IM@islandmovers.com)

JVK: [thailand@jvkmovers.com](mailto:thailand@jvkmovers.com)

Keller Swiss Group: [moving@kellerbasel.ch](mailto:moving@kellerbasel.ch)

La Vascongada, S.L.: [comercial@vascongada.com](mailto:comercial@vascongada.com)

Leader Pack: [leadpack@emirates.net.ae](mailto:leadpack@emirates.net.ae)

Magna Int'l Movers: [removals@jhb.magna.co.za](mailto:removals@jhb.magna.co.za)

McGimpsey Bros.: [removals@mcgimpseys.com](mailto:removals@mcgimpseys.com)

MoveAssist: [info@moveassist.com](mailto:info@moveassist.com)

Move One: [moving@moveone.info](mailto:moving@moveone.info)

M/S Swift Packers & Movers:

[naveen12@satyam.net.in](mailto:naveen12@satyam.net.in)

Mudanzas Trafimar:

[sales@mudanzastrafimar.com.mx](mailto:sales@mudanzastrafimar.com.mx)

National Van Lines: [info@nationalintl.com](mailto:info@nationalintl.com)

Nationwide Relocation Int'l: [nrii@deltanet.com](mailto:nrii@deltanet.com)

Neer Service: [info@neerservice.fr](mailto:info@neerservice.fr)

New Haven Moving Equipment: [nhmela@aol.com](mailto:nhmela@aol.com)

Nurminen Prima Oy: [Nurminen.Prima@co.inet.fi](mailto:Nurminen.Prima@co.inet.fi)

Orbit: [orphee@beinoglou.gr](mailto:orphee@beinoglou.gr)

Orient Pacific Int'l: [SOPisc@npc.haplink.com.cn](mailto:SOPisc@npc.haplink.com.cn)

Outaouais Moving: [ray@outaouaismoving.com](mailto:ray@outaouaismoving.com)

Pac Global Ins: [sfuhrman@pacglobalins.com](mailto:sfuhrman@pacglobalins.com)

PACE-CAPSTONE: [jwisepace@aol.com](mailto:jwisepace@aol.com)

PAIMA: [paima@sinfo.net](mailto:paima@sinfo.net)

Pelichet, S.A.: [international@pelichet.ch](mailto:international@pelichet.ch)

Phoenix Trans: [phoenix@phoenix-transport.de](mailto:phoenix@phoenix-transport.de)

P. Lightstone: [plightstone@nyc.rr.com](mailto:plightstone@nyc.rr.com)

P.M. Packers: [info@packersindia.com](mailto:info@packersindia.com)

Premier Worldwide: [info@premierwwm.com](mailto:info@premierwwm.com)

Raffles Movers Int'l: [sales@rafmover.com.sg](mailto:sales@rafmover.com.sg)

Regulatory Flexibility Act Info:

[claudia.rayford@sba.gov](mailto:claudia.rayford@sba.gov)

Rhema East China Ltd: [rhema@pub.sz.jsinfo.net](mailto:rhema@pub.sz.jsinfo.net)

Rhema Movers: [general@rhemamovers.com.sg](mailto:general@rhemamovers.com.sg)

Royal Hawaiian Movers: [rhm1@rainbows.net](mailto:rhm1@rainbows.net)

Saleemsons: [info@saleemsonsmovers.com](mailto:info@saleemsonsmovers.com)

Santa Fe Transport: [sales@santafe.com.hk](mailto:sales@santafe.com.hk)

SBA Tax Information: [russell.orban@sba.gov](mailto:russell.orban@sba.gov)

SEM Movers: [semmover@indosat.net.id](mailto:semmover@indosat.net.id)

Simpsons Removals & Storage:

[enquiries@simpsons-uk.com](mailto:enquiries@simpsons-uk.com)

SIT Transportes Intl: [sit.mad@sit-spain.com](mailto:sit.mad@sit-spain.com)

Sterling Int'l Movers (UK):

[mail@sterlingmovers.com](mailto:mail@sterlingmovers.com)

T.A. Mudanzas: [tamoving@sol.racsa.co.cr](mailto:tamoving@sol.racsa.co.cr)

TechMate Int'l: [Sales&TechmateIntl.com](mailto:Sales&TechmateIntl.com)

TG International: [webmaster@tginternational.com](mailto:webmaster@tginternational.com)

The eXternal Revenue Svce. of The Day

Companies: [tag@daycos.com](mailto>tag@daycos.com)

The Guardian: [dvaughn@guardianservices.com](mailto:dvaughn@guardianservices.com)

The Moving Company:

[tmcauckland@themovingcompany.co.nz](mailto:tmcauckland@themovingcompany.co.nz)

Town & Country M&S: [tc movershi@aol.com](mailto:tc movershi@aol.com)

Transmove: [transmove@btinternet.com](mailto:transmove@btinternet.com)

Trans Movers Worldwide: [nutrans@centrin.net.id](mailto:nutrans@centrin.net.id)

Transpack Argentina: [info@transpack.com.ar](mailto:info@transpack.com.ar)

Transpack Packing & Freight Forwarding Co.:

[transpack@isb.comsats.net.pk](mailto:transpack@isb.comsats.net.pk)

Transworld Int'l Movers Brazil:

[transw@transworldmovers.com.br](mailto:transw@transworldmovers.com.br)

Tumi International: [tumi@netrox.net](mailto:tumi@netrox.net)

Unipack, S.A.: [info@unipack-iran.com](mailto:info@unipack-iran.com)

United Prof. Movers: [Fazla@upm.sdnpk.undp.org](mailto:Fazla@upm.sdnpk.undp.org)

UPM Int'l: [upm@isb.sdnpk.org](mailto:upm@isb.sdnpk.org)

Vanpac: [rauf@vanpac.edunet.sdnpk.undp.org](mailto:rauf@vanpac.edunet.sdnpk.undp.org)

Vatovec: [vatovec@siol.net](mailto:vatovec@siol.net)

Veron Grauer: [moving@veron-grauer.ch](mailto:moving@veron-grauer.ch)

Voerman Int'l: [mail@voerman.com](mailto:mail@voerman.com)

WELTI-FURRER Ltd: [international@wolti-furrer.ch](mailto:international@wolti-furrer.ch)

Willis Corroon Trans. Risk Svces: [iris@willis.com](mailto:iris@willis.com)

YP-35: [lincmove@Blarg.net](mailto:lincmove@Blarg.net)

Zuhail: [zuhail@emirates.net.ae](mailto:zuhail@emirates.net.ae)

# FORGING STRONG LINKS

**A**t 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)  
Biddulphs International (Gauteng, South Africa)



Birkart Globalistics AG (Raunheim, Germany)  
Bishop Move Group (London, England)  
Brytor International (Mississauga, Ont., Canada)  
Capitol Transportation Inc. (San Juan, PR)  
Careline International Moving & Storage (Limerick, Ireland)  
Carl Hartmann GmbH & Co. (Bremen, Germany)  
Caribbean Moving Services (Willemstad, Curaçao)  
Celebrity International Movers S.A. (Athens, Greece)  
Chess Hanley's Moving & Shipping (Kings Langley, NSW, Australia)  
Christ International Movers (Heilbronn, Germany)  
Clements International (Washington, DC)  
CML Safe Pak (Amman, Jordan)  
Columbia World-Wide Movers (Limassol, Cyprus)  
Confianca Moving and Storage (Miami, FL)  
Confianca Mudancas & Transportes Ltda (Fortaleza, CE, Brazil)  
Conroy Removals Ltd. (Napier, New Zealand)  
Consolidated Marketing & Logistics (Amman, Jordan)  
Cosmopolita/M.L. Transportes (Brasilia, Brazil)  
Cosmopolitan Transport, Mandiri, PT (Jakarta, Indonesia)  
Cronin — The Art of Moving (Dublin, Ireland)  
Crystal Forwarding (Carlsbad, CA)  
CSX Lines (Washington, DC)  
Daly Movers, Inc. (Orange, CA)  
Davel Demenagements SA (Meyrin, Switzerland)  
Decapack (Santiago, Chile)  
Delahaye Blue Ribbon Movers (New York, NY)  
Deliver USA (Jessup, MD)  
Delmarva Port Services (Baltimore, MD)  
DeMarti S.A. (Barcelona, Spain)  
Denali International dba Pacific Movers (Anchorage, AK)  
Dependable Auto Shippers (Dallas, TX)  
DeWitt Moving & Storage (Tamuning, GU)  
DHX Ocean/Air (Dominguez, CA)  
Doree Bonner International (Kent, UK)  
Eagle Shipping Services (London, UK)  
East International Freight Forwarders (Cairo, Egypt)  
Elliott International (Johannesburg, South Africa)  
EMS Hansard Ltd. (Dover, Kent, UK)  
Equixpress, CA (Caracas, Venezuela)  
European American Van Lines, Inc. (Ridgefield, NJ)  
Euro-USA Shipping Ltd. (Suffolk, UK)  
Excargo Services (Houston, TX)  
Excess International Movers (London, England)  
Executive Insurance Services Inc. (Oviedo, FL)  
Executive Moving Systems (Woodbridge, VA)  
Expect 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 (Suresness, France)  
Intercontinental Van Lines, Inc. (Markham, Ont., Canada)  
Inter Trans Insurance Services Inc. (Irvine, CA)  
Intermove Limited (Newton, CT)  
Internacional Mudancera Mexicana, S.A. de C.V. (Mexico City, Mexico)  
International Wood Industries Inc. (Sherwood, OR)  
Interport Executive Movers (Singapore)  
Inters & R S.L. (Barcelona, Spain)  
Interstate International Inc. (Springfield, VA)  
Intra-Mar Shipping S.A. (Santafe De Bogota, Colombia)  
J. Calenberg (Bonn, Germany)  
John Ryan Removals (Springvale, Vic., Australia)  
Jordanian Coast Cargo & Tourism Services (Amman, Jordan)  
Kar Kia Co. Ltd. (Tehran, Iran)  
Keller AG (Bern, Switzerland)  
Keller AG (Basel, Switzerland)  
Kellys International Ltd (Guildford, Surrey, England)  
Keys Bros Removals & Storage (Canningvale, Western Australia)  
King & Wilson International Movers (Melbourne, Australia)  
L. Rettenmayer (Wiesbaden, Germany)  
L. Rettenmayer Transitarios (Lisbon, Portugal)  
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 (Damascas, Syria)  
Neer Service France (Paris, France)  
New Haven Moving Equipment Corp. (Los Angeles, CA)  
North American International (Naperville, IL)  
Orbit International Forwarders SARL (Beirut, Lebanon)  
Orient International Freight Forwarding (Katmandu, Nepal)  
OTB Overseas Transport GmbH (Achim, Germany)  
Overseas Argentina S.A. (Buenos Aires, Argentina)  
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)  
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Trans Euro Worldwide Movers (London, UK)  
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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

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- Horizontal format: 7-1/2" wide x 5" high
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**1/3 Page** \$ 950

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

**1/4 Page** \$ 700

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**1/6 Page** \$ 425

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

**1/8 Page** \$ 350

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For 2-color ad (black and burgundy only), add 10%. For 4-color ad  
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### Deadlines to receive new artwork:

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  
November/December Issue ..... November 10, 2003

### IMPORTANT NOTICE ABOUT ELECTRONIC ADS

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

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

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

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- 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): \_\_\_\_\_

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

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

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# Industry Calendar

Jan. 21–22, 2004	GSA–Transportation Audit Conference	Arlington, VA
Feb. 2–5, 2004	AMSA/GSA Household Goods & Freight Conference	Atlanta, GA
Feb. 21–27, 2004	FIDI Institute	Washington, DC
March 14–17, 2004	LACMA Convention & General Assembly	Buenos Aires, Argentina
March 22–25, 2004	MTMC–HQ Training Symposium	Denver, CO
March 31–April 4, 2004	AMSA 2004 Annual Convention & Trade Show	Bal Harbour, FL
April 18–21, 2004	MTMC–Europe Personal Property and Passenger Training Workshop	Willingen, Germany
May 4–8, 2004	OMNI Meeting	Puerto Vallarta, Mexico
May 9–13, 2004	FIDI Congress	New Orleans, LA
May 11–13, 2004	GSA EXPO 2004	Orlando, FL
Sept. 11–14, 2004	NDTA Forum 2004	Milwaukee, WI
Oct. 11–12, 2004	PAIMA Convention	San Diego, CA
<b>Oct. 13–16, 2004</b>	<b>HHGFAA 42nd Annual Meeting</b>	<b>San Diego, CA</b>
Sept. 10–14, 2005	NDTA Forum 2005	San Diego, CA
<b>Oct. 22–25, 2005</b>	<b>HHGFAA 43rd Annual Meeting</b>	<b>Washington, DC</b>

*Send calendar items to*  
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**Or fax to (703) 684-3784 • E-mail: [hhgfaa@aol.com](mailto:hhgfaa@aol.com)**