

THE PORTAL

VOLUME XXXVI

CONTAINER 2

MARCH/APRIL 2004

HHGFAA:
Lighting
The Way

The Who,
What, Where,
and Why
of HHGFAA



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About our cover: For over 40 years, HHGFAA has been a guiding light, helping to chart the course of the forwarding and removals industry. Coverage begins on page 5. Cover art by Stephanie Sutherland, Glennan Graphics.

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THE PORTAL

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By Terry R. Head
HHGFAA President

HHGFAA Cares

As you will note from the cover of the magazine, our focus this issue is on the “Who, What, Where, and Why of HHGFAA.” Numerous members have frequently stated that HHGFAA serves as a “guiding light” for their businesses, hence the lighthouse image on the cover.

In this issue we have attempted to provide some background and informational material on the interworkings of the Association, as well as some personal details about the individuals, both professional and volunteer, who make it all happen.

While attending the recent SDDC-HQ Symposium in Denver, Colorado, I had the chance to hear the remarks of the keynote speaker, Keith Harrell. He was one of the better motivational speakers I’ve heard of late, and I walked away with two pages of notes and comments. One particular thing he said really clicked and has been in my head ever since. Mr. Harrell commented, “Nobody cares about how much you know, until they know how much you care.”

Since the focus of this issue is on the Association itself, I wanted to take the opportunity in this President’s Message to tell you — our members — how much the Association appreciates your support and how much we do care.

Who is it that cares? It’s the Executive Committee, the Associate Members’ Management Board (AMMB), the HHGFAA Standing Committees and, most important, the HHGFAA professional staff, including myself, who dedicate our daily activities to looking out for your interests.

What do we care about? We care about keeping you educated and informed on issues, topics, and changes within the industry, as well as new regulations and policies that potentially will have an impact on the member companies and the careers of those individuals who run and work within those companies.

Where do we care? The caring and outreach of the Association starts right here in Washington, D.C., and extends to more than 160 countries. The care and concern we have for the well-being of our membership is truly a global concern. The best part is that it’s a two-way street, with the primary strength of our organization being the size, scope, and the geographic and cultural diversity of the membership.

Why do we care? Simply stated, HHGFAA cares because *your* success is *our* success. ■

ABOUT THIS ISSUE

Many HHGFAA members will be surprised to learn just how much is accomplished by a very small staff — only five people — throughout the year. From mundane but important tasks such as data entry to the much higher-visibility responsibilities associated with the Annual Meeting, all HHGFAA employees wear several “hats” and fulfill a number of roles. In this issue, we are pleased to introduce you to the “Faces behind the Voices,” the people who make HHGFAA work so well and so effectively, both its full-time employees and the consultants who perform valuable government and military relations activities, legal services, and magazine production.

In addition, you will find answers to the questions we are asked most frequently by callers. Those frequently asked questions (FAQs) will be presented throughout this issue in boxes like the one below. If you have a question of your own that is not answered in this issue, by all means send it to us and we’ll try to include it in a future issue of *The Portal*.

This issue of the magazine covers a lot of ground related to the operations and management structure of HHGFAA. You will find fascinating tidbits as well, such as a breakdown of HHGFAA membership by country (page 18); a year-by-year account of Annual Meeting attendance (page 17); and a map showing the location of HHGFAA Headquarters in the context of the Washington, DC-Northern Virginia area (page 22).

If you have Internet access, you will want to read the latest news on HHGFAA’s newly designed and very comprehensive Website (page 12). The site is sure to become an essential resource for HHGFAA members. Consumers will be able to access part of the site to get answers to their questions about their rights and responsibilities, laws related to relocations and shipping, and contact information for moving companies offering the services they need.

HHGFAA members will benefit from a wealth of information as well — including an online Membership Directory that, when the site is fully operational, will allow members to update their own company listing. This ensures that your colleagues and trading partners will have quick access to your up-to-date contact information. Companies involved in government and military moves will find links to important documents containing regulations and procedures.

Meanwhile, we hope you will find this issue interesting and informative, and that it answers your questions about what makes HHGFAA tick! ■

HHGFAA FAQ

Q. Have I paid my dues for the current year?

A. To learn the status of your HHGFAA dues, contact the Association office by phone (703) 684-3780 or e-mail (jamila.gravesande@hhgfaa.org).



HHGFAA: THE FACES BEHIND THE VOICES

The staff at HHGFAA has always been small, but very effective at providing the services that Association members value and need. We felt that *Portal* readers would enjoy knowing a bit about the people who make HHGFAA tick, and seeing the faces behind the voices that you hear when you phone the office.

Terry Head HHGFAA President

It's interesting to discover where life takes you. HHGFAA President Terry Head, for example, spent his formative years nursing ambitions significantly different from where he finds himself today.

"I wanted to be in show business and perform as a singer and a dancer," Terry recalls. "I worked and produced a number of shows as a teenager and actually won my school's Senior Music Award." He was voted the "Most Original" in his graduating class and was even offered a scholarship to a well-known music conservatory. "Perhaps that's why I enjoy the creative side of my position," he says.

Before joining HHGFAA as its President in 1997, Terry had spent almost 30 years in the moving and forwarding business. His story is like that of many in the industry: His first job in the business came soon after high school, when he was a driver's helper for a small regional mover. He went on to work for a large van line agency and moved through the ranks as a packer, warehouseman, and estimator. He later switched companies to accept his first sales position, from which he moved up the ladder into management, ultimately becoming a shareholder.

During those years, Terry served on the HHGFAA Executive Committee. "That's what got me interested when the position of HHGFAA President became open," says Terry. "The moving industry has been great to me, and this position allows me to contribute to the well-being of the industry and the people who work within it.

"As President I get to become involved in just about everything that goes on with and in the Association," says Terry. "Besides helping plan and coordinate the Annual Meeting, I enjoy my work in putting together *The Portal* magazine, which has become the most widely read and supported publication in our industry."

Terry spends about 80% of his time working issues for the Active Members, particularly those relating to the current military program, and representing the industry in meetings with the Department of Defense and US Congress focused on developing the next generation of military moving — the "Families First" program, which is set to launch next year.

For Terry, the rewards of his job are many, but the greatest of these are the people he has met and worked with over the years. "When you spend as long as I have in this industry you develop a considerable number of contacts and friends," he explains. "It amazes my friends when I tell them you could drop me into just about any major city in the world and I would personally know at least three or four people. I love the cultural diversity of our membership. My office is only four blocks from where I was born, and I have lived in Alexandria, Virginia, all my life. Yet this industry and my position at the Association have exposed me to so much of the world, and so many wonderful people."

It's said that going through difficult times will teach you who your friends are, and Terry recently discovered just how true that axiom really is. Last year, he informed HHGFAA members through his President's Message column in *The Portal* that he had been diagnosed with stage four head and neck cancer. "It was astounding how many people I heard from by mail, e-mail and phone calls," he says. "I had people in over 160 countries praying for me in just about every language and every religion — no wonder I beat it!" Today he continues to get good reports from his medical team and is looking forward to a healthy future.

Having made his career in his hometown, Terry has also enjoyed the support of his mother and sister, who live in the area. Although he has been married, he currently is single. "I don't have any children," he says, "but I tell my friends that in HHGFAA I have a family of several thousand people."

Not bad for a would-be song-and-dance man!

E-mail: terry.head@hhgfaa.org



Bel Carrington

General Manager

Bel Carrington, who joined HHGFAA in 1965 as a bookkeeper, actually came close to resigning the job before even starting. He was hired as a part-time bookkeeper for the Association the same day he came in for an interview. But then came the unwelcome news that the President, Cal Stein, was leaving for Germany the next day, the only other employee, a secretary, was out of state attending a funeral. This meant that Bel would have to supervise the office move the following day.

“My first question was, ‘Do you have a floor plan so you can point out where you would like your office set up?’ He didn’t have a floor plan, and he didn’t have time to take me over to the new location. All he said was, ‘Here are the keys!’”

Bel didn’t resign, but he also didn’t get much sleep that night. Nonetheless, the boss remained in the same space Bel selected for him until his retirement, 23 years later.

Having survived that baptism by fire and having passed that first test with flying colors, it stands to reason that Bel has come through nearly four decades on the job little the worse for wear. He could truly be called the institutional memory of HHGFAA, a fact that serves him well every single day.

Bel is responsible for all accounting and financial functions at HHGFAA, including tax returns and reports for the Association. He juggles a lot of duties and wears multiple hats. For example, he is deeply involved in the planning and coordination of every phase of all HHFAA Annual Meetings and Board meetings. He also oversees all activities related to marketing and advertising in *The Portal* magazine and the HHGFAA Annual Membership Directory.

Away from the office, Bel has worked for H&R Block for 25 years; he is currently employed as a Senior Tax Advisor in their Premium office. One might well wonder where he finds time to go bowling every Tuesday with his league, or to pursue his other interests, such as fishing, golf, basketball, and football.

Bel’s wife, Gloria, is a popular presence at HHGFAA’s Annual Meetings. The couple have two children and two grandchildren. Despite his packed schedule, Bel regularly finds time to drive to North Carolina to visit his 93-year-old mother. It’s a good thing Bel has longevity genes — he’s sure to have plenty to keep him busy for many years to come.

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Boris A. Populoh

Director of Programs and Education

Born in Germany, where he lived for most of his adolescence, Boris Populoh immigrated with his mother and sister to the United States in the mid 1980s. His involvement in the transportation industry began early on, while he was working for a Swiss printing press manufacturer during his high school years.

After high school, Boris moved to the Nation’s Capital to attend the American University, where he was a 4-year Division I wrestler and earned All-Conference and All-American academic recognition. After graduating with a major in International Development and Economics, Boris returned to a local household goods mover, where he had spent the previous four summers as a driver and operations manager. As the company’s operations and quality assurance manager for the next 3 years, Boris deepened his understanding and knowledge of the industry.

In the mid 1990s, Boris had the opportunity to head up the implementation and launch of an international quality assurance program for an industry trade association, a first for the household goods industry at that time. The program and the associated inspection and audit trips would take him to dozens of countries and hundreds of companies around the world over the next 5 years.

Having gained invaluable experience and friendships in the international household goods industry, Boris joined HHGFAA in the spring of 2002 as the Director of Programs and Education. At HHGFAA, Boris is involved in a broad range of issues and initiatives, from the development of educational material and Web-based content, to the monitoring of security and legislative issues that have an impact on the global household goods industry.

As the global transportation and logistics networks continue to expand and become more complex, the tools to manage and understand their mechanics are crucial. To that end, Boris is currently working toward his Master’s degree in Transportation Policy, Operations & Logistics at George Mason University. He and his wife, Lisa, live in the Washington Metro area and soon will celebrate their fifth wedding anniversary.

E-mail: boris.populoh@hhgfaa.org



Jean Mathis

Membership/Circulation Manager

HHGFAA has a small staff, so its employees all play many roles, and Jean Mathis is no exception. Primarily, Jean is the contact person for members who have problems, who need to change their company information in the HHGFAA database, or who ask for help in resolving member-versus-member problems.

Jean also is tasked with preparing informational materials for prospective new members, and much of her time is focused on their recruitment and retention. “My goal is to bring in as many members this year as possible,” says Jean. “My current recruitment rate now is 10 new members per month. This year, I’d like to generate more members in the United States — so I will be looking at areas where we do not have a large member representation.”

Before joining HHGFAA, for 25 years Jean was membership manager for a public health association, where she maintained individual records for over 32,000 public health workers. “Working with the moving industry world is quite different from the public health sector,” she says. “I have been with HHGFAA for 4 years and very much enjoy the members, as well as the HHGFAA staff — a warm, caring group of people who I feel treat each other with a attitude of pure professionalism. They are a great bunch to work with.”

Jean, who did quite a lot of modeling years ago, still does some modeling, though not as much. She also loves to shop and is especially fond of estate sales and yard sales, where, she says, “I find the most incredible bargains.”

Jean enjoys working with a small staff, and considers the HHGFAA professional staff here the best of anywhere she has been employed. “I appreciate the fact that the president is very much open-minded and you can approach him with any and all new ideas for suggestions,” she explains. “I also like the fact that there not a lot of pressure on the job — everyone knows what needs to be done and it gets done. It’s a great place to work, and I hope I will be around for a long time.”

Jean particularly looks forward to HHGFAA’s Annual Meetings, where she has a chance to get to know the Association’s members.

She has one son, Carlos, and two grandsons, ages 11 and 3.

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Jamila Gravesande

Administrative Assistant

For the past 2 years, HHGFAA Jamila Gravesande has enjoyed the very diverse range of duties entailed by her job, supporting the four different departments at HHGFAA. When you phone the HHGFAA office, the voice you hear is most likely Jamila’s. “I do everything from greeting the mailman to helping out with the Web page, and so much more,” says Jamila.

Years ago, Jamila lived in Saudi Arabia, where she went to school, and she still speaks a little Arabic. Before coming to HHGFAA, Jamila worked as a customer services and retail store floor manager. “Any way you cut it, I work with people, and that’s what I am good at,” she says. Her job at HHGFAA allows her to meet people from around the globe — she gets calls from as far away as China or as close as Alexandria — and this is an aspect of her work she enjoys very much.

Jamila considers working the Annual Meetings another “perk” of her job at HHGFAA. At the Annual Meeting in Orlando, Florida, for example, she had an opportunity to see the Circ d’Soleil perform. “I had never seen them perform before — I felt like a kid again!”

Closer to home, Jamila spends quality time with her husband and two sons. The family is now awaiting the birth of their first girl, who is due in May.

E-mail: jamila.gravesande@hhgfaa.org



Alan F. Wohlstetter

HHGFAA General Counsel

Alan F. Wohlstetter must feel a bit like a father who has seen his child grow and prosper into adulthood. After all, he was present at the creation — the birth — of HHGFAA in 1962. “There were 14 people at the Plush Horse Inn near Los Angeles,” he recalls. All 14 were engaged in government contracting. They were the core group, the founders who could not have begun to imagine what their little coalition would become by 2004.

Wohlstetter, who graduated from Harvard Law School, worked in the office of the general counsel at Pan American Airways before moving on to the trial section of the Federal Maritime Commission for a time, and then forming a law partnership with William I. Denning in 1953. “Since that time,” he says, “I have been handling land, air, and water transportation issues.” This specialization has been a great resource for HHGFAA members since the beginning.

A primary motivation to establish HHGFAA was the need for carriers doing business with the government to have an advocate in Washington. A growing number of business owners, including Ralph Johnson, then president of American Vanpac Carriers, “counted on me when things got bad,” Wohlstetter recalls. He knew people at the Pentagon and could argue the case of the carriers. But eventually it became clear that his efforts were benefiting an entire industry, and Wohlstetter decided to devote his legal time to try to form an association.

Wohlstetter’s wife, Joyce, has been a true partner and asset over the years as he and the other founders nurtured the growing association. She welcomed the spouses of the new members and made them feel comfortable. In fact, the first HHGFAA meeting, which drew about 35 people, was held in the Wohlstetters’ own living room.

“At the time, all our members were government contractors,” he explains. “The hotly debated issue was whether we should allow support groups, such as agents, steamship companies, and so on — whether we should admit them into HHGFAA. Ralph Johnson was one who pushed for that, but some felt it would dilute the Association.”

Needless to say, time proved such worries groundless. Not only has the diverse nature of the HHGFAA membership made it stronger each year; it has made HHGFAA THE organization for any company that wants to expand its reach worldwide.

Alan Wohlstetter feels honored that the YP-35 Scholarship is named for him. The establishment of the new program in 2002 came as a complete surprise to him and he was impressed at the level of secrecy surrounding plans to name it for him — “worthy of the CIA,” he jokes. His wife, Joyce, once remarked, “Movers in this generation are much more far-reaching in their scope than they originally were.” All the more reason, they felt, to encourage and assist up-and-coming industry leaders who will guide the business and the Association in the years to come.

Alan and Joyce Wohlstetter have three grown children who, like their parents, are high achievers: a daughter who is a tenured professor at the University of Southern California; a son who practices law in Philadelphia; and another daughter who, armed with an MBA from Wharton, heads the marketing efforts at the Nestlé Company.



Jim Wise

HHGFAA Lobbyist

Lobbyist Jim Wise has been working with HHGFAA for 5 years. He is responsible for ensuring that the association's interests are represented before the US Congress and among the federal agencies. Working with the Board and the President, Jim's firm, Pace-Capstone, monitors legislation and regulations that could have an impact on HHGFAA members, develops strategies to respond to these initiatives, and then implements the strategies as creatively as possible.

Jim has had an interesting career. He went to college on a football scholarship and played quarterback at Stanford University, where he played on two victorious Rose Bowl teams. After finishing his undergraduate education he studied in Great Britain, where he interned for a Minister of Parliament.

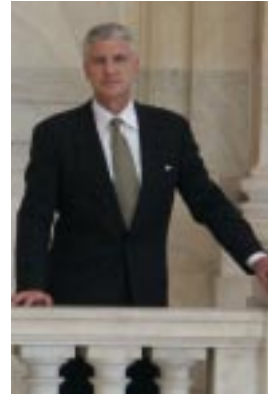
For Jim, job satisfaction comes from working with HHGFAA members. "By far this is the most fascinating aspect of the job," he says. "Individuals who form the membership of HHGFAA are the entrepreneurs of the country — the risk takers, the dreamers. The opportunity to introduce them to Members of Congress has always been interesting. The personality traits and skill sets required for both professions are amazingly similar. These meetings are a joy to arrange and watch. As a result, I have formed some very close personal friendships with HHGFAA members that will survive long after my relationship with the association."

He has made other rewarding connections through HHGFAA. "I became very friendly with the late Congressman Sonny Bono as a result of my representation of HHGFAA," says Jim. "Sonny, in turn, recognized the members of this association for the similarities he had with them. He liked this group a great deal and I had the great opportunity to get to know him very well. We enjoyed talking about music. I once told him that while I was impressed by a lot of the things he had accomplished in his life, the fact that he could write a song as good as 'Needles and Pins' was by far the coolest. I like to think we bonded."

Show business has touched his private life, too. "I married an actress," says Jim, "and made her leave the frenetic lifestyle of Manhattan and move to the comparatively staid Washington, D.C. She tries to keep her hand in the local performing arts scene, but it is difficult to do that and help raise our two daughters (a junior in high school and an eighth grader)."

With respect to finding good employees, Jim has gained an insight that might interest employers around the world: "I have interviewed a lot of people for jobs with our lobbying company," he explains. "I have found that those who have waited tables or tended bar have skill sets that are invaluable for lobbyists. I'm not sure if this is a reflection on me or on the institutions of Congress and the agencies, but I believe it teaches people how to get along with just about everybody."

E-mail: jwisepace@aol.com



Catherine Goodrum

Consultant

For the past 2 years, Catherine Goodrum has worked with HHGFAA as a representative at government meetings that involve the development of the future personal property move program for the US military. Working under the direction of the HHGFAA President and Executive Committee, she advocates the Association's interests along with representatives from the individual military services, various DOD agencies and other industry trade associations. Her participation helps ensure that HHGFAA's individual committee members receive regular updates, enabling them to formulate responses to proposed initiatives that will affect HHGFAA members.

"This organization is the United Nations of the moving industry," says Catherine. "It's impossible to be anything but proud to be a part of this association, particularly once you've had an opportunity to experience the full diversity of its membership and known such tremendous strength in the business relationships and friendships that are formed."

Like others in this industry, Catherine had a parent who spent many years in the business. Her mother, Estelle Tredway (who recently passed away), was well known throughout the moving world. Catherine notes, "It has continued to amaze me while at HHGFAA Annual Meetings over the years, the number of people who approach me for an introduction because they'd previously worked with my mother. Often, stories are shared regarding how she may have touched their personal lives or helped them advance professionally. I feel fortunate to have experienced the feeling of having a 'celebrity' parent and am proud to have been accepted into the industry on the efforts of someone dear to me."

Catherine has her own consulting company and is an associate member of the Association. She also serves on the current HHGFAA Claims Committee under the leadership of Jan Moore of BINL, Inc.

Catherine is a certified Hatha yoga instructor and has been teaching several classes per week since the fall of 2000. "I discovered yoga in 1995 as part of my personal quest to find ways to relieve the stress of being a commission-only national account sales representative in the commercial and government sectors of the moving and storage industry," she says. "I was hooked from the very first yoga class and now find it very rewarding to assist other busy professionals in their quest for physical and mental relaxation."

Catherine and her husband, a construction industry executive, have three teenage children from previous marriages.



HHGFAA FAQ

Q. How can I place a new banner ad in the online HHGFAA Membership Directory?

A. Contact Boris Populoh (boris.populoh@hhgfaa.org) for details on ad specifications and parameters.



Joyce Dexter

Portal Editor/Designer

Joyce Dexter has been involved with moving and storage issues since 1987, when she was hired as a temporary editor for the National Moving and Storage Association. That 2-month assignment became a 7-year job where she produced the monthly magazine *Direction*, a biweekly newspaper, several training manuals for the Commercial Drivers Center in Illinois, and numerous other publications. By the time she left to launch her own freelance business in 1992, she was a vice president of the association. (Old NMSA hands knew her as Joyce McDowell; she married Dave Dexter in 2001 after a 20-year courtship — but that’s another story.)

A native Texan, Joyce lived in Florida for 13 years. There, she raised three children and worked as a title examiner and closing agent before moving to the Washington, D.C., area in 1977. After 2 years at the American Retail Federation, she worked for the US Senate Foreign Relations Committee as a transcript editor. Then, in 1981, she was hired by former Secretary of State Cyrus Vance to assist with the preparation of his memoirs, which were published in 1982.

Over the past decade, Joyce has been involved with editing and writing several books, including ghost-writing a memoir for a radio personality; that book, *Voice from America*, became a bestseller in New Zealand in the mid 1990s. Today, her diverse clients include HHGFAA, where she has produced *The Portal* for over 8 years; a D.C.-based bioscience magazine; an association for parents and educators of deaf and hearing-impaired children; the National Retail Federation; a condominium owners’ association; and several other smaller clients.

“Working for HHGFAA has given me an opportunity to reconnect with many great friends I made at NMSA,” says Joyce. “Editing *The Portal* continues to be as interesting and challenging as ever, and even though I’m not an HHGFAA employee, the staff there always makes me feel like one of the family.”

Since Joyce’s husband retired from his government career in 2002, they have done more traveling. With family in Texas, Wisconsin, and Florida (including a 10-year-old granddaughter), and friends scattered around the world, there are certainly plenty of places to go. Closer to home, she spends quality time with the couple’s German shepherd, a stern taskmaster who ensures that the household gets plenty of exercise. Joyce also draws, is learning decorative painting, and indulges her passion for ethnic cooking, particularly Indian and Thai meals.

Joyce is active in local organizations, including her neighborhood civic association; a multi-community coalition dedicated to reducing crime and preserving open space; a volunteer organization that uses and cares for a local nature park; and a group of dog owners who live in the surrounding areas. She also produces a neighborhood newsletter.

E-mail: joycemcd@erols.com



Visit HHGFAA's NEW Website!

As of April 4, HHGFAA's new Website is up and running. Not only will the new site become a valuable resource for existing members of the Association, it also will be used by consumers (who will have access to a portion of the site) searching for advice and answers to their moving questions.

The expanded site also will serve as a marketing and membership recruitment tool for HHGFAA. Within a few hours after the site was launched, three companies initiated membership inquiries via the Web.

A click of your mouse is all you will need to look up the contact information for fellow HHGFAA members around the globe. In addition, you'll find up-to-the-minute information about the Annual Meeting and other programs of the Association; you can order publications and training materials; and you'll be able to access links to numerous other sites related to the transportation industry.

The site is designed to save you a most valuable commodity: time. New features are being added, and you are invited to visit www.hhgfaa.org regularly. After all, this is yet another great benefit of belonging to HHGFAA!

HOUSEHOLD GOODS FORWARDERS ASSOCIATION OF AMERICA, INC.

hhgfaa.org

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HHGFAA 42nd ANNUAL MEETING
in San Diego, California
October 13th - 16th, 2004

CHECK MEMBER FREE FOR MORE INFORMATION

Welcome to the online communications hub for HHGFAA, the Household Goods Forwarders Association of America, Inc. Whether you are about to move, are thinking about becoming a forwarder or mover, or if you're simply looking for some reliable resources and information, you've found the premier industry source.

HHGFAA is a global association of forwarders and movers committed to providing customers with the highest level of service available. Our worldwide membership of over 1,000 companies from more than 100 countries and territories are available to move you wherever life may take you.

This site is best viewed with Internet Explorer 5.1 or Later

Acrobat Reader is required to view information contained within this site. Click below to download a free copy.

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HHGFAA FAQ

Q. When and where is this year's Annual Meeting?

A. HHGFAA's 42nd Annual Meeting will be held at the Manchester Grand Hyatt Hotel in San Diego, California, October 13–16, 2004. **IMPORTANT NOTE:** This year, the meeting will begin on a Wednesday rather than on a Sunday, as has previously been the case.



THE BUILDING BLOCKS OF HHGFAA

HHGFAA Executive Committee



Terry Head
President



Georgia Angell
Chair



Randall Groger
Vice Chair



Christiane Crown
Member at Large



Jan Mooe
Member at Large



Michael Richardson
Member at Large



Mario Rizzo
Member at Large



Don Collins
AMMB
Representative



Charles L. White
AMMB Members
Rep. at Large



Alan Wohlstetter
General Counsel

The structure of the HHGFAA organization is set forth clearly in the Association's By-Laws, which are published in each issue of the Annual Membership Directory and also are available on the Website (www.hhgfaa.org). Following are some highlights of the information found in the By-Laws.

Membership

Members of the Association fall within two categories: Active and Associate. Active members are those engaged, as a carrier or forwarder, in the movement of household goods via door-to-door through container method for — but not limited to — the Department of Defense.

Associate members are companies or individuals not engaged in DoD moves but who have an interest in the door-to-door movement of household goods or general commodities.

All applicants for membership in HHGFAA must undergo an approval process. This involves allowing existing HHGFAA members an opportunity to submit evidence that the applicant is not creditworthy; in the event such evidence is presented, the Executive Committee investigates and acts on the application as appropriate.

Once an applicant is approved for membership, the member must comply with HHGFAA's standards of business conduct. This includes paying monies due to another Associate Member for services performed at its request and ensuring that all annual HHGFAA dues and charges are current.

Officers

Many HHGFAA members do not realize that the HHGFAA President is not an elected volunteer, but a paid appointee who serves under contract and is not subject to an expiration of his term. In addition to the President, the officers of HHGFAA — all of whom are elected at the Annual Meeting — are the Chairman (who also serves as Secretary and Treasurer), a Vice Chairman (who chairs the Government/Congressional Affairs Committee), and four Members at Large (each of whom chairs a Standing Committee).

Executive Committee

In addition to the officers listed above, the Executive Committee also includes the Associate Members' Representative and a Representative-at-Large elected by the Associate Members. The Chairman of the YP-35 organization may attend Executive Committee meetings as a non-voting member.

Standing & Special Committees

The Vice Chairman of HHGFAA serves as Chairman of the Military Affairs/Government Affairs Committee. In addition, the following standing committees are named by the Executive Committee immediately after it takes office:

- Government/Congressional Affairs Committee
- Claims Committee
- Committee on Carrier Relations
- Accessorial Services Committee
- Commercial Affairs Committee

The names and contact information for the Chairs and members of all HHGFAA committees are listed in the November/December 2003 issue of *The Portal*.

Associate Members' Management Board (AMMB)

The AMMB consists of Associate Members' Representative, the AMMB Representative-at-Large, and one representative each for Mediterranean Europe (excluding Scandinavia, Northern and Central Europe); North Europe (including Scandinavia, Northern and Central Europe); the United Kingdom; Central America and South America and the Caribbean (including Puerto Rico and the Virgin Islands); the Middle East, Africa, and the Far East; Eastern United States (east of the Mississippi River) and Canada; Western United States (west of the Mississippi River) including Alaska; and Hawaii, Guam, and American Samoa.

Each Board member, except for the Associate Members' Representative and the AMMB Representative-at-Large (who are elected by the Associate membership at the Annual Meeting), is appointed by the Associate Members' Representative for a one-year term. The AMMB Annual Meeting takes place during the HHGFAA Annual Meeting.

YP-35

The Young Professionals-35 organization was established in 1999 to nurture future generations of industry professionals who are HHGFAA members. The YP-35 Membership Board consists of the YP-35 Chair, Vice Chair, and one representative each for the United Kingdom; Central America and South America and the Caribbean (including Puerto Rico and the Virgin Islands); the Middle East; the Far East; Australia and New Zealand; Central Europe (including Scandinavia, Northern Europe, and the Mediterranean); Eastern Europe (including Russia and the CIS Republics); Eastern United States (east of the Mississippi River) and Canada; Western United States (west of the Mississippi River) including Alaska, Hawaii, Guam, and American Samoa. All serve for a one-year term. The YP-35 Membership Annual Meeting takes place during the HHGFAA Annual Meeting.

HHGFAA FAQ



Q. When are the new International Wood Importation Regulations going into effect?

A. The latest information we have is that they are scheduled to be published in April or May 2004.

HHGFAA Mission Statement

The objectives of the Household Goods Forwarders Association are to further the best interests of all participants involved in the forwarding and moving and storage industry by providing leadership, annual meetings, educational opportunities and advice including that relating to legislative and regulatory matters. Programs and services of the Association are designed to promote and protect the interests of all members.

HHGFAA Goals

➤ **Education and Training**

To enhance the professional expertise and operational competency of our various member categories through association and joint venture training opportunities.

➤ **Government and Political Affairs**

To monitor and influence governmental public policies at the federal and state levels which affect the interests of HHGFAA members.

➤ **Membership Development**

To build and maintain a strong base of new and ongoing memberships in all categories through marketing efforts and participation of association committee members.

➤ **Member Participation**

To increase the active involvement of more small carrier/warehousemen-agents in roles within the association, and to give greater recognition to all volunteers for their service.

➤ **Organizational Competency**

To maintain an organizational structure that is well managed through competent professional staff, financial stability, and responsiveness to the expectations of all members.

➤ **Organizational Relationships**

To enhance cooperative relationships and joint venture programs and activities with other associations.

➤ **Professional Ethics and Standards**

To foster high standards of ethical conduct within the association, among members and throughout the industry.

➤ **Publications**

To offer timely information on trends and issues in the industry through regular publications and special reports.

HHGFAA FAQ

Q. Considering that HHGFAA expects to launch an online Membership Directory this year, are you still planning to issue a printed version?

A. Yes. The printed edition will continue to be mailed to all HHGFAA members. However, you should know that members will be able to make changes to their information on the online version. This will ensure that up-to-date data will be easily accessible by others in the event your company moves or changes its address, phone number, or other information.



HHGFAA Membership: What's In It for You?

The industry's premier annual gathering. The HHGFAA Annual Meeting is the largest international gathering of global transportation providers and suppliers anywhere in the world. We bring together carriers, agents, relocation companies, and software developers, as well as agents from around the globe in one venue, helping you to maximize your company's time and money to promote your services to others and providing access to other professionals from all segments of the industry; and, most important, HHGFAA's Annual Meeting offers networking opportunities to expand your business contacts.

Powerful representation of industry interests. HHGFAA members are represented on Capitol Hill and before Federal agencies, including the DOD, the Federal Maritime Commission, the US Department of Transportation, Transportation Security Agency, and many more.

Industry and policy initiatives. The global environmental has changed dramatically in the past few years. Security and especially the secure transport of goods and people around the globe have become issues of paramount importance. As your trade association, HHGFAA actively participates in the development and drafting of legislation to ensure that the industry's interests and concerns are efficiently represented.

Expert industry support. HHGFAA is an extensive and valuable information resource. Global transportation is a complex business and HHGFAA is here to lend a hand. As your Association, HHGFAA continuously collects and disseminates critical industry information to our members in 166 countries. We continue to develop avenues to efficiently communicate with our worldwide membership via the World Wide Web and e-mail newsletters, as well as more traditional means, such as *The Portal* magazine and website.

Critical training and education resources. The right skills are critical in today's competitive business environment. As a reflection of our commitment to HHGFAA members, we are currently developing new and valuable educational tools and resources — publications that provide instruction on industry procedures, as well as reference materials to help you run your business.

Advertising opportunities. HHGFAA members have an opportunity to reach their colleagues around the world through advertising in *The Portal* magazine, the Annual Meeting pamphlet, Membership Directory, and Website. (Contact HHGFAA for further information.)

***The Portal* magazine.** This prestigious journal, widely regarded as the premier journal of the industry, is published bimonthly and is included with your membership fee. The magazine has member profiles, articles related to air cargo, maritime and DOT issues, commercial, international and DoD transport of household goods, Congressional Action Alerts, advertisements and much more.

YP-35. This Young Professionals group was formed for member employees ages 35 and under (for further information contact HHGFAA, or visit www.yp-35.org).

Link up with HHGFAA. You can link your home page with the HHGFAA website (www.hhgfaa.org), enabling you to list your company by region and services provided and to contact other members who have e-mails and websites.

Selected HHGFAA publications and training/education aids (contact HHGFAA for a complete list)

- Security seals for HHG shipping containers
- Military solicitations and tariffs
- Defense Transportation Regulations (DTR)
- Training videos and manuals
- Industry terms (glossary)
- Mailing labels
- HHGFAA Freight Forwarder Tariffs #4
- ITGBL Carrier Approval Pamphlet
- *E-Portal* online newsletter



Site of 42nd Annual Meeting Beckons

If these photos of HHGFAA's 42nd Annual Meeting site don't make you yearn for the warm sun and blue waters of San Diego, Calif., nothing will!

The beautiful Manchester Grand Hyatt is ideally situated to give you the most of what Southern California has to offer. Right now, while you're thinking about it, mark your calendar for the dates: **October 13–16, 2004**. And remember that this year, the meeting will begin on a Wednesday, rather than on Sunday as in years past.

This promises to be a very well-attended meeting, so you should also make sure to budget for exhibiting at the Trade Show, where executives of companies from around the world will have an opportunity to discover what you have to offer!

More information on the Annual Meeting will be available later this spring at HHGFAA's website: www.hhgfaa.org.



THE 'WHERE' OF HHGFAA

As of April 2004, HHGFAA has members in 166 countries around the world. Here is a breakdown; the numbers at right show how many HHGFAA members are in each country.

Afghanistan	2	Ethiopia	2	Mozambique	3	Sudan	2
Albania	1	Fiji	1	Myanmar	4	Sweden	8
Algeria	1	Finland	5	Namibia	1	Switzerland	25
American Samoa	1	France	28	Nepal	3	Syria	3
Angola	2	Gabon	2	New Zealand	19	Taiwan	9
Anguilla	1	Gambia	1	Nicaragua	1	Tajikistan	1
Argentina	14	Georgia	2	Niger	1	Tanzania	1
Armenia	3	Germany	78	Nigeria	3	Thailand	13
Aruba	1	Ghana	3	Norway	13	The Netherlands	28
Australia	29	Greece	9	Oman	3	Togo	1
Austria	11	Guam	2	Pakistan	19	Trinidad	3
Azerbaijan	2	Guatemala	3	Panama	6	Tunisia	3
Bahrain	7	Guinee	4	Paraguay	3	Turkey	15
Bangladesh	6	Guyana	2	Peru	8	Turkmenistan	1
Barbados	1	Honduras	3	Philippines	14	Uganda	2
Belgium	18	Hong Kong	16	Poland	6	Ukraine	2
Benin	2	Hungary	8	Portugal	7	United Arab Emirates	26
Bermuda	2	Iceland	3	Puerto Rico	8	United States	497
Bolivia	3	India	38	Qatar	3	Uruguay	3
Bosnia Herzegovina	2	Indonesia	30	Romania	4	U.S. Virgin Islands	5
Botswana	1	Iran	5	Russia	4	Uzbekistan	2
Brazil	29	Iraq	1	Rwanda	1	Venezuela	10
Brunei Darussalam	1	Ireland	13	Saipan	1	Vietnam	13
Bulgaria	4	Israel	12	Saudi Arabia	10	Yemen	3
Burkina Faso	1	Italy	27	Scotland	5	Yugoslavia	1
Burundi	1	Ivory Coast	1	Senegal	1	Zambia	2
Cambodia	3	Jamaica	1	Serbia	1	Zimbabwe	3
Cameroon	1	Japan	25	Singapore	25		
Canada	43	Jordan	5	Slovakia	2	Total number of	
Cape Verde	1	Kazakhstan	1	Slovenia	2	companies represented ... 1,759	
Cayman Islands	1	Kenya	3	South Africa	11		
Central African Rep.	1	Korea	28	Spain	26	Total number of	
Chad	1	Kosovo	2	Sri Lanka	3	countries represented 166	
Chile	9	Kuwait	7				
China (PRC)	40	Kyrgyzstan	1				
Colombia	12	Laos	2				
Congo	1	Latvia	2				
Costa Rica	8	Lebanon	7				
Croatia	2	Lesotho	1				
Curacao	2	Libya	1				
Cyprus	3	Lithuania	2				
Czech Republic	5	Luxembourg	5				
Dem. Rep. of Congo	1	Macedonia	3				
Denmark	8	Madagascar	2				
Djibouti	1	Malawi	2				
Dominican Republic	6	Malaysia	16				
East Timor	1	Mali	1				
Ecuador	6	Malta	1				
Egypt	18	Mauritania	1				
El Salvador	2	Mauritius	2				
England	82	Mexico	25				
Eritrea	2	Mongolia	1				
Estonia	3	Morocco	2				

Breakdown of HHGFAA Membership

Active	92
United States	406
Overseas	1,261
Total Associate Members	1,667
Total YP-35 Members	155
Total Countries and Territories	166
Total Membership	1,759

Guidelines for Using the HHGFAA Logo

The Household Goods Forwarders Association of America, Inc., is a global trade association of international transportation providers dedicated to providing the global shipping community with the highest standard of service. The Association supports our members' efforts and excellence of service through the education and advancement of our membership worldwide. HHGFAA members are encouraged to use the association's logo proudly, so the guidelines listed below are offered as an aid to its proper usage. Only Active and Associate members in good standing may display the logo on their premises, vehicles, printed materials, and all other forms of promotional materials.

NOTE: The new HHGFAA logo must be used in all printed and promotional materials beginning May 1, 2004.

Usage

- The HHGFAA logo may be used to indicate the user's membership in the Association but not to imply HHGFAA's endorsement of the user's services or products.
- The HHGFAA logo may not be altered, combined with other symbols or words, or be used in part, except by dropping the words "Household Goods Forwarders Association of America, Inc."
- The ™ (or ® when granted) should always appear with the HHGFAA logo.
- When using the HHGFAA logo in print media, the logo must appear in black, or in the HHGFAA corporate color PMS653C.
- When using the acronym "HHGFAA," it should always appear in capital letters.
 - **Correct written use:** HHGFAA / HHGFAA, INC. / HHGFAA, Inc.
 - **Incorrect written use:** H.H.G.F.A.A. / H-H-G-F-A-A / hhgfaa
- The HHGFAA logo, the acronym HHGFAA, and the formal name Household Goods Forwarders Association of America, Inc., shall be used only in a context in which the mark is likely to be understood by the public to denote membership in the Association.
- Misuse of the HHGFAA logo may result in termination of membership. Evidence of misuse will be referred to the HHGFAA Executive Board for appropriate action on a case-by-case basis.

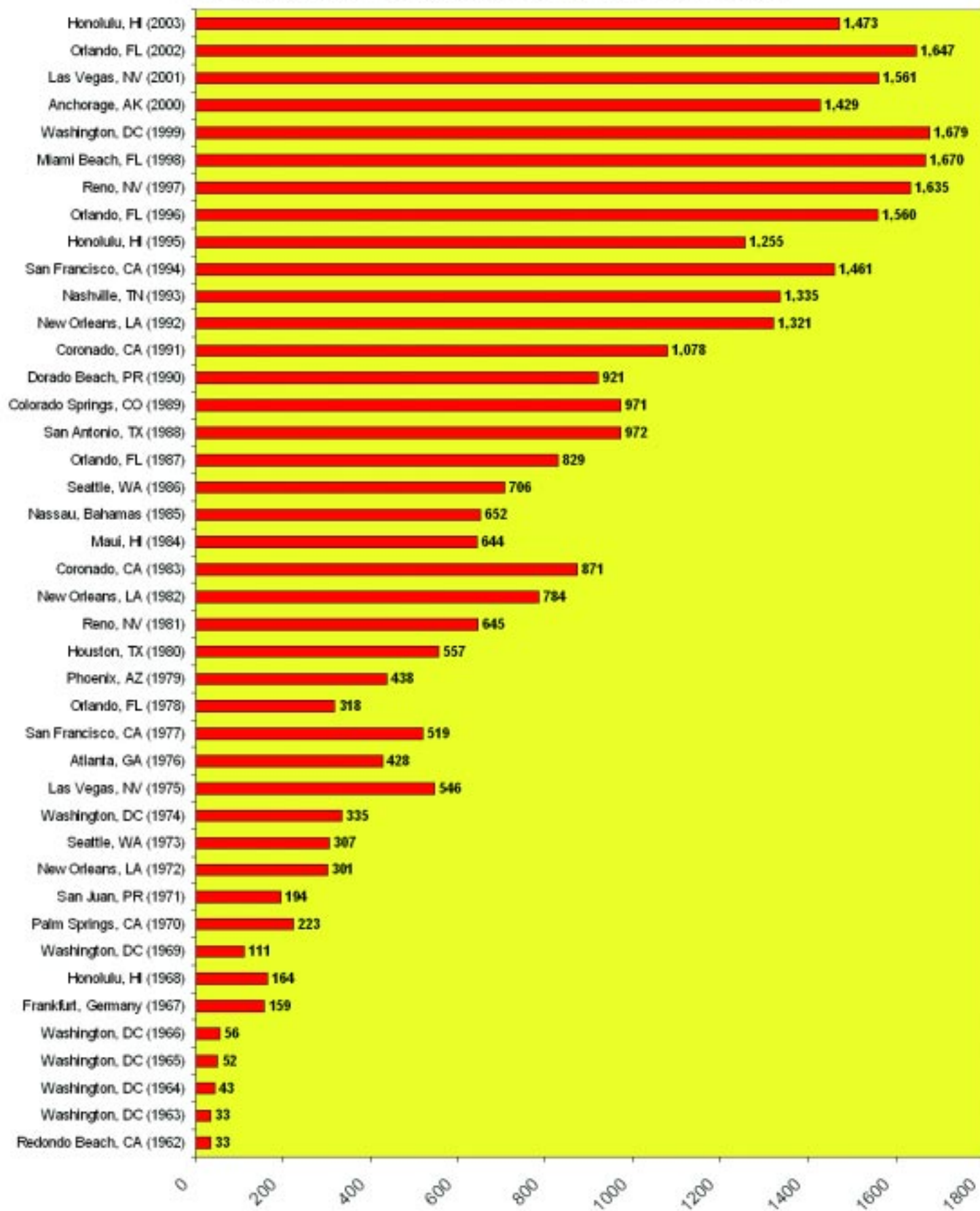
Obtaining the Logo in Print Format

Camera-ready copies of the HHGFAA logo are available only to HHGFAA members. Request them by writing to HHGFAA, Inc., 2320 Mill Road, Suite 102, Alexandria, VA 22314. You may also call to request the logo or submit your request by fax. Phone: 703/684-3780 • Fax: 703/684-3784.

Downloading the HHGFAA Logo and Guidelines

To download the HHGFAA logo in a digital format, access <http://www.hhgfaa.org/logo.html>. You may also access this link via the Guidelines for Using the HHGFAA Logo page at <http://www.hhgfaa.net/new%20images/member/logo.pdf>

HHGFAA Annual Meetings: A Year-By-Year Comparison



HHGFAA “Movers and Shakers”

Periodically HHGFAA recognizes lawmakers who have supported the Association and its small business members through their activities in Congress. To date, five individuals have been awarded the “Movers and Shakers” award. Recipients are given a plaque which reads, in part:

In Recognition of His Valuable Contributions and Personal Efforts to Support, Protect and Promote the Small Business Members of the Forwarding and Moving Industries

Past recipients of the HHGFAA Movers and Shakers Award are as follows:

Rep. Neil Abercrombie (Hawaii)
Rep. Sonny Bono (California)
Rep. Marty Meehan (Massachusetts)
Rep. Lamar Smith (Texas)
Rep. Jim Talent (Missouri)

Our Members Speak



I have been an HHGFAA member since 1981, both as an Associate Member and an Active Member. I have been an exhibitor at numerous conventions and an observer at most. I have had the privilege of drinking, dining, swimming, and dancing with some of the leaders of our industry. I have competed and fought with some of those same people, who ironically have taught me the most. I have watched some of these same people come and go — some out of business, some retired, some gone for good. I have worked with three different presidents and 23 different executive boards

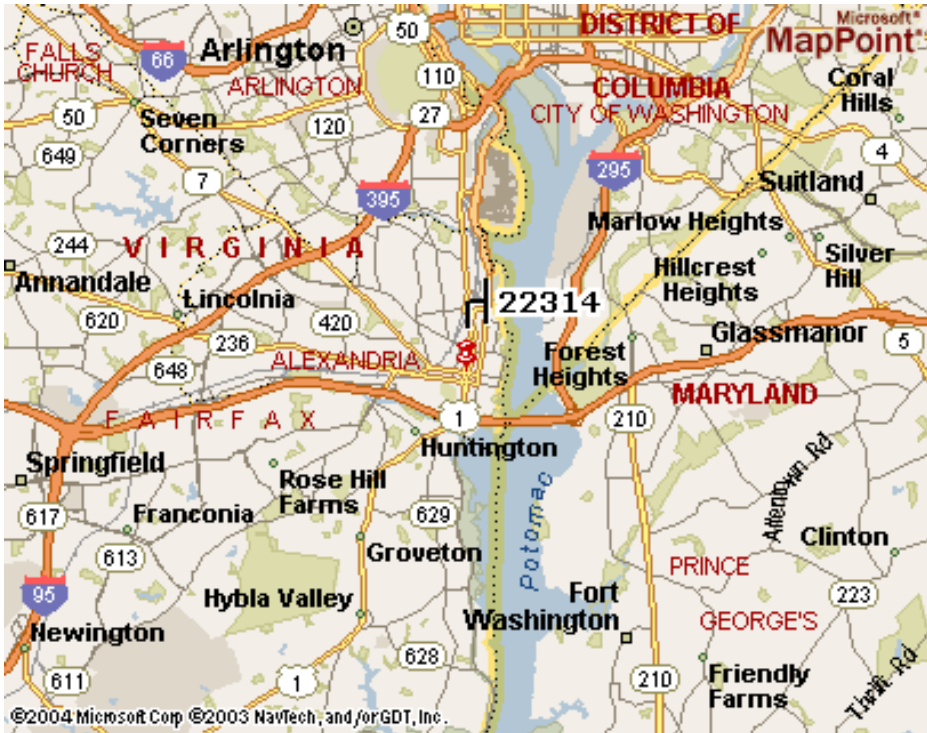
Being an HHGFAA member has had a tremendous impact on my life. I have learned the value of true friendship, unity, pride and fellowship. I have learned that it's OK to compete with your friends; I have learned “The ass you kick today you might have to kiss tomorrow.” (Sorry about that one word.) But above all I have learned that TEAMWORK works, and in unity we shall overcome most if not all obstacles. My proudest moment was shortly after 9/11 when we were together in Las Vegas for our annual meeting. No matter who we were, or what we were, we held each other up in time of tragedy. So, from my perspective, the world is like an atom, with HHGFAA as the nucleus, and we are the elements in its orbit, working together for company and personal growth.

—Jackie Agner
Farwest Freight Systems
Sumner, Washington

THE 'WHERE' OF HHGFAA

HHGFAA Headquarters is located in Alexandria, Virginia, just across the Potomac River from Washington, D.C.

The map at right shows the proximity of HHGFAA to the Nation's Capital. In addition, the headquarters of the Surface Deployment and Distribution Command (SDDC), formerly the Military Traffic Management Command (MTMC), is about a mile from the HHGFAA office.



HHGFAA Members Speak



Having attended every annual meeting since 1979 (long before Bel Carrington's hair turned gray), I've seen our association grow and prosper as the authoritative voice of worldwide household goods forwarding.

For years HHGFAA and "annual meeting" were interchangeable terms. With ever-increasing attendance our members have discovered the importance of booth displays at our meetings to ensure the critical face-to-face dialogue that initiates and fosters business relationships. Recent HHGFAA value-added features mean that membership benefits accrue year-round — not just from annual meetings.

My recent three-year hitch as a member of the Executive Committee has been the high point of my 30 years in this business. I encourage every member to seek greater involvement with our association. The satisfying rewards are both personal and professional.

*—Rick Nordquist
Rainier Overseas
Bellevue, WA*



Military Sealift Command ships at Ash Shuaia, Kuwait.

Robust SDDC Operations Create Port Cargo-handling Record

*By Martin Weteling
Public Affairs Specialist
598th Transportation Group*

The biggest shipments of Department of Defense military equipment in a half-century have led to a record for SDDC port cargo-handling operations. In early March, SDDC transporters simultaneously worked cargo operations on four large, medium-speed, roll-on/roll-off vessels at Ash Shuaiba, Kuwait. This sets a record for the number of *Nimitz*-size ships actively working at any port by the command.

Three of the giant ships were discharging and a fourth was loading. In addition, a fast sealift ship was also discharging cargo at the port. The five ships are operated by the US Navy's Military Sealift Command. All of the cargoes were associated with Operation Iraqi Freedom.

"This is the largest number of large, medium-speed, roll-on/roll-off ships ever to work simultaneously in one port," said Col. Victoria Leignadier, Commander, 598th Transportation Group, Rotterdam, the Netherlands. "It is the largest number of Military Sealift Command ships ever to work in the port of Ash Shuaiba." Cargo operations are being conducted around-the-clock, she said.

The five ship operations involved the aggregate movement of 918,000 square feet of cargo — the equivalent square footage of 16 football fields.

In all, SDDC will be involved in 300 vessel operations between December and May. The shipments are the biggest since World War II. The bulk of the cargo moving through Ash Shuaiba belongs to Army and Marine Corps units going to Iraq to replace military forces who have been there for the past year.

Council Holds Start-up Meeting at SDDC HQ

Members of the newly formed Council held their first meeting at SDDC Headquarters, Alexandria, Va., on March 11. Directed by Gen. John Handy, Commander, U.S. Transportation Command, the Council will meet bimonthly to discuss initiatives of the combatant command's new role as Department of Defense Distribution Process Owner. The Council is made up of Transportation Command commanders and the Director, Defense Logistics Agency. At the meeting, Council members viewed a demonstration of Radio Frequency Identification tags that originated from a shipping container in the parking lots of the headquarters building (see photo at right).



SDDC Training Symposium Stresses Distribution, Deployment

In the midst of the biggest military shipments since World War II, distribution and deployment were the key topics of presentation and discussion at SDDC's 2004 Training Symposium.

The symposium drew 1,530 participants March 22–26 in Denver, Colo. This year's gathering was a resumption of SDDC's annual training event, which was cancelled in 2003 due to Operation Iraqi Freedom. For the first time, SDDC partnered on presenting the conference with the General Services Administration (GSA). This year's theme, "Deployment and Distribution ... Factory to Foxhole," focused on the vast links in partnerships and transformation through the dynamics of distribution.

Maj. Gen. Ann Dunwoody, SDDC commander, praised industry supporters for their work in assisting shipments to Operation Enduring Freedom and Operation Iraqi Freedom.

"Industry partners did the heavy lifting," she said. "We appreciate our rail, truck, ports, and ocean carrier partners."

G. Martin Wagner, associate administrator of GSA's Office of Government Policy, praised SDDC for its distribution and deployment operations in Operation Iraqi Freedom. "In order for them [warfighters] to be there, they have to have the right stuff at the right time," said Wagner. "Transportation does not always get the visibility. We do appreciate all your work."

"There's a major change of technology in the marketplace," he added. "This is going to change the way we operate."

Participants at the symposium included HHGFAA Chairman Georgia Angell, president of Dell Forwarding, Inc., Monroe, Wash. Angell has attended SDDC symposiums since the early 1980s. She noted that attendance has increased over the years, as have the number of industry partners and the installation-level Personal Property Shipping Offices.

Angell said that the networking with the installation offices assists in industrywide communication. "There are a greater number and variety of exhibitors," she said. "This produces greater opportunities to network both with exhibitors and symposium attendees."

Featured motivational speaker Keith Harrell told a packed breakfast meeting, "When you choose to be positive, your day goes better. When you choose to be positive, you get along with your family better."

Later, a range of positive and negative lessons learned were presented by a panel led by Col. Sandy Sanders, commander 1992nd Transportation Terminal Brigade, New Orleans.



HHGFAA Chairman Georgia Angell (r.) chats with Maj. Gen. Ann Dunwoody, SDDC commander.

SDDC Shifts Caribbean Port to Jacksonville, Florida

By Patti Bielling, Public Affairs Officer, SDDC Operations Center

With the recent move of U.S. Army South from Puerto Rico to Fort Sam Houston, Texas, the Surface Deployment and Distribution Command is shifting its Caribbean port to Florida.

The 832nd Transportation Battalion is relocating from Fort Buchanan, Puerto Rico, to Jacksonville, one of the command's 18 strategic ports in the continental United States. The relocation will be complete in May.

"Jacksonville made the most sense," said Lt. Col. Paul Giovino, commander. "It is one of the best strategic ports because of its enormous size and the road and rail infrastructure."

SDDC will maintain a presence in San Juan as the Puerto Rico Detachment. A two-member office will monitor existing sustainment contracts that support other government agencies throughout the Caribbean. In addition, the new location will boost the battalion's effectiveness, said Col. James Chen, commander, 597th Transportation Group, Southport, N.C.

"It provides SDDC greater synergy for our continental United States terminals to support to other warfighters deploying elsewhere around the world, in addition to US Southern Command," said Chen.

The seven soldiers and 30 civilians of the 832nd carry out the battalion's role as the single port manager for Jacksonville as well as all port locations within the U.S. Southern Command's area of responsibility. They also synchronize the surface transportation of DoD cargo through all terminals in Florida, Latin America, and the Caribbean.

The 832nd is now operating on the 800-acre Blount Island Marine Terminal, one of several of the port's facilities on the St. John's River. Blount Island boasts one mile of continuous berthing, which is among the largest on the East Coast.

Access is controlled through one bridge connecting the island to the mainland port. At any one time, Blount Island has available 75 acres or more of secure cargo area to store and stage equipment.

The storage capacity was crucial to deploying the 101st Airborne Division. The 832nd oversaw operations at Jacksonville to deploy and redeploy the division in support of Operation Iraqi Freedom.

Blount Island's other advantages include the extensive rail network and large open areas for helicopters to land. The railroad tracks come right to the dock, and helicopters can fly on and off the terminal.

The move to Jacksonville took 18 months to plan and execute. Initial battalion personnel shifted to Jacksonville in June 2003.

Of the civilians in the battalion, the majority of whom are native Puerto Rican, only two decided not to make the move.

Last year was one of the busiest for military movements out of Jacksonville. Fifty military cargo ship visits were recorded at the port, and 4.3 million-square feet of cargo left on ships to support Operation Iraqi Freedom.



Connie Constable (l.) of Interstate Van Lines, Inc., Springfield, Va., shows off one of the firm's newly painted trailers displaying US Marine Corps insignia. Interstate was one of 10 2004 SDDC Quality winners. The firm was cited for its development of a Web system that provides in-transit visibility and e-mail moving updates. Also pictured are J.D. Morrissette (center) and Col. Tom Keller, SDDC's deputy chief of staff for passenger and personal property.

Interstate Receives SDDC Quality Award

Interstate Worldwide Relocation of Springfield, Va., was awarded the 2004 Military Surface Deployment and Distribution Command (SDDC) Quality Award recently in Denver, Colo. Interstate is the only carrier ever to win this prestigious honor, and the only organization to win the award three times, having won the award previously in both 1995 and 1997. Maj. Gen. Ann E. Dunwoody, SDDC Commander, presented the award to Richard (Connie) Constable, Interstate's military affairs director.

The SDDC Quality Award honors the commercial transportation industry for commitment to excellence in servicing the US Department of Defense (DoD). Defense transportation offices submit nominations for companies that provide the highest quality of transportation services and demonstrate sustained exceptional performance. Interstate was nominated for the 2004 SDDC Quality Award by JPPSO—San Antonio, one of the largest transportation offices in the DoD program.

Interstate's superior service to the military — most notably its innovative and industry-first shipment advisory system, T-Trac, which is designed exclusively to meet the needs of the service members and transportation management offices — helped secure its nomination. Interstate's T-Trac, available since February 2003, provides shipment visibility to individual DoD service members as they relocate around the world to serve our country, as well as to the transportation offices at the origin and destination installations.

President Arthur E. (Buddy) Morrissette, Jr., noted, "We take great pride in our long-standing relationship with our number one customer, proudly serving those who serve. We aspire to maintain our position as one of the DoD's largest service providers, and to do so we will continually seek out new and improved ways to provide the highest levels of service to our military customers."

HHGFAA FAQ

Q. How can my company become more active in DoD moving?

A. The first step is to visit the SDDC site (sddc.army.mil), which is linked off the HHGFAA site (www.hhgfaa.org), where you will find guidance you can download.



SDDC Prepares to Expand PowerTrack Payments to All Carriers

The SDDC is moving ahead to implement the use of PowerTrack automated payments for all its commercial vendors. Since the fall of 2000, PowerTrack has been required for all truck, rail, barge, pipeline, air and maritime vendors. Now, it is being extended to SDDC's household goods carriers. With 500,000 moves a year, the command is the biggest personal property mover in the United States.

Groups of household goods movers were invited to SDDC Headquarters in Alexandria, Va., to participate in the evaluation phase.

"We are delighted with the industry response," said Tom Hicks, chief, personal property division. "We have very good carriers volunteering to be part of the evaluation phase." Hicks headed the implementation of PowerTrack for the command's other commercial vendors 4 years ago, and called it "a program that benefits everyone."

"We have a standardized financial process that offers reasonable assurances that payments will be correct and free from fraud and error," he said. "In addition, an installation transportation office representative will be able to view all charges before approving a payment."

Based on the contract size, vendors pay a 1% fee to USBank. In return, the carriers receive payments for their services within 3 to 5 days, after approval by the PPSO.

At a March 1 meeting, some 30 carriers gathered to hear about the payments system from David Ryan, an implementation specialist with US Bank.

"This assures us of an easy transition," said Sue Fuchtmann, president, The Day Companies, Norfolk, Neb. The firm handles invoices for numerous personal property carriers around the country.

Charles White III, of Executive Moving Systems in Woodbridge, Va., shared Fuchtmann's enthusiasm for the electronic payments. "We always believe we need to get in on the cutting edge," said White. "If you have the information, you are one leg up."

White's firm was introduced to PowerTrack through its work as a contractor for DoD's Full Service Moving Project pilot in 2000-2001. "We thought it was an effective tool," said White. "We did not think it was managed well. The positive is how quickly we are paid."

White says his firm is currently paid on an average of 30 days through a manual system involving sending paper vouchers to Defense and Accounting Services.

"We are forward looking but our concern is that installation transportation offices can keep up with the workload," said Stephen Hollingsworth, assistant vice president of government business, Atlas World Group, Inc., Evansville, Ind.

Hollingsworth said his firm's experience with PowerTrack in the Full Service Moving Project showed installation clerks could not keep up with the workload. "The military has set up the installation transportation offices to support the program," he said. "This is our concern. Fort Belvoir has 21,000 outbound shipments a year."

Ryan, the PowerTrack instructor, said the system would work better because transportation offices will now



Volunteers from the household goods industry receive instruction on PowerTrack payments from trainer David Ryan, of USBank, at SDDC Headquarters in Alexandria, Va., on March 1.



Sue Fuchtman (left), president, The Day Companies, Norfolk, Neb., and Gail Paboucek, billing coordinator, Ocean-Air International, Inc., of Burgettstown, Pa., receive instruction on PowerTrack use.

only approve the electronic payments. They will not be required to enter data. “This will assure a timely operation,” he said.

The use of PowerTrack for personal property moves is one of five key points of SDDC’s Families First program to revamp the way service members move. Earlier this year, Congress approved a key part of the program by authorizing full replacement value of lost or damaged property from a household goods move. The full replacement value provisions will be rolled out with the implementation of the Families First program in October 2005. Other Families First initiatives include:

- Customer satisfaction surveys.
- Direct claims settlement between the service member and mover.
- Increased emphasis on direct deliveries, which will reduce temporary shortage.
- Best value distribution of DoD personal property business.

The PowerTrack training had its first success March 29. A total of 15 PowerTrack shipments for household goods shipments were booked from seven different sites. ■

HHGFAA Participates in March M/I Meeting



Twice yearly HHGFAA represents the industry at the Military/ Industry Personal Property and Claims Symposium (M/I meeting). Typically, over 100 people from Industry and government attend to address a variety of issues and policies concerning military household goods.



HHGFAA Chair Georgia Angell and Steve Hollingsworth of Atlas Van Lines discuss issues informally with Col. Thomas Keller of SDDC.

HHGFAA General Counsel Alan Wohlstetter and Bill Merrigan of the SDDC JAG Office converse on legal topics relating to the military program.



GAO to Probe Cargo Security Initiatives

By Karen Lee Scrivo, CongressDaily

Spurred by the security concerns of a bipartisan group of lawmakers, the General Accounting Office has launched an investigation into the effectiveness of two Bush administration initiatives aimed at targeting suspicious overseas cargo before it reaches US ports.

The investigation comes as the Homeland Security Department is asking Congress to approve a \$25 million increase for the Container Security Initiative, which is designed to screen U.S.-bound cargo in foreign ports, and \$15.2 million more for the Customs Trade Partnership Against Terrorism program, which seeks to help importers and ocean freight companies improve security.

Several lawmakers, including Senate Governmental Affairs Chairwoman Susan Collins (R-ME) and Governmental Affairs Investigations Subcommittee Chairman Norm Coleman (R-MN), have told GAO they are concerned that the programs may not be doing enough to block terrorists from sneaking nuclear or biochemical weapons and other dangerous materials aboard ships bound for busy US ports.

Full story: <http://www.govexec.com/dailyfed/0304/031204cdam1.htm>

Study: Cargo Security Remains Vulnerable

A study by the Century Foundation found that a year after the Department of Homeland Security was created, some security problems including air cargo are worse than before the agency was created, Reuters reported.

However, the study also praised the department for its progress in tracking foreign students, hiring travel checkpoint screeners, adding more air marshals on planes and launching a center which integrates information on critical infrastructure, such as roads and bridges.

Still, the report said existing big vulnerabilities remain in container shipping and on control of many border crossings, Reuters said.

“The areas needing the most improvement deal with the very coordination problems that the department was created to solve. In some of those areas, conditions are worse than before DHS was created,” the report said.

— *SOURCE: Transport Topics*

Future of Screening Program Raises Concerns

The aviation industry is stepping up its efforts to provide input on whether airports nationwide should use private companies or government workers for passenger and baggage screening operations.

Following the Sept. 11 terrorist attacks, Congress mandated the use of federal screeners at the nation's commercial airports. Starting this November, however, airports will have the option of using private screeners again. The Transportation Security Administration, which manages the federal screening workforce, is responsible for developing an "opt-out program" that will give airports guidance on screening workforce options.

Industry officials are making sure their concerns are heard about how screening operations should be managed and funded after the change this fall. In late February, the American Association of Airport Executives and Airports Council International—North America launched an initiative to give airports a voice in the formulation of the opt-out program. More than 50 airports have asked to participate in the initiative to obtain information.

United Launches New Int'l Routes

United Airlines Cargo Division has launched major new international routes, providing air cargo buyers with more shipping options on direct flights to Buenos Aires.

By October 2004, United will add daily nonstop service from Chicago to Buenos Aires. The new service represents United's desire to strengthen its presence in international markets.

Flights between Chicago and Buenos Aires will be served by Boeing 767 aircraft. United also offers new nonstop service to San Jose, Costa Rica, from Washington Dulles International Airport, using Boeing 757 aircraft.

United also says that effective May 1, 2004, it will eliminate two non-hub international flights; daily Boeing 676 service from Miami to Buenos Aires and daily Boeing 767 service from Miami to São Paulo. United will continue to serve Buenos Aires and São Paulo from its hubs at Washington/Dulles and Chicago.

Business Travel May Take Until '05 to Recover

Business travel has strengthened somewhat, but it is still not generating the more sizable increases that many have been looking for.

Business travel is improving, but at low single-digit rates. Economic factors that have a bearing on business travel demand all are positive, including levels of business activity reflected in industrial production, new equipment orders, and inventory rebuilding.

One travel association survey shows 71% of managers surveyed expected a rebound, but less than half reported increased 2004 travel budgets, and 18% said their budgets had decreased.

Important factors to watch over the coming months are whether (1) there is merely a current lag between the performance of the business economy and business travel, or (2) longer term structural changes have occurred, diminishing business travel market potential.

Since 9/11, federal security programs that have been created that might cumulatively affect business travel:

1. **Orange Alerts.** Several studies have shown air bookings and hotel occupancies falling during the alerts.
2. **Airport security screening.** Short-haul air destinations have now become drive destinations. On the ground time can now exceed flight times, and much of the benefit of 600 mph jet travel has now been lost.
3. **Airborne security.** The presence of sky marshals on flights, and jet fighter escorts outside the cabin window.
4. **International flight cancellations.** Many inbound US flights recently have been canceled, delayed, or diverted by security officials.
5. **Foreign visitor entry.** Under the new US-VISIT program, only visitors from 27 foreign countries are exempt from a visa requirement.
6. **Domestic air passenger profiling.** Under development at Homeland Security is the CAPPS2 program, which currently is delayed.

For more information, visit www.travelindicators.com.

In Brief ...

The end of free flights? Air Canada charges a \$25 handling fee to issue a ticket using frequent-flier miles through its call center. Booking on its Website still is free. Other airlines are considering doing the same. Passengers using “free” tickets always had to pay taxes — about \$12 to \$13 for domestic flights — plus government security fees of up to \$10 per round trip. In addition, some airlines charge \$100 to reschedule a free flight.



Online travel-health resources:

- *Centers for Disease Control and Prevention (CDC)* gives information on problem to specific regions. www.cdc.gov/travel
- *Travel Health Online* has easy-to-read information. www.tripprep.com
- *International Society of Travel Medicine* lists travel health clinics and doctors. www.istm.org
- *International SOS* helps travelers get advice from Western-trained doctors. www.sosinternational.com

Delaying Customs Notice

By Angela Greiling Keane

Air cargo shippers got a break from the US Bureau of Customs and Border Protection, which delayed implementation of advance notification rules for transmitting manifest information.

The requirements for carriers in all modes to submit information electronically in advance of shipments arriving in the United States were supposed to take effect March 5. But CBP printed a notice in the March 4 *Federal Register* that it was delaying implementation until the agency could make the system more efficient. Customs officials said the technology to be used to transmit manifest data, the Air Automated Manifest System, is not ready to handle the new requirements.

“The new schedule will allow CPB to modify certain critical aspects of Air AMS, train all CBP officers that process imported air cargo on those changes, and certify the software of new participants,” said CPB Commissioner Robert C. Bonner.

Air cargo shippers and carriers fear the rules would burden them with substantial extra costs and delays. Customs announced the details of the rules for all modes on Nov. 20 and made them official in the *Federal Register* in early December, two months after the agency had intended to do so.

Now they have more time to get ready and to calculate impact, which Customs hopes to ease by waiting to implement the air cargo portion of the rules. Air carriers now have three deadlines, depending on the airport at which cargo will arrive.

Carriers flying to the eastern part of the United States and Puerto Rico must comply by Aug. 13. The deadline for imports into the Midwest is Oct. 13. The final deadline of Dec. 13 applies to airports across the West, including Alaska and Hawaii.

— SOURCE: *TrafficWorld*

HHGFAA FAQ

Q. What publications and resources does HHGFAA offer?

A. You will find a complete list of HHGFAA publications and videos on page 86 of this issue. HHGFAA offers a broad spectrum of educational and resource materials, such as those dealing with containerized shipments and related procedures. You will also find a comprehensive list on the HHGFAA Website (www.hhgfaa.org); once at the site, click on the Member section.



NVO Decision This Year

By Paul Page

The Chairman of the Federal Maritime Commission says he expects the commission to rule this year on the issue that has divided the ocean shipping world: expanded confidential contracting in maritime transport.

FMC Chairman Steven Blust said the commission does not intend to delay a ruling. His comments were the first suggesting the FMC could make a definitive ruling on the petitions by six nonvessel operating common carriers (NVOCCs) seeking exemptions from contracting provisions of the Ocean Shipping Reform Act of 1998. OSRA gives only vessel operators the right to enter confidential contracts and some opponents of the new NVOCC petitions say the law is clear enough that the FMC wouldn't have to address the issue at all.

"There is a big question of whether we have jurisdiction or not or have the ability to grant relief," said Blust. "Even if we don't, we have to take a position on that."

The confidentiality case has expanded markedly since UPS sent in the first exemption petition last July. Danzas, BDP International, BAX Global and C. H. Robinson quickly filed their own requests for private contracts with shippers and FedEx Trade Networks entered the case with a filing March 12.

The Justice Department's antitrust division joined the case on the NVOCCs' behalf last year and the Department of Transportation recently threw its weight behind the petitions.

DOT said it "strongly supports the deregulatory relief sought in each of these petitions." It also said that if the commission does not grant the exemptions, it should consider one plan that would allow NVOCCs to publish only "range tariffs" without specific contract provisions.

Blust said the commission is looking at both the legalities of OSRA and the commercial realities of a marketplace that has changed since the law was written. All six petitioning companies, for instance, are part of global freight transport concerns that are seeking to package their maritime services with a range of transport and logistics services.

"We've all seen the growth of bundling of services over the years," said Blust. "That's one of the things we'll be looking at, the big picture as well as our role in it."

— SOURCE: *TrafficWorld*

Analysts Predict Higher Rates

Economists say that container capacity will remain tight for the next 2 years, especially on trans-Pacific routes, and will help push up rates. Ken Ackbarali, consulting economist for the Los Angeles Economic Development Corp., told the Trans-Pacific Maritime Conference that world trade is likely to grow by 8% in each of the next 2 years.

John Fossey, director of container shipping research at Drewry Shipping Consultants, said the growth means demand for container capacity will continue to outstrip the supply of new vessels, and that freight rates will stay strong through 2006. Fossey pre-dicted freight rates will increase by 12% to 18% this year, compared with 40% last year.

— SOURCE: *The Journal of Commerce*

APL Sets Up Russian Company

APL Ltd. announced it is increasing its direct presence in Russia and the Commonwealth of Independent States (CIS) through the formation of APL CIS, a wholly owned Russian entity that will handle all the carrier's interests in the region, effective April 1. Until now, APL has worked with local agency company MCT Shipping Service, although the line has maintained its own Moscow presence since early 2002, when it opened a representative office in the Russian capital. APL, the US-flag subsidiary of Singapore-based Neptune Orient Lines, serves Russia and the CIS through a range of entry points. In Europe, cargo moves through Baltic and Black Sea ports, connected to APL's line-haul hubs in North Europe and the Mediterranean. In Asia, feeders between Vostochny and Pusan link with APL's trans-Pacific and intra-Asia services. From Vostochny, APL's inland distribution network covers the Russian Far East. APL also offers services on the Trans-Siberian Railway for transit cargoes and destinations in the western part of Russia.

— SOURCE: *The Journal of Commerce*

In Brief ...

Pasha Hawaii Transport Lines has signed an agreement with the Port of Benicia in Northern California to be the home port for the shipping line's new automotive and Ro-Ro vessel when the ship enters service by the end of this year. PHTL will initiate direct service to the Hawaiian Islands, with scheduled calls to Maui, Honolulu and Southern California.

The *M.V. Jean Anne* is a 579-foot specialized Pure Car and Truck Carrier built to serve the auto manufacturing and rental car industry. It will have a capacity of over 3,800 American-sized vehicles.

— *SOURCE: Traffic World*



Lykes Lines of Tampa, Fla., has nominated the Al Rashed Group (part of Seven Oceans Shipping in Kuwait) as its agent in Iraq. The group holds an office in Basra and will soon open another in the Iraqi capital of Baghdad. Lykes Lines will serve Iraq through its Northern Europe-India route via Jebel Ali (UAE) and from the US East-/ Gulf Coasts via Mediterranean ports.

Website: www.lykeslines.com

— *SOURCE: International Transport Journal*

Foreign Governments Finance USA Trade Debt

The US trade deficit, which reached an all-time high of \$542 billion in 2003, is increasingly being propped up by investments from foreign governments, according to the Economic Policy Institute, a Washington, D.C.-based think tank. Of that \$542 billion, nearly 40%, or \$208 billion, is financed by foreign governments. Asian governments provided a whopping 93% of that \$208 billion. The massive rise in the size of the debt has been accompanied by a shift away from private capital investments and toward purchases of US assets by foreign governments, according to EPI economist Robert Scott. As private investors have backed away, fearful that a declining dollar could mean losses for them, Asian governments that rely especially heavily on the United States as a market for their goods have stepped in to keep the US debt growing and the value of the dollar artificially high.

— *SOURCE: The Journal of Commerce*

HHGFAA FAQ

Q. What credit cards does HHGFAA accept?

A. We accept VISA and MasterCard for a range of products and services, including publications ordered, membership dues, Annual Meeting registration fees, and advertising.



Internet Sales Rise to Record \$17.2 Billion in 4th Quarter

The Commerce Department said recently that Internet purchases in the United States during the fourth quarter jumped to a record \$17.2 billion, rising four times as fast as all retail sales.

Trucks are often used to deliver the goods that are ordered online by businesses and individual consumers.

Online commerce rose 25% from the fourth quarter a year ago, compared with a 6.2% increase in total sales, Commerce said. Internet purchases accounted for 1.9% of all retail sales, the most since record keeping began in 1999.

For the full year, Internet sales rose 26% to \$54.9 billion and accounted for 1.6% of total retail sales, up from 1.3% in 2002.

SOURCE: *Transport Topics*

E-Notes

Candid conversation makes sense online, but use good judgment. Often, disaster ensues when people inadvertently respond to an e-mail and press the REPLY ALL button. The next thing you know, everyone knows exactly what you think of your boss or mother-in-law — including your boss or mother-in-law. Also, on the business side, keep in mind that e-mails can be subpoenaed, so be smart about what you put in writing.



Don't assume that e-mail addresses are correct. More than 11% of consumers have switched their Internet service providers or e-mail providers within the previous 6 months. More than 25% of e-mail addresses will become undeliverable over the course of a year. For more information, visit www.catalogagemag.com



Short is sweet online. For instance, if you get a play-by-play account of a friend's vacation, you could simply reply, "Thanks for the update. Great to hear from you. Things are good on this end. Thanks for checking in. Look forward to catching up more."



Add some style. We don't all have the same handwriting, and we need not have the same e-mail style. There are all kinds of ways to add personal touches to your online correspondence through color, fonts, links, photos and other graphical images, including the very popular symbols known as emoticons. Examples:

Smile: :)

Frown: :(

Wink: ;)

Or how about this clever one:

Ô;Ô-

''''

Your Ad in

 THE PORTAL

Will Pay off!

The Portal is must reading for over 1,700 HHGFAA members around the world. Many copies are circulated throughout company management — the decisions makers who can choose you as a business partner. Turn to page 66 for rates, ad specifications, and other information.

Networking Means Being Nice — Not Rude

By Anita Bruzzese

Okay, admit it. The last time you “networked” in a roomful of business people, you found your eyes wandering as you spoke with someone you didn’t know. You could not, if your life depended on it, remember the person’s name, nor could you recall what was said. Sound familiar?

Are you one of those annoying people we all claim to dislike at business functions — even though we are all probably guilty of the same rudeness at one time or another?

In fact, nearly 300 people in a national survey said the worst thing someone did while networking with them included moving on quickly “after realizing that I was not a prospect,” and leaving in the middle of a conversation “to approach someone else.”

Business relationship management consultant Andrea Nierenberg thinks people know better, but they just don’t put good intentions into action. “It shows a real lack of respect to be looking around when you’re speaking to someone else,” she said. It is a mistake, she added, to believe that networking is all about what you get.

“Networking is about creating connections that could last a lifetime,” she said. “Opportunities often come from the least expected sources.”

Ready to clean up your act? Where to begin?

Before you enter a room to begin meeting new people you should decide your goal for that day — such as meeting two or three new people and learning at least two things about them.

“If you are shy about approaching people you don’t know, find the event’s organizer and ask to be introduced to some people,” she said. “That’s their job, and they’re happy to do it.”

Some other good guidelines include:

- **Listen and learn.** Don’t stick your business card in someone’s face without first having learned a few things about him or her. Use this time to get an impression of someone and commit his or her face to memory. Try to become good at remembering names, beginning with saying the person’s name the first time you meet them: “It’s nice to meet you, Tom.” Ask open-ended questions, such as, “How did you come to work in this industry, Tom?” When it comes time to move on, be just as careful to make a polite exit.
- **Offer something.** “Do I know someone you’d like to meet?” goes a long way toward fostering good will with a new acquaintance and helps them feel like returning the gesture.
- **Follow up.** After meeting someone, jot down notes that will help you remember them, and ask yourself: “Is there anything here that I can help this person with?”

Nierenberg recalls that she once met a man who told her his son collected stamps. “I remembered that and had written it down. I sent the son some stamps I got while traveling. It helped me get a \$50,000 contract from the father.”

— SOURCE: Adapted from an article in *Decision Times*

HHGFAA Members Speak



Our affiliation to HHGFAA has been most valuable for us in terms of opportunities. Your Annual Convention is by all means the healthiest, plain, and democratic circle always open to everybody. Not a club, like others, the free spirit of HHGFAA is the right arena for the entrepreneur who wants to have a chance, to grow, and to acquire a personality in the moving marketplace. I am lucky to say that I have been on all sides of this associative world in my 42 years in the moving business, both representing one of the biggest moving companies in Spain and now as the owner of a small business. In my experience, I can truthfully say that the HHGFAA has been the necessary element to represent the unsophisticated small, medium or even big movers, making the biggest network of capable agents worldwide.

— Antonio Gil
Mudanzas Clara del Rey S.L.
Madrid, Spain

German Satellite Truck Toll Program Stalls

The German government said it is canceling a program to collect truck tolls using satellite technology because the effort had fallen behind schedule and cost millions in lost revenue, the Associated Press reported. DaimlerChrysler and telecommunications firm Deutsche Telekom had been the government's main partners in the Toll Collect consortium.

Under the program, boxes installed on trucks were to use Global Positioning System satellites to track how far the trucks travel on toll roads and transmit the information so that the toll could be billed automatically. Transport Minister Manfred Stolpe said Germany would now bring back its previous sticker system for truck tolls, and eventually open bidding for a new contract, AP said.

— *SOURCE: Transport Topics*

Analyst Sees Tough Year Ahead As Trucking Costs Keep Climbing

Trucking analyst Edward Wolfe said it would be a tough year for motor carriers “on the cost side” because of rising fuel prices, new driver hours-of-service rules and difficulty finding qualified drivers.

However, he also said more smaller carriers would enter the trucking business after several years in which the number of smaller carriers shrank. One reason he gave was that insurance companies have begun offering coverage to smaller firms, making it more affordable for drivers to start their own small businesses.

New hours-of-service rules have changed the way many drivers are making a living, Wolfe said. Although some drivers are transitioning into other professions, others are leaving large carriers to drive for themselves, he said.

Wolfe, a senior managing director at Bear Stearns & Co., spoke March 22 at a National Industrial Transportation League meeting in Arlington, Va.

Briefs ...

Shipping costs are headed much higher than expected. New federal truck-driving rules may double rate hikes this year from the 3% to 5% increases that many companies anticipated to up to 10%. The reason: New regulations that trim the number of hours drivers can spend behind the wheel. Federal regulators recently gave a thumbs-down to shippers appealing for an exemption, paving the way for higher costs as shippers are forced to hire more drivers and purchase more trucks. It'll be worth the time to reexamine your shipping procedures to wring out any inefficiencies. Work with your freight-handling company to coordinate pickups and deliveries, minimizing idling time at the dock. In some cases, new product-tracking technology could pay off quickly.

— *SOURCE: Excerpted from Kiplinger Forecasts (Feb. 27, 2004)*

Proposed Small Business Size Standard Regulatory Change

On March 19, the US Small Business Administration (SBA) published a proposed rule that seeks comments on proposed modifications to the small business size standards established by the SBA.

The SBA is proposing to establish size standards based on the number of employees. The proposed change would reduce the number of different size standard levels, and simplify the application of size standards to federal government programs. Under this proposal, size standards will range between 50 employees and 1,500 employees, depending on the industry or SBA program — and for a limited number of industries, SBA proposes a maximum average annual receipts amount (or cap).

A brief summary of the SBA proposed rule, as well as links to the *Federal Register* notice, is available under Procurement on the Office of Advocacy's Regulatory Alerts page, located at http://www.sba.gov/advo/laws/law_regalerts.html. Please share your thoughts on this proposed rule with the Office of Advocacy, to assist Advocacy in its assessment of the rule's potential impact on small businesses.

More Than 25% of All 2003 Federal Contracts Went to Small Businesses

On March 24, Hector V. Barreto, Administrator of the US Small Business Administration, announced that the federal government, for the first time ever, awarded more than a quarter of its prime contracting dollars to small businesses in fiscal year 2003. The FY 2003 data indicate that small businesses did \$62.7 billion of business with the federal government as prime contractors, representing 25.37% of all government prime-contracting dollars. That is an increase of \$9.7 billion over FY 2002.

"This is a tremendous victory for America's small business owners and for our economy," Barreto said. "These record-breaking numbers did not happen by accident. President Bush and the SBA have worked hard to help small entrepreneurs do business with the federal government. The President is working to create an environment in which small businesses can succeed, and these tremendous results show that his policies are working. The statutory goal for small business contracting is 23 percent. We not only exceeded those standards, but we set an all-time record, awarding a higher percentage of federal contracting dollars to America's small businesses than ever before."

"Business Matchmaking, the 8(a) Business Development program, and the HUBZone program are making a difference for small businesses," Barreto added. "I believe that our continued commitment to those programs combined with our strong efforts in other areas — such as contract unbundling — will make 2004 another banner year."

The \$62.7 billion in prime contracts awarded to small businesses in 2003 will create or retain approximately 469,632 jobs.

"Today's report from the Federal Procurement Data Center confirms that we are making progress on a number of important fronts given the importance of federal contract opportunities to jobs and growth for small business. However, obstacles still remain to hinder small firms from realizing greater business opportunities in both prime contracting and subcontracting areas," said Sen. Olympia Snowe (R-ME), Chair of the Senate Committee on Small Business and Entrepreneurship. "The SBA's efforts to enhance small business participation in federal contracting appear to be opening doors for small contractors, and I want to help the agency build on this progress."

"Nearly two years ago, President Bush set several policies in motion to increase federal contracting opportunities for small businesses," said House Small Business Committee Chairman Donald Manzullo (R-IL). "The results have been tremendous. The federal government, which purchased a record \$62.7 billion in products from small businesses last year, is not only meeting but exceeding its overall small business contracting goal. That's great news for taxpayers since small businesses can often provide goods and services more quickly and less expensively than their larger competitors. And it's great news for our economy, since more business for small businesses means more jobs for Americans."

Every category of small business tracked by SBA showed impressive gains in federal contracts in FY 2003. Small disadvantaged businesses were awarded \$2.3 billion more in federal contracts in FY 2003, receiving \$18.2 billion in contracts. Likewise, participants in the 8(a) Business Development program received \$3.97 billion more than in FY 2002, for a total of \$9.6 billion in FY 2003.

The dollars to women-owned small businesses increased by \$1.1 billion, from \$6.8 billion to \$7.9 billion in FY 2003. The HUBZone program, which just celebrated its fifth anniversary, was awarded \$2.447 billion in contracts.

Service-disabled veterans also saw an impressive jump in the value of contracts awarded, receiving \$510 million in FY 2003 as opposed to \$298 million in FY 2002.

Two agencies in particular showed strong results from their efforts to reach out to small businesses in 2003. The Department of Defense awarded 24.8% of its prime contracts to small businesses, and the Department of Homeland Security awarded an impressive 40.68% of its prime contracts to small businesses in its first year.

In addition to outreach through traditional contracting methods, last year the SBA employed a new initiative called Business Matchmaking. Business Matchmaking is a series of events being held across the country in which small business owners can schedule one-on-one meetings with buyers from federal, state and local governments as well as larger corporations, cutting through the red tape that is too frequently part of the federal contracting process. So far more than 4,000 small businesses have participated in more than 14,500 one-on-one meetings with buyers at Matchmaking events across the country.

HHGFAA FAQs



Q. Will you publish an announcement or story and photos about my company in *The Portal*?

A. We are pleased to accept your submissions of appointments and other stories for the Industry News section of the magazine. If mailing your story, please send it to Bel Carrington, HHGFAA, 2320 Mill Road, Suite 102, Alexandria, VA 22314. If you e-mail your item, please send it to bel.carrington@hhgfaa.org with a copy to Joyce Dexter, Portal Editor, at joycemcd@erols.com.

The idea of member news and announcements is to keep your colleagues informed about newsworthy events at your company. Submissions should not, however, be written to read like an advertisement. Space is limited, and quotes by officials should be used sparingly, or they may be cut or eliminated.

Please be aware that if you are sending photos to accompany a story provided by e-mail, they must be submitted separately as graphics. If the photo is submitted only in a Word document, it cannot be used.

Q. How can I register for the Annual Meeting?

A. You will of course be able to register by mail or by fax if you prefer. But the quickest way is to register online, via the HHGFAA website, at www.hhgfaa.org. Watch for announcements when the capability goes online later this spring. Last year, more than 80% of those who attended the Annual Meeting in Hawaii registered online.

Q. How can members contribute to the content of *The Portal*?

A. We often solicit articles and submissions by members related to the theme or focus of specific issues of the magazine. You can often find the theme of an upcoming issue, and instructions for submitting a quote or an article, in *The Portal*. The theme for the May/June issue is Sales and Marketing. You are invited to send submissions related to this topic to the address given in the first FAQ above. Your comments may be article length or just a few lines.

A look at the people and events shaping HHGFAA member companies

APPOINTMENTS



Parker



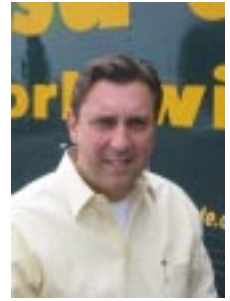
Isoda



Gutierrez



Prada



Rodriguez

M. Dyer & Sons has named **Rebecca Parker** president of the employee-owned moving and storage company. Parker joined the company in 1986, navigating the corporate ladder from accountant to office manager to her most recent position as vice president and general manager. She will continue to run the administrative and sales team for commercial sales and national account business, customer quality initiatives and programs, move management program, and the record storage operation.

In a related move, **Eric Isoda** has been promoted from operations manager to vice president-operations. Isoda will continue to oversee the company's \$1 million moving and transportation fleet and the 63,000-square-foot warehouse operations in Pearl City, HI.



Asian Tigers recently announced the transfer of **Joseph Webber** from its Manila office to Beijing, China. Webber has been in the transportation business for 28 years, and has been involved in nearly all facets of the industry. He joined the Asian Tigers in 2000, as country manager of the Philippines.

In China, Weber will help manage the growth of that dynamic market. The company's network of 10 offices work to ensure the highest quality of services, consistent and focused agent relations, and seamless transport solutions for the entire China market.

Weber can be reached at joseph.webber@asiantigers-china.com



Global International Spain has announced two new appointments, made as part of its aggressive expansion plan.

Rosa de Prada, who has 18 years' experience in the moving business and has worked for companies including Pickfords and Interdean. Interconex, has been named operations division manager. She is based at the Madrid headquarters.

Rene Gutierrez, who also has 18 years' experience in the industry, has worked in the past for Gil Stauffer and Grupo Amigo. Gutierrez forms part of the company's sales department in Madrid, but will also be providing Global International operations support.



La Rosa Del Monte Express, headquartered in New York, recently added **Anthony Rodriguez** to its corporate staff as the new director of logistics based at the Miami, Fla., facility. Company founder and President Hiram Rodriguez said Anthony Rodriguez's hands-on approach and experience will be fundamental in the expansion plans the company is now pursuing.

"The potential to play a key role in the constant growth of the company is real," said Anthony Rodriguez. He added that the company's infrastructure of 11 offices will allow him to develop the corporate origin and destination service for the major carriers and van lines as well as the international market.

La Rosa Del Monte Express was created to provide household goods consolidations to and from specific areas of the United States and the Caribbean. "We have a considerable amount of tonnage, both national and international, that we consign to other carriers," said Rodriguez. "We believe in reciprocity."

Full VIP origin and destination service, domestic and international, is available from New York, Miami, Orlando, Connecticut, Chicago, Massachusetts, Pennsylvania, Ohio, Texas, Puerto Rico, and the Dominican Republic. The company offers origin, inland or ocean freight, and destination services, an added convenience



Beglin



Blakeway



McCrain



Lordan

when handling an international shipment. The international department can quote origin and destination services to any part of the world.

La Rosa Del Monte Express is a military agent in Puerto Rico and will have full approval of all codes of services in Miami by next cycle, said Rodriguez. For more information, e-mail Rodriguez at logistics@larosederlmonte.com.



Sterling Corporate Relocation recently announced the appointment of two senior executive positions. **Jeremy Beglin** has been named chief operating officer and **John Blakeway** has joined the firm as relocation services director. This move reflects Sterling's continued strategy to focus on providing high-quality assignee mobility solutions for multinational businesses.

Jeremy Beglin will take overall responsibility for sales, customer service and operations. He will focus on delivering high quality relocation solutions across Sterling's full range of relocation and moving services and building relationships with Sterling's corporate accounts and overseas partners. Beglin brings with him a wealth of international relocation experience. He was most recently managing director and then vice president of SIRVA Europe, where he oversaw sales and marketing for all moving and relocation services brands in Europe. Prior to SIRVA, he was managing director of Rowan Simmons, Europe's largest privately held relocation firm.

John Blakeway assumes management of Sterling's relocation services activities. He will focus on ensuring that Sterling continues to meet and exceed the high service standards that have been achieved since the foundation of the company in 1991. Blakeway has many years of experience in the relocation industry. He was most recently relocation services director at TEAM Relocations and was previously director of Morton Fraser Relocation. Blakeway has a long-standing commitment to achieving excellence in relocation and is currently chairman of the Association of Relocation Agents' Training Committee.



Suddath Relocation Systems has named **William (Bill) McCrain** president and general manager of its Suffern, N.Y., office. In this position, McCrain will be responsible for all operational, sales, marketing, and financial aspects of its 100-plus employee global moving and storage operation serving New York's Tri-state area.

McCrain has worked with several relocation organizations including, most recently, a United agent in New York. His many years in this market have allowed him to develop an extensive network of significant contacts, which will support Suddath's marketing efforts to expand further into the office and industrial moving, corporate relocation, and warehousing and logistics markets in the New York area.

McCrain also brings a significant background in the global market. He has traveled extensively around the world to service his international clients and has been asked to present at many industry functions, including the ERC. He has served on the International Advisory Committee for the ERC and chaired a panel discussion at the HHHGFAA Annual Meeting.

Website: www.suddath.com



Dennis Lordan has joined the **International Shippers Association (ISA)** as its general manager, effective March 1. The ISA is headquartered in Alexandria, Va.

ISA Chairman Mario Rizzo noted that Lordan's initial focus will be on the continued development and improvement of the ISA's ocean rate contracts for the movement of civilian (commercial) international household goods.

Lordan, whose experience includes a sales and marketing background, as well as executive management positions with American President Lines and CMA-CGM (America).

At ISA, he will contact HHHGFAA members to do a needs analysis of civilian shipping requirements, in conjunction with reviewing existing contracts with NVOCCs. He also will address the need to effectively communicate all vendor rates to the members, as well as ensure that all contracted vendors provide ISA with competitive rates commensurate with the service levels customers demand.

Lordan will work from his residence in South Harwich, Mass., and can be reached via e-mail at isamanager@comcast.com.

EXPANSIONS



Da Costa



Campos



Pinto

Global International, headquartered in Madrid, Spain, has opened a new branch office in Lisbon, Portugal, effective Feb. 16. Heading up the Portuguese operation are **Jorge Da Costa**, **Eugenio Campos** (formerly of Rettenmayer) and **Rudolfo Pinto** (formerly with Transportes Urbanos), all of whom have significant experience in the moving business. They will be working to make the Lisbon office a market leader in the Iberian peninsula, according to Andrew Rosemeyer, the company's managing director.

Website: www.globalinternational.com E-mail: portugal@globalinternational.com

Preparations Underway for New Project Office in Libya

At a time when Libya is undergoing a dramatic rehabilitation on the international stage, **AES Cargo** is making preparations to establish a new project office in Tripoli, the Libyan capital. The move comes on the heels of Libya's announcement that it is abandoning its weapons of mass destruction (WMD) programs and opening up its production sites for inspection. This in turn sparked the recent US decision to establish a diplomatic presence in Libya for the first time in decades.

These events are being viewed by many as a positive step forward in the international campaign against the proliferation of WMD, an issue that is once again topping the international community's agenda. Spearheading this campaign is the Proliferation Security Initiative (PSI), an effort aimed at increasing the pressure on rogue states to abandon their attempts to circumvent current nonproliferation monitoring procedures. Countries that agree to the initiative work to seize illegal weapons, missile technology and other agents of terrorism on planes and ships carrying "suspect cargo." The countries currently involved in PSI are Australia, Britain, France, Germany, Italy, Japan, the Netherlands, Poland, Portugal and Spain and the United States. Canada, Singapore and Norway are expected to join the accord in the near future.

AES Cargo's experience in assisting with disarmament and nonproliferation efforts means the freight forwarder figures to play a key role in the PSI's efforts in Libya. AES's experience in this field dates back many years, beginning with work the company carried out for the US Department of Energy in Russia during the 1990s. AES Cargo was involved in handling the transportation logistics for the disarmament of Russian nuclear equipment, making it part of one of the largest disarmament campaigns in history.

Since then AES Cargo's network of strategically located offices has allowed the company to become involved in a number of disarmament efforts in major theaters of operation across the Middle East, Central Asia, and Africa.



The port of Tripoli, Libya's capital.

Atlas World Group Acquires Bekins Distribution Services

Atlas World Group has acquired the assets and business of St. Louis-based Bekins Distribution Services. The business will be operated as BDS Worldwide, a wholly owned subsidiary. Atlas, through its subsidiaries, transports household goods and also handles logistics issues such as moving and installing exhibits, store fixtures, electronics, and fine art.

—SOURCE: *TrafficWorld*)

EEE Training Part Two

The employees of Albert Moving and Storage recently gathered for a second meeting on how to provide each customer an EEE — that is, customers receive Experiences that will Exceed their Expectations.

The future direction of the Wichita Falls, Texas-based company was the topic of the day. There are two questions each employee should be asking: Where is the company headed? and What is my role in this effort? The purpose of the day was to learn the answers to those questions.

In the first meeting, employees discovered that the only way for customers to experience the triple-E is through exceptional execution and follow-through in delivering services to them. A Business Planning Process was established so the paths to EEE experiences can begin with establishing realistic targets and expectations.

Albert has two objectives: increasing operating profits and delighting customers. Under those two goals are two sub-objectives: Our Purpose, developing “Customers for Life,” and Our Vision, “Revolutionizing the Way People Move.”

Strategic plans were put in place and tactical plans established. Using these strategies and tactical plans, Albert associates also set measurable performance goals.

The quote of the day was from John Maxwell: “I want to make a difference with people who want to make a difference doing something that makes a difference.”

Gateways International Announces 2004 Sales Jackpot

Seattle-based Gateways International has announced its 2004 Sales Jackpot contest featuring a host of guaranteed prizes for billable revenue booked with Gateways, as well as the chance to win a grand prize travel voucher.

Prizes will be awarded each time participants hit one of the three levels in the contest: For \$5,000 in billable revenues, a special gift basket; for \$15,000, a staff lunch (\$150 value); and for \$25,000, a cash reward of \$250.

In addition, every time a move is booked, the participant’s name is entered for the grand prize, a \$500 travel voucher. The more moves booked, the greater one’s chance to win.

Gateways will track all billing and notify winners when they reach each level. The contest runs through May 31 and the grand prize winner will be selected by drawing in early July.

For more information, contact Malcolm McCulloch, Gateways sales manager, at (800) 257-5256 or e-mail MalcolmM@the-movers.com.

7M Transport Certified Under C-TPAT

7M Transport, Inc. President Howard Leff announced 7M’s certification as a member of the C-TPAT program.

“The U.S. Customs and Border Protection unit of The Department of Homeland Security has reviewed our Supply Chain Security Profile and we are extremely proud of our partnership with Customs and other governmental units,” said Leff.

The Customs-Trade Partnership Against Terrorism (C-TPAT) is a continuing effort by the transportation community and others to secure their operations against possible compromise, communicate these efforts to business partners and to maintain a high level of compliance in other Customs-related areas.

HHGFAA FAQ

Q. What types of companies comprise the membership of HHGFAA?

A. Origin agents, destination agents, port agents, customs brokers, inland carriers, ocean carriers, air, trucking, and rail transportation companies.



IN MEMORIAM

Frank Gregory Cain III 1949-2004

Frank Gregory Cain III, known to all his friends as Greg, passed away in Panama City on March 13, following a courageous battle with cancer. He was 54.

Roger Paul (who was profiled by *The Portal* in the September/October issue) knew Greg Cain well and recalled that his friend was a modest, unpretentious man whose loss is keenly felt throughout the industry. His friends and colleagues were able to spend time with him at HHGFAA's 43rd Annual Meeting in Honolulu last October, during what appeared to be a remission of his cancer.

Greg Cain was born Aug. 23, 1949, in Colon, Republic of Panama. A U.S. citizen whose parents owned a moving and storage business in Panama City, where he lived most of his life, Mr. Cain graduated from high school in 1967 and then moved to Miami, Fla., to attend college. He was drafted into the United States Army in 1969 and ultimately attained the rank of Spec. 5. During his 18-month military service, he spent a year in Vietnam as a combat field medic.

Although few people were aware of it, Mr. Cain earned several honors derived from his combat experiences. He was awarded two Bronze Stars, one of which was for valor in combat; a Purple Heart for wounds he sustained on the battlefield; an Army Commendation Medal; a Medal of Good Conduct; a National Defense Service Medal; and other recognitions for his distinguished service in Vietnam.

Upon completion of his military obligation, Mr. Cain returned to Panama City, where he rejoined the family business, Frank Cain & Sons. It was a tumultuous time in that country, and during the Noriega regime a missile destroyed a company warehouse. The firm thrived despite that experience, and after his father's death in the 1980s Greg Cain assumed leadership of the company, which he headed for three decades. During that period, he and a partner, Victor Carter, formed a sister company, Kora Transportation. After Carter died in 1998, Mr. Cain took over Kora and ran both companies until they were phased out and closed in 2000 following the implementation of the treaty returning control of the Panama Canal to Panama. From then until his death, he did some consulting for transportation and stevedoring firms in Panama.

It was in 1994 that Roger Paul moved to Panama and became well acquainted with Mr. Cain, whom he had met previously on other occasions; the two men quickly discovered they had much in common and formed a fast friendship. "He was my absolute best friend," says Paul, who remembers Mr. Cain for his quiet generosity. "He was very discreet about the support he provided to many. Many people relied on him heavily when they needed business advice — people knew they could count on him. Greg was unpretentious, quiet, very much a gentleman. He was also an energetic guy who loved life. In fact, he was about to embark on something new but was unable to pursue it because of his illness."

Mr. Cain is fondly remembered by his colleagues in PAIMA, LACMA, HHGFAA, and other professional organizations of which he was a member. He was also active in the Elks in Panama, as well as the Freemasons, Shriners (and a subgroup, the Royal Order of Jesters), and the Veterans of Foreign Wars. An avid duffer who spent as much time as possible on the links, he often joked that he had four great passions: "Golf, travel, golf, and golf."

He is survived by his only daughter, Robin Cain Lincoln of Fort Collins, Colo., her husband, Michael Lincoln, and their daughter, Ella. He also leaves behind a younger brother, Patrick, who resides in Panama; his sister, Mary L. Rice and her husband, Patrick Rice, of Honolulu; and four nieces and nephews.

IN MEMORIAM

Estelle Burger Tredway

Estelle Tredway, an industry veteran well known throughout the industry, died on Feb. 14 following a valiant battle with cancer.

Ms. Tredway most recently served as vice president at the National Moving and Storage Association and, following NMSA's merger with the American Moving and Storage Association, at AMSA. In addition to her executive-level responsibilities at the two organizations, since the early 1980s she had conducted successful claims seminars nationwide and was a regular speaker at state association meetings and conferences.

Ms. Tredway authored several textbooks on claims procedures and other aspects of the moving industry, including manuals for the Commercial Driver Center in Illinois. She compiled a popular National Repair Services Directory and served as an expert witness for the Department of Defense. She also is credited with developing the first Claim Certification Program.

Before joining the association staffs, Estelle worked for many years in the moving industry and was always very proud of her career and accomplishments while working for the late Arthur E. Morrissette and his sons at Interstate Van Lines in Springfield, Va. She spent 13 years with the company and was the first woman to rise to a top management position at Interstate.

She was born in Lynn, Mass., on Oct. 12, 1937, to Henry Russell Burger, Sr. and Lottie Doris Hudson. She had two brothers, Henry Russell, Jr. and William Arnold, and a sister, Winnifred Ann.

Following her high school graduation from Lynn Classical High School, she married Robert N. Tredway in 1958. They had three daughters, Catherine, Valerie, and Deborah.

"She was a wonderful mother and established a sustaining, stable home environment that allowed her husband Bob to pursue his military career," said her daughter Catherine. "Mom valued the active life of a military wife and was always looking forward to setting up home in another new environment. She created traditions that came to define her family, and her love always served to draw them back home regardless of geographical distance. She welcomed all of her children's friends into the family, and has continued to be known as 'Mom' to countless others beyond the immediate family.

"She made her daughters feel special in many ways, from keeping the household running smoothly and efficiently to participating in every personal and school activity. She moved with grace and lived in a state of elegance and class. She brightened rooms full of people in her personal and professional lives, and always did so without failing to maintain focus on a single person at a time."

The family suggests that expressions of sympathy be in the form of donations to the Hospice of Rapidan, P.O. Box 1715, Culpeper, VA 22701.



**Estelle Burger Tredway
1937-2004**

A. Quinn Bell Retires from Suddath

After 36 years of dedicated service to the moving and storage industry, former Chairman and Chief Executive Officer A. Quinn Bell will retire in April 2004 from The Suddath Companies.

“Quinn has been instrumental in leading Suddath into what is now one of the largest moving and storage enterprises in the nation,” said company Chairman Steven M. Suddath. “Words cannot describe the impact his guidance and leadership has meant to this organization. I am eternally grateful for the sacrifice and commitment Quinn, and his family, gave to Suddath. Quinn Bell’s name will be synonymous with Suddath for many years to come.”

Bell immediately drew upon his already extensive moving business experience when he began his career with Suddath in 1968, which at that time employed about 40 people and generated annual revenues of just over \$1 million. Among his most significant achievements was to create a strong management team which, under his guidance during the 1970s, began the development of subsidiary companies designed to meet evolving marketplace needs, both domestically and worldwide.

By 1983, The Suddath Companies was created as a holding company for all Suddath subsidiaries, which today include Suddath Relocation Systems, Suddath International, Suddath Military Group, Suddath Transportation Services, Suddath Logistics, Lexicon Relocation, AirLand Forwarders, Centra Worldwide, and Paramount Event Management. Under Bell’s leadership, Suddath has become a diverse company that generates total revenues of nearly \$200 million and employs over 1,200. Since 1982, the year after Suddath joined the United Van Line system, it has consistently ranked among United’s top three revenue producers.

With an eye toward diversification and growth of The Suddath Companies, Bell guided the company through the establishment of several very successful non-transportation-related business ventures, such as a manufactured housing company, a telecommunications company and one of the nation’s leading record storage companies.

Bell’s commitment to consistently improve our industry is demonstrated in his broad involvement in several associations and foundations. He was past chairman of the Florida Movers and Warehousemen’s Association and twice past chairman of HHGFAA. He serves on the board of the American Moving and Storage Association (AMSA), where he sits on the organization’s Government Affairs Committee.

In addition to his work in organizations within the moving and storage industry, Bell also chairs two charitable foundations: Operation New Hope and the Metro Kids Konnection. He is a past member of the board of governors of the Jacksonville Chamber of Commerce; a past board member of the Jacksonville Zoo; and a member and past chairman of the University Club. He also was active in the Rotary Club, and is a past board member for both St. Vincent’s Medical Center and the Leukemia Society.

Prior to his announcement of retirement from Suddath, Bell was recognized during United’s fall 2003 convention for his many contributions to the industry. He received United’s highest honor, the Gene Anderson–United Excellence Award, which is given to recognize meritorious service.

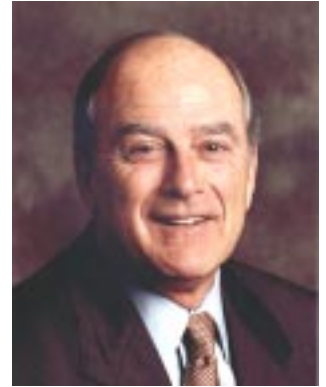
Bell also will be stepping down this spring as a member of the UniGroup Board of Directors, concluding 14 years of distinguished service. He served on the Executive Committee and as treasurer, as well as chairman, of Van Liner Insurance.

“Quinn leaves a legacy of identifying talented individuals who work well as a team while building successful organizations,” said Barry Vaughn, chief executive officer of The Suddath Companies. “His management style has been personable and approachable to all levels within the organization—on a first-name basis and always with an open-door policy. Bell has a unique ability to make everyone feel at ease and he cherishes the relationships he builds with each and every employee.

“I look forward to leading the company to new heights, which is only possible through the strong foundation that was provided by Quinn’s vision and leadership of the past 36 years,” Vaughn added.

Although he will be officially retiring from The Suddath Companies, Bell will remain active in the industry as a resource for many, and will continue to be involved in outside business ventures.

Bell resides in Jacksonville with his wife, Ann. He has four children and five grandchildren.



A. Quinn Bell

HHGFAA FAQ

Q. Is the new HHGFAA Website up and available?

A. Yes, as of April 4, 2004.



Richardson Retires from AirLand Forwarders

After 31 years of service, Michael C. Richardson, Sr., a pioneer and industry expert in the military moving industry, is retiring from AirLand Forwarders, a wholly owned subsidiary of The Suddath Companies. AirLand provides transportation and relocation related services for the military.

Richardson began his career at Suddath in 1973 by creating Suddath's first international military household goods forwarding operation, which is now known as AirLand Forwarders. Under his leadership, AirLand has become one of the largest and most respected military carriers in the industry.

Recalling Richardson's impressive career, Barry Vaughn, Chief Executive Officer of The Suddath Companies, said, "Mike played a key role in the strategic direction of The Suddath Companies by serving on the executive committee and providing countless contributions that enhanced Suddath subsidiaries."

"Mike's contribution to the overall success of Suddath has been significant over the past 31 years. His vision, leadership and creativity had a major impact on the development of the current military relocation program," Vaughn said.

Richardson was instrumental in the development of the accounting and control systems that revolutionized Suddath's military forwarding operations. The systems are still in use today. He also started Suddath's overseas military operation in Guantanamo Bay, Cuba, in the early 1980s, after securing a contract with the Department of Defense to perform relocation services for military personnel. Richardson established this operation from the ground up including staffing, training, and defining processes and procedures. He also started Suddath Container Services, a very successful flatbed trucking operation dedicated to providing transportation services to the military.

In 1985, Richardson was given the extra responsibility of overseeing the military domestic program for The Suddath Companies. He quickly developed and staffed an agency relations department tasked with the recruitment and training of a comprehensive national agency family to serve the military's relocation needs. Suddath's domestic military market share soared under his leadership. Today, Suddath's military divisions support more than 400 agents and provide services worldwide.

As a result of Richardson's early innovations and commitment to continually improve military relocation processes, he is regarded as one of the individuals who brought much needed credibility to the industry.

Richardson served on the board of the Household Goods Forwarding Association and was able to make several contributions that include: providing insight into domestic and military relocation to the Household Goods Forwarding Association and for the Department of Defense's Military Traffic and Management Command (MTMC) and Full Service Moving Project (FSMP).

Richardson resides in Jacksonville, Fla., with his wife Joie. He has two children and three grandchildren.



Michael C. Richardson, Sr.

HHGFAA FAQ

Q. How can I access the HHGFAA Website?

A. Contact Boris Populoh (boris.populoh@hhgfaa.org) for your member password if you don't already have one. The site address is www.hhgfaa.org

Q. What is the E-Portal?

A. The E-Portal is an electronic newsletter that is distributed via e-mail to all members with active e-mail addresses.





UNMIK soldiers on patrol in Pristina

AES's Kosovo Office Reports Growth in UN Export Shipments

The AES Group's Kosovo office has reported a significant jump in the number of export shipments the company has handled for the United Nations Mission in Kosovo (UNMIK) over the second half of 2003. The company's first UNMIK shipment was collected in March 2001, and since that time export demands have increased steadily. The majority of jobs have been handled by Move One, the AES Group's household goods forwarding division. Many of these have been shipments of personal effects ranging from 80 to 200 kg, or container shipments loaded with the household goods of UN staff members rotating to another UN country mission.

Although Move One has also handled UN import shipments over the same period the majority have been exports, many of which were bound for destinations in Africa. This is indicative of the fact that UNMIK's operations have recently been scaled back as the UN attempts to gradually establish greater autonomy and more effective self-government in Kosovo.

Nikola Spasovski, the AES Group's regional operations manager, credits the company's experience in crisis-hit areas for the success of the Kosovo office. "People have come to view us as a company that can provide reliable service in regions that are notoriously unreliable when it comes to shipping," said Spasovski. Indeed, the company's previous work in war-torn Bosnia and Croatia paved the way for the success of the Kosovo operations. In fact, the Balkans experience in general provided the AES Group the expertise to launch successful operations in Afghanistan and Iraq over the past 2 years. In both of these locations as well, Move One is being called upon to handle the relocations of UN staff and employees of other international bodies with a local presence.

KHZ Int'l Signs Worldwide Contract With Multinational DSM

Netherlands-based KHZ International Movers recently signed a worldwide contract with the multinational firm DSM for handling all removals and relocation services within The Netherlands, to and from that country, as well as the coordination of all third-country removals.

The 3-year term of the contract carries an optional 2-year extension. The total number of removals and relocations is expected to be approximately 120 per year. The contract was awarded to KHZ based on the most favorable price-quality ratio.

Interestingly, the complete tender procedure, including the pre-selection, was executed via the Internet. After the initial prequalification, the selected removal companies submitted their rates, and their quality assurance procedures were evaluated. After that, the final decision was made by giving the top five companies an opportunity to adjust their rates by means of a Dynamic RFQ (a type of auction) also via the Internet. Although this purchase system is already common in the United States, this was the first time this system has been used in The Netherlands for tendering a large contract such as this.

KHZ International Movers, established in The Netherlands in 1977, is part of the Kiesewetter Group of companies. KHZ has held the FAIM/ISO certificate since 2000 and has been FAIM certified since 1998. It offers a wide range of services described on its website: www.khz.nl.



Participants practice packing an armchair at a BAR training session in Glasgow, Scotland.

Doree Bonner at Top of Its Class

The Doree Bonner International Group has just completed a 4-week training program. A total of 32 operatives, 8 per week, attended the training at the BAR-approved center in Glasgow.

Running over 3 full days, the course combined the best practice principles for inland, commercial, and overseas skills. Candidates were also required to take part in practical exercises covering all three disciplines as well as completing sets of questions that tested their knowledge and understanding of all these areas.

For the more experienced operatives, the courses served as a refresher in best practices, and new operatives benefited from learning the first principles of best practices.

The company decided to run the course at Express Removals in Glasgow so that the training center facilities and the skills of BAR trainer Willie Hawthorn could be fully utilized. Hawthorn, assisted by Tam Dunlop, took care of the practical elements while Sally Saunders, the group's personnel manager, delivered the theory sessions.

Feedback from the candidates has been positive and further training programs are being developed to cater to operatives' requirements. Further courses will include the role of the foreman, a 2-day intensive specialist export wrapping and packing course; and how to deal with grandfather clocks, pianos, and barometers.

Although this particular course was developed for Doree Bonner employees, the BAR-approved courses at Express are available to all moving companies in the UK. (The Doree Bonner ad appears on page 29.) Website: www.doreebonner.co.uk.

Interstate Driver Speaks At School Career Day

Stedroy Francis, an Interstate Worldwide Relocation contract driver, spoke recently at Bristow Run Elementary School in Virginia. It was Career Day at the school, and parents were lined up outside the second grade classroom to discuss their professions. Francis arrived juggling boxes and bags of goodies for the children.

As he handed out atlases, rulers, and pens to the class, he described his occupation as being the most exciting job there could be. "I get to travel around America and meet new people every day," he said. "What could be better?" When he asked if there were any questions, hands shot up into the air and students anxiously waited to be called on.

"It was my pleasure to be able to speak to my daughter's class, and let other students learn more about my career," said Francis. "I hope that one day some of them will also become drivers. It's been an enjoyable career for me."

Doree Bonner Unveils New Livery for International Vehicles

UK-based Doree Bonner International is introducing new liveried vans into its international fleet to complement the company's international product offering. This follows the introduction of new sales and marketing literature. The first of the striking new vans were delivered in the first week of April.

The new livery is in keeping with Doree Bonner's corporate image and depicts the famous cat logo alongside an image of the globe, reflecting the company's reach around the world.

Doree Bonner has built a network of highly regarded removal agents around the world, which helps facilitate moves to and from any country, according to Geoff Watson, managing director.

Website: www.doreebonner.co.uk. (*Editor's note: The Doree Bonner ad appears on page 29 of this issue.*)

RECOGNITIONS, HONORS, AND AWARDS

Dispatch Services, Inc. (DSI) recently was honored by the Surface Deployment and Distribution Command (US Government), which included the company as one of the 10 recognized carriers in the nation. DSI was identified as providing 99% on time performance for the 2003 year, according to Glenda Francis, DSI's Director, Organizational Development. DSI is a member of the Household Goods Forwarders Association of America and actively involved in both military and commercial business.



Interstate Worldwide Relocation in Springfield, Va., has announced its January and February Employees of the Month. January honorees were as follows:

Springfield headquarters: **Shawn Hill**, Mover of the Month; **Maggie Sheppard**, Packer of the Month;

Patrick Boni-Awotwi, Driver of the Month; **Kathy Shartzner**, Administrative Employee of the Month.

Ashburn branch: **Armando Gomez**, Mover of the Month; **Lynn Chapman**, Packer of the Month; **Tanimu Umaru**, Driver of the Month.

Landover facility: **Barry Spriggs**, Mover of the Month; **Jaton Davenport**, Packer of the Month; **Franklin Herring**, Driver of the Month.

Michael Valentine, a long-distance driver from Dallas, Texas, was named Over-the-Road Driver of the Month for January.

February winners were as follows:

Springfield headquarters: **Jim Dupee**, Mover of the Month; **Maggie Sheppard**, Packer of the Month;

William Edge, Helper of the Month; **Jimmie Perry**, Administrative Employee of the Month.

Landover facility: **Franklin Herring**, Mover of the Month; **Lisa Bryant**, Packer of the Month; **Thomas Blichard**, Helper of the Month.

Thomas Clem, a long-distance driver from Blythe, Ga., was named Over-the-Road Driver of the Month for February.

Interstate also presented awards to its 2003 Employees of the Year as follows:

Sales Rep. of the Year: **Joe Dugo**

Administrative Employee of the Year: **Joe Sayles**

Over-the-Road Drivers of the Year: **Jeffrey Gianville**, **Guy Dinsmore**, and **Ron Hayes**

Warehouseman of the Year: **Sean McCoy**

Logistics Employee of the Year: **Julian McCoy**

Springfield Packer of the Year: **Regina Wilkins**

Springfield Mover of the Year: **William Edge**

Springfield Driver of the Year: **Mike Edwards**

Ambassador Mover of the Year: **Nelson Cardenas**

Ambassador Driver of the Year: **Jim Lynch**

Landover Packer of the Year: **Rita Simon**

Landover Mover of the Year: **Zollie Tabron**

Landover Driver of the Year: **Timothy Commedo**

The Circle of Excellence Award, presented to those who have received Employee of the Year Award more than five times, went to Interstate driver **Jim Dupee** and to packer **Maggie Sheppard**.



Ambassador Worldwide Relocation, headquartered in Ashburn, Va., honored the following Employees of the Month for February: **Tanimu Umaru**, Mover of the Month; **Lynn Chapman**, Packer of the Month; **Armando Gomez**, Helper of the Month.

HHGFAA FAQs



Q. How do I go about advertising in *The Portal* and the Annual Membership Directory?

A. Refer to page 96 of this issue for advertising rates and dimensions of ads. You will also find instructions on where to send your advertising materials. If you have questions that are not answered on the Portal Advertising page, you may contact Bel Carrington (bel.carrington@hhgfaa.org) or Joyce Dexter, *Portal* Editor, at joycemcd@erols.com.

Q. What do I need to know about preparing an electronic ad for publication in *The Portal* or the Annual Membership Directory?

A. We accept ads created in Photoshop, Illustrator, PageMaker, Corel, and Quark Express. If you use a program not listed here, e-mail joycemcd@erols.com to ask whether our printer will be able to work with it. (**NOTE:** We cannot accept ads in Microsoft Publisher.) Electronic ads may be submitted on a floppy disk, a Zip disk, or a CD-ROM. Please remember to ALWAYS send a proof of your ad along with your electronic file to ensure that the printer can determine that the final version looks the way you expect and want it to appear. Also, be sure to indicate whether the ad is created on a PC or a Mac platform.

Q. Do you accept ads by e-mail?

A. We strongly prefer that ads NOT be e-mailed because we then would not have a hard copy proof available to ensure the ad will come out the way you expect. Under some circumstances, we will accept e-mailed ads submitted as .pdf files. For more information, contact to Joyce Dexter, *Portal* Editor, at joycemcd@erols.com.

Q. Does *The Portal* accept advertising in a non-electronic format?

A. Yes. You may send color separations or camera-ready copy that will be scanned by the printer. Positive and negative film also are accepted, although negatives are preferred as they eliminate a time-consuming step in the printer imaging stage.



Young Professionals

"Leadership Through Innovation"

The Who, What, and Why of YP-35

- **Who:** Any member of HHGFAA 35 years or younger
- **What:** YP-35 is a sub-organization of HHGFAA designed to be an inexpensive and dynamic networking group for the younger professionals in our industry.
- **Why:** YP-35 is an excellent opportunity to meet and mingle with other young members of the HHGFAA. Through YP-35 you will be able to establish a network of professionals who represent the future of our industry.

Membership is \$100 a year and entitles you to:

- A listing on the YP-35 Website
- Your own copy of *The Portal* magazine
- A listing in the HHGFAA Directory under the YP-35 tab
- An invitation to the YP-35 Mixer at the Annual Convention

Sign up today at the Website: www.YP-35.org

! Upcoming Election Information !

Both **YP-35 Chair & YP-35 Vice Chair** positions are up for election for the 2004–2006 term. Please consider running for office.

The names of the Nominating Committee will be published in the next *Portal*. If you would like to be considered, please submit your name, contact information and the position you're interested in to the Nominating Committee.

www.YP-35.org

The YP-35 Website, along with the HHGFAA Website, will be upgraded this spring. We hope that it will not create any service interruptions, but if you are unable to access the site, please try again later.

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@TrueNorthRelocation.com if you have difficulty logging onto the Website.

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

Allied Pickfords LLC

P.O. Box 30280
Dubai, UAE
Tel: (971) 4 338 3600
Fax: (971) 4 338 3700
P.O.C: Andy Marshall
No. Of Years in Business: 17
Sponsors: Circle Freight International LLC, Oman
Orbit Moving & Storage, Co. Ltd, Cyprus

Alliance Relocation Services

110 Limestone Plaza
Fayetteville, NY 13066
Tel: (877) 242-0455 • Toll Free: (877) 2420455
Fax: (877) 242-0456
E-Mail: jimw@alliancerelocation.com
P.O.C: Jim Walsh
Sponsors: Graebel Movers, OH
Executive Moving Systems, Inc., VA

Bakers Overseas International Movers

32 Alan Road
Ipswich, Suffolk, IP3 8EY, England
Tel: (44) 1 4734 01767
Fax: (44) 1 4734 01767
P.O.C: Nick Baker
Sponsors: Upakweship UK, Ltd, England
Park International Movers, England

Clark Moving & Storage, Inc.

198 Morris Road
Schenectady, NY 12303
Tel: (518) 370-4100
Fax: (518) 370-7090
Toll Free (800) 280-0090
E-Mail: pganter@clarkmoving.com
P.O.C: Phillip W. Ganter and Andrew Angus
Sponsors: Worldpack, WA
Intermove Ltd, CT

Gebr. Hertling in Hamburg

Siemensstrabe 1, 25462
Rellingen, Germany
Tel: (49) 40 540 1 031
Fax: (49) 40 552 8 9848
P.O.G: Astrid Haertel
Sponsors: Carl Hartmann, Germany
Swiss Moving Service AG, Switzerland

Global International Moving

Belourd Office Park, EDF 3, Office 9
Quinta Da Beloura
2710-443 Sintra, Lisbon, Portugal
Tel: (351) 21 923 6555
Fax: (351) 21 923 6556
E-Mail: portugal@globalinternational.com
P.O.C: Jorge Da Costa and Evgenio Campos

Globalink Kabul, Afghanistan

7 Street, Qulla-e- Fatullah Khan
Near Hussainya, House 02
Kabul, Afghanistan
Tel: (93) 2022 01088
Fax: (7) 3272 568 965
E-Mail: kbl@globalink-logistics.com
P.O.C: Mr. Mustafa Ghayoor

Harrison's Moving & Storage Co. Inc.

710 Seventh St
Portsmouth, VA 23704
Tel: (757) 397-1248
Fax: (757) 397-5405
Toll Free: (866) 320-2082
E-Mail: cwilliamws@harrisonsmoving.com
P.O.C: Cindy Williams
Sponsors: National Van Lines Inc., IL
Air Land Forwarders, Inc., FL

Hasenkamp Logistics Ltd.

Leninsky Prospect, 95A
119313 Moskow, Russia
Tel: (7) 095 936 26 64
Fax: (7) 095 936 26 16
P.O.C: Mrs. Kerstin Dauheimer
Sponsors: Simon Hegele Spedition, Germany
Froesch GmbH & Co., Inc., Germany

Intercontinental Moving Solutions

26, 5329-72nd Avenue SE
Calgary, Alberta T2C 4X6, Canada
Tel: (403) 532-0034
Toll Free: (877) 532-0034
Fax: (403) 532-0243
E-Mail: ims5@telus.net
P.O.C: David McCracken

La Levantine "Daher & Co."

Minat El Hoson, El Emir Omar Str
Hammoud Bldg, P.O. Box 113-5868
Beirut, Lebanon
Tel: (961) 1 368 170 • Fax: (961) 1 368 171
E-Mail: waeldaher@lalevantine.com
P.O.C: Abdulkarim Daher and Wael Daher
Sponsors: Packtra Plc, Ethiopia
Executive Moving Systems, VA

Levaco N.V.

St. Pietersvliet 7
B-2000 Antwerp, Belgium
Tel: (32) 3 202 4857 • Fax: (32) 3 225 0006
E-Mail: tom@levaco.be
P.O.C: Tom van Den Plas
Sponsors: T&M Forwarding Ltd, Vietnam
World Freight Logistics, The Netherlands

Lawlers International

The Storage Center, Wreakes Lane
Dronfield, S18 1PN, England
Tel: (44) 1246 413 462 • Fax: (44) 1246 290 348
P.O.C: Paul Harrison and Simon Goodall
Sponsors: Team Relocations, England
Grace Removals Group, Australia

Linkindia Packers & Movers

(a Division of Agil Freight Logistics Pvt. Ltd.)
No. 66 (Old No. 300) II nd Floor,
Thambu Chetty Street, Chennai 600 001, India
Tel: (91) 44 2521 5762 • Fax: (91) 44 2521 5756
E-Mail: removals@agilfreight.com
P.O.C: K.S. Shankarraman and A. E. Fernandes
Sponsors: Rhema Movers Pte Ltd, Singapore
P.M. Packers Movers (Pvt). Ltd, India

Matthew Moving Company, Inc.

14225 Comus Road, PO Box 212
Clarksburg, MD 20871
Tel: (301) 428-0850 • Fax: (301) 428-9862
Toll Free: (800) 827-0255
E-Mail: bobbishop@verizon.net
P.O.C: Bob Biship and Mike Marsh
Sponsors: Bailey's Moving & Storage Co., CO
Victory Van Corporation, VA

North & South Logistics, Inc.

P.O. Box 1524
Wendell, NC 27591
Tel: (919) 365-0094 • Fax: (919) 365-0031
Toll Free: (877) 301-6502
P.O.C: Steve Stutts
Sponsors: Interstate International, Inc., VA
Executive Moving Systems, VA

RHS Mover (a Division of Rais Hassan Saadi LLC)

P.O. Box 7
Dubai, UAE
Tel: (971) 4 352 1515 • Fax: (971) 4 352 6412
E-Mail: rhsmovers@raishassansaadi.com
P.O.C: Mr. S. Kamaran Ansari and Binoy Chirayil
No. Of Years in Business: 93
Sponsors: Interem, UAE
Freight International Inc., UAE

SIA Servekt Ltd

Zemitana 6
Riga, LV-1012, Latvia
Tel: (3717) 842 329
Fax: (3717) 842 330
No of Years in Business: 5
E-Mail: servekkriga@apollo.lv
P.O.C: Mr. Raivo Koka and Mr. Ervins Kaida

Schmitt International

131, Boulevard Carnol
78110 Le Visinet, France
Tel: (33) 1 39 76 43 05
Fax: (33) 1 39 76 48 50
E-Mail: schmitt.international@wanadoo.fr
P.O.C: Paul-Philippe Arnaud
Sponsors: C.D.T., France
Goeldlin Transport, Italy

The Antwerp Rapid Transit Team NV

Tweemontstraat 310
2100 Antwerpen, Deurne, Belgium
Tel: (32) 3 325 18 74
Fax: (32) 3 325 47 48
E-Mail: art@art.be
P.O.C: Marc Huybrechts
Sponsors: Senate Forwarding Inc., FL
Covan International, Inc., AL

Toma Moving Ltd

107, Route Du Nant - D'Avril
1217 Meyrin, Geneva, Switzerland
Tel: (41) 22 782 8432
Fax: (41) 22 782 8433
E-Mail: admin@toma-moving.com
P.O.C: J. W. Van Hollebeke
Sponsors: Europack, Canada
D.E.E.R. Demenagements France

RE: Transportation, Inc.

11440 Hamilton Ave, Suite 104
Cincinnati, OH 45231
Tel: (513) 648-9800
Toll Free: (866) 303-4295
Fax: (513) 589-3842
E-Mail: bbarnes@re-trans.com
P.O.C: Bill Barnes
Sponsors: Wheaton Worldwide Moving, IN
Stevens International, WA

UAB Servekt Ltd

Graiciuno Str 10
Vilnius 02241, Lithuania
Tel: (370) 5264 1407
Fax: (370) 5264 1407
No of Years in Business: 1
E-Mail: servektvilnius@takas.lt
P.O.C: Mr. Vytautas Kaneckas and
Mr. Andras Mandlo

METAL SECURITY SEALS FOR SALE

Members

Non-Members

Under 10,000	.08 each	Under 10,000	.12 each
Over 10,000	.07 each	Over 10,000	.10 each

**All orders should be faxed to
Bel Carrington at
(703) 684-3784**

• SEALS MUST BE ORDERED IN SETS OF 400 OR 600 •

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-14	45.00	60.00
Global Transportation & Related Business Terminology	45.00	75.00
How Congress Works: A Layman's Guide to Understanding Congress	10.00	
Active Members Mailing Labels	15.00	20.00
U.S. Associate Members Mailing Labels	20.00	25.00
Overseas Associate Members Mailing Labels	40.00	50.00
Training Video & Manual: Packing & Loading Military Shipments	20.00	50.00
Training Video & Manual: Packing & Loading Commercial Steamship Containers	40.00	70.00
ITGBL Carrier Approval Pamphlet	10.00	15.00



ORDER FORM

Name _____

Company _____

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Phone () _____ Fax () _____

Enclosed is my check for \$ _____ . Please send the following:

Item	Cost
_____	\$ _____
_____	\$ _____
_____	\$ _____

Please charge my VISA MasterCard # _____

Name on card: _____ Exp. date _____

Signature _____

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**

By Jim Wise
PACE-CAPSTONE



GAO Report on CBP Cargo Screening Efforts

After the attacks of Sept. 11, 2001, concerns intensified that terrorists would attempt to smuggle a weapon of mass destruction into the United States. One possible method would be to use one of the 7 million cargo containers that arrive at our seaports each year. Addressing the potential threat posed by the movement of oceangoing cargo containers falls to the Department of Homeland Security's US Customs and Border Protection (CBP). Since CBP cannot inspect all arriving cargo containers, it uses a targeting strategy, including an Automated Targeting System. This system identifies containers for inspection based on perceived level of risk.

GOA recently published a series of studies that were critical of the Department of Homeland Security Customs and Border Protection (CBP). According to GAO, CBP has taken steps to address the terrorism risks posed by oceangoing cargo containers, but its strategy neither incorporates all key elements of a risk management framework nor is it entirely consistent with recognized modeling practices.

Actions CBP has taken included refining the Automated Targeting System to target cargo containers that are a high risk for terrorism, or other smuggling, for physical inspection. CBP has also implemented national targeting training and sought to improve the quality and timeliness of manifest information, which is one of the inputs for its Automated Targeting System. However, regarding risk management, CPB has not performed a comprehensive set of assessments vital for determining the level of risk for oceangoing cargo containers and the types of responses necessary to mitigate that risk.

Regarding recognized modeling practices, CBP has not subjected the Automated Targeting System to adequate external peer review or testing. It has also not fully implemented a process to randomly examine containers in order to test the targeting strategy. Without incorporating all key elements of a risk management framework and recognized modeling practices, CBP cannot be reasonably sure that its targeting strategy provides the best method to protect against weapons of mass destruction entering the United States at its seaports.

In preparing the report, GAO visited selected seaports and found that the implementation of CBP's targeting strategy faces a number of challenges. Although port officials said that inspectors were able to inspect all containers designated by the Automated Targeting System as high-risk, GAO's requests for documentation raised concerns about the adequacy of CBP's data to document these inspections. CBP lacks an adequate mechanism to test or certify the competence of students who participate in their national targeting training. Additionally, CBP has not been able to fully address longshoremen's safety concerns related to inspection equipment. Addressing these concerns is important to ensure that cargo inspections are conducted safely and efficiently. Challenges to both the development and the implementation of CBP's targeting strategy, if not addressed, may limit the effectiveness of targeting as a tool to help ensure homeland security.

In testimony to the House Oversight Committee, GAO summarizes its work on (1) whether the development of CBP's targeting strategy is consistent with recognized key risk management and modeling practices and (2) how well the strategy has been implemented at selected seaports. GAO recommends that CBP incorporate all the key elements of a risk management framework and recognized modeling practices in its targeting strategy and the Automated Targeting System. GAO also recommends, among other things, that CBP improve management

controls to better implement the targeting strategy at seaports.

In the final analysis, GAO found that CBP faces a number of challenges in implementing the targeting strategy at the six ports visited, and these challenges could limit the strategy's effectiveness.

Specifically, the GAO found deficiencies in CBP's national system for reporting and analyzing inspection statistics. CPB officials told GAO they have just implemented enhancements to their targeting system to better collect national data on the results of inspections, but it is too soon to tell whether it will provide consistent, complete inspection data for analyzing and improving the targeting strategy. In addition, GAO found deficiencies in CBP's national targeting training program. Further, GAO found that space limitations and safety concerns about inspection equipment constrain some ports in their utilization of screening equipment, a fact that has affected the efficiency of examinations.

CBP has taken steps to address the terrorism risks posed by oceangoing cargo containers, but its strategy neither incorporates all key elements of a risk management framework nor is it entirely consistent with recognized modeling practices. ■

HHGFAA FAQs



Q. Whom do I contact if I have questions about an invoice for advertising?

A. Contact Bel Carrington at (703) 684-3780 or bel.carrington@hhgfaa. (Please note that Joyce Dexter, editor of *The Portal*, does not work on the HHGFAA premises and cannot answer any questions related to billing.)

Q. What information is available on the HHGFAA Website?

A. You will find a wealth of information that is certain to become a valuable resource to you. The site will be regularly updated to include news alerts offering a quick look at recent developments; member listings; hyperlinks to many other sites related to international shipping and moving; consumer information; Annual Meeting registration information; a Web-based archive of past issues of *The Portal*, and much more.

Q. How many countries are represented in HHGFAA?

A. Following the recent addition of a new member in Djibouti, there are now 166 countries with HHGFAA members. Turn to page 18 for a list of countries and the number of HHGFAA members in each country. "



Coming Up in the Next Issue of The Portal ...

The theme of the May/June issue of *The Portal* will be “Sales and Marketing Techniques.”

Articles will include:

- Challenging Your Fears
- Sales Presentation Skills
- Time Management Techniques
- How Procrastination Can Help Sales Performance
- Formatting Sales Proposals
- Avoiding Sales “Bombs”
- How to Stand Out at Trade Shows

HHGFAA members all around the world will benefit from your successes. We welcome your own tips related to sales techniques, tricks of the trade, or stories that you would like to share with *Portal* readers. Your contribution need not be long or even in article format. Photos relating to the article you send are also welcome. They may be prints or in digital format (preferably high-resolution .JPG).

Send your submission to

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

Or e-mail to bel.carrington@hhgfaa.org

All articles are subject to editing for clarity, length, and syntax.

Deadline for submissions is May 20, 2004.

THE PORTAL

The Most Widely Read Journal of the
Household Goods Industry

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

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

HHGFAA: hhgfaa.org
 24-hour Cargo Rule: nitl.org/new/24hrrule.pdf
 7M Transport: 7m-transport.com
 A.Alternativa: a-alternativa.com.br
 ABC/Amega Inc.: abc-amega.com
 Acronym Finder: acronymfinder.com or
Stands4.com
 AE Worldwide: aenationwide.com
 AES Cargo: aescargo.com
 AGS: ags-worldwide-movers.com
 Air Animal: airanimal.com
 Airport Terminal Maps: mapquest.com
 Allied VL: allied.com
 APA Worldwide: apaworldwide.com
 Arrowpak: arrowpak.co.uk
 Asian Tigers: AsianTigersGroup.com
 Bottom Line Secrets: BottomLineSecrets.com
 Brazil Worldmover: brazilmover.com
 Business Etiquette:
executiveplanet.com/community
 Careline Int'l: careline.ie
 Cargo Portal Services: cargoportalservices.com
 Cartwright Int'l: cartwrighttrans.com
 Center for Disease Control: cdc.gov
 Claims Prevention and Procedure Council:
claimsnet.org
 Comprehensive Medical Information:
healthfinder.gov
 Confianza Moving & Storage:
confiancamoving.com
 Covan World-Wide: covan.com
 Crystal International: crystalinternational.com
 Customs Service C-TPAT Program:
customs.ustras.gov/enforcem/tpat.htm
 DeHaan Removals: dehaan.nl
 DeWitt Trans. Services of Guam: dewittguam.com
 Doree Bonner: doreebonner.co.uk
 Employee Monitoring Info: searchsecurity.com
 EUROPAGES: europages.com
 EUROUSA: the-eurogroup.com
 Excargo Services: excargo.com
 Executive Insurance Services: execinsurance.net

Executive Moving Systems: thebestmove.com
 Federal Maritime Commission: fmc.gov
 FIDI Calendar: fidi.com/public/members/news/diary.asp
 Flight and Airport Information: www.faa.gov
 FMS Worldwide: fields-movers.com
 Freeline Movers: flm.com.pk
 Freight Analysis Framework:
ops.fhwa.dot.gov/freight/adfrmwrk/index.htm
 Freight Int'l: freightinternational.com
 Fukuoka Soko Co.: fukuokasoko.com/moving
 Garcia Trucking: garciatrucking.com
 Gateways Int'l: gatewaysinternational.com
 Globalink: globalink.kz
 Global Int'l Moving: globalinternational.com
 Global Security Updates:
airsecurity.com/hotspots/hotspots.asp
 Gosselin Worldwide Moving: gosselin.be
 Green Liner: greenliner.com
 Guardian Services Inc.: moveassist.com
 Harsch Transports: harsch.ch
 Health Insurance Info: hcfa.gov and hhs.gov
 Homeland Security Department:
<http://www.dhs.gov/dhspublic/>
 How Stuff Works: howstuffworks.com
 HR2B Relocations: hr2b.com
 IAL Nigeria: ial.com.ng
 Intermove: Intermove.com
 Internet Hoaxes: hoaxbusters.ciac.org
 Interport: interport.com.sg
 International Organization for Standardization:
ISO.ch
 Inters &R: inters-r.com
 Interstate Worldwide Relocation:
InterstateWorldwide.com
 Iraq Maps: http://news.bbc.co.uk/nol/shared/spl/hi/middle_east/03/v3_iraq_key_maps/html/military_operations/1.stm
 Jet Lag Cures: stopjetlag.com
 Journal of Commerce: joc.com
 Job search/interview advice: careerjournal.com
 JVK Movers: jvkmovers.com
 KHZ Int'l: khz.nl
 La Rosa Del Monte: larosadelmonte.com
 La Vascongada, S.L.: vascongada.com
 Links Relocations: linksasia.com
 Lykes Lines: lykeslines.com
 Magna Int'l Movers: magna.co.za
 Maps: <http://plasma.nationalgeographic.com/mapmachine>
 McGimpsey Removals: mcgimpseys.com
 Metropolitan: metropolitantransports.com.br
 Military Traffic Management Command (MTMC):
 see Surface Deployment & Distribution Command
 Move One: moveone.info
 Mudanzas Trafimar: mudanzastrafimar.com.mx
 National Defense Transportation Association:
ndtahq.com
 National Van Lines: nationalintl.com
 Nationwide Relocation Int'l: nrll.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
Official Time: Time.gov
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
Planes Inc. planesmoving.com
Raffles Movers Int'l: rafmover.com.sg
Remove Me Now!: removemenow.com
Rhema Movers: rhemamovers.com.sg
Santa Fe: santaferelo.com
SBA Solutions Newsletter: <http://web.sba.gov/list/>
Schenker Stinnes Logistics: schenker.bg
SecurePort Conference: secureport2004.com
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
Suddath Relocation Systems: suddath.com
Surface Deployment & Distribution Command:
sddc.army.mil
TechMate: TechMateIntl.com
Telenisus Corp: telenisus.com
TG International: tginternational.com
The eXternal Revenue Svce. of The Day
Companies: xrsnet.com
The Guardian Svcs Group: guardianservices.com
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
Travel Health Resources:
• cdc.gov/travel
• tripprep.com
• istm.org
• sosinternational.com
Travel Safety: travelindicators.com
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 Waver Information: <http://travel.state.gov/vwp.html>
Wage Reports—Online Filing:
socialsecurity.gov/employer
Ward Van Lines: wardvanlines.com
Welti-Furrer: welti-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 professional staff:
• Terry Head: terry.head@hhgfaa.org
• Bel Carrington: bel.carrington@hhgfaa.org
• Boris Populoh: boris.populoh@hhgfaa.org
• Jean Mathis: jean.mathis@hhgfaa.org
• Jamila Gravesande:
jamila.gravesande@hhgfaa.org
A.Alternativa: transp@a-alternativa.com.br
AGS: castro-j@ags-paris.com
Air Animal: petmover@airanimal.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
Doree Bonner: moving@dbonner.co.uk
Eurovan: info@eurovan.com
Excel Int'l: kato@eico.mei.co.jp or
matsuda@eico.mei.co.jp

Executive Insurance Services:
info@execinsurance.net

Executive Moving Systems:
salesinfo@thebestmove.com

Fidelity & Marine Ins.: *info@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*

Global International Moving:
andrew.rosemeier@globalinternational.com

Global International Portugal branch:
portugal@globalinternational.com

Gosselin Group: *comm@gosselin.be*

Green Liner: *safetymove@greenliner.com*

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

Guyana Overseas Traders:
guyotrad@networksgy.com

Harsch Transports: *harsch@harsch.ch*

Hobby House Forwarders & Movers:
office@hobbyhouse.ro

HR2B Relocations: *ben.vo@hr2b.com*

IM France: *move@imfrance.com*

Interem: *albert@freightsystems.com*

Intermove: *move@Intermove.com*

Intermud: *intermud@guate.net*

International Shippers Association.:
isamanager@comcast.com

Interport: *sales@interport.com.sg*

Inters &R: *info@inters-r.com*

Island Movers: *IM@islandmovers.com*

JVK: *thailand@jvkmovers.com*

KHZ Int'l: *maarten@khz.nl*

La Rosa Del Monte Express:
logistics@larosadelmonte.com

La Vascongada, S.L.: *comercial@vascongada.com*

Leader Pack: *leadpack@emirates.net.ae*

Links Relocations: *links@linksasia.com*

Magna Int'l Movers: *removals@jhb.magna.co.za*

McGimpsey Bros.: *removals@mcgimpseys.com*

Metropolitan:
metro@metropolitantransports.com.br

MoveAssist: *info@moveassist.com*

Move One: *moving@moveone.info*

M/S Swift Packers & Movers:
naveen12@satyam.net.in

Mudanzas Trafimar:
sales@mudanzastrafimar.com.mx

National Van Lines: *info@nationalintl.com*

Nationwide Relocation Int'l: *nrii@deltanet.com*

Neer Service: *info@neerservice.fr*

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

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

Orbit: *orphee@beinoglou.gr*

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

Outaouais Moving: *ray@outaouaismoving.com*

Pac Global Ins: *sfuhrman@pacglobalins.com*

PACE-CAPSTONE: *jwisepace@aol.com*

PAIMA: *paima@sinfo.net*

Pelichet, S.A.: *international@pelichet.ch*

Phoenix Trans: *phoenix@phoenix-transport.de*

Planes Inc. *intl@planesunited.com*

P.M. Packers: *info@packersindia.com*

Portal Advertising: *bel.carrington@hhgfaa.org*

Premier Worldwide: *info@premierwwm.com*

Raffles Movers Int'l: *sales@rafmover.com.sg*

Regulatory Flexibility Act Info:
claudia.rayford@sba.gov

RexMovers: *rexco@public.tpt.tj.cn*

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

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

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

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

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

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

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

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

T.A. Mudanzas: *tamoving@sol.racsa.co.cr*

TechMate Int'l: *Sales&TechmateIntl.com*

TG International: *webmaster@tginternational.com*

The eXternal Revenue Svce. of The Day
Companies: *tag@daycos.com*

The Guardian: *dvaughn@guardianservices.com*

Transmove: *transmove@btinternet.com*

Trans Movers Worldwide: *nutrans@centrin.net.id*

Transpack Argentina: *info@transpack.com.ar*

Transpack Packing & Freight Forwarding Co.:
transpack@isb.comsats.net.pk

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

Tumi International: *tumi@netrox.net*

United Prof. Movers: *Fazla@upm.sdnpk.undp.org*

UPM Int'l: *upm@isb.sdnpk.org*

Vanpac: *rauf@vanpac.edunet.sdnpk.undp.org*

Vatovec: *vatovec@siol.net*

Veron Grauer: *moving@veron-grauer.ch*

Welti-Furrer Ltd: *international@welti-furrer.ch*

Willis Corroon Trans. Risk Svces: *iris@willis.com*

YP-35: *lincmove@Blarg.net*

Zuhal: *zuhal@emirates.net.ae*

HHGFAA FAQ



Q. Does *The Portal* accept articles by its members?

A. Yes. If you write an article you feel would be interesting to Portal readers, you may send it to *bel.carrington@hhgfaa.org* with a copy to Joyce McDowell, Portal Editor, at *joycemcd@erols.com*. Acceptance of your article for publication does, of course, depend on its relevance to industry interests and needs. All articles accepted by *The Portal* are subject to editing for length, grammar, and syntax.

FORGING STRONG LINKS

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

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

Capitol Transportation Inc. (San Juan, PR)
Careline International Moving & Storage (Limerick, Ireland)
Carl Hartmann GmbH & Co. (Bremen, Germany)
Caribbean Moving Services (Willemstad, Curaçao)
Celebrity International Movers S.A. (Athens, Greece)
Chess Hanley's Moving & Shipping (Kings Langley, NSW, Australia)
Christ International Movers (Heilbronn, Germany)
Clements International (Washington, DC)
CML Safe Pak (Amman, Jordan)
Columbia World-Wide Movers (Limassol, Cyprus)
Confianca Moving and Storage (Miami, FL)
Confianca Mudancas & Transportes Ltda (Fortaleza, CE, Brazil)
Conroy Removals Ltd. (Napier, New Zealand)
Consolidated Marketing & Logistics (Amman, Jordan)
Cosmopolita/M.L. Transportes (Brasilia, Brazil)
Cosmopolitan Transport, Mandiri, PT (Jakarta, Indonesia)
Cronin — The Art of Moving (Dublin, Ireland)
Crystal Forwarding (Carlsbad, CA)
CSX Lines (Washington, DC)
Daly Movers, Inc. (Orange, CA)
Davel Demenagements SA (Meyrin, Switzerland)
Decapack (Santiago, Chile)
Delahaye Blue Ribbon Movers (New York, NY)
Deliver USA (Jessup, MD)
Delmarva Port Services (Baltimore, MD)
DeMarti S.A. (Barcelona, Spain)
Denali International dba Pacific Movers (Anchorage, AK)
Dependable Auto Shippers (Dallas, TX)
DeWitt Moving & Storage (Tamuning, GU)
DHX Ocean/Air (Dominguez, CA)
Doree Bonner International (Kent, UK)
Eagle Shipping Services (London, UK)
East International Freight Forwarders (Cairo, Egypt)
Elliott International (Johannesburg, South Africa)
EMS Hansard ltd. (Dover, Kent, UK)
Equixpress, CA (Caracas, Venezuela)
Esen International Transportation & Trade Co. Ltd. (Ankara, Turkey)
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 Transport (Geneva, Switzerland)
HL Van Transport (Bassum, Germany)
Hollander International Movers (Elk Grove Village, IL)

HR2B Relocations (Ho Chi Minh City, Vietnam)
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)
Isaac's Relocation Service (Brighen, MA)
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)
Tokyo Express International (San Francisco, CA)
Tower International (Bezons, France)
Trans Euro Worldwide Movers (London, UK)
Transcontainer (Tlalnepantla Edo de Mex., Mexico)
Transpack Ltd. (Zurich, Switzerland)
Transportes Fink Ltda. (Rio de Janeiro, Brazil)
Transworld Freight Systems, Inc. (Los Angeles, CA)
Transworld International (Brussels, Belgium)
Transworld International Movers (Rio de Janeiro, Brazil)
Treyvaud-Interdean SA (Geneva, Switzerland)
Tri Star Freight Systems (Houston, TX)
Unipack S.A. (Tehran, Iran)
Universal Household Fwdg. (Tokyo, Japan)
V. Pack & Move Co. Ltd. (Bangkok, Thailand)
Van der Ent Kuster Koot Topmovers (Spijkenisse, The Netherlands)
Vanliner Insurance Co. (St. Louis, MO)
Vatovec d.o.o. (Ljubljana, Slovenia)
Vayer Group Ltd. (Tel Aviv, Israel)
Venezuelan International Packers C.A. (Caracas, Venezuela)
Victory Van International (Sterling, VA)
VIP Transport, Inc. (Corona, CA)
Voerman International (Leidschendam, The Netherlands)
W. H. Hofmann & Co. AG (Zurich, Switzerland)
Wabash Forwarding (Warrensburg, MO)
Ward Van Lines (Santiago, Chile)
Watson Services Limited (Accra, Ghana)
Weate Moving Storage Shipping (Victoria, Australia)
Williams Moving International (Vancouver, B.C., Canada)
World Wide Overseas Moving Service Inc. (North Vancouver, B.C., Canada)
Worldmover C&R Ltda. (Rio de Janeiro, Brazil)
Worldwide Movers Kenya (Nairobi, Kenya)
Worldwide Movers (P.T. Gelombang Fajar) (Jakarta, Indonesia)
Worldwide Movers Tanzania (Dar es Salaam, Tanzania)
Worldwide Movers Uganda (Kampala, Uganda)
Wridgeways The Worldwide Movers (Ringwood, Vic., Australia)
Yemen Packing and Forwarding Co. Ltd. (Sana'a, Rep. of Yemen)
Ziegler, S.A. (Brussels, Belgium)

IMPORTANT NEW INFORMATION CONCERNING PORTAL Advertising Rates and Dimensions

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

1/2 Page \$ 1,350
• Horizontal format: 7-1/2" wide x 5" high
• Vertical format: 3-3/4" wide x 10" high

1/3 Page \$ 950
• Horizontal format: 7-1/2" wide x 3-1/4" high
• Vertical format: 2-1/2" wide x 10" high
• Box format 4-1/2" wide x 5" high

1/4 Page \$ 700
• Horizontal format: 4-1/2" wide x 3-3/4" high
• Vertical format: 3-3/4" wide x 5" high

1/6 Page \$ 425
• Horizontal format: 4-1/2" wide x 2-1/2" high
• Vertical format: 2-1/4" wide x 3" high

1/8 Page \$ 350
• Horizontal format only: 3-3/4" wide x 2-1/2" high

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

Deadlines to receive new artwork:

May/June Issue May 20, 2004
July/August Issue July 15, 2004
September/October Issue August 20, 2004
November/December Issue November 10, 2004
January/February 2005 Issue January 20, 2005
March/April Issue March 15, 2005

IMPORTANT NOTICE ABOUT ELECTRONIC ADS

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

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

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

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

PLEASE NOTE: **We do not accept ads created in Publisher.**



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

2320 Mill Road, Suite 102 • Alexandria, VA 22314

Phone: (703) 684-3780 • Fax: (703) 684-3784 • E-mail: bel.carrington@hhgfaa.org

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Industry Calendar

April 18–21, 2004

SDDC (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

May 11–13, 2004

PowerTrack Financial Supply Conference
Orlando, FL

May 14–16, 2004

BAR Conference
Newport, UK

May 18–19, 2004

DOT/NDTA 2nd Annual National Transportation
Week Conference and Exposition
Washington, DC

Sept. 11–14, 2004

NDTA Forum 2004
Milwaukee, WI

Sept. 19–24, 2004

FIATA World Congress
Sun City, South Africa

Oct. 11–12, 2004

PAIMA Convention
San Diego, CA

Oct. 13–16, 2004

HHGFAA 42nd Annual Meeting
San Diego, CA

Sept. 10–14, 2005

NDTA Forum 2005
San Diego, CA

Sept. 11–25, 2005

FIATA World Congress
Moscow, Russia

Oct. 22–25, 2005

HHGFAA 43rd Annual Meeting
Washington, DC