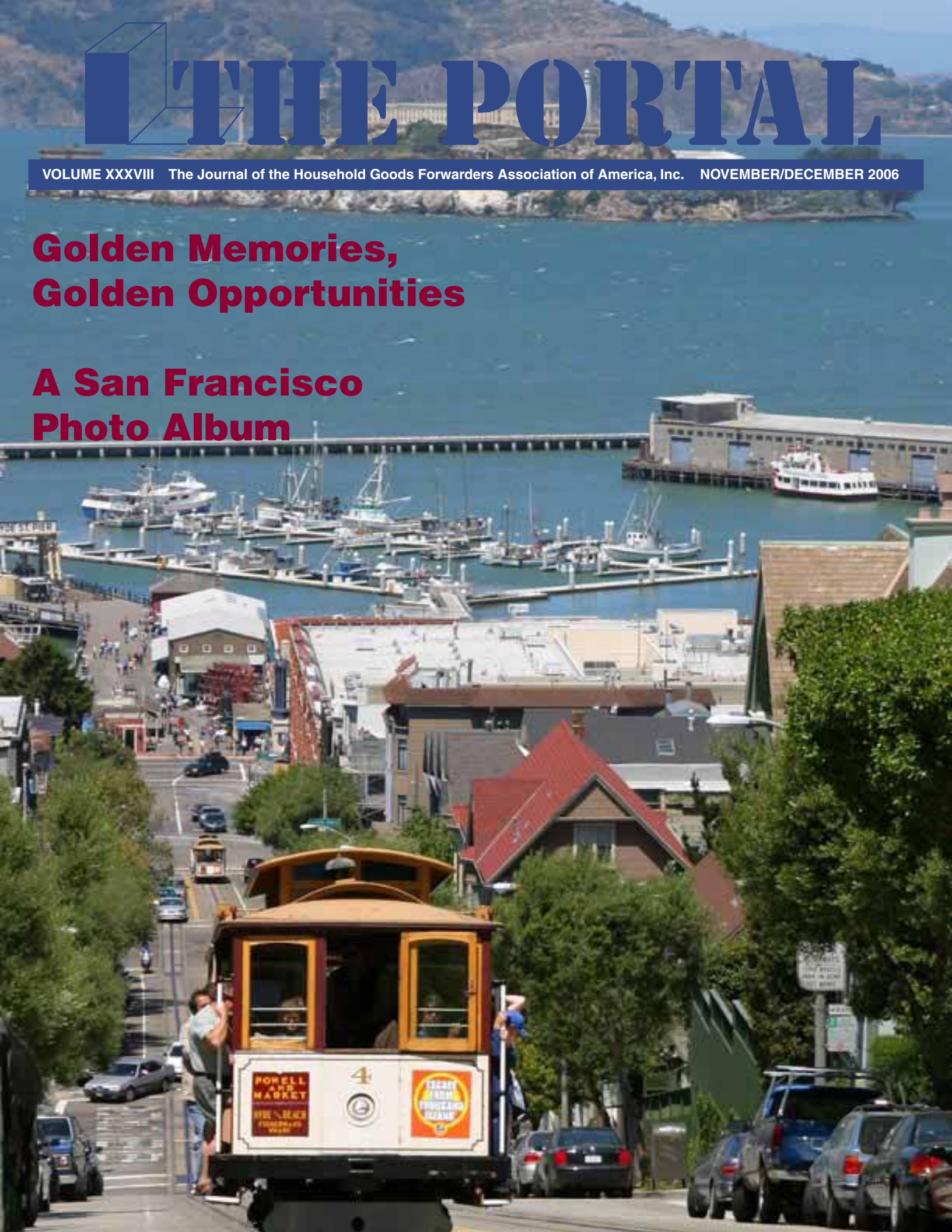


# THE PORTAL

VOLUME XXXVIII The Journal of the Household Goods Forwarders Association of America, Inc. NOVEMBER/DECEMBER 2006

## Golden Memories, Golden Opportunities

## A San Francisco Photo Album



2006-2007

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# THE PORTAL

VOLUME XXXVIII

NOVEMBER/DECEMBER 2006

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**About our cover:** A San Francisco cable car. A recap and photo essay looking back at HHGFAA's 44th Annual Meeting begins on page 11.

**THE PORTAL** is published bimonthly by the Household Goods Forwarders Association of America, Inc. (HHGFAA), 5904 Richmond Hwy., Suite 404, Alexandria, VA 22303. Phone: (703) 317-9950. Fax: (703) 317-9960. E-mail: hhgfaa@aol.com. Website: [www.HHGFAA.org](http://www.HHGFAA.org). Send subscriptions, advertising and editorial material, and changes of address to: Household Goods Forwarders Association of America, Inc. (HHGFAA), 5904 Richmond Hwy., Suite 404, Alexandria, VA 22303.

## THE PORTAL

- President:** Terry R. Head
- General Manager:** Belvian W. Carrington, Sr.
- Director of Programs and Education:** Boris A. Populoh
- Director of Government and Military Relations:** Charles L. White
- Membership/Circulation Manager:** Jean Mathis
- Administrative Assistant:** Jamila Kenney
- Layout/Design/Editor:** Joyce Dexter



By Terry R. Head  
HHGFAA President

### By Advancing HHGFAA, HHGFAA Members Advance

Judging from the feedback HHGFAA has received from those who attended this year's 44th Annual Meeting in San Francisco, the event was hugely successful, exceeding the expectations of many. It never fails to amaze me how this industry maintains such close personal relationships and a "family" feeling, even in our competitive global environment. I also congratulate you for your ability to mix business with pleasure, and to derive so much enjoyment while working.

I think this year's meeting ultimately will be remembered as a milestone in the advancement and growth of the Association. People often comment that the HHGFAA Annual Meeting is "just one big party." It is certainly true that our Annual Meetings provide unparalleled opportunities to socialize with colleagues and launch new friendships, but I doubt that anyone could think of another industry event of this nature where more business is conducted among the attendees. Indeed, for many years, HHGFAA's annual gatherings have been the industry's "must-attend" event of the year, which is clear from the increasing numbers of participants we attract every fall.

If you spent any time at the trade show, you saw how active and busy all of the exhibitors were at their booths throughout the day. Some attendees with whom I spoke reported having as many as 20 to 25 meetings a day with their agents and prospective reciprocating partners—and that translates into a great deal of business being done. With so much networking taking place, I sometimes think we could do away with the registration fee if we could just collect a dollar for every business card that is exchanged over the course of the four days.

In addition to the thousands of member-to-member contacts that were made in San Francisco, several significant By-Law Amendments and changes were approved that will change the structure and governance of the Association. These changes will have a major impact on the Association and its members over the short and long term. I applaud HHGFAA's leaders and members for introducing two new categories of membership, as well as for providing the means to strengthen the financial criteria for HHGFAA membership and for creating a formal plan to protect the payments-receivables between member companies.

In my opinion, the action taken by HHGFAA members that will have the greatest impact on advancing the status and outreach of our organization is the expansion and geographic realignment of the Associate Members' Management Board (AMMB). (For further details on those changes, as well as the other By-Law amendments and revisions noted above, please turn to page 35 of this issue.)

Expanding the role of the Associate Members in our governance, communications, program development, and member participation is the right move at the right time and, and it will advance HHGFAA's ability to understand and address the needs of all our members. The moving and relocation industry has been evolving over the past decade or so, and we, too, must evolve in order to keep pace with those developments.

It is only by advancing the Association that our members will be positioned to advance themselves.

# 2006-2007 HHGFAA COMMITTEES

---

## EXECUTIVE COMMITTEE

### PRESIDENT

**Mr. Terry R. Head**  
Household Goods Forwarders Association of America, Inc.  
5904 Richmond Highway, Suite 404  
Alexandria, VA 22303  
Tel: (703) 317-9950 • Fax: (703) 317-9960  
E-mail: [terry.head@hhgfaa.org](mailto:terry.head@hhgfaa.org)

### CHAIRMAN

**Ms. Georgia Angell**  
Dell Forwarding Inc.  
P.O. Box 40  
Warrenton, MO 63383  
Tel: (636) 456-3930 • Toll-free: (888) 232-3914  
Fax: (636) 456-3410  
E-mail: [georgia@dellforwarding.com](mailto:georgia@dellforwarding.com)

### VICE CHAIRMAN

**Mr. Randall Groger**  
Air Land Forwarders Inc.  
815 South Main Street  
Jacksonville, FL 32207  
Tel: (904) 390-7100 • Toll-free: (800) 365-5463  
Fax: (904) 390-7136  
E-mail: [rgroger@suddath.com](mailto:rgroger@suddath.com)

### MEMBERS AT LARGE

**Mr. Jeffrey Coleman**  
Covan International Inc.  
#1 Covan Dr/PO Box 960  
Midland City, AL 36350  
Tel: (334) 983-6500 • Toll-free: (800) 239-4090  
Fax:p (334) 983-3094  
E-mail: [jeffc@covan.com](mailto:jeffc@covan.com)

**Ms. Jan Moore**  
BINL, Inc.

1155 E. San Antonio Drive, Suite D  
Long Beach, CA 90807  
Tel: (562) 984-7700  
Toll-free: (800) 288-7756  
Fax: (562) 984-8770  
E-mail: [jan\\_moore@binlinc.com](mailto:jan_moore@binlinc.com)

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

**Mr. Mario Rizzo**

Gateways International Inc.  
55 W 22nd Street, Suite 200  
Lombard, IL 60148  
Tel: (630) 932-2521  
Toll-free: (866) 492-8244  
Fax: (630) 932-3262  
E-mail: [mario\\_rizzo@pashanet.com](mailto:mario_rizzo@pashanet.com)

### ASSOCIATE MEMBERS' REPRESENTATIVE

**Ms. Jackie Agner**  
Global Transportation Services  
1930 6th Avenue South, Suite 401  
Seattle, WA 98134  
Tel: (206) 624-4354  
Toll-free: (800) 580-6784  
Fax: (206) 624-2116  
E-mail: [jackieagner@globalcontainerline.com](mailto:jackieagner@globalcontainerline.com)

### ASSOCIATE MEMBERS' REPRESENTATIVE AT LARGE

**Mr. Douglas W. Finkle**  
Sterling International  
5200 Interchange Way  
Louisville, KY 40229  
Tel: (502) 426-7050  
Toll-free: (800) 989-2198  
Fax: (502) 426-3735  
E-mail: [doug@sterlinginternational.com](mailto:doug@sterlinginternational.com)

### YP-35 REPRESENTATIVE

**Mr. Stephan Geurts, Jr.**  
Gosselin World Wide Moving NV  
Belcrownlaan 23  
2100 Anthwerp, Belgium  
Tel: (32) 3 360 79 77  
Fax: (32) 3 360 56 33  
E-mail: [Stephanjr@gosselin.be](mailto:Stephanjr@gosselin.be)

### GENERAL COUNSEL

**Mr. Alan F. Wohlstetter**  
Denning & Wohlstetter  
815 Connecticut Avenue N.W., Suite 500  
Washington, DC 20006  
Tel: (202) 833-8884  
Fax: (202) 833-8886  
E-mail: [awohlstetter@aol.com](mailto:awohlstetter@aol.com)

# 2006-2007 ASSOCIATE MEMBERS' MANAGEMENT BOARD

## ASSOCIATE MEMBERS' REPRESENTATIVE

**Ms. Jackie Agner**  
Global Transportation Services  
1930 6th Avenue South, Suite 401  
Seattle, WA 98134  
Tel: (206) 624-4354  
Toll-free: (800) 580-6784  
Fax: (206) 624-2116  
E-mail: jackieagner@globalcontainerline.com

## ASSOCIATE MEMBERS' REPRESENTATIVE AT LARGE

**Mr. Douglas W. Finke**  
Sterling International  
5200 Interchange Way  
Louisville, KY 40229  
Tel: (502) 426-7050  
Toll-free: (800) 989-2198  
Fax: (502) 426-3735  
E-mail: doug@sterlinginternational.com

## AFRICA

**Mr. Mathieu Dunod**  
AGS Frasers African Office  
Cape Town, South Africa  
Mail: 9 Rue Thomas Edison  
92230 Gennevilliers, France  
Tel: 27 21 505 1627  
Fax: 27 21 534 04 47  
E-mail: dunod-m@agsafrica.com

**Mr. Eric Beuthin**  
Worldwide Movers Uganda Limited  
P.O. Box 29339  
Courier: Plot 1255/1256 Katete Close  
Kansanga, Tank Hill, Kampala, Uganda  
Tel: 256-41-266-838  
Fax: 256-41-267-856  
E-mail: wwmug@wwm.co.ug

## CENTRAL AND SOUTH AMERICA AND THE CARIBBEAN

**Mr. Cliff Williamson**  
Transpack Argentina, S.R.L.  
Azopardo 1345  
1107 Buenos Aires, Argentina  
Tel: 54 11 4300 6123  
Fax: 54 11 4300 4045  
E-mail: transpak@ba.net

**Mr. Rafael Moreno**  
Moreno International S.A. de C.V.  
Calle 16 DE Septiembre S/N  
(Esquina 3 Marzo)  
Cuatitlan, Mexico City 54800, Mexico  
Tel: 52-55-5870-8088  
Fax: 52-55-5870-8089  
E-mail: mexico@movers.com.mx

## EASTERN/SOUTHEASTERN ASIA

**Mr. Yogesh Thakker**  
21st Century Relocations  
26 Kumtha Street  
1st Floor Shipping House  
Fort Mumbai 400 001 India  
Tel: 91-22-5633-3232  
Fax: 91-22-2269-3233  
E-mail: yogesh@21centuryrelocations.com

**Mr. Chad Forrest**  
Santa Fe Beijing  
2/F, Block J. East Lake Villas  
35 Dong Zhi Men Wai Main Street  
Beijing 1000027 China (PRC)  
Tel: (86) 10 8451 666  
Fax: (86) 10 8451 8118  
E-mail: cforrest@santafe.com.cn

## EUROPE

**Mr. Marc Smet**  
Gosselin World Wide Moving GmbH  
Monreposstrasse 49  
71634 Ludwigsburg, Germany  
Tel: 49-7141-380-130 • Fax: 49-7141-380-132  
E-mail: marcs@gosselin.be

**Mr. Robin Hood**  
Arrowpak International  
Sherwood House, Norwood Rd., Brandon  
Suffolk, England IP27 OPB  
Tel: 44-1842-812-165 • Fax: 44-1842-813-051  
E-mail: rhood@arrowpak.co.uk

## MIDDLE EAST, NEAR ASIA

**Mr. Ajay Bhalla**  
Leader Freight Forwarders  
P.O. Box 16327  
Dubai, United Arab Emirates  
Tel: 971-6-531-4212 • Fax: 971-6-531-4896  
E-mail: leadpack@emirates.net.ae

**Mr. Eran Drenger**  
Ocean Company Limited  
P. O. Box 697  
Haifa 31006, Israel  
Tel: 972-4-8662-220 • Fax: 972-4-8662-260  
E-mail: eran@ocean-il.co.il

## NORTH AMERICA

**Mr. Glenn Stephenson**  
Prudential Relocation, Inc.  
15119 Vermillion Drive  
Fountain Hills, AZ 85268  
Tel: 480-836-2330 • Fax: 480-837-3834  
E-mail: glenn.stephenson@prudential.com

**Mr. Edward Wickman**  
Wickman Worldwide Services, Inc.  
5 N.W. 5th Street  
Evansville, IN 47708  
Tel: 812-424-4997 • Fax: 812-424-1402  
E-mail: wickman@evansville.net

## OCEANIA

**Ms. Marilyn Sargent**  
Aloha International Moving Services, Inc.  
91-291 Kalaeloa Blvd., # D-1  
Kapolei (Honolulu), HI 96707  
Tel: 808-682-2500 • Fax: 808-682-5228  
E-mail: msargent@hawaiiimovers.com

**Mr. George Cooper**  
Australian Vanlines  
161 Magowar Road  
Girraween, Sydney, NSW 2145 • Australia  
Tel: 612-8821-1700 • Fax: 612-9896-4345  
E-mail: george@vanlines.com.au

# ACCESSORIAL SERVICES COMMITTEE

## Mr. Michael Richardson (Chairman)

Senate Forwarding Inc.  
P.O. Box 560  
Orange Park, FL 32067  
Tel: (904) 278-0798 • Fax: (904) 264-9630  
E-mail: mikeR@avlgroup.com

## Mr. John Burrows

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

## Mr. Eric Carden

S & E Transportation, LLC  
2622 Enterprise Court  
Lake Forest, CA 92630  
Tel: (949) 540-0230 • Fax: (949) 540-0236  
E-mail: eric@setrans.us

## Mr. Andy Cartwright

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

## Mr. Mark Dyer

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

## Ms. Sue Fuchtman

Daycos  
P.O. Box 1187  
1118 Riverside Blvd.  
Norfolk, NE 68702  
Tel: (402) 379-1440  
Toll-free: (800) 366-1440  
Fax: (402) 379-3574  
E-mail: sue@daycos.com

## Ms. Monica Paoli

The Pasha Group  
5725 Paradise Drive  
Corte Madera, CA 94925  
Tel: (415) 927-6464  
Toll-free: (800) 825-5964  
Fax: (415) 927-5672  
E-mail: monica\_paoli@pashanet.com

## Mr. Tim Noppen

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

## Ms. JoDee Watkins

Executive Moving Systems, Inc.  
1250 Featherstone Road  
Woodbridge, VA 22191  
Tel: (703) 497-2700 • Fax: (703) 491-9151  
E-mail: Jwatkinws@thebestmove.com

## CARRIER RELATIONS COMMITTEE

**Mr. Mario Rizzo (Chairman)**  
55 W 22nd Street, Suite #200  
Lombard, IL 60148  
Tel: (630) 932-2521 • Toll-free: (866) 492-8244  
Fax: (630) 932-3262  
E-mail: mario\_rizzo@pashanet.net

**Mr. Anthony Nowotarski**  
Maersk Sealand  
1530 Wilson Boulevard, Suite 650  
Arlington, VA 22209  
Tel: (703) 351-019 • Fax: (703) 351-0130  
E-mail: tnowotarski@mllnet.com

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

**Mr. Michael B. Cunningham**  
Hapag-Lloyd USA, LLC, FL  
401 East Jackson St, Suite 3200  
Tampa, FL 33602  
Tel: (813) 276-4629 • Fax: (813) 276-4619  
E-mail: michael.cunningham@hlag.com

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

**Mr. Mike Garvin**  
Matson Navigation  
555 12th St • Oakland, CA 94607  
Tel: (510) 628-4200 • Fax: (510) 986-1947  
E-mail: mgarvin@matson.com

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

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

**Mr. Jerry D. Jameson**  
American President Lines Ltd  
19007 Woodwalk  
Humble, TX 77346  
Tel: (281) 852-2870 • Fax: (281) 852-7690  
E-mail: jerry\_jameson@apl.com

## CLAIMS COMMITTEE

**Ms. Jan Moore (Chairman)**  
BINL, Inc.  
1155 E. San Antonio Drive, Suite D  
Long Beach, CA 90807  
Tel: (562) 984-7700 \* Fax: (562) 984-8770  
E-mail: jan\_moore@binlinc.com

**Mr. Kevin Spealman**  
National Claims Service Co. Inc.  
1225 Gardner Road  
Broadview, IL 60153  
Tel: (708) 345-0550 \* Fax: (708) 345-5218  
Toll-free: (800) 325-6889  
E-mail: kevin.spealman@nationalvanlines.com

**Ms. Linda Bluell**  
Claims Adjustment Technology  
4240 Artesia Blvd, Second Floor  
Torrance, CA 90504  
Tel: (310) 782-0610 \* Fax: (310) 542-1573  
E-mail: lbscatbox@aol.com

**Ms. Sandra Rowe Maier**  
Jet Forwarding  
4232 Artesia Blvd  
Torrance, CA 90504  
Tel: (310) 214-2135 \* Fax: (310) 793-7334  
E-mail: s.r.maier@jetforwarding.com

**Ms. Kelly Kerscher**  
Tri-Star International  
100 E. San Marcos Blvd, Suite 270  
San Marcos, CA 92078  
Tel: (760) 752-1900 \* Fax: (760) 752-1920  
E-mail: kkerscher@sbcglobal.net

**Mr. Bill Rose**  
Willis Relocation Risk Group  
2810 Old Lee Highway, Suite 300  
Fairfax, VA 22031  
Tel: (703) 573-8010 \* Fax: (703) 573-8050  
E-mail: rose\_bd@willis.com

**Ms. Billye Thoma**  
The Trilogy Group  
PMB-649  
11350 Random Hills Road, Suite 800  
Fairfax, VA 22030  
Tel: (281) 356-4117 \* Fax: (281) 259-4622  
E-mail: bthoma@thetrilogroup.net

**Mr. Don Klein**  
Allstates Worldwide Movers, Inc.  
49-29 Metropolitan Ave  
Ridgewood, NY 11385  
Tel: (718) 381-2200 \* Fax: (718) 381-8557

## COMMERCIAL AFFAIRS COMMITTEE

**Mr. Douglas W. Finke (Chairman)**  
Sterling International  
5200 Interchange Way  
Louisville, KY 40229  
Tel: (502) 426-7050 • Toll-free: (800) 989-2198  
Fax: (502) 426-3735  
E-mail: doug@sterlinginternational.com

**Ms. Sandra Rowe Maier**  
Jet Forwarding, Inc.  
P.O.Box 4359  
Torrance, CA 90504-1235  
Tel: (310) 214-2135 • Fax: (310) 542-1573  
E-mail: s.r.maier@jetforwarding.com

**Ms. Rebecca Valentine**  
Rainier Overseas Movers Inc.  
9425 35th Avenue NE, Suite D  
Seattle, WA 98115  
Tel: (206) 522-1982 • Fax: (206) 528-7442  
E-mail: rebecca@rainieros.com

**Ms. Heather Engel**  
True North Relocation, LLC  
157 Yesler Way, Suite 505  
Seattle, WA 98104  
Tel: (206) 223-9697 • Toll-free: (800) 503-5322  
Fax: (206) 223-0061  
E-mail: heather@truenorthrelocation.com  
P.O.C: Heather Engel

**Mr. Steve Pacifico**  
Triad Installation & Moving Services  
61 Gray's Bridge Road  
Brookfield, CT 06804  
Tel: (203) 740-9800 • Toll-free: (800) 958-5881  
Fax: (203) 775-6186  
E-mail: steve.pacifico@triadintlrelo.com

**Mr. Tom Weimer**  
Prudential Relocations Inc.  
2420 N Coliseum Blvd  
Ft Wayne, IN 46805  
Tel: 260-496-1046  
E-mail: thomas.weimer@prudential.com

**Mr. Mark Nash**  
Euroamerica Group Inc.  
10610 Iron Bridge Road, Unit 6  
Jessup, MD 20794  
Tel: (301) 483-8456  
Fax: (301) 483-8477  
E-mail: mark@euro-america.net

**Mr. David Hope**  
American Red Ball Intl Inc.  
P.O. Box 75986  
Seattle, WA 98125  
Tel: (206) 526-1730 • Toll-free: (800) 669-6424  
Fax: (206) 971-3822  
E-mail: dhope@americanredball.com

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

**Mr. Eric Peterson**  
All Points Moving & Storage, L.P.  
7225 West Sam Houston Parkway North  
North Houston, TX 77040  
Tel: (713) 690-7000  
Toll-free: (832) 553-0918  
Fax: (713) 896-0929  
E-mail: intlhhgman@aol.com

**Mr. Colin Gordon**  
The MI Group  
6745 Financial Drive  
Mississauga, Ontario L5N 7J7 Canada  
Tel: (905) 813-9600  
Toll-free (888) 677-4650  
Fax: (905) 814-6702  
E-mail: colin.gordon@themigroup.com

## GOVERNMENT AND CONGRESSIONAL AFFAIRS COMMITTEE

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

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

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

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

**Ms. Christiane Crown**  
All American Moving Services  
13800 East Moncrieff Place  
Aurora, CO 80011  
Tel: (410) 286-0512  
Toll-free: (877) 286-0512  
Fax: (410) 286-0513  
E-mail: ccrown@totalmm.com

**Mr. Rick Curry**  
Gateways International Inc.  
2030 1st Avenue, Suite 200  
Seattle, WA 98121  
Tel: (206) 728-5990  
Toll-free: (800) 257-5256  
Fax: (206) 728-7467  
E-mail: Rickc@the-movers.com

**Mr. Brandon Day**  
Daycos  
1305 S. 13th Street  
Norfolk, NE 68701  
Tel: (402) 379-1440 • Fax: (402) 379-3574  
E-mail: bday@daycos.com

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

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

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



# YP-35 MANAGEMENT BOARD

## CHAIRMAN

Mr. Stephan Geurts Jr.  
Gosselin World Wide Moving NV  
Belcrownlaan 23  
2100 Antwerp, Belgium  
Antwerp, Belgim  
Tel: 32-3-360-79-77  
Fax: 32-3-360-56-33  
E-mail: StephanJr@gosselin.be

## VICE CHAIRMAN

Ms. Paula Colmenares  
Portan S.A.  
Calle 18 No. 32-42  
Bogota DC Colombia  
Tel: (57) 1 562 0618  
Fax: (57) 1 277 3530  
E-mail: pcolmenares@portan.com

## AFRICA

Mr. Samson Befekadu  
Green International Logistics Services Plc  
Bole Woreda 03 - Kebele 23,  
Off 2425, POB 120672  
Addis Ababa, Ethiopia  
Tel: (25) 11 6562 3682  
Fax: (25) 11 6187 984  
E-mail: greentral@ethionet.et

## CENTRAL AMERICA, SOUTH AMERICA AND THE CARIBBEAN

Mr. Victor Castanon  
Moving, Internacional Mudancera Mexicana  
Allori No. 34  
Col. Alfonso XIII  
Mexico DF 01460, Mexico  
Tel: (52) 55 5660 1292  
Fax: (52) 55 5592 4334  
E-mail: vcastanon@mvoingmex.com

## EASTERN AND SOUTHEASTERN ASIA

Thiagu Ramassamy  
Continental Movers & Transport Sdn. Bhd  
No. 6 Jalan Pendidk UI/31.  
Hicom Glenmarie Industrial Park  
40150 Shah Alam  
Selangor, Malaysia  
Tel: (60) 3 5569 1803  
Fax: (60) 3 5569 3045  
E-mail: thiagu@continentalmovers.com.my

## EUROPE

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

## MIDDLE EAST AND NEAR ASIA

R. Ajit Venkatesh  
Globe Moving & Storage Co.  
No. 853/A. 5th Main, 5th Cross  
Indiranagar 1st Stage  
Bangalore 560038, India  
Tel: (91) 80 252 73232  
Fax: (91) 80 252 99177  
E-mail: ajit@globemoving.net

## NORTH AMERICA

Eric Carden  
S & E Transportation, LLC  
26224 Enterprise Court  
Lake Forest, CA 92630  
Tel: (949) 540-0230  
Fax: (949) 540-2036  
E-mail: ericc@setrans.us

## OCEANIA

Julia Paiva  
Aloha Int'l Moving Services, Inc.  
91-291 Kalaeloa Blvd, D-1  
Kapolei (Honolulu), HI 96707  
Tel: (808) 682-2500  
Fax: (808) 682-5228  
E-mail: julia@hawaiiimovers.com



# ALAN F. WOHLSTETTER SCHOLARSHIP FUND (AFWSF) BOARD

## **PRESIDENT**

**Ms. Heather Engel**

True North Relocation, LLC

157 Yesler Way, Suite 505

Seattle, WA 98104

Tel: (206) 223-9697 • Toll-free: (800) 503-5322

Fax: (206) 223-0061

E-mail: [heather@truenorthrelocation.com](mailto:heather@truenorthrelocation.com)

P.O.C: Heather Engel

## **SECRETARY-TREASURER**

**Ms. Jackie Agner**

Global Transportation Services

1930 6th Avenue South, Suite 401

Seattle, WA 98134

Tel: (206) 624-4354 • Toll-free: (800) 580-6784

Fax: (206) 624-2116

E-mail: [jackieagner@globalcontainerline.com](mailto:jackieagner@globalcontainerline.com)

**Ms. Georgia Angell**

Dell Forwarding Inc.

P.O. Box 40

Warrenton, MO 63383

Tel: (636) 456-3930 • Toll-free: (888) 232-3914

Fax: (636) 456-3410

E-mail: [georgia@dellforwarding.com](mailto:georgia@dellforwarding.com)

**Stephan Geurts Jr.**

Gosselin World Wide Moving NV

Antwerp, Belgium

Tel: 32-3-360-79-77 • Fax: 32-3-360-56-33

E-mail: [StephanJr@gosselin.be](mailto:StephanJr@gosselin.be)

**Paula Colmenares**

Portan S.A.

Calle 18 No. 32-42

Bogota DC Colombia

Tel: 57-1-277-3530 • Fax: 57-1-562-0618

E-mail: [pcolmenares@portan.com](mailto:pcolmenares@portan.com)

**Mr. Douglas W. Finke**

Sterling International

5200 Interchange Way

Louisville, KY 40229

Tel: (502) 426-7050 • Toll-free: (800) 989-2198

Fax: (502) 426-3735

E-mail: [doug@sterlinginternational.com](mailto:doug@sterlinginternational.com)

**Ms. Sandra Rowe Maier**

Jet Forwarding

4232 Artesia Blvd

Torrance, CA 90504

Tel: (310) 214-2135 • Fax: (310) 793-7334

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

**Mr. Terry R. Head**

Household Goods Forwarders Association of America, Inc.

5904 Richmond Highway, Suite 404

Alexandria, VA 22314

Tel: (703) 317-9950 • Fax: (703) 317-9960

E-mail: [terry.head@hhgfaa.org](mailto:terry.head@hhgfaa.org)

**Mr. Alan F. Wohlstetter**

Denning & Wohlstetter

815 Connecticut Avenue N.W., Suite 500

Washington, DC 20006

Tel: (202) 833-8884 • Fax: (202) 833-8886

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

# HHGFAA 44TH ANNUAL MEETING SECTION

## 3rd Annual Breast Cancer Research 5K Charity Fun Run: Another Winner

For the third straight year, the Annual Charity Fun Run sponsored by Santa Fe Relocation Services, proved a popular venue for HHGFAA Annual Meeting attendees. The run was held at Lake Merced, approximately 9 miles from the conference hotel.

Charity Walk/Run Organizer Robert E. L. Cormier, who is group director, sales and marketing for Santa Fe, reports that this was a record year in terms of support, and attracted a record 158 registrations this year, with 128 participants. Most important, the event raised a total of US\$14,375 — an increase of 132% over last year. The overall winner for the men was Edwin Ooms of Graebel USA, who had a record time of 21:07, and Simone Amiet of Keller Switzerland took the women's title.

Cormier said the tradition will continue, with the 4th Annual Charity Run to be held at HHGFAA's 2007 Annual Meeting in New York.

Santa Fe Relocation Services founded The Johns Hopkins Breast Cancer Research Charity Fund in 2002, and the company donates US\$10 for every move that the Group handles. Over US\$450,000 has been raised through September 2006.



Runners are off quickly at the start.



Women's Winner Simone Amiet (Keller Switzerland), followed closely by Santiago Bosch (Lift Van International, Argentina).



Organizers (all with Santa Fe), l. to r.: Yves Therien (Beijing), Ben Vo (Vietnam), Andrew Scott (Shanghai), Jason Will (Indonesia), CEO Lars Iversen (Hong Kong), Joe Webber (Japan).



Registration table: Dawn Fontano (Crown Worldwide, Calif.), and Renata Busetini (Vinelli & Scotto, Italy).



L. to r: Brian Loud (Suddath USA), Tanja Neuschwander (Hasenkamp Germany), Robert Cormier (Santa Fe Hong Kong), Steve Crooks (Suddath USA).



L. to r.: Cliff Williamson (Transpack Argentina), Astrid van den Noort (Interdean UK), Marcia Williamson (Transpack Argentina), Christine Kinkel (Writer Dubai), Bill Cain (Santa Fe Singapore), Pabo Regner (Universal Cargo Argentina).



L. to r.: Lance Allen (Santa Fe Hong Kong), Uli Homann (Wridgways Australia), and Overall Winner Edwin Ooms (Graebel USA).



Fruit & Passion: Finish Area photo of US\$5K sponsor, "Fruit & Passion."

## Registration

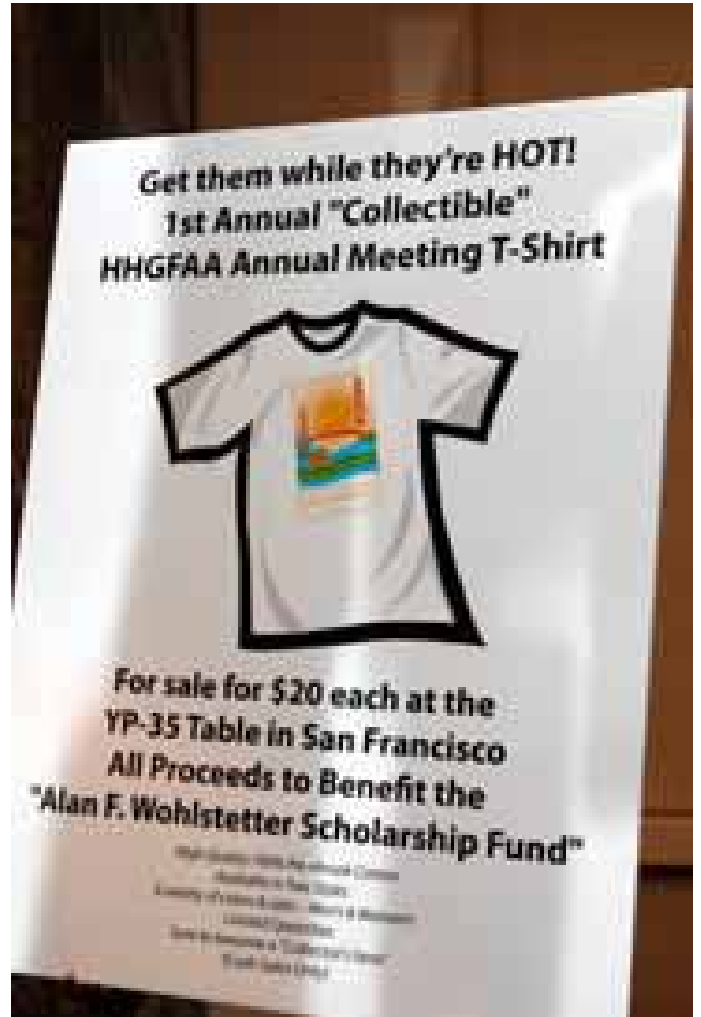
The Annual Meeting always starts off with the registration of attendees. Meeting attendees and guests were eager to register and obtain their programs and name badges to kick off the 44th Annual Meeting. Well over 1,500 attendees completed their registrations in the first three hours after the process began, which is a testament to the planning and organization of the HHGFAA staff.





## Collectible T-Shirt Sales

This year the first-ever “collectible” HHGFAA t-shirts were sold by the YP-35 Group, with all proceeds benefiting the Alan F. Wohlstetter Scholarship Fund. Sales of the shirts, which sported a San Francisco theme design, began during the attendee registration process and continued at various events during the course of the Annual Meeting.



## **“Mining for PowerTrack Gold”: Training Session**

**M**s. Cheryl Garcia and Ms. Robin LeCuyer, representatives from US Bank, led a training session for transportation services providers who are using the US Bank “PowerTrack” electronic billing system for invoicing and managing payments on government and military shipments.



## Move-In Day

While most attendees were registering or networking in the halls and lobby, exhibitors were busy unpacking and setting up their displays for the opening of the Trade Show and Network Central hall on day two.





## Board Meetings

The HHGFAA Executive Committee and Associate Members' Management Board held their joint annual breakfast meeting and were updated on programs and discussed the strategic direction for the Association for the coming year. The Executive Committee continued to meet throughout the first day to review reports of the various standing committee chairs as well as the reports and recommendations by the Association's professional staff.



## A Network of Friendships

Whether networking for business or simply expanding their network of new friends, HHGFAA members are not shy when it comes to introducing themselves or their companies. Ever wonder just how many business cards are exchanged during the course of the Annual Meeting?



## New Members' Reception

Over 150 new members attended a special reception held in their honor as new members and first time attendees. The newest HHGFAA members were welcomed by members of the Executive Committee and Associate Members' Management Board. Remarks were provided by HHGFAA President, Terry Head and the Association's Chairman, Georgia Angell. Heather Engel, President of the Alan F. Wohlstetter Scholarship Fund, spoke to the new members about the purpose and goals of the HHGFAA Scholastic Assistance Program.





## Opening Reception

The Opening Reception, eagerly anticipated as the kick-off event for the Annual Meeting, is where old friends become reacquainted and new relationships are formed. The ballroom was wonderfully decorated with scenes depicting various famous areas associated with San Francisco, the “Golden City by the Bay.” In addition to all the wonderful food displays, the Ghirardelli Square “Chocolate Bar” seemed to be a particularly popular place to hang out. The YP-35 group manned a “Wheel of Chance” for a variety of prizes all benefiting the Scholarship Fund. Entertainment, highlighting the sounds of San Francisco jazz, was provided by the group Sterling Jazz, led on trombone by the association’s own Doug Finke of Sterling International (Kentucky, USA).





## Opening Reception (cont.)



## Breakfast and More Business Cards

When you have people attending from every time-zone in the world there are surely going to be some early risers. Breakfast was a busy networking spot for those eager to get the day's business underway.



## Exhibit and “Network Central” Trade Show

After acknowledging and thanking this year’s exhibitors and sponsors, HHG-FAA Chairman Georgia Angell and President Terry Head officially opened the exhibit hall and Network Central with a “boulder-breaking” ceremony in keeping with this year’s theme: “Golden Opportunitiea: Prospecting for New Business.”

As in the past few years, the Exhibit Hall quickly became the gathering point for attendees when they were not in meetings or workshops.





## Internet Cafe

Attendees were provided two different areas within the exhibit hall where they could use free Internet service to check their e-mails and conduct business while away from their offices.



# Claims Workshop

Jan Moore, Chair of the HHGFAA Claims Committee, moderated an excellent series of panel presentations provided by members of the Committee. This year the Workshop was supported with an insightful presentation from Colonel Gregory Girad, the Director of Civil Law and Litigation for the United States Air Force, as well as, an informative briefing from Lt. Colonel Eric Bee, Chief of the Air Force Claims Service Center. A variety of claims related topics were covered by Claims Committee members Linda Bluel and Kevin Spealman addressing issues in both the Current DoD Personal Property Program, as well as, the Families First Program. Also participating in the claims forum were HHGFAA Chairman, Georgia Angel, and the Association's General Counsel, Alan Wohlstetter.





## “Young Professionals (YP-35)”

Michael Gilbert, outgoing YP-35 Chairman, led discussions by the YP-35 Management Board, as well as oversaw a meeting of the YP-35 membership. Among the items reviewed were planned actions and programs, including ongoing support for the HHGFAA Scholastic Assistance Program and the Alan F. Wohlstetter Scholarship Fund. A YP-35 social mixer (see photos on page 52) was held outside the hotel one evening at a local nightspot where the Young Professionals networked and forged new professional and social relationships.

HHGFAA Chair Georgia Angel announced results of the recent YP-35 online election, which resulted in Stephan Geurts, Jr. and Paula Colmenares being voted in as YP-35 Chairman and Vice Chairman, respectively.



## International Shippers Association (ISA) Board of Directors Luncheon and Meeting

Members of the ISA Board met over lunch to review recent happenings within the cooperative buying group and plan actions and programs for the coming year.



## ISA Membership Meeting and Reception

ISA Chairman Howard Leff oversaw the annual membership meeting where the audience was briefed by the members of the Board and ISA General Manager Dennis Lordan on activities and future plans for the group. This year the ISA Board hosted a reception held immediately following the membership meeting to introduce the various preferred vendor shipping entities that provide service under the ISA umbrella.





## **AFWSF Board of Directors**

**T**he Board of Directors of the Alan F. Wohlstetter Scholarship Fund convened for an early breakfast meeting. Heather Engel, AFWSF President, and Jackie Agner, AFWSF Secretary, moderated discussion of the board in the areas of fund-raising and scholarship distributions.



## Associate Members' Meeting

Associate Members were provided brief regional updates by the Associate Members' Management Board (AMMB). Jackie Agner, the Associate Members' Representative, and Doug Finke, the Associate Members' Representative At-Large, presided over the meeting along with HHGFAA Chairman Georgia Angell and President Terry Head. Meeting attendees also heard presentations by HHGFAA's Director of Programs and Education, Boris Populoh, as well as Charles White, the Association's Director of Government and Military Relations.

The Associate Members voted to adopt the proposed HHGFAA Receivable Protection Plan (RPP) and considered the creation of two new categories of membership: Student and Industry Veteran.









## Amendments and Initiatives

This year during the 44<sup>th</sup> Annual Meeting in San Francisco many of you voted or heard about several amendments that were being presented. Now that they have all been approved by the Active and Associate members, what will the impact of these amendments represent to you? As a strong supporter of all the amendments the following is my belief.

Our Association is moving forward. The amendments described below represent progress:

1. Realignment of the AMMB Board areas of responsibility
2. Realignment of the YP-35 Board areas of responsibility
3. Establishment of a new "Student" category of membership
4. Establishment of a new "Industry Veteran" category of membership
5. Establishment of a Receivables Protection Program

With the approval of the expansion and geographic realignment of the Associate Membership Management Board (AMMB) areas of responsibility we have strengthened the objectives and purposes of the Associate Membership. Expanding the AMMB from eight to fourteen members enhances the role of the Associate Members in the governance of the Association and provides the AMMB the opportunity to disseminate more information of general interest and benefit to our members. Having the YP-35 Management Board mirror the same areas of geographic responsibilities strengthens our worldwide leadership in handling issues and topics of interest to our industry.

Establishing two new categories of HHGFAA membership means *opportunities for everyone*. The new membership categories are anticipated to begin in early 2007.

Offering a "**Student**" membership shows our desire to reach out to the youth of our world while raising awareness of the Association in the academic field here in the United States and abroad, as well as draw new talent into our industry. Initially this new category of membership was requested by the Board of Directors of the Alan F. Wohlstetter Scholarship Fund (AFWSF) to facilitate the application and award process for potential AFWSF scholarship recipients. Little did they realize the additional opportunities and benefits this proposal would bring to all of the HHGFAA membership.

From one spectrum to the other, our new membership category for "**Industry Veterans**" sustains relationships and opportunities with individuals who are true mentors in our industry. This new member-

ship category accommodates individuals who have previously worked within our industry, are no longer active in employment and have reached a minimum of 62 years of age. By offering these individuals sustainability as members we will be rewarded by endless knowledge, experience, and a historical perspective each and every HHGFAA member can draw upon.

Establishment of a **Receivable Protection Plan (RPP)** means a new sense of security for everyone who chooses to participate.

For years our members have been requesting a program to help protect their accounts receivables. Several of us have spent countless hours investigating and putting something together. It took Boris Populoh, HHGFAA's Director of Programs and Education, to finally make it happen. During this year's Annual Meeting the members wholeheartedly agreed to his initial plan to move forward with the structure, funding and implementation of a program.

More information will be forthcoming on the Receivable Protection Program as the Executive Committee and HHGFAA professional staff continues with the development of the RPPs rules and regulations. Official launch of the RPP is anticipated in late 2007.

Also advised during the Annual Meeting, but not requiring an actual By-Law Revision, was the announcement that the Association was raising the initial **Associate Membership Initiation Fee** for companies applying for Associate Membership. The higher application fee, which becomes effective January 1, 2007, will serve to strengthen the commitment an applicant must be willing to make to our organization and as a better 'financial qualifier' for companies seeking entrance into the Association.

I firmly believe that each of these recently passed By-Law Amendments and Revisions will contribute to the growth and integrity of our Association.

***"Only from the alliance of everyone working with each other are great things born."***

*—Author Unknown*

*Jackie Agner  
Associate Members Representative  
Global Transportation Services  
Seattle, Washington*

### Comments by Boris Populoh

"The Receivable Protection Plan is envisioned to be implemented in phases, with early participants being able to join the RPP at a lower initial cost. The implementation of the RPP is a complex undertaking and we encourage our members to familiarize themselves with the RPP by reviewing the plan's details. A draft version of the RPP may be downloaded from the INDUSTRY ALERTS section on the HHGFAA Website."

## Luncheon and Keynote Speaker

Following the running of the Association's new promotional video, the luncheon was opened by HHGFAA President Terry Head, acting as the master of ceremonies, who then introduced HHGFAA Chairman Georgia Angell. Ms. Angell was joined on stage by the full HHGFAA Executive Committee, whom she introduced to the audience.

Ms. Angell and Mr. Head acknowledged Michael Cobb for his previous service as an Active Member At-Large on the Executive Committee. Michael Gilbert and Ruby Tucker, outgoing Chairman and Vice Chairman of the YP-35 Group, were thanked for their contributions to the growth and success of the Young Professionals organization. Gilbert was specifically recognized as one of the originators of the YP-35 concept and as the organization's first elected chairman.

Jackie Agner and Georgia Angell, representing the Associate Members' Management Board and the Executive Committee, recognized each of the HHGFAA professional staff with the gift of leather jackets custom embroidered with the Association's logo and name. The staff was thanked for their hard work over the past year and for all their efforts in making this year's Annual Meeting such a wonderful and well-organized event.

Heather Engel, President of the Alan F. Wohlstetter Scholarship Fund, announced the recipients of this year's scholarships, and acknowledged the various contributors to the Fund over the past 12 months. As a special contribution, Ms. Karima Zaki, vice president and managing director of the Hilton San Francisco, presented the AFW Scholarship Fund with a check for \$11,000. Ms. Zaki also thanked the audience for their patronage of the Hilton and invited the conference to return to San Francisco in a future year.

The Keynote Speaker this year was former US Secretary of Transportation Norman Mineta. Mineta, making one of his first public appearances since resigning from President Bush's cabinet in July, detailed for the members many of the issues and challenges that face the transportation industry both here in the United States and abroad.





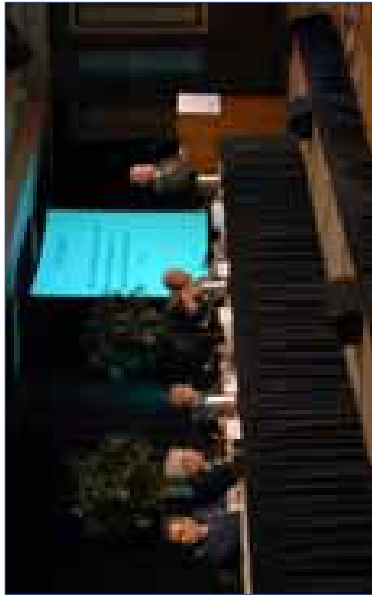
## Military and Government Affairs Workshop/Panel

Randy Groger, HHGFAA Vice Chairman and head of the Government and Congressional Affairs Committee, moderated a panel of government experts who covered a wide range of issues and topics relating to US government and military shipments and regulations.

Panelists included Colonel Terry Kinney (USAF), of the Joint Personal Property Office in San Antonio, Texas; Patricia Young and Col. Steven Amato (USAF) from the Surface Deployment and Distribution Command; Brian Kellhofer from the General Services Administration; and Luis Roque of the US Department of State. Following the individual presentations, the panelists responded to a variety of questions posed by the attendees.



## Government Affairs (cont.)



## “Young Professionals (YP-35)” Social Mixer

The under-35 crowd enjoyed an evening of food, fun and frolic at the Impala Restaurant, one of San Francisco’s hot night spots. The annual mixer once again proved you can mix business with pleasure.



# Champagne Breakfast

As the final event for the Trade Show and Network Central, attendees were treated to a champagne breakfast hosted by the exhibitors.





## Active Members' Meeting

The Active Members held their annual elections for Chairman, Vice Chairman, and four Active Members-At-Large to serve on the Executive Committee.

In addition to considering and adopting various proposed By-Laws revisions and amendments, the members also received updates and reports from the President, General Counsel, and the chairs of the various HHGFAA standing committees.

(NOTE: See the listings beginning on page 11 for the results of the Associate and Active member elections and for a list of individuals now serving on the Executive Committee, AMMB, and the HHGFAA standing committees.)





## Special Session

Attendees at this session were provided with an overview on various new initiatives impacting US Government transportation programs by Ed Davis from the Office of Government-wide Policy (General Services Administration) and Charles White, HHGFAA Director of Government and Military Relations.

Georgia Angell and Terry Head also invited questions from the audience on a variety of topics touching on in the workshops and business sessions held throughout the Annual Meeting.



## Closing Reception, Banquet and Entertainment

All good things must come to an end, and so it was with the Annual Meeting. However, meeting attendees still had energy on the last day to be wined, dined, and treated to a performance by the Three Waiters, a trio who masqueraded as Hilton banquet staff. The performers surprised the attendees by acting as Italian, French, and American waiters and wowed the audience with their fantastic singing and competitive antics. Ruby Tucker and Michael Gilbert, representing the YP-35 Group, announced the winner of the 50-50 Raffle benefiting the Alan F. Wohlstetter Scholarship Fund.

Following the banquet, revelers danced into the wee hours to the sounds of Big City Revue, a multi-talented group of singers and performers.

















## THANK YOU!

A special “Thank You” goes out to all of the HHGFAA staff and particularly Bel Carrington, HHGFAA’s General Manager, and Karen Batman, Assistant Director of Sales for the Hilton San Francisco. Both Bel and Karen have been working on planning this meeting for over three years.

Behind the scenes, the HHGFAA Annual Meeting benefits from the able assistance it receives from the staff of Meeting Management Services (MMS), who oversee many of the functions we all take for granted in assuring that the Annual Meeting is a successful event for everyone involved.



**HHGFAA General Manager Bel Carrington and Karen Batman of the Hilton San Francisco.**



**At left: Meeting Management Services (MMS) staff.**



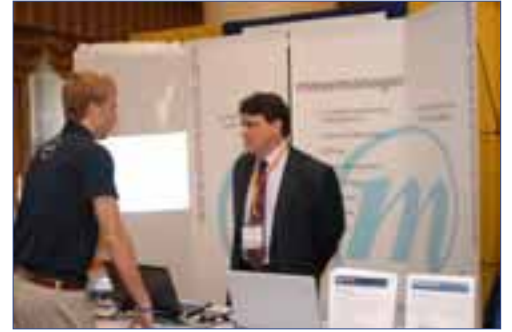
# 44th ANNUAL MEETING EXHIBITORS





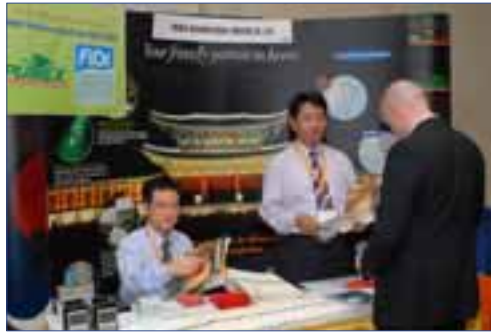














# **Best Wishes for the Holidays and the New Year**

*from*

*Georgia Angell*

*Randall Groger*

*Jackie Agner*

*Jeffrey Coleman*

*Douglas Finke*

*Stephan Guerts, Jr.*

*Jan Moore*

*Michael Richardson*

*Mario Rizzo*

*and*

*Alan Wohlstetter*

*of the Executive Committee*

*and from*

*Terry Head*

*Bel Carrington*

*Boris Populoh*

*Charles White*

*Jean Mathis*

*and*

*Jamila Kenney*

*of the*

*Association Staff*

## Increased Customs Exams and Escalating Port Charges Compel Industry Attention

*By Doug Finke*

Recently AMMB Board Member Ed Wickman discussed in **The Portal** the uncontrolled escalation of port expenses. He wrote, “Reflecting an almost cynical indifference to serving the public, ‘security’ has become the excuse du jour [by ocean carriers and terminal operators] for inefficiency, per diem, demurrage, inspection fees, loss, damage, and any other expense incurred.”

HHGFAA Director of Programs and Education Boris Populoh wrote in the October issue of Cargo Security International that forwarders and customs brokers are questioning the true motives of port terminal operators. In that article he noted, “There is no direct incentive for these terminal operators to make containers marked for inspection available in a timely manner, since they seem to be turning the collection of demurrage fees into a new and significant revenue stream.”

It doesn’t take much of a memory to recall free time of 10 days or more and per diem/demurrage rates of \$15 a day. It wasn’t that long ago. Ocean carriers and port operators have been arbitrarily reducing the free time to 3 days in some places, and they are counting non-working days and holidays while denying customers access to the freight. So if your shipment arrives on Friday and clears on Monday, the container is already in demurrage in some ports, even though pickup is denied because the pier is closed over the weekend.

Worse, the container could be tagged for a VACIS or intensive exam, which typically lasts for several days. The shipment is often damaged because of unprofessional handling by untrained laborers, leaving the customer with the disappointment of damaged goods and the outrage of an invoice for the labor and delays. Demurrage charges apply, even when the pier is closed. There is no regulation preventing this sort of financial abuse. Carriers and port terminal operators alike are free to charge arbitrary fees and hold shipments for ransom while the meter continues to run.

Meanwhile, the long-standing rates of \$15 per day have risen by 500% and more. It is not unusual to see daily demurrage rate of \$300 in some ports. These charges are passed on to the unsuspecting customer, putting the forwarder in the impossible position of explaining and collecting.

The Household Goods Forwarders Association, through the Com-

mercial Affairs Committee, wants to do something about this insulting and expensive behavior for the benefit of our members and their customers, and we need your help. Our first step is to document what is happening at the piers. We need your input, your experience. We need you to tell us about any similar incident you may have experienced over the past year or two. The intent is to compile, document and organize these experiences to identify the locations, the offenders, and the charges. We want at least 100 actual experiences. We expect these will result in a powerful message and lead to success. So please pull your files and share your information.

Please provide the following information in an e-mail to Boris Populoh at

*boris.populoh@hhgfaa.org:*

1. Port/location of inspection
2. Entity performing inspection (i.e., US Customs, terminal operator, third party)
3. Shipment origin
4. Date of inspection
5. Type of inspection (VACIS, physical, intensive)
6. Fee(s) for inspection and amount
7. Pre-inspection notification (yes/no)
8. Shipment delays (days)
9. Demurrage charges (amount)
10. Reason for inspection
11. Damage to shipment (yes/no)
12. Value of damage
13. Additional costs (specify)
14. Comments

This situation is rapidly becoming a major hindrance to the efficient and cost-effective movement of international household goods shipments. Your assistance and participation in this effort will be a great benefit to the entire industry.

*Doug Finke is president of Sterling International, a division of A. Arnold Moving.*

## New Port-Security Law Sidesteps 'Dirty-Bomb' Screening Overseas

By Jeff Bliss

President George W. Bush has signed into law a port-security measure that doesn't address what security experts and US lawmakers fear the most: terrorists placing a nuclear or "dirty" bomb in a shipping container and detonating it upon arrival in the United States.

The law, passed by Congress with bipartisan support, requires incoming cargo at the 22 largest US ports to be scanned upon arrival by the end of next year. What isn't in it is more significant than what is, said Stephen Flynn, a senior fellow at the Council on Foreign Relations in New York and a former National Security Council official under President Bill Clinton.

Bush and Congress are "creating the illusion of an important new layer of security, when in fact they do not address the worst-case scenario," Flynn said, adding that the only protection against an in-port attack before scanning is to check containers while they're still overseas -- a massive undertaking, given that 12 million containers are shipped to the United States every year from 704 ports in 147 countries.

Vayl Oxford, director of the Domestic Nuclear Detection Office in the Homeland Security Department, said it will take 5 to 10 years to install radiation detectors and image scanners in the 100 biggest overseas ports. That would allow the US to scan 90% of the incoming cargo.

The Bush administration is caught between competing pressures -- to improve homeland security on one hand, and on the other to avoid imposing standards that would tie up trading routes on which companies such as Wal-Mart Stores Inc., Nike Inc. and Lowe's Cos. rely.

Flynn said this would inadvertently hand terrorists a victory -- the slowdown of the \$1.1 trillion in trade that moves through US ports annually -- without ever exploding a bomb.

The Congressional Budget Office estimates that an incident closing the ports of Los Angeles and Long Beach for a year would reduce US gross domestic product by \$70 billion, or 0.5%.

While the measure Congress passed requires US officials to establish pilot projects within a year to scan all US-bound cargo in three foreign ports, the Homeland Security Department hasn't announced the design of the programs, or what companies will help implement them.

Oxford said it isn't clear how quickly such programs, even if successful, could be duplicated elsewhere.

A separate pilot project already under way in Hong Kong's port provides a glimpse of the promise and problems US officials face.

SAIC Inc., a San Diego-based defense contractor, teamed up with Hutchison Port Holdings Ltd. and Modern Terminals Ltd. to install radiation detectors and gamma-ray imaging machines flanking two of the port's 40 incoming lanes. Trucks laden with goods drive through the scanners at 10 miles an hour, allowing the machines to scan 3,500 to 4,500 containers a day.

Sen. Charles Schumer (D-NY) was so enthusiastic after he toured the Hong Kong operation that he tried to add an amendment to one piece of port legislation requiring all cargo to be scanned overseas in four years.

With the backing of shippers and port-authority lobbyists, congressional Republicans defeated the requirement on the grounds that the Hong Kong system needs to be more thoroughly tested before it's expanded. It's an assessment some security experts agree with.

The Hong Kong program "should be examined to see if it can be made sufficiently rugged to be useful," said Kenneth Gabriel, senior research scholar and director of the Center of Integrated Security Logistics at the University of Maryland in College Park. "We really need to take our time on this."

The program was designed only to see whether the containers could be scanned; no one is looking at the thousands of images the machines have created.

US officials also face more mundane problems. Some ports, for instance, don't allow truck drivers to stay in their vehicles during the current inspection process and may require a machine to tow one truck after another through scanners.

"Subtleties that are overlooked sometimes become operational nightmares," Oxford said. He said a plan for a US overseas scanning system, which will be outlined in a broad strategy the Homeland Security Department will unveil by the end of the year, would be based on a mix of different technologies and pilot programs.

The plan may include radiation detectors that can specify what molecules in a container are emitting radiation. That might lower the number of false positives that delay shipments.

Scanned images and a container's radiological profile could be transmitted to analysts in the US. Rather than hire armies of analysts to examine every image, software could screen most containers flagged by the scanners, funneling only the most suspicious pictures to US Customs workers.

Working out the technological and logistical kinks is more important than throwing together a security process just to make Americans feel safer, Gabriel said. "The implication of deploying the wrong system can be really bad. You'll have a false sense of security."

### Calif. Ports Get Mobile Radiation Detectors

Customs and Border Protection recently demonstrated the use of the latest weapon in its anti-terrorism arsenal, a mobile radiation portal monitor that can detect radiation from containers virtually anywhere in a port. The mobile monitors are part of a layered approach to national security that includes screening and inspecting containers before they leave foreign ports and physically inspecting risky containers when they arrive at US ports.

Customs in recent years has been using various types of radiation-detection devices such as large non-obtrusive x-ray machines, personal radiation detection devices and radiation isotope identifiers. The mobile radiation portal monitor, like stationary monitors, will detect radiation coming from sealed containers, but the mobile devices are more flexible to use because they are brought to the container.

When using stationary monitors, containers must be moved to designated staging areas at a port. For example, the mobile monitor can be used to inspect a risky container as soon as it is unloaded from a ship. Stationary monitors do not lend themselves well for use at cramped on-dock railyards, but the mobile monitors can be used to inspect containers before they are loaded on to a railcar.

By January 2007 Customs will use the various radiation-detection devices at its disposal to inspect 100% of the containers in Los Angeles-Long Beach for nuclear and radiological materials. The mobile radiation portal monitors will be especially effective at a diverse port complex such as Los Angeles-Long Beach because they can be moved anywhere in the sprawling harbor and multiple units can be deployed to inspect containers during a spike in activity at a terminal or terminals. The agency will deploy 60 mobile radiation portal monitors at the 22 busiest US ports, with 18 of those earmarked for Southern California, the nation's busiest container complex.

*SOURCE: Journal of Commerce Online*

## New C-TPAT Rules in Effect

*By Courtney Tower*

Foreign manufacturers in the Customs-Trade Partnership Against Terrorism will be required to annually verify that their supply-chain partners are following US-approved security measures, according to new minimum requirements for the program implemented by Customs and Border Protection.

Companies in the program obtain benefits such as speedier clearance and dedicated fast lanes at border crossings in exchange for self-policing of their supply chains.

The minimum criteria for foreign manufacturers and US rail carriers went into effect Aug. 29. Minimum requirements for importers, and sea and highway carriers, were published earlier this year.

The new rules require foreign manufacturers on a yearly basis to assess all of their foreign partners such as parts providers, warehouses or distributors or carriers, from point of origin to point of distribution. All will have to meet minimum standards for:

- Container and trailer security
- Access controls on employees and visitors
- Fencing, lighting, and parking
- Personnel security including background checks
- Proper documentation
- Staff security training
- Passwords and accountability for information technology.

Foreign manufacturers already in C-TPAT have until Nov. 27 to meet the minimum standards detailed on Customs' Website. Those who fail security checks can be suspended or removed from the program. Canadian and Mexican members who fail will have their Free and Secure Trade (FAST) privileges revoked.

New C-TPAT applicants are required to meet the new requirements now.

*SOURCE: Journal of Commerce Online*

## Customs Wants More Import Data

*By R.G. Edmonson*

Customs and Border Protection (CBP) will publish before the end of the year proposed rules requiring importers and carriers to provide additional data to improve screening of high-risk cargo.

Customs Commissioner W. Ralph Basham would not provide a specific date for the new proposal.

Basham praised his predecessor, Robert C. Bonner, for putting together a multipart strategy to improve security and facilitate trade. Among those elements were the Customs-Trade Partnership Against Terrorism and the Container Security Initiative.

The SAFE Port Act "puts into law what Customs and the trade began after Sept. 11," Basham said. "It's an overwhelming endorsement of CBP's approach to trade security."

Basham also complimented Congress for turning away proposals to inspect all US-bound containers at foreign ports. He said that in the future Customs will rely more heavily on technology such as non-intrusive inspection and radiation detection to reduce the number of physical inspections that the agency does.

*SOURCE: Journal of Commerce Online*

## SAFE Port Act Targets Terrorism

The Security and Accountability for Every (SAFE) Port Act was signed into law Oct. 13 by President Bush, accompanying the Secure Fence Act and legislation aimed at reforming the Federal Emergency Management Agency (FEMA). Under the SAFE Port Act, all imported containers will be scanned for radiation. This involves installing monitoring devices and developing rules for operation. Money allocated for SAFE Ports totals \$6.7 billion. The legislation allows the Department of Homeland Security to check for terrorists and organized crime members among port workers, and the DHS can also create watch lists. Joint operations centers will be set up at ports to coordinate local, private-sector firms, and state and federal partners. This law also requires the DHS to conduct and evaluate security measures in foreign ports and bolster the Customs-Trade Partnership Against Terrorism (C-TPAT) program. The United States will be able to loan equipment to host nations for container assessment.

*SOURCE: Prism Insight*

## In Brief ...

The *Journal of Commerce* reports that Miami International Airport is the first US commercial aviation hub to require personnel entering warehouse property to qualify for and wear a newly defined "Cargo Warehouse ID." While Miami is first, other airports likely will be compelled to begin the process in the next few weeks.

## HHGFAA Attends Military and Industry (M/I) Meeting

HHGFAA President Terry Head and Charles White, HHGFAA's director of government and military relations, as well as several members of the Association's Executive Committee, recently participated in the biannual Military Personal Property and Claims Symposium, informally referred to as the M/I Meeting, which was held in Alexandria, Va., on Sept. 12.

During the M/I Meetings, representatives from Industry, the American Moving and Storage Association (AMSA) and HHGFAA meet twice a year with various Department of Defense stakeholders to review and discuss resolution of issues affecting the management and movement each year of over 650,000 US military domestic and international household goods and baggage shipments.

The September meeting was co-chaired by Peggy Wilken of Stevens Van Lines and Jim Johnson of the (Military) Surface Deployment and Distribution Command (SDDC).

In addition to covering the formal agenda, attendees were able to interact and discuss a variety of topics with representatives from all the various branches of the military services, the military claims offices, GSA, DFAS, and other government agencies involved in the program.





## NDTA Hosts 60th Annual Forum and Exposition

Charles White, HHGFAA director of government and military relations, and HHGFAA President Terry Head recently represented the association at the National Defense Transportation Association (NDTA) Annual Forum held in Memphis, Tenn., Sept. 23–27.

The theme for this year's forum was "Continual Transformation," which was a very fitting choice since the transportation requirements of the US military services are ever-evolving and they, much like private sector customers of the transportation industry, are also adjusting to tighter security and the need to get more done with less money and in a shorter period of time.

In addition to attending breakout sessions focused on such topics as security, technology, and business transformation, the participants heard remarks from Frederick W. Smith, chairman, president and CEO of FedEx, as well as Glenn F. Tilton, chairman, president and CEO of United Airlines. The final keynote address was delivered by Gen. Norton A. Schwartz (USAF), commanding general of the United States Transportation Command (USTRANSCOM).

In addition to the business sessions the NDTA forum hosts a very large transportation exposition and tradeshow in which some van line and ocean carrier members of HHGFAA exhibit in order to promote their companies, as well as expand relationships with their military counterparts.

It wasn't all work at the meeting, as there were several informal networking events, as well as fundraising activities for the NDTA scholarship program. Also, there is always time for getting out on the town and enjoying the sights, sounds and — in the case of Memphis — some good old Southern cooking. Boy, those ribs were good!

**During the NDTA Forum, it was announced by Jim Henderson (r.) of the Anchorage Visitors and Convention Bureau that the 2010 Forum would be held in Anchorage, Alaska.**



## **NDTA Conference Envisions a Changing Marketplace**

FedEx Chairman, President & CEO Frederick W. Smith addressed the National Defense Transportation Association (NDTA) at its 60th Annual Forum and Expo on the changing transportation marketplace in September.

Smith's keynote presentation focused on changing the world transportation marketplace, lessons learned in transportation transformation and trends in the "leaner, meaner logistics machine." Drawing a correlation to defense transportation transformation initiatives, he highlighted FedEx's continual transformation processes, including 1) delivering supplies; 2) integrating technology; 3) streamlining business processes; 4) adopting a well-understood strategy; and 5) managing collaboratively.

Smith also discussed the ongoing initiative to widely incorporate RFID as an integral industry component. While noting its importance as a tool, he acknowledged that improvements are still needed. FedEx is partnering with suppliers and customers and working with vendors to develop and improve a reliable RFID program.

As chairman of the Security Taskforce of a business roundtable representing 200 of the largest US companies, which provides input to DoD, Smith also spoke on supply chain security and efficiency. He discussed the taskforce's three top priorities, including securing the supply chain, cyber security, and protection from insider threat.

Also at the NDTA forum, Gen. Norton A. Schwartz, USAF, Commander, USTRANSCOM, delivered his "annual report" to the 800 or so participants. Schwartz stressed the need for the military and its commercial partners to work together on improving the distribution supply chain. He attributed improvements to new concepts, such as Joint Task Force-Port Opening and solicitation for a world-class trucking coordinator.

Schwartz reminded the audience that supply forces must relieve some of the pressure on active combat troops and leaders. If they don't have to worry about supplies and equipment, troops and leaders in the theater can focus on the combat missions facing them.

Military and commercial partners at the NDTA conference participate in a \$9 billion enterprise. Since 9-11, the military and its partners have moved 3.3 million passengers and 8 million tons of cargo. The team responsible for this feat has approximately 155,000 members.

Schwartz noted that the military supply chain has adopted many efficiencies and improvements from the private sector. The military has had to get away from the old "port to port" vision of the supply chain and adopt a more horizontal view.

While praising new concepts like Joint Task Force-Port Opening, Schwartz said there is still much work to be done to improve the supply chain. He noted that officials will focus on making information technology more seamless among different players in the chain.

For example, the general said that the military utilizes some 300 different software systems in its supply chain. The goal is to reduce that to 150 and then to 100 systems.

"There will be friction, but the idea is to look at it like industry so there aren't pieces of software for each individual actor in the supply chain," Schwartz said. "All of this is to allow us to operate more seamlessly down range," he added.

## A First Look at DPS

Recently a small number of transportation service providers who participate in the movement of US military household goods and baggage shipments were treated to their first look at the new technology and software that will replace a variety of old legacy systems utilized in the movement of military household effects and which are being phased out by the Department of Defense. Defense Personal Property System (DPS) demonstrations, held on Oct. 26–27, were conducted at the headquarters of SRA Corporation, the Fairfax, Va.-based contractor that is designing and building the new automated system according to requirements set down by the DoD, SDDC, and US-TRANSCOM.

The new system will be the primary technology platform for the next two phases of the new Families First program, which is intended to move the current military “low rate driven” program to one of a “best-value/quality driven” program. Under the new program the award and distribution of traffic will be based not just on the rate filed, but also on the quality of service provided by the carrier as judged via a scored survey completed by the actual service member being moved.

This was also the industry’s first opportunity to meet Lt. Col. Joseph Schafer (UASF), the new Joint Program Manager for Household Goods Systems (JPMO HHGS), as well as Virginia Williamson, Deputy Director—Command, Control, Communications and Computer Systems for the United States Transportation Command (US-TRANSCOM). Williamson had just recently taken over control of all automated system from the Surface Deployment and Distribution Command (SDDC), a subordinate DoD entity that has primary responsibility for fielding the new program.

Initial testing of the DPS system continues with planned System Acceptance Testing (SAT) involving a select group of carriers in late December or early January. The government recently determined and advised that it intends to implement DPS and Phase II of the Families First program initially in May 2007, with full rollout of the program currently targeted for fall/winter (November) of 2007.





**Maj. Gen.  
Kathleen Gainey**

## **Maj. Gen. Gainey Takes Command of SDDC**

**M**aj. Gen. Kathleen M. Gainey took the reins of the Military Surface Deployment and Distribution Command Oct. 6 during a formal military Change of Command ceremony held on the parade grounds at Fort Belvoir, Va. The ceremony was hosted by Gen. Norton A. Schwartz, commander of U.S. Transportation Command at Scott AFB. Gainey assumed command from Brig. Gen. James L. Hodge, acting commander of SDDC since Aug. 28, 2006.

## **Fort Dix, McGuire Show the Way**

*By Victoria Hurley-Schubert. NJBIZ Staff*

**F**ort Dix and McGuire Air Force Base are spearheading a novel consolidation that is being closely watched by military installations around the country. The two Burlington County facilities will join forces with the Lakehurst Naval Air Engineering Station to form the first US megabase.

The action, which includes a \$350 million housing renovation, will combine the three bases into a single installation that trains, mobilizes and deploys troops for the Army, Air Force and Navy.

The first stage of the plan, ordered last year by the Base Realignment and Closure Commission, calls for privatizing and renovating on-base housing. United Communities in Evesham will lease the land from DoD and manage the site for 50 years.

The realignment will result in an 11% increase in active-duty personnel that will add a total of 779 service people to the three

military bases, says Col. Michael Hutchison, mission support commander at McGuire Air Force Base. A 43% increase in of 1,607 part-time soldiers, reservists and National Guard personnel is expected as well.

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**The merged installations will  
create the largest concentration  
of multiservice personnel in the  
country.**

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The consolidation will move about 1,050 jobs from other bases to Fort Dix alone. Currently there are about 5,800 military jobs, 1,100 civilian jobs and at least 1,000 contractors working at Fort Dix.

## **SDDC Quality Award Program**

**T**he Military Surface Deployment and Distribution Command (SDDC) has announced the 2007 Quality Award Program competition. The award is given annually to the transportation industry in recognition of their commitment to excellence. This year's award will be presented at a special dinner during the SDDC Training Symposium to be held 23-25 April 2007 in Orlando, Florida.

The competition is open to all DoD-approved transportation providers in all modes and services. To be eligible, a company must demonstrate sustained exceptional performance in support of the DOD during calendar year 2006.

Nominations are encouraged and welcomed by all DoD shippers and should be in the form of a brief, one-page narrative justification with a cover sheet. The justification must include a description of the firm's responsiveness to DOD requirements, and the potential for wide applicability of their innovations.

A panel of HQ SDDC staff principals will evaluate each nomination on the following factors: Customer Service, Innovation, and Scope of Contribution.

The deadline for submission is 5 January 2007. Nominations should be sent to HQ SDDC, 200 Stovall Street, ATTN: SDCA, Alexandria, VA 22332-5000.

Please direct any questions to Mrs. Jeanie Bell Winslow, Program Manager, at DSN 328-2272, CML 703-428-2272 or e-mail [winslowj@mtmc.army.mil](mailto:winslowj@mtmc.army.mil)

## Ceremony Marks First Step for SDDC Relocation to Scott Air Force Base

*By Mitch Chandran  
Public Affairs, HQ SDDC*

The US Army's Military Surface Deployment and Distribution Command (SDDC) took its first official step in relocating from Virginia to Scott Air Force Base, Ill., with the cutting of a ribbon for the SDDC Advanced Team's facility Sept. 12.

Gen. Norton A. Schwartz, commander of the US Transportation Command (USTRANSCOM), hosted the ceremony and declared the SDDC Advanced Team facility officially open.

Brig. Gen. James L. Hodge, acting commander of SDDC, noted, "As of today, Saint Louis and Scott AFB are no longer just places for SDDC members to go to for business trips or connecting flights. Today, we [are in] the process of moving into our new neighborhood."

A section of Building 1930 will be home to SDDC's Advanced Party Team members as they work to prepare for the arrival of the remaining SDDC members. The team will be led by Brig. Gen. Maynard "Sandy" Sanders, deputy commander for mobilization for SDDC.

SDDC's move will occur in two phases. Phase I consists of incrementally moving Headquarters SDDC, Alexandria, Va., and Transportation Engineering Agency, Newport News, Va., along with some functional areas of Headquarters SDDC, Ft. Eustis, Va., during the next 12 months. Phase II will entail moving the remainder of the Ft. Eustis element by October 2010.

USTRANSCOM and SDDC officials broke ground with contractors on Oct. 17 for a 75,000-square-foot modular facility that will temporarily house about 500 SDDC workers as the unit transitions over the next few years from its Virginia locations to Scott AFB.

SDDC's move is a result of the most recent Base Realignment and Closure Commission recommendations, which became law in November 2005.

USTRANSCOM will break ground in 2008 on a new permanent facility for SDDC, due to be complete by 2010, and to be located behind the current USTRANSCOM building. Also by 2010, SDDC expects about 1,100 military, federal civilian and contractor positions to relocate to the base.



**Norton A. Schwartz, commander of USTRANSCOM, holds up the scissors after he, Brig. Gen. James L. Hodge, acting commander of SDDC, Command Sgt. Maj. Tomas Hawkins and Brig. Gen. Sandy Sanders, deputy commander for mobilization and Advance Team leader for SDDC, cut the ribbon and declare the Advanced Team facility officially open on Scott AFB, Sept. 12. (Photo by Bob Fehrer)**



**(Left to right) Schwartz, Brig. Gen. James L. Hodge, acting commander of SDDC, and Brig. Gen. Sandy Sanders, deputy commander for mobilization and Advance Team leader for SDDC, talk with St. Louis, Mo. TV stations after cutting the ribbon on Sept. 12. (Photo by Bob Fehrer)**



# Young Professionals

“Leadership Through Innovation”

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*EDITOR'S NOTE: For full contact information on YP-35 Management Board members, please turn to page 17 of this issue.*

## THANK YOU!

We want to take this opportunity to thank the 2004-2006 Managing Board of the YP-35 for their valuable contribution to the organization through these past years.

Our most sincere gratitude goes to Michael Gilbert and Ruby Tucker, our former Chairman and Vice Chairman. Their hard work and dedication contributed to the enhancement of the YP-35, which now reaches 175 members.

The 2006–2008 YP-35 Managing Board look forward to keeping continuity under a proactive, creative and multi-cultural work basis.

Michael, Ruby, and regional representatives: Our best wishes on your professional careers and never forget you all are part of the YP-35 family!

Best Regards,

Stephan Geurts Jr.  
YP-35 Chairman

Paula Colmenares  
YP-35 Vice Chairman

**Website: [www.yp-35.org](http://www.yp-35.org)**

An organization within the HHGFAA for Young Professionals 35 years of age and under



PLEASE NOTE: It is up to YP-35 members to maintain current data on the Website. Please take a moment to log in and verify your information. Make sure that your birth date is listed! If you have difficulty accessing the Website, or if you have questions or ideas concerning YP-35, please e-mail [pcolmenares@portan.com](mailto:pcolmenares@portan.com)

## ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone for the HHGFAA Scholarastic Assistance Program, which is aimed at promoting and supporting individuals engaged in higher education involved in the areas of transportation and logistics.

Donations (by major annual giving levels) to the Alan F. Wohlstetter Scholarship Fund received in the last 12 months are as follows:

### Platinum (\$5,000 or more)

Marriott Wardman Park Hotel, Washington, DC  
Matson Navigation Company  
\*San Francisco Hilton & Towers  
Trans-Atlantic American Flag Liner  
Operators  
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\*7M Transports, Inc.  
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### In Kind or Other

Jackie and George Agner  
\*Belvian and Gloria Carrington  
American Fast Freight

**NOTE:** \*Denotes contributions received since the September/October issue of **The Portal** was published.

Join this prestigious list of contributors by sending your contribution TODAY! For more information on how to donate, please go to [www.afwscholarship.org](http://www.afwscholarship.org). Make checks payable to Alan F. Wohlstetter Scholarship Fund.

### Alan F. Wohlstetter Scholarship Fund

5904 Richmond Highway, Suite 404

Alexandria, VA 22303

Phone: (703) 317-9950

Fax: (703) 317-9960

The Board of Directors of the Alan F. Wohlstetter Scholarship Fund urges you to consider a contribution or donation to the Scholarship Fund as part of your year-end tax strategy or as you formulate your company budgets for next year. Please advise your employees that scholarships are available to qualified candidates of any HHGFAA company worldwide. For further information, visit [www.afwscholarship.org](http://www.afwscholarship.org).

The Board of Directors of the Alan F. Wohlstetter Scholarship Fund would like to take a moment to wish all of the members of the HHGFAA a happy and healthy holiday season.

This is a wonderful time of the year to reflect upon the past and think about the future. Please consider making a contribution to the Alan F. Wohlstetter Scholarship Fund, as part of your year-end tax strategies or simply just to close out the year on a high note. You may wish to contribute in honor of an individual or in memory of a loved one.

All contributors will be listed in **The Portal** magazine for one year from the date of their donation and will be acknowledged at the 2007 Annual Meeting in New York City. Contributions received by Dec. 31, 2006, will be acknowledged and Tax Receipts will be sent within 30 Days.

Checks should be made payable to the *Alan F. Wohlstetter Scholarship Fund* and can be mailed in care of the HHGFAA office. Additional information on the Scholarship Fund can be found at [www.AFWScholarship.org](http://www.AFWScholarship.org).

We want to thank all of the companies and individuals who have previously contributed to this worthwhile Scholarship Fund. Please do not hesitate to contact any of the Scholarship Board with questions.

Happy Holidays,

Heather Engel, President

Alan F. Wohlstetter Scholarship Fund

## Thanks, S&E Transportation

I want to extend a special "thank you" to **S&E Transportation**. For the past two years, **Sheila and Eric Carden** have supported the AFW Scholarship Fund both financially and by volunteering their time through the YP-35 group. They were unintentionally overlooked during the Annual Meeting acknowledgments of the Fund's supporters and I want them to know that their support is very much appreciated. Thank you!

Heather Engel, President

Alan F. Wohlstetter Scholarship Fund

# **Gosselin Gets the Shirt Off Our Back!**

A very special thanks goes out to Marc Smet of Gosselin World Wide Moving, NV, Belgium. Mr. Smet and the Gosselin Group of Companies have been longtime supporters of our Association, and Mr. Smet serves as the Northern Europe Representative on the HHGFAA Associate Members Management Board (AMMB).

As was announced during the closing banquet during the Annual Meeting, Mr. Smet liked the design of the First Annual HHGFAA collectible t-shirt so much that he bought all of our remaining inventory! Gosselin purchased the balance of the HHGFAA t-shirts to distribute to their offices worldwide, all in support of the Alan F. Wohlstetter Scholarship Fund (AFWSF).

This wonderful gesture by Mr. Smet ensured that the fund-raising effort from the sale of the t-shirts was a total success. The Board of the AFWSF thanks Gosselin Worldwide!



## Those Young Whippersnappers Don't Know Nothin'

The latest indication that the world is going down the tubes is a survey of human resource officials that suggests young people entering the workforce sorely lack essential skills. (Relax—if you're a whippersnapper with skill, consider yourself lucky. And in demand.)

The survey, a product of The Conference Board, the Society for Human Resource Development, and others, reports that high school graduates lack basic skills such as professionalism and work ethic, defined as demonstrating personal accountability, punctuality, working productively with others, and time and workload management. College grads aren't the panacea either. Only 16% of four-year college graduates are rated by their employers as "excellent" in written communication; a quarter are rated as deficient with the rest rated merely "adequate." Other problem areas for recent graduates included leadership and professionalism/work ethic.

The upshot is that businesses must use time and resources to train new workers in a variety of skills. The report briefly discusses the ramifications to business and the US status in globalization, and calls on education to do a better job of preparing young people to be productive workers.

Website: [www.conference-board.org/pdf\\_free/BED-06-Workforce.pdf](http://www.conference-board.org/pdf_free/BED-06-Workforce.pdf)

SOURCE: *American Society of Association Executives*

## 6 Cures for the Chronically Late

By Diana DeLonzor

Approximately 20% of American adults are chronically late, creating unnecessary friction in their relationships and careers. The vast majority of chronically late people dislike living their lives behind schedule, but they can't seem to change. Here's how to break the tardiness habit — and what to do if you're the one left waiting.

**Break the habit.** If you're always late:

- Learn to tell time honestly. The chronically late underestimate the amount of time things take by about 25%. They remember only the day there was no traffic and they made it to the office in 15 minutes, not the days the trip took longer. Make a list of things you do on a regular basis -- shower and dress, drive to work, pick up a few things at the store, answer e-mail. For a week, time how long each task takes you. In the future, budget the amount of time it took on the slowest occasion.
- Plan to be early. If your schedule is designed to get you where you need to be just on time, you'll be late whenever the slightest thing goes wrong. Instead, aim to arrive 15 minutes early. Carry a

magazine or some work with you so that you don't waste time if you are early.

- Free up your morning. Are you frequently late to work? Don't leave everything to the morning. Shift as many tasks as possible to the night before. Pack your briefcase, locate your keys and lay out your clothes before going to bed.
- Include time estimates on your to-do list. Many chronically late people expect to get everything on their to-do lists done no matter how much they pack in. Instead, block out time for each chore to get a better idea of what you can accomplish in a day. Write down the time estimates, and rank each chore in order of priority so that you know what to pursue first if anything runs longer.
- Forget perfection. Perfectionists find it difficult to move on to a new task until a current project is completed perfectly, often leaving them far behind schedule. Be aware that 95% correct and on time tends to be better than 100% correct and late. If perfectionism is your problem, make "It doesn't have to be perfect" your mantra.
- Wean yourself off the addiction to deadline pressure. Some people are drawn to the adrenaline rush created by looming deadlines and have difficulty motivating themselves without that pressure. They often develop a "just-in-time" mentality, tackling tasks only at the last moment. To change the last-minute mindset, you have to practice every day. Each morning for one month, write down three things that you will do ahead of time that day and then do them.

*Examples:* Fill your gas tank before the warning light comes on; turn in a report a day early; pay a bill as soon as it arrives. Eventually, completing tasks early will become a habit, and you'll find that life is more enjoyable without the constant deadline pressure.

**Left waiting?** It can be extremely frustrating to live or work with people who are always late. What to do:

- Understand that it isn't personal. Punctual people often think they're being taken for granted, but late people don't lack respect for you — they lack the ability to control their own time. Explain — don't complain. Venting pent-up anger adds to friction. Instead, explain how the tardiness makes you feel -- anxious and disrespected, perhaps. Agree to preset penalties. If the late person keeps you waiting for more than 10 minutes, he/she pays for dinner, does some chore for you, or owes you \$1 for every minute of your time lost.
- Fib about the schedule. If all else fails, tell the late person that the time is earlier than it really is — for example, a 10 a.m. meeting is at 9:45.

SOURCE: *Bottom Line/Personal*. Diana DeLonzor, a time-management consultant based in San Francisco, is author of *Never Be Late Again: 7 Cures for the Punctually Challenged* (Post Madison). Website: [www.neverbelateagain.com](http://www.neverbelateagain.com)

## **Working on the Go, But More Balanced**

Sitting on a train frantically checking messages instead of enjoying the scenery outside the window or the company of fellow passengers hardly sounds relaxing, but according to a study by Los Angeles-based outsourced recruiting and leadership development provider Korn/Ferry International ([www.kornferry.com](http://www.kornferry.com)), it beats work life in the old days.

Eighty-one percent of more than 2,300 global executives surveyed through the firm's Executive Quiz survey tool say they are connected to work through mobile devices, such as cell phones, personal digital assistants, laptops and pagers, all the time. And this, they maintain, is good news. When asked whether they believe they spend too much time connected to communications devices, more than one-third, or 38%, strongly agreed, but more than three quarters, or 77%, said they think mobile communications devices primarily enhance work and life balance rather than impede it.

The next generation of workers may have an advantage over their older counterparts in maximizing the usefulness of this relatively new technology. Eighty-six percent of those polled said they believe children have an advantage over adults in incorporating the devices into their lives.

And don't be surprised if that passenger in the next seat over isn't reading the *Times* with blackened, ink-stained fingertips. Fifty-four percent of 1,822 survey respondents said their preferred method for obtaining business news is through the Internet via personal computer or laptop. So, no borrowing the sports section when they're through.

## **Admit It: You Don't REALLY Care About Innovation**

Top senior executives receive almost no training in how to think creatively, according to a study by Charlotte, N.C.-based Apex Performance, a firm specializing in leadership development and job performance. The firm, which surveyed 138 senior executives, found that creativity was cited by 92% as a key part of their job, but a whopping 75.5% reported they receive little, if any, training to spark those creative juices. Similarly, while 89.1% are expected to be innovative, 70.1% get no related training. Not surprisingly, then, the nitty-gritty of creativity and innovation work strategy also gets ignored by too many trainers. An overwhelming number of respondents — 85.4% — said brainstorming is used in their workplace, but more than 60% said their company does not provide any preparation for those involved in such sessions.

# Eight Ways to Ensure You're Hiring the Right People

By Ruth Haag

In a tough marketplace defined by intense global competition and razor-thin profit margins, your people are everything. Think about it. Competitors can steal your ideas, copy your products, and go after your customers, but they can't replicate the men and women who make your organization work. Your employees are the innovators who come up with the next big idea that keeps your organization a step ahead of the rest. And when you start looking for that perfect employee, you'll find that you have your work cut out for you.

There are two main principles I urge employers to follow:

- Realize that you can't identify the right person for you, but you can screen out the wrong person for you.
- If you do realize you've made a mistake, get rid of the non-performer quickly. Low performers can destroy your culture and, ultimately, your organization.

There are some things that employers should and shouldn't do during the hiring process, from reading the résumés to asking the right interview questions. Here are a few easily executed tips that are sure to help you find better employees for you and your organization:

1. **Set crystal-clear hiring goals.** Before you do anything, from placing a help-wanted ad to conducting the first interview, make sure you know exactly what you want in a new employee. Not only does the person need to have the necessary experience, he or she will also need to share your basic work philosophy. You must determine what you want out of a new employee with regard to both experience and work ethic. You may not find someone who meets all of your hiring goals, but having goals will help you weed out those who don't fit with you at all.
2. **Never hire anyone until you've conducted a thorough interview.** Interviews provide a way for you to assess whether the candidate completely lacks skills, knowledge, and attitude that are necessary to perform the job. Some supervisors say they hire everyone and let the training sort them out. They feel that there is a "niche" for everyone. But there really are some "nicheless" people.
3. **Know the right questions to ask.** To get all of the information out of the interview that will help you make the right hiring decision, you have to ask the right questions. Make sure you learn all that you can about the person's training, job experience, and perhaps most important, work ethic. Remember to keep the interviewee's personal life out of the interview. Make sure that you clearly explain to him what you want out of the person you hire for the job and then allow the interviewee to determine if his personal life will be able to handle your requirements.
4. **Read the résumés.** It may not be your idea of great reading, but it is necessary reading when choosing a new employee. Paying close attention to what your applicants' résumés say can make a huge difference when it comes time to decide who would make the best employee for your organization. No one can read a résumé and determine if the candidate will succeed in his organization. But you can look at a résumé and be 100 percent sure someone will not succeed. Look out for red flags that indicate someone isn't right for you. Things I'm always on the lookout for include gaps of unemployment, a lot of job-hopping, or an inappropriate presentation. Reading the résumés is a great way to find out who will definitely not work so that you can weed

them out of the hiring process.

5. **Never make it sound as if a candidate already has the job.** Sounding overly sure you are going to hire someone happens for many reasons. Sometimes inexperienced interviewers may commit this sin out of nervousness, or experienced interviewers may want to avoid making poor candidates feel bad. Or an interviewer may jump the gun because she really likes a candidate and gets excited about snatching him out of the job market. Regardless of the reason, take care to avoid giving candidates a false belief that you will hire them. Even if you think someone is perfect for the job, don't hire him/her in the heat of the moment. Tell him you will call him in a few days so that you have time to really think about all of your options.
6. **Always ask about a candidate's past work experiences.** Be sure to listen closely to what she says about the topic. You might discover that she claims to have had an experience at a company that just doesn't add up. A candidate may tell you that she left her previous job because her fellow employees were complaining to her supervisor that she wasn't working hard enough. Of course, she will hasten to reassure you that that isn't true. But think about your past work experiences. Most likely, whenever there has been a complaint about someone not working hard enough, she really wasn't working hard enough. If you take the time to consider the story, you may think twice before deciding to hire.
7. **Reference checks usually aren't worth your time.** The problem with reference checks is that most of the people you call as references aren't being forthright. Previous employers don't often say bad things about their departed employees. If the person's employment ended poorly, chances are his employer is happy to get rid of him and may give him a good reference to make sure he stays away. While the information can be useful on some levels, you should never base your final hiring decision on a reference call. They are simply too unreliable.
8. **Too much concern about money is not good.** A sure sign that someone isn't the right person for the job is a preoccupation with how much money comes with the job. If she is overly concerned about money during the interview, chances are that attitude will carry over into the job itself. Look for people who are enthusiastic about what they bring to the table and who express an interest in professional growth. You want to find someone who wants the work itself, not just the paycheck.

Not only is taking steps to find the right person good for your organization in a big-picture way, it keeps you from having to say those two awful words, "You're fired." Firing employees is one of the most unpleasant experiences for many managers. Donald Trump may enjoy it, but a majority of supervisors do not. If you know what to do before and during the hiring process, you will be able to avoid those dreaded words by hiring the right employees who will last for years at your organization.

*Ruth Haag is the CEO/CFO of Haag Environmental Company and the author of several books, including a four-book series of supervisory management books, *Taming Your Inner Supervisor: Book One; Day to Day Supervising: Book Two; Hiring and Firing: Book Three; and Why Projects Fail: Book 4.* Website: [www.haagpress.com](http://www.haagpress.com)*

## The Grand Inter-Oceanic Nicaragua Canal

Nicaragua, one of the poorest countries in Latin America, plans to construct a \$20 billion rival to the increasingly overloaded Panama Canal to enable the largest tankers and container ships in the world to pass between the Pacific and Atlantic oceans.

The mega-engineering project is expected to take more than 10 years to build but could redraw the map of world trade by opening the east coast of North America, Europe and Brazil to large-scale sea traffic from burgeoning Pacific Rim countries, including China and South Korea.

The new route would cut 500 miles — or at least a day — off the route between California and New York, and could considerably shorten and cheapen the journey from China to Europe for large ships. It would be 173 miles long. From the Caribbean, it would run along the San Juan River, which forms Nicaragua's southern border with Costa Rica and lets out into Lake Nicaragua.

From the western side of the lake, 12 miles of canal would be built across the Isthmus of Rivas to reach the Pacific. Other river routes to Lake Nicaragua have also been proposed, as well as the possibility of a coast-to-coast railroad.

The formal announcement of what is known as the Grand Inter-Oceanic Nicaragua Canal was greeted with trepidation by nearby Panama, which is also planning to widen its canal. It fears that its main source of income will be seriously affected if Nicaragua builds a rival. Daniel Ortega, who won the November 5 presidential election, is on record as supporting the plan, though he says he wants to study it further.

Mexico and Guatemala also would like to build inter-ocean cargo corridors, but Nicaragua has pursued the idea most aggressively. If built, the Nicaraguan canal would allow 250,000-tonne tankers and container ships to pass through the isthmus that divides the two oceans, compared with the Panama Canal's 79,000-tonne boats. Even if an



expected \$5 billion (£2.6 billion) upgrade of the 92-year-old Panama Canal goes ahead, it is expected to only accommodate 120,000-tonne boats.

However, analysts and politicians are divided over whether there is enough traffic for two major canals in the region, despite a great increase in world trade over the last decade.

Nicaraguan President Enrique Bolanos said there is room for two major canals. "There's a lot of business to share. We know that for every 100 ships that come to the Americas, only seven use the Panama Canal. If a Nicaraguan canal were built, it would bring an economic effervescence never seen before in Central America," he said.

"The prospect of having something like this is probably better now than at any time in the past," said Marc J. Hershman, an international shipping expert at the University of Washington School of Marine Affairs. "There's huge growth in cargo shipping around the globe, and it's going to accelerate more and more."

But a spokesman for the Panama Canal Authority, the semi-independent body that runs the Panama Canal, said there was insufficient ship traffic to support both a widened Panama canal and a canal through Nicaragua. "If the widening goes forward, [the Nicaraguan project] is not feasible," he said. "Our analysis shows that if our project is approved, there would not be enough demand to pay for the two, and they would have to have a cost structure much higher than ours."

About 5% of the world's maritime trade crosses through the Panama canal, but its growth is limited: 10% of the world's ships are too big for it.

*SOURCES: The Guardian and CNN News/AP*

## Ruling Requested Regarding Use of Unlicensed OTI Agents in the USA

The Federal Maritime Commission (FMC) has been formally requested to issue a ruling that would significantly change its current regulation of ocean transportation intermediaries (OTIs) operating in the USA. Team Ocean Services, an OTI based in Texas, has filed a petition with the Commission requesting a declarative order that would authorize the use of unlicensed agents to perform OTI services on behalf of licensed OTIs in the United States. This is not permitted under current FMC regulations, which require any person or separately incorporated entity in the United States that acts as an OTI to obtain a license from the FMC before it begins OTI operations. This applies to ocean freight forwarders, NVOCCs and their agents in the United States; it does not apply on operations conducted outside the United States.

## Upgraded Intermediate Service between Europe and South Africa

Safmarine and DAL Deutsche Afrika-Linien have announced that, effective January 2007, they will resume weekly intermediate service between Europe and South Africa.

This service upgrade is being implemented to meet the seasonal requirements for increased capacity and frequency and will, together with the Lines' weekly Core Service, provide for two weekly named-day services on the trade between Europe and South Africa. This service is run in cooperation with Maersk Line and Mitsui O.S.K. Lines Ltd.

# Hapag-Lloyd Expanding Service to West Africa

The Hamburg-based shipping line Hapag-Lloyd plans to establish its own service linking Dakar and Tema in West Africa and Hamburg, Amsterdam, and Southampton in Europe at the end of the year. In the past, Hapag-Lloyd has focused on the main East-West routes, but is now stepping up its presence on North-South routes, particularly services with Africa. The shipping company expects to deploy two vessels, each capable of carrying about 800 standard containers, to depart with shipments from the two areas every 16 days.

## In Brief ...

It is expected that “container” freight rates for 2006-2008 will increase by some 2-3%. The 11 members of the Transpacific Stabilization Agreement said cargo moved to the U.S. West Coast from Asia will rise by \$300 per 40-foot container next year. Goods shipped to the East Coast through the Panama or Suez Canals will increase by \$500 a box and moves within the U.S. will also increase by \$650 per 40-foot container.

*SOURCE: Purchasing Magazine Online*

### **United Airlines Chief Says Domestic Airlines Can Compete Globally**

**G**lenn F. Tilton, the chairman, president and CEO of United Airlines Corporation, on Sept. 25 was the keynote speaker at the opening ceremony of the National Defense Transportation Association's 60th annual Forum and Exposition in Memphis, Tenn.

Tilton said the domestic airline industry has emerged from a 5-year period of serious economic challenges, which forced three of the five major US carriers to seek bankruptcy protection. He noted that United has recently gone through a \$23 billion restructuring process that focused on cutting costs and increasing productivity.

Tilton said United Airlines and its domestic competitors face increasing pressure from international carriers that do not have the same regulatory restrictions as carriers in the United States. For example, he noted that European countries are encouraging consolidation among carriers that strengthen their fiscal health and global competitiveness.

The airline industry, which is a key to a strong US economy and national security, must be allowed to compete with the "mega" carriers worldwide. If the US wants to regain its leadership in the airlines industry, Tilton said, the country must rethink some of the antitrust and regulatory restrictions that have prevented airlines from growing and prospering.

"My very simple message today is, give us the opportunity to compete," Tilton said.

### **Precious Cargo: Flying Boxes Pays More Than Flying People**

Once derisively known as "freight dogs," pilots who fly cargo for UPS and FedEx Corp. have recently won rich new contracts that top out at almost \$230,000 per year for the most experienced captains. United pilots, who five years ago received the industry's highest pay, now make 21% less than their counterparts at the cargo haulers, according to Aviation Information Resources Inc. Now the freight dogs have become top dogs, with pilots flocking to cargo haulers. About 15,000 have applied for the 300 positions that FedEx plans to fill by

May 31, while about 10,000 have applied for 300 openings to be filled at UPS by the end of 2007, say representatives of those companies.

This shift in emphasis has been building for some time due to the realities of the airline industry. The struggles for profitability in the passenger sector has been exacerbated by the fact that the market is still carrying too many competitors. The cargo world has been less jammed and the margins have been growing. The pilots are reaping rewards along with others in the industry and this disparity between the freight flyers and the people flyers will continue to grow.

*SOURCE: Roadway-Business Intelligence*

### **Cargo Soars at Continental, American**

American and Continental airlines saw their cargo business soar by double digits in the third quarter, part of a strong business recovery that is helping airlines show their best profits in years. The profits were built on strongly improved passenger numbers but cargo traffic and yield also increased sharply. Continental's \$117 million in cargo revenue was 14.7% ahead of last year's third quarter and the \$336 million in cargo receipts in the first nine months of 2006 was 12.8% better than the same period a year ago.

*SOURCE: Traffic World*

## **SMOOTHER FLIGHTS AT THE FAA TRAVELERS PAGE**

### **Tips for Easier Flying**

**<http://www.faa.gov/passengers/>**

Do you remember the days when you could show up at an airport with barely any time to spare before your flight, and race to the gate just before the plane's departure time? That has all changed, of course, particularly to the chagrin of people who are always late. Air travel is a lot more complicated than it used to be, especially in the United States. If you want to stay up on all the latest developments in this area, a good site to visit is the US Federal Aviation Administration Travelers Page (**[www.faa.gov/passengers/](http://www.faa.gov/passengers/)**). Here you'll find links to information about airport status and flight delays, limitations on items that can be brought on board (such as liquids, aerosols, and gels), security screening procedures, prohibited items, cell phone use, flying with children, flying with pets, consumer complaints, safety, health, and more.

### **Save Money on Airline Tickets**

**[www.farecast.com](http://www.farecast.com)**

There are lots of sites now where you can compare airfares to a destination, but here's one with a new wrinkle. Farecast (**[www.farecast.com](http://www.farecast.com)**) compares prices, but then tells you whether you should buy a ticket now, or wait till the fares get cheaper. Airline fares are notoriously volatile, and can vary depending on when you make your reservation. You can save hundreds of dollars by simply waiting a week (or by making your reservation a day before the fares go up). Farecast uses sophisticated software to compute all the factors that might affect the price of a plane ticket, then gives you an educated guess as to whether you should wait or buy now. This site is still new, but it's so useful it will quickly become an essential site for all travelers.

### **Voicemail on the Run**

**[www.gotvoice.com](http://www.gotvoice.com)**

Here's a nifty idea for travelers. GotVoice (**[www.gotvoice.com](http://www.gotvoice.com)**) is a free service that lets you receive voice mail messages from your home or cell phones as e-mail attachments. How do they do it? By recording your phone messages as MP3 sound files, which you can then listen to when you download your e-mail. This is a money-saving idea for travelers, because instead of paying for a phone call to check your messages, you can access the Internet in your hotel for free and check your messages that way. GotVoice doesn't erase your phone messages in the process, so the messages will be there whenever you want to dial in to your voice mail number.

This isn't just a boon for travelers, by the way. Parents and grandparents can use GotVoice to save those cute phone messages from children, and have them available forever (unlike most voice mail systems, which erase messages after a certain amount of time).

*These items are copied from the newsletter Really Useful Sites for International Trade Professionals, a free, biweekly e-mail publication of FITA—The Federation of International Trade Associations.*

# SMALL BUSINESS

## Credit Scoring Can Increase Access to Credit for Small Business

The introduction of credit scoring by banks for small business loans may help increase small businesses' access to credit, according to a study released recently by the Office of Advocacy of the US Small Business Administration. The report also found that relationships continue to be the dominant factor in banks' decisions to lend to small businesses.

"The report documents how the use of credit scoring can lead to risk-based pricing of loans which 'democratizes' lending, meaning that riskier loans can now be made to start-ups or small business owners with little credit history," said Dr. Chad Moutray, Chief Economist for the Office of Advocacy.

Written by Drs. Charles and Adrian Cowan with funding from the Office of Advocacy, *A Survey Based Assessment of Financial Institution Use of Credit Scoring for Small Business Lending* shows that banks, particularly those in urban areas, are moving toward the use of both owner and business credit scoring as a key metric in the small business loan decision.

For banks that have adopted credit scoring, it appears that there are significant increases in the importance of small business and micro business loans in the total lending portfolio subsequent to the use of credit scoring in the lending decision. Nonetheless, the use of credit scoring is not universal with about 47% of banks surveyed using some form of credit scoring for small business lending.

For more information and a complete copy of the report, visit [www.sba.gov/advo](http://www.sba.gov/advo).

## Small Business Drives US Economy

Small business continues to drive the US economy, according to a report issued by the Small Business Administration. Newly released data show that in 2005, small businesses represented 99.7% of all the nation's employer businesses. Data also show that they employed 57.4 million Americans or 50.6% of the non-farm private sector workforce.

"Clearly small business is a major part of our economy," said Thomas M. Sullivan, Chief Counsel for Advocacy. "Small businesses innovate and create new jobs at a faster rate than their larger competitors. They are nimble, creative, and a vital part of every community across the country. This report will help remind policymakers and others of the important role small business plays in the nation."

The Small Business Profiles for the States and Territories uses the latest federal government statistics to detail small business' contribution to the economy of the states, District of Columbia, the nation, Puerto Rico, and the US territories. Small Business Profiles for the States and Territories from 2002 to present may be found at [www.sba.gov/advo/research/profiles/](http://www.sba.gov/advo/research/profiles/).



## USTRANSCOM Is DoD's Lead Proponent for RFID and Related AIT

*By Maj. G. P. Mirabella, U.S. Transportation Command Public Affairs*

US Transportation Command was recently designated as the lead functional proponent for Radio Frequency Identification (RFID) and related Automated Identification Technology (AIT) implementation for the Department of Defense supply chain.

“Essentially we see this designation as an integral part of USTRANSCOM’s role as DOD’s Distribution Process Owner,” said Air Force Lt. Col. Amy Pappas, chief of the Initiatives Branch of USTRANSCOM’s Strategy, Plans, Policy, and Programs Directorate, the office that is the command’s lead element for AIT implementation.

USTRANSCOM is responsible for the overall effectiveness, efficiency, and alignment of DoD-wide distribution activities, including force projection, sustainment, and redeployment and retrograde operations.

In announcing the designation, the September 26 memorandum from the Under Secretary of Defense for Acquisition, Technology and Logistics states, “This memorandum clarifies the role of the DPO in executing an AIT implementation strategy and developing a centralized approach for use of these asset visibility technologies.”

AIT is a suite of technologies which enables capture of source data, thereby enhancing the ability to identify, track, document, and control material, maintenance processes, deploying and redeploying forces, equipment, personnel, and sustainment cargo. This suite includes Linear Bar Codes, 2-dimensional Symbols, Optical Memory Cards, Satellite-Tracking Systems, Contact Memory Buttons, and RFID tags.

RFID tags (or transponders), which date back to the 1980s, are small devices that are affixed to objects such as cargo pallets, containers or individual items and which store information. Readers (or interrogators), both stationary and hand-held, read and write information from and to an embedded chip in the tags. The tags are read remotely when they detect a radio frequency signal from a reader. These readers then display tag information or send it over a network to back-end systems.

Active RFID tags, which contain an internal battery with up to 8 years of life, can be read over long ranges (100 feet or more). Active RFID tags contain transportation information and support in-transit visibility.

Passive RFID tags are basically a computer chip attached to small antennae. They contain no battery; the tag “reflects” an ID number back to a reader. They have a shorter range of 1 to 3 feet and can be used to support business process enhancements, such as improved materiel receipt.

“We are implementing passive RFID at our aerial ports and are continuing to look at how passive RFID can benefit our business processes,” said Pappas, “and we are also exploring how satellite technology can be used to track shipments.”

Private industry uses RFID tags—active and especially passive—as well as other AIT extensively to improve the asset visibility and in-transit visibility of their supply chains. Based on the success of these technologies in the commercial sector, DoD, led by USTRAN-

COM, has been implementing RFID and other AIT to improve the efficiency and effectiveness of its distribution system.

Pappas said that DoD’s adoption of AIT applications has already proven beneficial. They allow hands-free capture of data into logistics systems, saving time by eliminating manual data entry. Data quality is also better due to fewer errors from entering data.

USTRANSCOM is using AIT to achieve better visibility of its shipments. Pappas explained that there is an extensive active RFID infrastructure in place at strategic ports worldwide. This allows USTRANSCOM to know when shipments arrive and depart these ports, and this information is fed to USTRANSCOM’s Global Transportation Network, an automated command and control information system that provides an integrated system of in-transit visibility information and command and control capabilities.

“We are working toward development of a concept of operations to achieve end-to-end visibility using an integrated mix of AIT,” said Pappas, “and we’ll work this effort in collaboration with our Joint Deployment and Distribution Enterprise partners, including the Office of the Secretary of Defense, the Defense Logistics Agency, the Combatant Commands, the Military Services, and other agencies.

“Our vision,” she said, “is to enhance transformation by focusing and synchronizing the right mix of AIT and corresponding logistics systems to support the DOD supply chain in an end-to-end integrated environment.”

## Virginia Ports to use Savi RFID System

*By John Moore*

The Virginia Port Authority has tapped Savi Networks to deploy a radio frequency identification-based system that aims to boost the security of cargo container shipments. The system will be installed at the Norfolk International Terminals, the Newport News Marine Terminal and the Portsmouth Marine Terminal. Savi Networks’ RFID solution, which uses the company’s Web-based SaviTrak managed information service, will track the location and security status of tagged containers.

Savi Networks is a joint venture between Savi Technology, a Lockheed Martin company, and Hutchison Port Holdings.

In another security measure, the Virginia Port Authority said earlier this year that it is working with GE Security on a shipping container security project. GE will install fixed readers at terminal facilities to communicate with container security devices mounted in cargo containers. Container security devices magnetically adhere to the inside of a cargo container and register any opening of the container door, according to the authority. The authority’s marine terminals handled nearly 16 million tons of cargo in 2005.

# Common-Sense Guide to Cyber Security for Small Businesses

Attacks on information systems operated by small and mid-sized companies are growing rapidly and having severe impacts on business operations. This comprehensive guide can save you money — and perhaps your business.

Website: [www.ready.gov/business/\\_downloads/CSG-small-business.pdf](http://www.ready.gov/business/_downloads/CSG-small-business.pdf)

## A DIFFERENT LOOK AT THE WORLD

[www.sasi.group.shef.ac.uk/worldmapper/](http://www.sasi.group.shef.ac.uk/worldmapper/)

Worldmapper ([www.sasi.group.shef.ac.uk/worldmapper/](http://www.sasi.group.shef.ac.uk/worldmapper/)) shows information about countries in terms other than land mass. Its cartograms, or specialized maps, re-size countries according to variables (population, GDP, number of passenger cars, etc.). Thus, China is larger than the US on a map that shows exports of toys, but smaller on one that shows toy imports. There are 194 of these maps, with more being added, and they give a fascinating visual representation of country rankings in everything from alcohol and cigarette imports, to meat exports, to container ports, to mopeds and motorcycles, to tourist destinations.

*This is adapted from the newsletter Really Useful Sites for International Trade Professionals, a free, bi-weekly e-mail publication of FITA - The Federation of International Trade Associations.*

## Peters Confirmed as DOT Secretary

**M**ary Peters was confirmed by the Senate as the new secretary of transportation on Sept. 30.

President Bush called Peters, a former federal highway administrator, “an innovative thinker who will work with state and local leaders to confront challenges and solve problems.”

Peters is a strong advocate of privatizing roads. The 60,000-per-son Department of Transportation regulates not only highways, but also aviation, railroads, pipelines, transit and motor carriers.

“On behalf of the trucking industry, I congratulate Mary Peters on her confirmation as the new secretary of transportation,” said Bill Graves, president and CEO of the American Trucking Associations. “Mary is a leader whose knowledge of our nation’s transportation system makes her a strong advocate for infrastructure improvements. We look forward to working with Mary to design and implement a strategy that moves transportation forward safely and efficiently.”

*EDITOR’S NOTE: Peters succeeds Secretary Norman Mineta, who was the Keynote Speaker at the HHGFAA Annual Meeting in San Francisco.*

## NY-NJ Port Plans ‘Virtual Container Yard’

The *Journal of Commerce* recently reported that the Port Authority of New York and New Jersey plans to create what it terms a “virtual container yard” that will allow truckers to locate empty cargo containers near their point of origin. Truckers will no longer have to make an extra trip to a port terminal to locate an empty container,

saving truck operators time and money, while reducing traffic and its impact on local communities. This innovation has been tried at some of the West Coast facilities and in some international operations and has worked effectively. The advantage for the trucking companies is substantial and has been welcomed everywhere it has been experimented with.

*SOURCE: Roadway Business Intelligence*

## US Ports Tighten Trucker Regs

The Safe Port Act is expected to have a significant effect on both the trucking and the shipping industries because it imposes stricter standards for the issuance of commercial driver licenses (CDLs). The legislation states that drivers must be either US citizens or permanent legal residents to be eligible for the CDL. It also requires all truckers visiting commercial ports to undergo a background check prior to being given permission to work within the facility.

## WANTED: Women Truck Drivers

The number of USA women working as professional truck drivers is expected to rise as carriers look to fill seats and address the No. 1 industry issue, according to the American Transportation Institute. Ellen Voie, retention marketing manager with Schneider National and incoming chairperson of the Safety and Loss Prevention Management Council’s Driver Recruiting and Retention Group, is on the board of the Females in Trucking group that wants to put more women behind the wheel.

*SOURCE: ATA-Truckline Express*

A look at the people and events shaping HHGFAA member companies

## APPOINTMENTS



**Kruse**



**Turner**

The **Willis Relocation Risk Group** has hired **Eric Kruse** as the organization's new sales executive. Kruse has substantial experience in both the international and US domestic relocation industry. His previous work experience includes more than 15 years of experience and management positions with global companies involved in corporate housing and third party relocation services.

Willis is one of the largest full service insurance and risk management firms in the world, servicing clientele from offices in more than 130 countries. It is the only global insurance brokerage firm with a specialty practice focusing on the relocation industry.



**Asian Tigers China** has announced the promotion of **Lewis Turner** to general manager of the Beijing branch. Turner, formerly with Asian Tigers Indonesia, has been in China for 10 months and continues to oversee the ever-expanding China market.



**Asian Tigers K. C. Dat China** has hired **Jeff Offutt** as general manager, sales and marketing—China. He will be based in Shanghai.



**Bert Mitchell** has been relocated from Ho Chi Minh City to Hanoi to take charge of the Hanoi branch but remains general director of **Asian Tigers Transpo's** overall activities in Vietnam.



**Bekins International** has appointed **Skip Petrzelka** director, international sales.

In his new role, Petrzelka will have full responsibility for all commercial sales efforts as well as the establishment of the Bekins International brand in foreign markets. Additionally, Petrzelka will drive international



**Offutt**



**Davis-Pipe**

business opportunities for the agents of Bekins Van Lines and will work as a liaison assisting agents and clients with all facets of international transportation services. He also will assist in the further development of the Bekins International Group's move management software package and its value to corporate customers.

Petrzelka brings several years of industry experience to this position, having most recently worked for a competitor in a similar role. His international household goods experience includes corporate account sales, product development, agency financial consulting, and new business development. His earlier experience includes numerous management positions centered on sales and brand development.

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



**Chadi Sfeir** and **Elie Khalife** are now heading the **Beirut Cargo Center's** packing and removals department. They succeed George Tannous and Hovig Kalandjian, who have left the company.



**Crown Worldwide** recently named **Chris Davis-Pipe** group vice president of information technology.

Davis-Pipe joined Crown in 1997. He holds a variety of IT industry certifications such as the CISSP (Certified Information System Security Professional) and the CCNA (Cisco Certified Network Associate). He is also a Microsoft Certified Systems Engineer.

With his global team, Davis-Pipe manages all aspects of Crown's information technology, supporting over 4,000 employees in 50 countries, across six Crown businesses. He develops and oversees the company's global IT strategy including the implemen-



**Schiefelbein**



**Sharp**

tation of company standards ranging from infrastructure management, security, business continuity and disaster recovery to procurement, deployment and support of Crown's core business applications.

Davis-Pipe is a member of the American Chamber of Commerce in Hong Kong, is very active in the IT industry. He has received several awards from IBM and Microsoft for his role in new software development including RMI, Crown Records' Management Invoicing System.

Davis-Pipe has been with Crown for almost 10 years, having held key IT roles in both Hong Kong and the United States. He is currently overseeing a 50-member IT development team in Bangalore, India, in the creation of a new Java-based application to enhance Crown's global communication infrastructure. This next generation system will be the first of its kind and is being developed specifically to serve the global mobility and international transportation industry.

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



The board of directors of **Horizon Lines Inc.** recently named current President and Chief Executive **Charles "Chuck" G. Raymond** the company's first chairman. Raymond, who will retain his current responsibilities, has served as president, CEO and as a director of Horizon Lines Inc. since 2004, and of Horizon Lines LLC since 2003. Previously, he was as an executive officer at railroad operator CSX Corp.



**Arpin International Group** has hired **Brazilia Schiefelbein** as a relocation coordinator in its Los Angeles office.

Schiefelbein will serve as her customers' dedicated relocation contact, managing the

entire door-to-door household goods shipment process, including packaging, pickup, shipping, storage, customs and final destination services.

Schiefelbein comes to Arpin International Group from VIP Transport in Corona, Calif., where she began as an international coordinator and was promoted to international manager, a position she held for over three years. During that time she was responsible for coordinating moving crews, consulting relocation clients and assisting in the growth of the division. Prior to VIP Transport, she was an account executive for American Capital Group and provided financial planning information to corporate executives.

Schiefelbein continues to take courses and seminars concentrating in business management and leadership.

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

◆  
**Move One Relocations** has named **Curt H. Sharp** as its country manager in Iraq. Sharp is a professional executive manager who spent 29 years at DHL in international project management before joining the Move One team in Iraq.

A native of Hawai'i, Sharp's time at DHL saw him successfully head operations in key locations in Asia Pacific, Africa and Europe, holding positions such as country managing director, IT director, and executive business initiative program manager. His focus is on strategic logistics, creating the business development platforms which provide a company with competitive strategies in specific industry areas.

Contact: [curt.sharp@aescargo.com](mailto:curt.sharp@aescargo.com)

◆  
**Heiko Thomas** has been named head of the international removals section at **PEJOZI Logistics International** in Bremerhaven, Germany.

Thomas began his career at Johann Calenberg GmbH in Bonn, a formerly well-known company in international removals. When he left and joined PEJOZI Pter Josef Zimmer Möbelspedition GmbH in 2001, he had been leading the overseas department for several years. At PEJOZI, Thomas went through the sales training program and after a break in the world of fine art in 2004, he was welcomed back as the company's representative.

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

## Passing the Torch at Welti-Furrer

**Welti-Furrer's** employee many years, **Angelika Stutz** (on the left) is off to faraway places, having headed the Overseas Export department with a great deal of flair and success in recent years. She looked after customers with considerable expertise and tact. She is now off in search of new challenges, beginning with a safari in Kenya.



**Esther Pinter** (right) is a worthy successor who has her roots in the removal branch. She began her career by completing an apprenticeship at Welti-Furrer AG and has returned after almost a decade.

## EXPANSIONS

Bill Rose, global managing director at **Willis Relocation Risk Group (WRRG)**, has announced a substantial expansion of the firm's geographic servicing capabilities. In addition to existing service offices in Washington, D.C., London, England, and Phoenix, Ariz., the firm has added service capabilities in Shanghai, China, São Paulo, Brazil, and Singapore.

In addition to these changes, Susy Castellanos, senior customer service manager for WRRG, will relocate to her home country of Guatemala in December 2006 and will service her customers and establish a regional service office for Latin American and Caribbean-based customers from the Willis office in Guatemala City.

◆  
Bordered by Syria, Iraq, Saudi Arabia, Israel, and the Israeli/Palestinian occupied territories, Jordan is a Middle East transport hub that has consistently followed a pro-Western policy and retains close relations with the United States and the United Kingdom. Thus, Jordan is an oasis of calm in a fraught Middle East and so an ideal base for **Move One Relocations** as it expands its footprint in the region.

The company's first office in Jordan opened to feed the company's operations into Western Iraq. Now, as the security situation in Western Iraq is set to improve due to the introduction of a toll road and highway security, trade along this route can only increase. Additionally, the more recent eruption in hostilities between Israel and Lebanon has called for a secure base from which to dispatch aid to and house personal effects being shipped out of Lebanon. So Move One Relocations is substantially increasing activities in Jordan by opening offices in Amman, Aqaba, and the Free Zone.

Move One Relocations' country manager in Jordan, Frank Guffey, a native Texan and former Marine, said, "Jordan is known to be a safe haven. The government focuses on internal security and the population focuses on civility, and together they keep Jordan safe and stable. We foresee positive growth in Jordan with the coordination of freight bound for Iraq and Lebanon. In addition, the Jordan office will play a supporting role for Sudan, through Dubai in the near future."

Jordan consists of arid desert in the east and a Highland area in the west. The Gulf of Aqaba and the Dead Sea also give Jordan a 26-km coastline.



Suvarnabhumi Airport, the new Bangkok international airport opened in September. The old airport (Don Muang) has ceased operations on all international and domestic flights, both passenger and cargo, and all traffic is being directed to the new airport.

This new facility will be among the most modern in the world and continues Thailand's push to be a major hub for Asia. There will, of course, be a number of operational and procedural issues that are yet to be resolved with the new setup. Partners need to be prepared for possible delays due to teething problems at this time and should prep their accounts and shippers accordingly.

**Asian Tigers Transpo** reports that it is the only moving company in Thailand to have an onsite office and warehouse located within the cargo zone at the new airport, allowing staff direct access to Customs and the handling process.

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## Flipping the Switch on Solar Power

A company with a proven track record in corporate responsibility, **Move One Relocations** recently launched a "green offensive," the main focus of which will be powering 49 of its warehouses with solar energy before 2008.

Move One Relocations championed corporate responsibility long before the term became fashionable, building a worldwide track record in community involvement, particularly youth-focused projects.

Today, as global warming becomes an issue of great concern, environmental protection is shaping up to be a major commitment on the part of Move One Relocations. Keen to minimize any negative impact its operations may have on the environment, the company has been investigating alternative energy as a means of powering its warehouses and offices.

Whenever and wherever renewable energy is available or possible, Move One Relocations has resolved to utilize it. Initially, the company will focus on using solar power at its warehouses in Afghanistan and Iraq, as these are desert environments where sunlight is in abundance; also, due to the current situation, the regular power supply is frequently disrupted in both countries. Should this initiative prove successful, Move One Relocations plans to follow up by powering all suitable warehouses with renewable energy, whether solar, wind or hydro.

Moreover, Move One has adopted a wide range of environmentally sustainable practices, such as substituting the use of cardboard packing boxes in favor of reusable plastic crates. The company has replaced diesel fuel trucks with hydrogen fuel trucks for local use at its European offices and all its vehicles are equipped with environmentally-friendly tires made of recycled tires free of damaging oil. Every day, Move One Relocations and its partners and clients connect through "In Track," allowing for a paperless operations system. Finally, Move One uses only non-bleached environmentally friendly packing products for protection of fragile goods.

## National VL Is Official Sponsor of Capitol Christmas Tree

**National Van Lines**, headquartered in Broadview, Ill., will soon begin moving the 2006 Capitol Holiday Tree eastward. By the time it reaches Washington, D.C., on Nov. 27, the tree will have traveled over 4,300 miles.

Carefully selected by Ted Bechtol, US Capitol Landscape Architect, from the

Olympic National Forest located on Washington's scenic Olympic Peninsula, the tree will be harvested on Nov. 3. "National Van Lines is used to moving items of every size," says Maureen Beal, CEO of the company, "but being selected again to transport something as huge and symbolic as the Capitol Christmas Tree is a very rare treat."

Standing 65 feet tall, this tree presents certain logistical challenges. "Traveling cross-country with such a large load calls for a special type of driver," remarks Roger Harl, vice president, operations for National Van Lines. "We are fortunate to have one of our very best at the wheel. This year, Gordy Grove, who resides in Washington State, will do the honors. He is especially proud to be able to share this rare opportunity with his friends and neighbors in Washington."

In addition to the "Nation's Tree," National Van Lines will also transport the 3,000 ornaments created by Washington State school-children, and 65 additional trees which will be placed in various Capitol Hill offices. This year's driver, Michael "Smokey" Hardwick, comes from National's truckload fleet, and was honored as the company's Driver of the Year in 2001.

The cutting will be followed by a brief ceremony on location, and a festive road tour, Nov. 6-15, through communities all around the state. National Van Lines, this year's primary event sponsor, and Fontaine Trailer, which has graciously donated the use of a specially-designed, expandable trailer to accommodate the unusual length of the tree, was to begin the journey to Washington, DC, on Nov. 17 and go through Boise, Id.; Salt Lake City, Ut.; Cheyenne, Wyo.; Omaha, Neb.; Chicago, Ill.; Pittsburgh, Pa.; Baltimore, Md.; and finally to Washington, DC, on Nov 27.

Websites: [www.nationalvanlines.com](http://www.nationalvanlines.com); [www.fontainetrailer.com](http://www.fontainetrailer.com); [www.capitolchristmastree2006.org](http://www.capitolchristmastree2006.org).



## Stonepath Logistics Name Reverts to Global Transportation Services

The JTM Acquisition Corporation and the leadership team of the international division of **Stonepath Logistics** has completed the purchase Stonepath Logistics International Services from the Stonepath Group. With the transactions complete the company's name will be changed back to **Global Transportation Services**, a privately held company.

Five years ago The Stonepath Group purchased global Transportation Services, with subsequent acquisitions in Denver, Orlando, Columbus, Miami, and El Paso, and this became the foundation of the company customers do business with today.

The Global Transportation Services Website is now **www.global-containerline.com**.

## Crown CEO Speaks at British-Swedish Chamber of Commerce Luncheon

**David Muir**, CEO of **Crown Europe, Middle East and Africa**, was slated to speak at a luncheon hosted by Crown Relocations Sweden and the British-Swedish Chamber of Commerce (BSCC).

The luncheon, themed "Globalization behind the Scenes: Meeting the Challenges of Expatriation in an Ever-Changing World," was held on Oct. 18 in Stockholm, Sweden.

Muir has made several appearances at European and American AmCham events recently including AmCham Germany's "The Changing World of H.R. in a Globalizing Economy," a similar AmCham Sweden event, and delivered case studies in San Francisco, New York, Houston, Dallas and Mexico City.

"As a global company with over 4,000 staff in 50 countries, we face many of the same challenges as our clients. The economic and social models in countries like Sweden are under examination, and we all need to grasp the reasons why," commented Muir.

In addition to his role as CEO Crown EMEA, since 2000, Muir has been on the Crown Worldwide Executive Board, with worldwide responsibility for quality management, strategic development and overall management of the company. Muir's career in relocations began in 1980. His clients have included the British Royal Family. Born in Scotland, he is a British national living in Prague, Czech Republic.

Muir is a regular speaker at industry related conferences and human resources seminars.

Website: **www.crownworldwide.com**

## PAIMA Introduces New PAIMA Board in San Francisco

### PRESIDENT

George O'Masta Jr.  
Balboa International, Panama

### VICE-PRESIDENT

Diego Aguirre  
Mercovan, Argentina

### SECRETARY

Alex Beltran  
CIME, SA D.C.V., Mexico

### TREASURER

Joe Pauley  
Coco's International, Miami Florida

### VOCALS

Paula Colmenares  
Portan, Colombia

Elena Mari Pinzano  
Equiexpress, Caracas Venezuela

Ramon Sierra  
Sentir International

### ASSOCIATE REPRESENTATIVES

Abraham Anthony  
Raffles Movers, Singapore

George Naumann  
Swiss Moving Services, Switzerland



## A Primer on What Hertling Is ... and Is Not

The removals company Gebr. **HERTLING GmbH & Co. KG** that is engaged not only in Germany but also worldwide, was established in 1865 by Emil Hertling. Since its establishment, the company has been in the possession of the Hertling family. Initially business was conducted under the name Firma E. Hertling. The sons of the founder, Albert and Friedrich, took over leadership of the company in 1898. Since that time the Berlin headquarters has been located in Sophie-Charlotten-Straße in Berlin-Charlottenburg. In 1919 the brothers founded Gebr. **HERTLING GmbH**. The prefix Gebr. (which is an abbreviation of Gebrüder and means brothers) has since then been a component of the company's name. Nowadays, alongside the Berlin headquarters additional Hertling establishments exist in Eberswalde, Frankfurt/Main and an independent entity, but also owned of a branch of the family, in Hamburg. However for decades only the name **HERTLING** together with the easily identified company logo was used externally. This identity combined with the company's color, yellow, has become well established in the marketplace. Now for both clients and colleagues, both within and beyond the borders of Germany, the removal company is known as **HERTLING**. In order to match the full name of the company to its established identity, the historical designation Gebr. has been removed. With immediate effect the family owned Hertling entities will operate under the names **HERTLING GmbH & Co. KG** and **HERTLING Hamburg GmbH**.

In this way a further differentiation in regard to Gebr. Hertling Düsseldorf GmbH could be achieved. Because **HERTLING** is not the same as **HERTLING**. In 1955 the Düsseldorf enterprise was created as a subsidiary of the Hamburg Hertling entity. As early as 1985 the Düsseldorf arm was sold to an external company and since then has been re-sold several times. Apart from the similarity in names, the company Gebr. Hertling Düsseldorf GmbH has no connection to the family-owned **HERTLING**. Legal action was taken to ensure clarity that the Düsseldorf enterprise was not associated with the family-owned company **HERTLING** and to prevent any disadvantage to clients and colleagues through use of the brandname **HERTLING**. In a court decision the Düsseldorf entity has been compelled to ensure it does not use the protected nomenclature and logo **HERTLING** either wholly or in part, neither can it utilize the company's yellow color nor the **HERTLING** script and labeling.



## Argenmove Supports the Arts

**Argenmove**, headquartered in Buenos Aires, Argentina, has dedicated two different buildings to education, one in support of college careers and laboratory practices and the other for handicapped children; and a third building in support of the arts (**DO-ART**), namely painting, sculpture, music, and theater.

On Oct. 27-28, free chamber concerts were offered at **DO-ART** premises in celebration of the 250th anniversary of the composer Mozart's birth. The musicians from the Colon Theater Philharmonic, National Symphonic and La Plata Theater Orchestras also performed Argentinean composers' popular and classical music.



## HONORS AND AWARDS



**[photo]Reindeer Vice President and General Manager Brad Willy (left) and President and CEO Tim Donnar at the Indianapolis Business Journal reception.**

Reindeer Logistics is celebrating a banner year of sales and other accolades. In the Sept. 11, 2006, edition of the Indianapolis Business Journal, Reindeer was named #12 of the fastest growing companies in the greater Indianapolis area. This is the second year Reindeer has made the list. Last year they debuted at #11. Sales so far this year have led company officials to believe the company will make the list next year.

Reindeer Logistics, also doing business as Reindeer Auto Relocation, provides door-to-door relocation of automobiles, boats, and other items involving specialized hauling methods. The company offers shipping to all 50 states and internationally.

The company plans to build its own headquarters in Bennett Technology Park in Zionsville, Ind., and should break ground on that project in October with scheduled completion in late March 2007. Reindeer employs 32 people and has been in business since 1997. It is privately owned by Jo and Tim Donnar, and Ritchie Shewmaker.

CEO Tim Donnar stated, "We are very fortunate to have so many things going our way right now. We have a dedicated and professional staff that is overseeing the heart of our operation and we are proud of everyone's effort and performance."



UniGroup Worldwide UTS was recently awarded the best North American partner award for 2006 by the Advanced Professional Logistics Network (APLN). Ben Jude, regional director of global business development for the general commodity freight forwarding division of UniGroup Worldwide UTS, accepted the award on behalf of the company.

On Sept. 12–15, top independent international freight forwarders gathered for the 4th annual APLN Conference in Bangkok, Thailand. This networking forum was attended by hundreds of forwarders from around the world looking for agents/partners and expanding business

opportunities. APLN is a global association of more than 500 logistics providers. UniGroup Worldwide UTS has been a member of APLN for more than two years and has found the network to be made up of freight forwarding organizations with quality driven operational policies and competitive pricing structures. Advanced Professional Logistics Network currently has more than 150 member offices in 94 markets located in 35 countries.

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



Nuss Removals, Australia, was recently honored for outstanding performance by Cartus at its 2006 Global Network Conference, "Delivering More" held Oct. 8–9 in Dallas, Tex. Each year, Cartus recognizes the companies and individuals that have worked to provide extraordinary service to its international customers and clients.

Nuss Removals was awarded the Global Network Commitment to Excellence Gold award for its exceptional service results. This award is presented to the Global Network service provider who demonstrates excellent knowledge, principles, trust and service as selected by Supply Chain Management.

"Service providers such as Nuss Removals continuously go the extra mile in their efforts, while demonstrating unrivaled dedication and performance," said Traci Morris, senior vice president of supply chain management of Cartus. "As a vital extension of the Cartus team, we rely heavily on the support of our Global Network providers to help minimize the tension that our clients and their employees deal with when faced with such an important life decision as relocating. This award acknowledges the quality and professionalism that we have come to value from our service providers."

"Taking into account the program's tough selection criteria and performance standards, being a part of Cartus' Global Network is an honor in and of itself," said Ray Beard, Victorian state manager for Nuss Removals, receiving the award in Dallas. "We embody the company's dedication to providing high-quality service and are grateful to have received this prestigious designation as it only further enhances our commitment to world-class service."



**Ray Beard with Cartus award.**

Microsoft is motivated and inspired every day by how their customers use their software to find creative solutions to business problems and develop breakthrough ideas. So it's particularly rewarding when an organization of this caliber recognizes repeatedly the skill and focus partners bring to a particular solution set. One of those companies is Irvine, Calif.-based **O'Neil Software**.

This year, not only has O'Neil attained Gold Certified status in the Microsoft Partner Program, with a competency in ISV/Software solutions, they have now been accepted into Microsoft's Managed Portfolio. This is yet another accomplishment to add to their growing list. In 2005, O'Neil Software was the recipient of Symbol® Technologies Enterprise Mobility Solutions Award for the North American Region.

As one of the requirements for achieving Gold Certified status, O'Neil had to declare a Microsoft Competency. It did so by putting its world-renowned flagship product, RS-SQL® Records Management Software, to the test at Veritest's Independent Laboratories. Microsoft's Competencies are designed to help differentiate a partner's capabilities with specific Microsoft technologies, for customers looking for a particular type of solution. Each competency has a unique set of requirements and benefits, formulated to accurately represent the specific skills and services that partners bring to the technology industry.

The Microsoft ISV/Software Solutions Competency recognizes the skill and focus partners bring to a particular solution set. Gold Certified Partners, who have obtained this competency, have a successful record of developing and marketing packed software based on Microsoft technologies.

Acceptance into Microsoft's Managed Portfolio means that O'Neil has now been selected as an emerging ISV. The ISVs that Microsoft typically manage have to meet the following requirements: have greater than \$5 million in annual software revenue; provide unique software solutions for vertical markets (healthcare, financial, manufacturing, etc.) or horizontal solutions using new leading technologies (unified communications, collaboration, mobility, etc.); built their flagship product on the Microsoft platform/stack; are growing faster than average for their market segment; want Microsoft's assistance in growing their business; share sales and revenue information; and have a desire to be in-step with Microsoft's product road map and direction.

Managed Portfolio benefits include entitlement to a dedicated Microsoft Tele Partner Account Manager, who will learn all about O'Neil's business objectives and help grow their Microsoft relationship. Additionally, O'Neil will be provided with a dedicated Developer Evangelist inside Microsoft, who will assist them with Sales, Marketing and Technology.

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

## BMW Thailand Awarded Storage Contract to Trans-Link Relocation



Jennifer Chintarat (left) presented a Trans-Link exclusive gift to Chanisara Nil-a-song on the occasion of the office opening ceremony after the company's renovation. BMW Thailand has awarded the contract to **Trans-Link Relocation** for storing their office furniture, documents and executives' household goods.

## Plus Property Thailand Signed MOA with Trans-Link Relocation



Left to right, P. Natcha, C. Mayta, S. Teerawit and C. Jennifer

With the sustained growth of the moving and relocation businesses of **Trans-Link Thailand**, Plus Property has signed the Memorandum of Agreement to cooperate with Trans-Link for removals and residential services. Trans-Link is committed to managing and providing the services to their tenants of all properties nationwide. On Oct. 17, 2006, the contract was signed by Mr. Mayta, CEO of Plus Property and Mr. Teerawit, Director of Trans-Link Relocation.

## MILESTONES

### **Kathi Schirmacher to Retire from Great American Forwarders**

*By Joyce Dexter*

They say that time flies when you're having fun, but it also helps when you've spent your time doing what you love.

That's what Kathi Schirmacher has been doing for the past four decades. As Schirmacher looks toward retirement as executive vice president at Great American Forwarders in a few weeks, she has fond memories of the many challenges and rewards of her 40-plus years in the transportation industry.

A Navy brat who traveled extensively during her life, Schirmacher's first job was as a legal secretary with the General Services Administration and the Military Traffic Management Command (the precursor of the Surface Deployment and Distribution Command, or SDDC) in Washington, DC. But she found the work unchallenging, and in 1965 launched her transportation career in the private sector by taking a job with Pacific Terminals, Smyth's Baltimore port operation. During her two-year stint there, she met her future husband, Vern Schirmacher, whom she married in 1969.

Kathi Schirmacher's work as a billing clerk at Northern Virginia-based Great American began in 1967, at a time when the company was coming into its own as a strong player in the forwarding industry. After Kathi and Vern were married, they moved to Indianapolis, Ind., where they both went to work for Aero-Mayflower, Vern as a corporate vice president and Kathi as a long-distance dispatcher.

But the couple decided in 1975 to move back east ("We missed the seafood!" says Kathi), and she learned a new part of the business when she worked inside sales for Bekins' Falls Church, Va., office. Vern, meanwhile, was hired by Jack Kagan at Kathi's previous employer, Great American.

Kathi's experience took on a new dimension when, in the early 1980s, she became an administrative assistant to the government liaison for Bekins and subsequently the government liaison, working with federal agencies, for a United Van Lines agent in Maryland.

By 1984, Vern had decided to retire after more than 50 years in every phase of the business. But a year later, he realized he was bored with retirement and at Kagan's request, the couple brought Great American Van Lines' operations department to Wisconsin, a step that set in motion further expansions in the Badger State. In 1986, they added the international operations department for Great American Forwarders; soon, their office had taken on even more roles: agency relations, billing, and claims.

When Vern passed away in 1996, he was the executive vice president of Great American. Kathi moved into his role, which gave her the opportunity to apply her broad experiences to all phases of an ever-changing industry. "It's been challenging, but fun at the same time," says Kathi.

"I enjoy almost all areas of my responsibilities," she adds, "but perhaps my favorite is solving traffic problems. I will also miss the many people I've 'met' in person and over the phone in the 40-plus years I've been in transportation. And there are not



enough compliments to describe the staff in this Wisconsin office! They are the reason for my success the last 10 years -- and for much of the company's success as well."

But "retirement" can be a relative term, and Kathi Schirmacher will not leave the industry entirely. She will continue to serve Great American as a consultant for the international segment of the business. As the company broadens its own horizons, and rekindles its domestic role in the industry, she also will be available to assist.

On the domestic side of her new life, Kathi plans to spend more time with her parents, who live in the St. Louis area. Several family members, including a 10-year-old nephew, have moved to Wisconsin within the past year and she looks forward to seeing more of them and enjoying regular family meals together. Volunteer work at her church and her nephew's school should satisfy much of her desire to work with people. And retirement will also provide more time to pursue her passions, namely rubber-stamping (she creates all her own greeting cards), making jewelry, scrapbooking, and cooking.

Great American's customers have no worries about the passing of the torch in the executive vice president's office. Cindy Kemp, who has been with the company for over 20 years, will step into that position. Says Kathi: "Agents, transportation providers and customers who have dealt with Cindy in the past should feel secure with her knowledge, fairness, and the continuity she will provide. She has a staff that will work well with her to maintain the high standards we have set for ourselves."

## Bangalore Changes Name

**R. Ajit Venkatesh**, of the Indian company **Globe Moving & Storage Co. Pvt. Ltd.**, advises that Bangalore, the Silicon Valley of India, is now known as *Bengaluru*.

According to legend, when King Vira Ballala lost his way on a hunting trip, an old lady offered him boiled beans. As an act of kindness he named the place as Benda Kaal Ooru, or the "Boiled Beans Town." Under the British Raj, the city was renamed Bangalore, as the British found Benda Kaal Ooru difficult to pronounce.

The proposal to change the name to the precolonial Kannada name was suggested by a local writer, U R Ananthamurthy. So on Nov. 1, 2006, which marks the 50th year of formation of the state of Karnataka, Bangalore was renamed to Bengaluru"

Web: [www.globemoving.net](http://www.globemoving.net)

Swiss HHGFAA member

**Welti-Furrer's Stefano Scaglioni** and **Luca Fiorina** have enlarged or started their families. While Scaglioni celebrates the arrival of his second son, Nico Luiz, who was born on Aug. 13, and probably takes everything in stride, Fiorina is pleased with the arrival of his first child, a daughter, Guilia, who was born on July 7.

## New Arrivals



**Above: Guilia Fiorina. At right, Stefano Scaglioni and children. Baby Nico Luiz was born on August.**



## Globalink Takes Golden Man on Tour

One of the great archeological finds of the 20th century, excavated in Issyk Kurgan, 70 kilometers from Almaty, Kazakhstan, the Golden Man is an "Issyk" chieftain buried in a suit made of more than 4000 intricately decorated and fitted gold pieces. With the latest research dating the time of his burial to the 5th century BC, the Golden Man is a symbol of Kazakhstan's heritage, strength and independence. Deemed to fragile to display, it is stored deep in the vaults of The National Bank of Kazakhstan, heavily guarded, safe and secure.

Though rarely exhibited to the public, the Golden Man was included in the "Of Gold and Grass" exhibition currently touring the United States, where it is the crowning jewel of the exhibition. Only a company with a proven track record of professionalism, commitment and success could be entrusted with the task of transporting this priceless artifact: Globalink.

Carefully and meticulously packed by Globalink's skilled staff, who addressed every minute detail, the Golden Man and other precious artifacts were shipped to San Francisco with utmost care and security. The exhibition, which will be hosted by some of the most prestigious museums across the United States, will then travel across the Atlantic for display in the United Kingdom in the spring of 2007 and then to Spain in the summer. Once the exhibition ends, the return of these national treasures to Kazakhstan has also been entrusted to Globalink.





**Georgia Angell**  
President  
Dell Forwarding  
HHGFAA Chairman

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

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## A Wave of Change In the 110th Congress

The 2006 mid-term elections resulted in a large political wave sweeping almost 30 House Republicans out of office and delivering the Senate to the Democrats. In spite of the losses, many of the close House contests went to the GOP, particularly in districts such as New Mexico's 1st, Virginia's 2nd, New York's 25th and 29th, North Carolina's 8th, Nevada's 3rd, Ohio's 1st, New Jersey's 7th, Connecticut's 4th and Wyoming's at-large seat. Had those races gone Democratic there would have been about a 38- to 40-seat swing.

After more than 12 years out of power, the Democratic Party rides into the majority next year in the House and Senate in a resounding rebuke of GOP rule. The victory was wider than even many Democrats had dared to predict, and they now embrace it as a mandate to take Washington in a fundamentally new direction. As the new Speaker-elect, Nancy Pelosi (CA) stated after the elections that Democrats will work together in a bipartisan way for all Americans and intend to lead the most open, the most honest and the most ethical Congress in history.

The biggest challenges for the Democrats are the things that had most burdened the Republican majority—including the Iraq war. As the Republicans discovered, there are no good options for extricating the United States from that conflict, and no consensus in either party about how to proceed.

Other problems for the 110th Congress include the nuclear ambitions of North Korea and Iran, and the continued fears of terrorist attacks. Budgets are tight, and the federal deficit is expected to increase in coming years, which would leave even less money for discretionary spending, without tax increases or budget cuts. To top it off, the honeymoon for the 110th Congress for getting anything done will be short. How productive the 110th Congress will be depends on the lessons that Democrats, Republicans and President Bush choose to take from the mid-term elections.

Despite their victories, Democrats will need Republican votes to get anything done, and whether the GOP will be willing to cooperate with them is far from clear. They, too, are digesting their defeat, and they first must settle among themselves the question of why they lost. Conservatives in the House were quick to chalk up the loss to the party abandoning conservative principles of limited government and low spending. They signaled clearly that going along with the Democratic agenda is not their idea for winning back the majority.

The Democrats will have their own challenges mediating among factions within their own party, with the moderates who played such an important part in expanding their majority potentially clashing with more liberal members of the caucus, including perhaps old bulls that are expected to chair key House and Senate committees. There also is pent-up demand among the party's most loyal liberal voters for bold moves to the left on health care, the environment and other issues. Whether Pelosi can master the factionalism in her party better than the Republicans could manage their factions over the last dozen years will be her greatest challenge.

Control of the Senate was passed to the Democrats when Jim Webb (VA) clinched a victory in the razor-close Virginia senate race. Besides Virginia, Democrats picked up five other seats: Montana,

Missouri, Ohio, Pennsylvania, and Rhode Island. The margin will be close in the Senate and Vice President Dick Cheney is likely to remain a potential deciding vote on issues that split the chamber. In the House, the elections gave Democrats a slightly wider margin than Republicans held in the 109th.

Democrats have promised to use their new power to get tough on oversight of the executive branch, digging into issues they say the Republican Congress let slide. This includes how money has been spent in Iraq, the no-bid contracts controversy, and the aftermath of Hurricane Katrina. But pressure will be on Democrats to show that they can govern particularly now that they control the legislative branch. That means producing some legislation of substance beyond the im-

By Jim Wise  
**PACE-CAPSTONE**



mediate action items that House Democrats have pledged to take on, such as raising the minimum wage, cutting the interest rate on student loans, expanding embryonic stem cell research, and implementing the remaining recommendations of the Sept. 11 Commission. The Democrats also plan to pass an overhaul of ethics guidelines and implement pay-as-you-go budgeting through changes to House rules. In taking over committee chairmanships, Democrats will have the power to subpoena White House officials and documents and generally oversee the functioning of the executive branch.

### House Democratic Leadership Posts

**Speaker of the House:** Rep. Nancy Pelosi (D-CA) has been confirmed as the first female House Speaker and the highest-ranking woman ever in the line of presidential succession.

**Majority Leader:** Rep. Steny H. Hoyer (MD) defeated John P. Murtha (PA) to become House majority leader in the next Congress.

**Majority Whip:** Caucus Chairman James E. Clyburn (SC), a former chairman of the Congressional Black Caucus, will assume the position of majority whip in the new Congress — the third highest post in House leadership.

**Caucus Chairman:** Rahm Emanuel (IL), who chaired the Democratic Congressional Campaign Committee, was named as chairman of the caucus.

**Caucus Vice Chairman:** Rep. John B. Larson (CT), a close Pelosi ally, will remain as vice chairman of the caucus.

## House Republican Leadership Posts

GOP Members of Congress have elected the following for leadership positions in the 110th Congress:

**Minority Leader:** John Boehner (OH)

**Minority Whip:** Roy Blunt (MO)

**House Republican Conference Chair:** Adam Putnam (FL)

**Conference Vice Chairman:** Rep. Kay Granger (TX)

**Conference Secretary:** John Carter (TX)

**Republican Policy Committee Chair:** Thaddeus McCottr (MI)

**National Republican Congressional Committee Chair:** Tom Cole (OK)

## Senate Leadership Posts

Senate Democrats are poised to take control of the chamber next January in wholesale shift of Congressional power. The Senate leadership come January will be as follows:

**Majority Leader:** Current Minority Leader Harry Reid (NV) will become the Majority leader. Reid has pledged to seek bipartisan consensus in the 110th Congress. As Majority Leader Reid will manage a Senate that has a 51–49 majority.

**Majority Whip:** Dick Durbin (D-IL)

**Minority Leaders:** Senator Mitch McConnell (KY) will assume the Minority Leader position in the 110th. Like Reid, McConnell pledges that bipartisanship is both possible and essential if Congress is to seriously address the problems of the nation.

**Minority Whip:** In a very close contest, Senate Republicans elected Trent Lott (MS) to this leadership position.

## Committee Control In the 110th Congress

The mid-term elections completely overturned the balance of power in Washington. Now, as members of Congress scramble to position themselves in the new environment, trade associations and lobbyists throughout the city are assessing their strategies for working with the new powerbrokers.

For HHGFAA, not much will change in the way we do business in Washington. HHGFAA's Washington mission has been and will always be to represent the interests of the Freight Forwarding industry - regardless of who is in power. Strategic alliances formed with Republican members in the past will remain valuable relationships as we move forward, but HHGFAA has never dismissed the Democratic Party. Our relationships with the leadership of the new majority are also strong-- and in some instances stronger than with the Republican counterparts--and we have consistently sought to broaden our contacts within the Democratic caucus.

Therefore, HHGFAA will continue to press forward on the issues important to the membership and the freight forwarding industry at large, such as addressing insurance issues, increase regulatory enforcement, preserving the market dynamics of the industry, overseeing DoD program, advocating for changes that have a positive benefit to the industry and representing business-owners interests concerning tax and labor policy.

There are certain political realities that will influence our strategies. This is nothing new. HHGFAA is very much aware that the field of play is remarkably different from the one we have experienced over the last several years. But our objectives remain consistent.

Moving forward, important developments we must acknowledge include the change of key committee chairmanships. Several other changes will take place in Congress, as every committee and subcommittee will pass on the gavel to new chairpersons and new leaders will take over the direction of the House and Senate. Rep. Nancy Pelosi (CA) will become the next Speaker of the House and Sen. Harry Reid (NV) will become Majority Leader of the Senate.

The playing field has definitely changed. Many of the players have changed. But the goals of the HHGFAA remain the same: to represent the industry's best interests in Washington. And in Washington, one thing is always certain: they are buried warm.

## Full Committee Chairs

To the victor go the spoils. Committee Chairmen play an important role in establishing federal spending priorities. Since the Democrats pick up enough seats in the House and the Senate for majorities in both houses, they will get to appoint new Chairmen for the first time in 12 years. Except where indicated, the likely Chairmen for the 110th Congress were selected by each Member's incumbency on his or her Committee or by seniority. While seniority is not the sole variable taken into account when a party caucus selects Chairmen, it is a key factor. Please note that the Committee list that follow do not take into consideration changes in committee seat distributions.

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### Likely Full Committee Chairs 110th Congress

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#### US House of Representatives

Committee	Likely Democratic Chair
Agriculture	Colin Peterson (MN)
Appropriations	David Obey (WI)
Armed Services	Ike Skelton (MO)
Budget	John Spratt (SC)
Education & the Workforce	George Miller (CA)
Energy & Commerce	John Dingell (MI)
Financial Services	Barney Frank (MA)
Government Reform	Henry Waxman (CA)
Homeland Security	Bennie Thompson (MS)
International Relations	Tom Lantos (CA)
Judiciary	John Conyers (MI)
Resources	Nick Rahall (WV)
Science	Bart Gordon (TN)
Small Business	Nydia Velazquez (NY)
Transportation & Infrastructure	James Oberstar (MN)
Veterans Affairs	Bob Filner (CA)
Ways & Means	Charles Rangel (NT)

#### US Senate

Committee	Likely Democratic Chair
Agriculture, Nutrition & Forestry	Tom Harkin (IA)
Appropriations	Robert Byrd (WV)
Armed Services	Carl Levin (MI)
Banking, Housing, & Urban Affairs	Christopher Dodd (CT)
Budget	Kent Conrad (ND)
Commerce, Science & Transportation	Daniel Inouye (HI)
Energy & Natural Resources	Jeff Bingaman (NM)
Environment & Public Works	Barbara Boxer (CA)
Finance	Max Baucus (MT)
Foreign Relations	Joseph Biden (DE)
Health, Education, Labor, & Pensions	Edward Kennedy (MA)
Homeland Security & Govt. Affairs	Thomas Carper (DE)
Indian Affairs	Byron Dorgan (ND)
Judiciary	Patrick Leahy (VT)
Small Business & Entrepreneurship	John Kerry (MA)
Veterans' Affairs	Daniel Akaka (HI)

## IMPORTANT NEW INFORMATION CONCERNING PORTAL ADVERTISING RATES AND DIMENSIONS

**Full Page**      \$ 2,550  
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- 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

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### Deadlines to receive new artwork:

January/February 2007 Issue..... January 22, 2007  
 March/April 2007 Issue..... March 12, 2007  
 May/June Issue ..... May 21, 2007  
 July/August Issue..... July 16, 2007  
**September/October Issue..... September 3, 2007**  
**(ANNUAL MEETING ISSUE)**  
 November/December Issue..... November 12, 2007

### 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
- \_\_\_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, contact Belvian Carrington at HHGFAA:**  
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 Phone: (703) 317-9950 • Fax: (703) 317-9960 • E-mail: bel.carrington@hhgfaa.org

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# Industry Calendar

**Jan. 29–Feb. 1, 2007**

GSA/AMSA HHG and Freight Forum  
Charlotte, North Carolina

**March 6–7, 2007**

Military/Industry (M/I) Meeting  
Alexandria, VA

**March 11–14, 2007**

LACMA Convention  
Praia do Forte, Bahia, Brazil

**March 19–22, 2007**

Annual PowerTrack Conference  
Dallas, Texas

**March 29–April 1, 2007**

32nd Annual Dispatcher's Convention  
(Ocean-Air International Inc.)  
Destin, Florida

**April 22–25 2007**

AMSA Annual Meeting  
La Quinta, California

**April 22–26, 2007**

FIDI Annual Conference  
Budapest, Hungary

**April 23–25 2007**

SDDC-HQ Training Symposium  
Orlando, Florida

**June 10–12, 2007**

National Council of Moving Associations  
Las Vegas, Nevada

**Oct. 14–17, 2007**

HHGFAA 45th Annual Meeting  
New York, New York

**Oct. 4–7, 2008**

HHGFAA 46th Annual Meeting  
Honolulu, Hawaii

**Oct. 24–26, 2007**

ERC Global Workforce Symposium  
Denver, Colorado

**October 10-13, 2009**

HHGFAA 47th Annual Meeting  
Orlando, Florida

**Sept. 29–Oct. 2, 2010**

HHGFAA 48th Annual Meeting  
San Diego, California