

THE PORTAL

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Careers in the Industry: By Choice ... or By Chance?



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About our cover: HHGFAA members came to their careers by way of a number of interesting paths. Our focus begins on page 4; member contributions begin on page 11. Cover by Stephanie Sutherland, Glennan Graphics.

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By Terry R. Head
HHGFAA President

Beer and Gas Money!

In my close to 40 years in and around the moving industry I have made several observations and reached a few conclusions with respect to how careers within our industry come about. With very few exceptions, a person never actually grows up wanting to become a mover.

Indeed, my own childhood dreams were focused on being a firefighter, a US Marine, a (famous) racecar driver, the captain of a sailing ship, and other occupations along those lines; but never did I even think about becoming a mover. Even when I became a mover, I did not plan to make it a career; but more about that in a moment.

I have also noted that once you are in this business, you tend to stay in this business. You may investigate new opportunities or positions with other moving or shipping firms, but people tend to build on what they know. Also, I have seen numerous past employees and fellow moving professionals leave the moving industry to pursue other lines of work. More often than not, once they realize that the grass is not so green on the other side of the fence, they return to the moving business because they missed the “never-a-dull-day” action and the wonderful people who are their colleagues.

This issue of **The Portal** explores whether careers in the moving industry come about, as our cover notes, “By Choice ... or By Chance.”

Selecting this focus has allowed a number of your fellow HHGFAA members to send in their own personal stories and share with us how they became involved in what most of us consider a very challenging yet rewarding experience and professional lifestyle.

Back to my own personal story, which I take great pride and pleasure in telling as often as I can, so if you have heard it before, I apologize. Nonetheless, I still think it’s a great example of the opportunities our industry has to offer.

Back in May of 1969, two years after graduating from high school, I was working in a factory and was laid off due to a slowdown in demand for our products. My roommate at the time, who was working for a local moving company, mentioned that they needed some extra laborers to work as driver’s helpers in “humping” furniture. I thought: Why not? I could use some money for beer and gas for the weekend, so I went and applied, thinking the job would be good for a few days until I got another job in another factory.

But once I began working as a driver’s helper I learned there is a big world out there! The people whose heavy furniture I was carrying and packing had lived all over the world. I was fascinated to see art and furniture from Japan, China, Europe, and other exotic lands I had only read about in school—and to think that these people had actually *lived* there! Moreover, when you work in a factory you have supervisors or quality control people looking over your shoulder all day long. Working as a driver’s helper I went to a different place every day, and only had to keep the driver and the occasional military inspector happy. I liked the hard work. No—I *loved* the work and the people I met doing on the job.

I stayed with that company for about a year and then took a position in an export/import warehouse for another moving company. There, I worked in various positions for about two more years. In 1972 I went to a third company as an international salesperson. I had learned to do surveys, but this was my first real sales position. In sales, you really don’t have anyone looking over your shoulder, but you do have to produce. Luckily, Washington, D.C., was a great market for international moving and I was successful enough to earn my way into management and then ultimately into the coveted positions of vice president, president, and shareholder for several forwarding and international moving entities.

I continued my moving career until accepting the presidency of HHGFAA in 1997. The rest is history - at least to this point. I guess it was when I was testifying to the Congress on behalf of industry that it really hit me how blessed I have been and how far my journey has taken me. When and what I do next is yet to be determined; however, I love what I do. I know that when the grass is usually greener on the other side of the fence, it’s only because the guy over there regularly waters his grass. I intend to keep watering my own grass—not to mention that I still need beer and gas money for the weekend.

Logistics' Learning Curve

By William B. Cassidy

Bill DeWitt's problem isn't getting students to pay attention in class—it's getting them into his classroom.

It's a logistics problem of sorts, which is fitting, as DeWitt runs the logistics, transportation and supply chain management program at the University of Maryland's Robert H. Smith School of Business.

When students arrive on campus, "they frequently don't have logistics, transportation or supply chain management in mind as the top major or career they would choose," said DeWitt, who as professor of the practice oversees undergraduate, MBA and executive-level graduate logistics programs.

"We have to spend more time than we might otherwise to let students know the field exists," he said.

That lack of logistics awareness plagues not only DeWitt and other logistics educators but also shippers, transport operators and logistics companies struggling to attract new executive talent.

"What we find difficult is finding individuals with the right training, education, and skill sets we need as a transportation solutions provider," said Jim Ward, president and CEO at trucking company D.M. Bowman of Williamsport, Md. "Being able to find individuals who are familiar with the supply chain, with technology, is becoming more and more challenging."

Ward was one of more than 100 recruiters and representatives from a broad swath of companies and industries that came to College Park, Md., to seek out new talent at the university's LTSCM Industry Day. More than 250 students met with recruiters, as well as such special guests as Ron Widdows, CEO of global container carrier APL, and Jeffrey N. Shane, undersecretary for policy at the US Department of Transportation.

"This isn't a traditional career day where someone walks up and gives someone their resume and then 30 seconds later the next person has taken their place," said DeWitt. "What we have here is a very active dialogue. Not only do I have seniors and juniors here meeting potential employers, but I also have freshmen and sophomores who are beginning to think about the logistics field."

In larger numbers, students at the University of Maryland are doing just that. In 1997, the business school had 61 logistics graduates. In 2005, there were 91. Last year, the university had 212 logistics majors, mostly seniors and juniors, but the logistics department is trying to attract more first- and second-year students.

"We encourage students to be double majors," said DeWitt. "They can combine logistics and marketing or finance or international business. We think that broadens the students. There's strong support from the school to add logistics to other majors, and recruiters are delighted to find students who have got grounding not only in logistics, but also in another discipline."

DeWitt would like a little more help from professional organizations and the business community to get students involved in logistics off campus. "I would like to see logistics organizations get much

more aggressive in inviting students to come to their national events and paying for them to go," he said. "I'd like to have their members invite students to visit a distribution center, warehouse or transportation facility, to let them see what's out there. Students—like most people in this business—are fascinated with the operational side, the movement of stuff. It's fun, it's exciting, and it's global in its nature."

Barbara Sumrall of Chattanooga, Tenn., is one of those double

University of Maryland builds up logistics programs; students like the 'fast pace' and variety transportation offers.

majors—logistics and finance. "I started out as a finance major but took a transportation course as an elective," she said. "I found the transportation class was so much fun that I decided to tack logistics on as a second major. I took a finance internship and realized that though I liked that, Logistics is really what's for me."

And what draws her to logistics and transportation?

"I liked the fast pace, the ever-changing atmosphere," Sumrall said. "It really has something for everyone. Nothing could offer me as much variety as the transportation industry."

Although he is pleased with the growing interest in logistics, DeWitt sees one worrisome gap. "There is a tremendous shortfall of doctoral candidates, the people who will provide the expertise in education for the next generation," he said. "I'd like to see some organizations start offering scholarships at the doctoral level in logistics and supply chain and transportation. It's a long-term investment that I don't think is being made and needs to be made to ensure our ability to turn out students in the future."

SOURCE: Traffic World

Don't Accept the Wrong Job

During your interview, find out what hours are expected, whether anyone has been promoted out of the job, and why the position is open. If a new job is not what you expected, speak up. Tell the boss what is wrong and ask for changes. Example: If you are overloaded, ask him/her to help you set priorities.

What a Girl—and Guy—Want

By Margery Weinstein

Whether or not you believe men are from Mars and women are from Venus, according to a recent survey, the genders differ when it comes to career paths. Minneapolis-based human resources consultancy Personnel Decisions International (PDI) has found that **men are focused on “career prospects” while women are more concerned with “personal fulfillment and a sense of contribution.”**

Mining results from nearly 1,500 questionnaires gathered from executives across the country, the firm found women are nearly 20% more likely than men to place high importance on being recognized at work and gaining a reputation for expertise; males, by contrast, were 20% more likely to place greater import on “financial and career prospects,” meaning better advancement opportunities and more money.

That doesn't mean women are any less accomplished than their seemingly more aggressive male counterparts. Data from the US Census Bureau indicate women are surpassing men in educational attainment and are edging further into the business world than they once did, a release issued by PDI last month points out. Notes PDI President and COO Cynthia Marsh: “The findings do

not imply that women don't care about career advancement. It's just not first on their list.” Further, says Marsh, “Women often believe that if they make significant contributions and

“The homogenous character of the organization has vanished; it has been replaced by a complex mosaic of men and women with different cultures, ages and outlooks, whose expectations are not necessarily the same.”

—Alain Latty, CEO and founder of Technomedia Training, Montreal

develop deep expertise, raises and promotions will follow without having to ask. Organizations need to understand this tendency when analyzing their talent pool, and making key decisions.”

Did You Know ...

Few millionaires inherited their money. Thirty-two percent of the world's millionaires earned their way to \$1 million through salary, and 26% got there as business owners, compared with just 16% who became millionaires by inheriting it. The rest got their money from stock options and/or investments.

SOURCE: Bottom Line Personal

Fast Fact

In a survey of more than 1,241 employees in the United States and Britain, two-third of respondents cite job performance as the most important reason for promotion in their organizations. Some 20% of American and 14% of British respondents say “who you know” is still the key.

SOURCE: Performance Improvement Provider Novations Group, Boston

The ABCs of Business Coaching

By Penny Potter

More and more, people are hearing about business and executive coaching and its benefits. It seems as though the industry sprung up overnight. One of my colleagues who is the head of the coaching program at an international organization said that when they began the executive coaching program several years ago, people complained, “Why do I need a coach?” Now that coaching is prevalent in the organization it is considered a “badge of honor” to have a coach. As a result, she has people coming to her all the time saying, “Why don’t I have a coach?”

Coaching has actually been a recognized profession since the late 1990s. The roots of coaching as we know it today came about in the 1970s with Timothy Gallwey’s *The Inner Game of Tennis*. Gallwey was a former tennis champion who found a unique and quite radical approach to helping people learn to play the game of tennis. Gallwey developed a method based on a belief in the innate ability of people’s bodies to learn and to perform. He approached his role as a coach by asking questions to help players increase their awareness of how they played so they could adjust their own game accordingly.

Soon *Inner Game* coaches were spreading the word across the United States and then in Europe. In 1998 The International Coach Federation (ICF; www.coachfederation.org) was created as the primary professional organization for coaches today, and has established professional guidelines and certification to coaches who qualify. Today, ICF has over 11,000 members in 82 countries and 150 chapters in 42 countries.

The key to Gallwey’s work becoming the basis for today’s coaching profession is that Gallwey believed in each person expressing their own potential and being the source of their own answers. **In the article “The History of Coaching,” coaching is described as “the art of bringing out the greatness in people in a way that honors the integrity of the human spirit. It is both an innate human capacity and a teachable skill, which has now become a new way of working with people within a corporate context.”**

When I’m talking about business or executive coaching with audiences and potential clients, most people have three basic questions about coaching:

1. Why hire a coach?
2. What is coaching?
3. How do I find the right coach?

Why hire a coach?

From a personal perspective there are as many different scenarios for hiring a coach as there are people who hire them. Working with a coach can benefit you if you are looking to move up in an organization but need to make a leap of some sort to get there. Coaching also helps someone who has moved up into a new position and needs to figure out how to conduct their new job responsibilities. Coaching helps a manager work with staff and team members more effectively, and can help an executive gain the “10,000 feet” perspective they need to develop the right strategic vision for their organization. There are coaches who specialize in people in transition or thinking about transitioning, as well as career coaches who can help you figure out your next career move.

One of the newest and fastest growing areas for coaching that may be especially interesting for members of the international forwarders community is cross-cultural coaching. Coaches who specialize in cross-cultural coaching can help someone do business effectively with people in other organizations in other countries by helping them explore their own cultural biases and helping them understand the other culture, their customs, and beliefs. This is helpful in working across organizations internationally, and most especially if you are about to take a position in another culturally different country.

Because coaching is geared toward forward-looking positively motivated people, it is rare that someone in an organization will be assigned to someone for remedial action. In fact, the international organization mentioned at the beginning of this article does not provide coaches for anyone whose job is in jeopardy because of poor performance.

Business and executive coaches generally receive between \$200 to \$350 per coaching hour. From an organizational perspective, this may seem like a pretty big investment for a company to pay for one individual, but current studies have shown what a good investment coaching is. Over the years there have been various studies on how coaching affects an organization’s return on investment (ROI). The findings are that coaching pays, and then some.

One Fortune 500 company found a 529% return on investment and significant intangible benefits from coaching. When the financial benefits from employee retention were added in, the overall ROI jumped to 788% (Anderson 2001).

Fortune Magazine reports in one study, when managers of a major firm were asked for a conservative estimate of the monetary payoff from the coaching, they claimed an average return of more than \$100,000, or about six times what the coaching had cost their companies (Fisher 2001).

In a study by the Manchester Group, organizational benefits from coaching included ROI figures ranging from \$100,000 to \$1 million, plus intangible benefits, including:

- Improved relationships—77%
- Improved teamwork—67%
- Improved job satisfaction—61%
- Improved productivity—53%
- Improved quality—48%

What is coaching?

People often remark that it's hard to get a straight answer about what coaching is. One of the reasons for this is that coaching is different for every client. It would be impossible for me to have a formula for my coaching because each of my clients receives and interprets information and input differently. I have to tailor each session and each assignment to optimize how my client will take in and assimilate their coaching. This is the art of coaching. Most artists cannot tell you exactly how they created their art, and for the same reason most coaches have difficulty explaining what they do to help their clients achieve results in general terms.

There are, however, some commonalities and generally accepted practices for coaching engagements.

First and foremost, coaching is completely confidential. As part of the ICF Ethical Guidelines, professional coaches are bound by client confidentiality. This means that if your company hires a coach for you, your coach will not report anything about you to your company without your consent.¹ This is one of the keys to the coaching relationship. Your coach may answer questions about your progress in general terms, such as “Frank is progressing as expected for this point in the coaching engagement,” but it should go no further than that. If your boss wants more specifics on the coaching engagement, the three of you should meet and you should be the one doing most of the talking. That being said, studies have shown that if you and your coach share your goals with your boss, and report your progress at regular intervals, you are more likely to achieve your goals, and achieve them more quickly.

Your coach will ask you to sign a coaching agreement which outlines the parameters of the engagement such as the length of the engagement, how many sessions per month, the length of the sessions, whether the sessions will be in person or telephone, and indicate the confidentiality of the coaching sessions. A coaching engagement lasts anywhere from three-to-six months to one year, depending upon your particular needs and budget. Sessions usually are one hour per week, or two hours every other week.

At the beginning of the coaching engagement, you and your coach will create a specific set of goals you wish to achieve. As the client, you are responsible for showing up for your appointments, actively working toward your goals, and completing all between-session assignments. The coach is responsible for using his or her skills and knowledge to create new insights and help the client see new possibilities for achieving their goals.

One of the ways your coach creates new insights and helps you see new possibilities is by performing assessments, like the Myers-Briggs Type Indicator®, which measures where your strengths lie. Subsequent coaching sessions can focus on how to maximize your strengths, and develop strategies around your challenge-points. Another technique your coach will use is asking powerful questions. I know I've asked a powerful question when a client stops in their tracks and says, “Good question!” and then pauses while thinking about the answer.

Between sessions your coach will provide you assignments such as articles to read, exercises to complete, writing in a daily journal, and even movies to watch. They may also ask you to become more aware of a particular situation or behavior between sessions. During the subsequent session, you'll report to your coach what you observed and explore what you learned from the observation. Your assignments are all designed to bring forth personal insights, which according to neuroscientists is the best way to bring lasting change to an organization (Rock 2006).

You and your coach will regularly assess where you are with your goals and adjust them accordingly. You might be struggling with one particular goal because it was too ambitious given the amount of responsibilities you must attend to in both your professional and personal life. Or, you might end up accomplishing your goals in a much shorter time frame, in which case you and your coach will either come up with a new set of goals, or the two of you will decide to end the coaching relationship at that point.

Coaching engagements are usually relatively short-term. The object is not to create a dependency on the coach, but rather empower the individual to learn to coach themselves to improved performance. Nevertheless, it is not unusual for clients to come back for a coaching “tune-up” or create a new engagement around a new set of goals.

How do I find the right coach?

There are a number of ways to find the right coach for you. One of the best ways to find a coach is very “low-tech”: ask for a referral by someone you know and trust. It is even better if that person is in the forwarding industry since that indicates the coach has some knowledge and experience of the industry and the challenges you face.

If you don't know anyone who has had a coach, you can go to the coaches referral page on the ICF Web site: www.coachfederation.org/ICF/For+Coaching+Clients/Find+a+Coach/ where you can check off the areas of interest for you, indicate if you want coaching in-person or via telephone, and indicate what country and city you are in. You will then get a list of coaches that match your criteria.

Once you have narrowed down your choices to three or four possible coaches, you'll want to check their credentials. There is currently no official regulation or licensing of the coaching profession, and therefore, there are practicing coaches who have not passed any of the requirements set forth by the ICF. It is highly recommended you choose a business coach with one of the following ICF credentials: Associate Certified Coach (ACC), Professional Certified Coach (PCC), Master Certified Coach (MCC).

As when hiring all consultants, once you have settled upon one coach, ask for and check references thoroughly. In addition to checking for good feedback from the coach's references, also gauge those remarks against your own style. Just because a coach was good for one person doesn't mean that coach's style will be a good match for you.

And finally, if you do start a coaching engagement and find the coach and you are not a good fit, explain the situation to your coach. Your coach no doubt will be feeling the same mismatch. Once you've expressed your desire to terminate the coaching engagement, ask for a referral. Since your coach will have gotten to know you during the time you've been working together, they will have a good sense of who will be better for your particular coaching needs.

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Navigating the New Workplace Environment: It's Time to Say 'We're Sorry' to Generation X!

By Mary Quigg

Rebellious. Anti-establishment. Anti-conformity. The slacker generation. These are just a few of the labels given to Generation X. However, a recent educational session during the Prudential Forum, "The Changing Face of the Employee," provided the perfect platform for attendees to realize the truth behind this enigma of a generation and finally say, "We're sorry" to our Gen X colleagues.

In fact, session speakers and contributors (in addition to this article's author, Mary Quigg, President and CEO of Vandover), including Joe Woeste, manager international assignment programs, from NCR; Beth Archibald, VP of relocation and business development, Prudential Northwest Properties; and Russ Haynie, director, Prudential Relocation's Global Consulting Group, all provided an inside look into the truth behind the Gen X myth. In this article, we review their findings, which are supplemented by GfK NOP World data.

Population wave shift:

Generation Y: Born from 1981 to 1994 (61 million; 22% of US population)

Generation X: Born from 1965 to 1980 (54 million; 20% of US population)

Baby Boomers: Born from 1946 to 1964 (77 million; 28% of US population)

Matures: Born before 1945

Family ties

Despite what you may have heard, research actually has uncovered that, in truth, Gen Xers are engaged parents with strong family values. They are responsible (strict) parents with a keen focus on children as part of "The Good Life." A quote from a Gen X father reacting to his latch-key childhood says it all: "I am not going to work 80 hours per week and miss my kid's upbringing like my parents did. We might not be rich, but we will be better parents."

Gen Xers are not only placing greater priority on family, but they also say they are not likely to get divorced. Trends show more stay-at-home moms and dads and the reappearance of more traditional values. For example, 22% of Gen X moms are not employed versus 14% of Boomer moms. As a result, dual-income status is changing. This is not about lack of skills or education, but rather intentional "time outs" to raise a family - and it could be mom or dad staying at home. Disposable income may be declining in single income households; yet, as pragmatic consumers, they are spending their dollars differently than their parents.

The views of Gen Y

In Gen Y's definition of "the good life" we see a "job that contributes to society" ranking high. Gen Y's values include: honesty, modesty, traditional households, protecting the family, friendship, learning, stability, and justice. They are obedient, respectful to their elders, value tradition, and are faith-focused. Because of this, we are likely to see more TV shows like "7th Heaven" and mega-churches like Saddleback in Lake Forest, Calif.

Then there are the Boomers

Many Baby Boomers continue to describe their job as a "career" with the motto "Work Your Way to the Top." This contrasts the 56% of Gen X parents who define their job as a "job" and relate to the movie "Office Space" with a "Get me out of here!" motto. Yet Baby Boomers are not only apologizing, but they are also actually leaning more toward Gen X and Gen Y attitudes and values. Today, all employees understand that the "contract with employers" has changed. Job security comes from maintaining and growing a strong skill set, and the ability to learn new things is a key component for job satisfaction. When offering a relocation opportunity to an employee, we may see movement away from an emphasis on financial gain - toward positioning key learning opportunities and lifestyle advantages related to the new role/location.

Managing the new workforce

Educational panelists considered their professional knowledge about today's workforce and what it will take to support people in transition today and in the future. As the author of this article, Mary Quigg has implemented her views and opinions throughout in addition to that generational data provided by GfK NOP World. However, our other panelists had their own views and they included the following:

- Joe Woeste noted that his organization sees the trend of short-term global assignments and policies waning. He believes that the focus will shift to localization as a popular alternative. Although budget constraints drive some of these initiatives, the learning experiences associated with living like a local may actually be very appealing to potential relocating employees. In considering relocation as a component of a long-term career path, Joe is watching a trend of larger organizations requiring international experience for key positions. This is in large part due to the realization that individuals in high-level positions who have international experience themselves are better aligned with personnel on

international assignments. Therefore, assignments are becoming much more strategic in nature.

- Beth Archibald analyzed the process of moving a family versus moving an employee and said the differences are minimal. In either situation, the relocation must be seamless, which can be accomplished primarily through clear and concise communication that is fueled by education and learning on both sides of the equation. Good communication helps eliminate stress and increases the chances that the organization is creating “the good life” for that employee. Beth also said that relocation benefits should reflect the consideration of family needs. With younger generations’ emphasis on family, the family unit plays a key role in determining relocation satisfaction and success.
- Session moderator Russ Haynie detailed effective strategies for attracting younger workers with differing views of the workplace, specifically those workers belonging to Generation X and Y. Russ emphasized that as generations shift their focus to family matters, workers prefer more family time to more money, at least in theory. Thus, organizations looking to satisfy younger, family-oriented generations are likely to increase opportunities for flextime.

Devising “the good life”

With home, happy marriages, children, and even cars ranking higher than interesting and well-paying jobs in the average American’s definition of “the good life,” relocation challenges are changing. As the labor market continues to improve and

□
with today’s employees’ expectations of “the good life.”

Navigating this new workforce environment and attracting, retaining and relocating employees will require different incentives. Panelists noted a focus on a learning environment as being a key driver. This bodes well for serious training and development efforts. Other drivers include friendships at work and satisfaction with the work itself, which could lead to an increased emphasis on a strong social environment and more employee opinion surveys and focus groups to measure employee satisfaction.

Spouse employment assistance has been a mainstream relocation benefit for several years. However, the provision of formal assistance with all lifestyle issues is continuing to gain popularity as well. Employers who provide relocating employees and their families with comprehensive pre-decision support and access to information about volunteer activities, faith-based programs, children’s activities, and support with health care, elder care, and other family issues are more likely to meet real needs. For years, companies have vied for status as “family-friendly” workplace environments, and the competition is likely to continue as more and more family-focused employees enter the workforce.

Taking your queue

Gone are the days when the relocating employee was male and the family just trailed along. Family dynamics have shifted from the dictatorship model where dad was the boss, to a monarchy where mom and dad jointly ruled, to today’s democracy where all family members have a voice in family decisions. From this, we take your queue, Gen X. We have, although slowly, been learning that your view of the world and the work that we contribute are but a small part of the overall picture. Research has shown several things, the most important of those being that while assignments are becoming more strategic in nature, organizations must remember that the workforce is changing its mentality from one that lives to work to one that works to live. Additionally, organizations aiming to retain that key talent will need to tailor their programs and benefits to include the family in order to help ensure assignment success.

For a full replay of this session, please visit: www.prudential.com/meetingcenter

Mary Quigg, president & CEO, Vandover, also sponsored the GfK NOP World data.

* Source for much of generational data is GfK NOP World

The Decision of a Lifetime

By Jennifer Carolan, PHR, Reindeer Auto Relocation

I choose my family.” Those words were never spoken aloud, but they certainly played again and again in Tim Donnar’s head 10 years ago. Back then, he was just a young family man, trying to provide for his wife and two young sons. He’d spent the better part of his career in the moving industry, working for one of the country’s largest relocation companies. He was slowly moving his way up in the company; gaining valuable knowledge and earning recognition from his peers. Life was good; he was in control and his family was happy.

Then, in 1997, Tim learned that his company was relocating out of state. To keep his job, he’d need to relocate as well - which meant uprooting his young family and leaving behind all they knew and loved. To choose his family, though, meant giving up the security of his job—a guaranteed salary, benefits, and retirement. It meant going out on his own, gambling his future—and his family’s—on the unknown.

For Tim, despite the uncertainty, the choice was easy. Tim kept his family in Indiana and created his own company. Reindeer Logistics was officially established in October of 1997, a brokerage company focused on helping moving companies transport vehicles. It was a huge gamble—trying to carve a small niche in the huge relocation industry. The early years were lean, with Tim working alone out of his basement, booking moves one at a time.

“My original goal was to be able to pull my weight at home, and not have to rely solely on my wife, Jo, who had her own career,” says Tim. “This company would have never been able to get off the ground without her support and belief in my being able to start something from the ground up.”

Flash forward 10 years.

Reindeer currently boasts a staff of more than 30 fulltime and part-time employees. The company is in the midst of building its new corporate headquarters, a two-story building in Zionsville, IN, that features more than 22,000 square feet of office and warehouse space. The company has repeatedly been cited as one of the city’s fastest growing companies. And this year, Tim was named as one of the city’s “Forty under 40”—a distinction given by the *Indiana Business Journal* to prominent city leaders and business owners under the age of 40 who have achieved great success and impacted the city.

Clearly, the decision was a good one.

Today, Tim, along with his wife, Jo; business partner, Ritchie Shewmaker; and general manager, Brad Willy, continue to focus



The Donnar family: Jo, Blake, Tim, and Hayden.

their efforts on building a team of individuals who exemplify the core beliefs of the company—respect for the customer, integrity before profits, and responsiveness to the demands of the industry.

“Rich, Tim, Brad and the entire staff know how to grow a successful business,” says Faye Chadwick, manager of relocation for Walt Disney Parks & Resorts and current Reindeer customer.

Recognition like that from key customers signifies to Tim that the company’s formula for success is working.

“We put a lot of emphasis on teamwork,” says Tim. “We have a group of individuals who are by far the most hard-working, dedicated people I have ever been associated with. We consider each employee an extension of our family and we treat them as such. When the company wins, we all win. If we lose sight of the value of each employee and what they bring to the table—we lose our most valuable asset.”

It’s that focus, that belief in each employee, and in the team concept that Tim feels differentiates the company from its competitors. And his employees feel it as well:

“When the leadership of a company like Reindeer reflects sincere, genuine concern for its employees, then a family atmosphere naturally evolves,” says Diana Rice, claims specialist at Reindeer. “With the counterbalance of respect and loyalty between management and staff, the normal pressures inherent in the moving industry are secondary to performing well for the company.”

Cindy Morrett, who handles accounts receivable for the company, agrees. “Even though Reindeer is a very fast-growing company, there is still a closeness and unity with all of the employees. It demonstrates our ‘team’ mentality—and it’s a team I plan on being a part of for many, many years.”

Choice or chance? For Tim, and for Reindeer, it was perhaps a bit of both: He chose to put his family first ... and he took a chance on finding his niche in the moving industry. Whichever way you call it, it’s clear—the gamble paid off.

Moving Is In My Blood

By Yogesh Thakker

The year was 1986 and I was fresh out of college. The whole world was my playground and I wanted to make my mark in it.

I have always wanted to join the family business that was being handled by my father and brother. Dad was very clear that he wanted me to study as much as I could and only then join the business. On the last day of college, I told him that after a few days of holidaying, I would start working for him.

Typically, he made me start out at the bottom rung and within a couple of years I worked my way up the ladder. The urge to study had not completely left me so I entered law school and became a law graduate in three years. Still not satisfied, I joined up for three-year MBA course in marketing and completed that by the year 1992.

When I joined the family business we were a customs clearance company or a customs broker mainly providing destination services. We soon made a small start into

origin services and started packing and moving household goods. The first few shipments were nightmares but we learned from them, overcame the problems, applied our minds to work out solutions and did what we had to, in order to move ahead.

We bought our first warehouse in 1990 and equipped it fully with all the requirements of a moving business. The next year, we applied for our HHGFAA membership and got it in 1991. My first convention was in New Orleans in 1992, and since that day there has been no looking back. I may have missed out only on a couple of annual meetings since then and have made many friends in the moving industry from all over the



world. Even today, one of the main reasons for attending the annual meeting is to reconnect with all those friends.

They say traveling broadens your horizons and makes you wiser. I can truly testify to that, because I have been traveling all over the world since 1992 and have learned so many things from it. Some of my friends in the industry have shared so many of their Best Practices and have taught me so many things that I have taken back to my business and implemented them.

Looking back, if I was given an opportunity to rewrite my life, I don't think I would have changed a single word, para or chapter.

Moving is in my blood and I'll continue doing it as long as I can.

Yogesh Thakker is president/CEO of 21st Century Relocations and an AMMB Representative for Eastern and Southeastern Asia.

A Chance Meeting in a Bank Leads to a Big Move

By Gunther Tesch

I was born in Hamburg, Germany. After finishing high school, I learned the banking business in a small private Bank in Hamburg for two years. I had a Spanish friend from the Canary Islands, who asked me one day: "Why don't you come to Spain for some time." Since in school I had learned English and French (besides Latin and Greek), I thought that fluency in Spanish would help me in any future position.

So, one day I embarked to the Canary Islands by boat. Once the vessel left the Elbe River, I became seasick, and that lasted for three days until we arrived in Las Palmas. I stayed at the home of my friend for some time. To find a job in Spain in 1954 was very difficult and I could not find anything □

3 years, but that was ok. I would have time to improve my Spanish.

And then came the change. One day, a German, Richard Norek from Bitburg, came in. He wanted to establish a joint venture with a Spanish agent fo□

English. My three-year contract with the bank was almost finished, so I agreed to do it. If he had gone to the next counter, I probably never would be in this business. At that time, the bases in Spain had just been built. Norek established a joint venture with Transportes Fluiters, which had the packing and crating contract at that time. That was my first job in the moving business.

After packing and crating, the military started with Sea-Van-Tote, which later became Code 4, Code 5, Code T, Code J. Spain always was a trial country, and the company I was running handled the first Code 4, T and J military shipments in the world.

Gunter Tesch works at Tamex S.A. in Madrid.

From Mainframes to Moving

By Glenn Stephenson

My entry into the transportation business began with a mainframe and a good friend.

In 1968 I was responsible for the local moving and storage of IBM mainframe computer systems in North Central Indiana and Illinois. I needed a reliable supplier and Don Collins (who was then the owner of Twin Cities



Moving and Storage, a North American Van Lines agent, in Lafayette, Ind.) was recommended to me. Don handled our machines for many years and, more important, we established a lifelong friendship.

In 1972, after returning to college to complete my degree in industrial management, I joined the life insurance industry as a sales manager. Don Collins became one of my best customers. In 1977, Don was about to embark on a new venture in international transportation by purchasing The Viking Corporation in St. Thomas, US Virgin Islands. He asked me to join him as his sales and operations manager. After two years in the beautiful Virgin Islands, I had the opportunity to become the Midwest regional manager of international sales for North American Van Lines. While at the company, I lived in Chicago, Cairo, Egypt, and Ft. Wayne, Ind. My responsibilities as director of sales and operations for the Middle East, Africa, Indian Subcontinent, Australia/New Zealand, Hawaii, and the Alaska Division allowed me to see the world as few people have.

In 1995 I formed a partnership and became president of St. Vrain Moving and Storage, an NAVL agent in Longmont (Denver) and Ft. Collins, Colo. As I longed to return to international transportation, my partners purchased my shares and in 1998 I joined Beltmann North American as vice president of international sales. In June 2001, I joined Prudential Real Estate and Relocation Services and was instrumental in founding The Relocation Freight Corporation of American (TRFCA).

Glenn Stephenson, an AMMB Representative for North America, works at Prudential Relocation Inc. He has been on the HHGFAA Associates Board of Directors since 2002.

When Opportunity Means Taking a Chance

By Ajay (Aj) Bhalla

How many of us got down to a self-assessment of our top values, skills, interest, and personality, finally narrowed our choice to a career in the moving industry? Probably none! The moving industry, like any other, is controlled and run by family and small businesses. Well, then, many of us grew in this environment job shadowing our elders and never even considered that we would pursue another career. Some like me, when provided with an opportunity, decided to give it a fair chance, backed by burning drive to make it happen.

However, I am sure there are many in the moving industry who started their career in an industry that does not relate to moving at all. I, for example, pursued an education in the field of mechanical engineering with postgraduate studies in management to suit my interest and aptitude. For a decade, my initial working life was with engineering and oil companies, and what happened later was totally unplanned.

With experience we mature and quickly learn the advantages of having a business where we can independently make strategic management decisions coupled with a few risks and simultaneously realize our personal and business objectives. This realization is invariably the starting point for taking the entrepreneurial route and an opportunity (in other words, a chance!) ultimately seals one's fate. Being recognized for outstanding achievement in one's own business is gratifying enough to send adrenaline pumping and nurture a desire for more. My entry was quite on these lines while the opportunity (again, chance!) was provided by a family member's

initiative to start a moving company. But like many fellow movers, ours is a first generation moving company where I had an opportunity, but those who succeed will probably grow up in the business, may even choose another career.

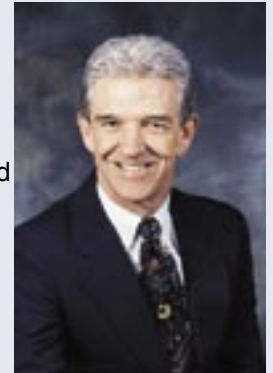


Ajay (Aj) Bhalla is a HHGFAA Associate Members' Management Board member representing the Middle-East and Near Asia. He works at Leader Freight Forwarders in Dubai, U.A.E.

SHORT AND SWEET ...

As for my start in the moving business, it is all pretty simple and boring. I had not intended on writing for that reason. I got in by accident. It was a summer job for me and I just kept doing it. End of story.

Doug Finke, President, Sterling International



Bitten by the Bug: How a Fortunate Accident Led to a Lucrative Career

By Peter Williams

My entry into the moving industry happened quite by accident. After studying law at university in London, and before joining a law firm in my home town of Bristol, I took a summer job in 1961 as a European tour guide with one of the tour companies that mushroomed in the UK at that time; my fluency in French and German was a key qualification for the job. During the summer I met my future Danish wife in Austria. The following winter I spent six months as a law clerk but I found the work to be boring, so I returned to the London tour company for the 1962 season, at the end of which I married and my wife and I settled in London while I continued to work for the tour company.

Three weeks before Christmas that year the company encountered financial difficulties and laid off everybody who was not on the board of directors. It has always been said that the worst time to change jobs or find work is just before Christmas - how very true! With my wife expecting our first child by then, we packed up and moved to Bristol, to stay with my parents in this time of crisis. There were only two vacancies I could find for work, one of which was for a travel manager with Pickfords Travel Service in Bristol. Full of anticipation I went for an interview. It turned out that the company had had two vacancies at the same time - the travel position and, on the removals side, what they called an operator (or, in the United States, a dispatcher). The travel position had been

filled the week before but the employment agency had pulled the wrong vacancy notice. Having very little option, I took the operator job.

My thought was that I would do the job for as long as it took me to find a better job. As luck would have it, the Pickfords area manager's office was only a block away. The area manager at that time was John Tarsey, who later became managing director of Pickfords. He saw my resume and called me in a couple of days after I started work. He came straight to the point: He knew that this was only a port in a storm and that I was probably looking for something better. He offered to place me in the company's management training program, if I was interested. I accepted. During the next four weeks I had five pay raises, as Pickfords, a nationalized company at that time, verified my qualifications. Had it not been for John, I am sure I would have left the industry.

I was still hoping to find something more lucrative to do, even though I found the business interesting. And then, early in 1964, I went to an industry training week in London. One of the lecturers was an exciting 26-year-old man who gave a seminar on international



moving. I was the only attendee who had any working experience in or actual knowledge of Europe and found the seminar fascinating. I was hooked. The lecturer? Michael Gerson. I could see my career being in international moving but there were no vacant positions in Pickfords Overseas. Six months later I joined Michael's company in London and my career took off!

Having been bitten by the international moving bug, I have stayed in or been associated with the industry for the past 42 years, for the first four years with Michael Gerson Ltd. in London, and then, in the United States, with Washington, D.C.-based Security Storage and Victory Van for a total of 15 years, and with the World Bank for 16 years. Since 2000 I have had a very satisfying, part-time career as a management consultant in corporate moving in the public international sector.

By the way: When I joined Victory Van, I was fortunate enough to persuade a young salesman in the company, who had a couple of accounts which had some international shipping, to switch to the international business. His name? Terry Head!

Peter Williams, the principal of Peter Williams & Associates in Locust Grove, Va., retired from full-time employment in 2000. Since then he has been a part-time management consultant to some non-governmental organizations..

A Temporary Job ... A Permanent Career

By Daniel Oviedo

Argentina, where achievements by mere chance are frequent, is a fairly huge country whose many magnificent regions still wait to be developed. Nonetheless, the Buenos Aires Metropolitan Area continues to concentrate half of the country's population, plus a great share of the businesses.

Back in 1969, at the age of 19, my migration from a small village in the central mountains to Buenos Aires was due to two essential reasons: college studies and work.

Thanks to a letter of recommendation I was accepted at Vilalonga Furlong S.A.—then a national and worldwide renowned transport company—where I became a part of the international moving division ... “only until the person in charge of the post returned,” I was told. For a few weeks, the absence of that “person in charge” remained a top secret. One day, JB, the younger fellow among the elder men in the division, dared to inform me that P—who dealt with all the international communications in English language, the very person I was temporarily replacing—had been kidnapped by the military (they governed the country since the 1966 coup d'état). P's mother was aware of her son's pro-democracy political activities. She had first called the company's CEO to announce the bad news and continued to phone frequently (her way to renew hope, I guess), to say that he would soon be released to resume his job. Months passed, and nothing further was ever to be heard, or said, about him. His name, like those of many other thousands of political dissidents - even their innocent children—in the decades to come, was added to the lists of the “missing” Argentineans. Need I say how scared I felt?

I quit the computer science evening classes I was taking and soon my law classes as well. Fortunately, I was offered a better salary at a brand-new international moving company: IESA. A year later I became a “freelance” salesman for Exprinter Liftvans S.A. International. In 1979 I founded Argentina International Moving SRL (Argenmove), which has given me the greatest satisfaction, not by chance but through much hard work.

During the 2005 HHGFAA annual meeting in Washington, D.C., and the 2006 LACMA convention in Seville, I proposed to Bel Carington—and later by e-mail to Terry Head and Boris Populoh—that HHGFAA grant recognition to the “old timers” of the Association (that is, those who had joined it 20 or more years ago). At the 44th Annual Meeting in San Francisco last fall, a new “Industry Veteran” category of membership was approved. [For more information, see page 91 of this issue.]

Thanks indeed for this recognition! It constitutes a true prize to all those men and women around the world who have dedicated life, “by choice or by chance,” to our ineffable career: International movers.

Daniel Oviedo is the founder of Argenmove in Buenos Aires, Argentina.



Hooked on Household Goods

By Ed Wickman

In 1972 I took a job in the operations department of an IATA agent in Indianapolis, Ind. The job entailed airfreight shipping for large corporate accounts with extensive documentation requirements such as letters of credit, sight drafts, and consular legalization. Believe it or not, that was my first exposure to a telex machine printing out meters of yellow tape to transmit overseas.

A year later, my manager quit for a better position and I became a manager with a high profile that eventually opened opportunity doors. Ten years later I reflected on the odyssey of moving that had taken my wife and me and our two small children on six interstate moves with five forwarding companies, four of which went bankrupt. I had lived on planes traveling to Asia and the Middle East as well as within the United States. At the time we were living in St. Louis, and I learned of a position open for a manager of general cargo at United Van Lines. My wife urged me to apply with the hopes it would bring a semblance of normalcy in our lives.

I was hired for the job. At the time United Van Lines employed only about 400. The position of general cargo manager had the added duties of handling military household goods. I had to educate myself on that aspect of the business and it was my first exposure to household goods. Later the department was totally restructured and I was moved to become manager of imports in the Personal Household Goods Division, then to manager of exports, and finally to sales and marketing. By that time I was hooked on the household goods business and have never left it.

Side note: Matthew and Christina, our two children, grew up, and have been very instrumental in helping start our company in 1997. Today Christy manages the operation and Matt supports the company with programming and software requirements in addition to his other full-time job. My wife? Still looking for that elusive normal life!

Ed Wickman is the owner of Wickman Worldwide Services, Inc. and serves as an AMMB Representative for North America.



From Big Sky to Big Business

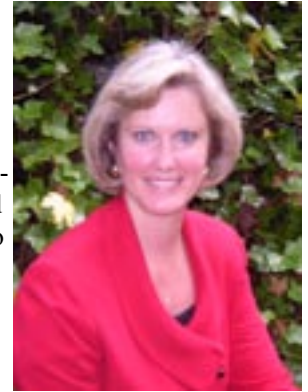
By Marilyn R. Sargent

I was born in the rustic, Big Sky state of Montana and spent my early years there on a sheep and cattle ranch. Other than babysitting, my first paying job in high school was working at a fabric store. During college, I worked as a temporary office employee and I cleaned houses. I earned a bachelor's degree in economics and a master's in business.

After college, I began my career working for a university in its international forestry program, where my job was to introduce new foreign students to US culture and to take visiting foreign scholars on tours of forests, mills, and factories throughout the northwestern United States. During that time I co-authored two books, *Forestry in China* and *Sustainable Biomass in Developing Countries*. Based on my background in business and my experience in working with people from other countries, I was then offered a great job working with small businesses interested in entering the export market for the first time.

From there I joined PACCAR, a major truck manufacturer, working for the division that built trucks in Brazil. I was responsible for setting up their agent distribution network in the United States and Canada. I became the national sales administration manager for Kenworth Truck Company, where I supervised a staff of 30 employees responsible for the engineering, specifications, and billings of 5,000 new big rigs a year. When I learned the plan the company had in mind to prepare me for a senior position in the corporation, I realized all the personal sacrifices I would have to make and I decided to leave corporate America.

I started in this industry with a freight forwarding business because I thought, mistakenly so, that through the use of faxes, telephones and the Internet, I could work at home and raise my family. The business grew very quickly, as did my two boys, now ages 7 and 13, and it became necessary to open an office. The majority of my business was in and out of Hawaii and in the 1990s a once-in-a-lifetime opportunity came along and we started Aloha International Moving Services, Inc. At the height of the busy season, we now employ over 100 employees. Our success is based on working smart, being financially viable and using technology wisely. The absolute key to success in this environment is the hard-working, experienced, smart people we employ and do business with. My greatest joy in this industry today is the opportunity to do business with impressive people from all around the world and I look forward to doing this for many more years to come.



Marilyn R. Sargent, president of Aloha International Moving Services, Inc., in Kapolei (Honolulu), Hi., is an AMMB Representative for Oceania.

The Wrong Bus Winds Up at the Right Career

By Jackie Agner

I took the wrong bus...yes, that's how I started. Imagine, 1975 newly divorced, a four-month-old child, no car, living with friends, \$15 and change in my pocket that had to last for the next three weeks. The only experience I had to offer was that I had been a flight attendant, and I had worked at the local drug store during high school.

On this fateful day I convinced my cousin to take the ferry with me and my daughter from Bremerton to Seattle. As a reward I would buy her lunch in the big city. All she had to do was wait outside with my daughter while I went through interviews. I had a total of nine set up, the last one being in the south end of Seattle. We arrived in Seattle at 8 a.m., and started walking up the famous hills trying to find the offices where I had appointments. By that time it was raining and my daughter had just about had it with our adventure. Have you ever gone through eight interviews, the whole time worrying about your child being watched by a 12-year-old cousin on



the streets of Seattle? Well, I'm here to tell you it's terrible. Finally, I was down to my last interview in downtown Seattle but I quickly determined it was too far to walk. Conventional wisdom says, "Oh, just catch a bus #16 So. SEA and it will take you right to the door." Famous last words!

Off we went on a Metro City bus. At least it was dry and we could all sit down. When I boarded the bus, I confirmed with the driver where I needed to go. He told me, "Just have a seat, lady, and I'll let you know when we get there."

I still believed what everyone said back then.

Forty-five minutes later, we were still on the bus. Finally I went up and asked the driver, "How much longer do you think it will be?" He looked at me as if he'd never seen me before and asked me what was I talking about. This bus ends its route in "White Center" (nicknamed Rat City for a reason). Come to find out, we were now 9 miles from my interview with Christie-Lambert Van & Storage Co., Inc. So, running out of time, I hailed a cab and arrived with just minutes to spare to find a covered area for my cousin and daughter to stand under while I interviewed.

To this day I believe I got the job because I was in such a foul mood that they were afraid to not hire me. I worked there for 18 years, and even with all the trouble in the end I miss it every day!

Jackie Agner works at Global Transportation Services Inc. in Seattle, Wash. She is HHGFAA's Associate Members' Representative on the Association's Executive Committee..

Starting from the Ground Up

By Aamir Kazmi

As I was the only son in my family, my father decided to train me from the age of 8 years by providing me summer jobs, starting from scratch, and being elevated to a higher grade every year.

I remember those lectures I used to get along with other staff members, covering everything from presenting a business card to customers to socializing with them after office hours or at a reception, party or other event, such as the international conferences I have attended in different parts of the world.

In short, this is probably one of the most prestigious professions, as it provides an opportunity to meet the elite class, in the form of international agents, diplomats, leading businessmen, government officers and dignitaries who are our customers, which few other professions provide.

Moreover, it has the potential to earn a profit and make a good limit, and depends on a good selling attitude. It is really fun and enjoyable profession which I enjoy being in and strive to excel.

Aamir Kazmi is overseas director for Global Pakers & Movers Pvt. Limited.



Following in Large Footsteps

By Eric Beuthin

At first I wanted to be a truck driver, then an airline pilot, then a hotel manager, and then an oil rig driller, and finally a geologist. I never planned on owning a moving company in Africa.

As is often the case, I followed in my father's very large footsteps. He was in the moving business back when a soda pop cost 5 cents. He made his mark with North American Van Lines and moved overseas.

For as long as I can remember, I spent every vacation carrying boxes, loading and unloading vans, and stuffing containers. I worked summer jobs with CBE in Saudi Arabia and Circle Freight in Muscat. My career path really took shape with my first surveying job at Orbit Moving and Storage in Nicosia, Cyprus. For over three years I worked my way up to management level.

One day I was asked if I could be tempted to open a moving company in Uganda.

I came to Africa and never went back. I have now been with Worldwide Movers Africa based in Kampala for 10 years. Worldwide Movers Uganda was the second Worldwide Movers office to open up in Africa. Since then we have opened nine other offices in Eastern and Southern Africa, the last in Juba, in Southern Sudan. I love it and I believe I am here to stay.



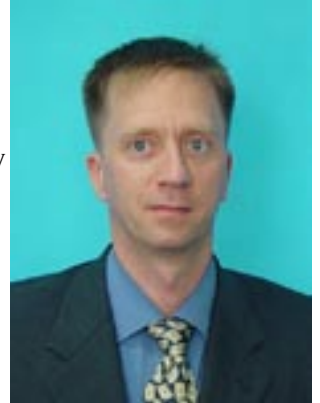
Eric Beuthin is with Worldwide Movers Uganda Limited in Kampala, Uganda. He is an AMMB Representative for Africa.

Overcoming a 'Great Wall' of Obstacles

By Chad Forrest

Many years ago (but not that many), following my graduation from Arizona State University with a degree in geography, I took a skills aptitude test in an attempt to continue to narrow my career choices. Of the many recommendations and conclusions from the testing company two really stood out. The first was that I had no aptitude for learning languages and the second was that I had an extremely good spatial memory. With a university degree in hand and the results from the testing, I ventured out into the world and wound up working for my brother installing underground irrigation.

Three short years later and many ditches dug, I figured it was time to take a chance and head back to Asia, where years ago I had spent time as an expatriate dependent. In the spring of 1995 I found my way to Beijing, China, with one suitcase and my mountain bike in tow. My goal: to learn Chinese and to ride my mountain bike on the Great Wall. Following 6 months of intensive Chinese lessons I was offered an opportunity to work with Cannondale bicycles, importing and selling their US-made bikes to the vast millions of China. We were going to make millions for the company and be heroes. Beijing in 1996, however, was not what it is today and there was very little market for a \$2000+ high-end bicycle. Our project collapsed.



Fortunately, and not too long after finding myself unemployed, an opportunity presented itself to interview with Santa Fe for a surveyor position in Shanghai. With my shirt pressed, my suit dry-cleaned, and my CV printed on quality paper, I made my way to the Beijing airport for my Saturday flight to Shanghai. I missed my flight and subsequently missed my prearranged interview with Andrew Scott and Lars Iversen. Still determined, I boarded the next flight to Shanghai and eventually found my way to the Santa Fe offices. Alas, they were closed and in 1995 no one had a cell phone.

Determined not to fail, I eventually was able to ascertain from a Chinese caretaker (using my newly learned Chinese) that Lars was in a hotel near the offices. We eventually met in the lobby for the interview. I was subsequently offered a job and prepared to move from Beijing to Shanghai. My question at the time was, "How do I get my things to Shanghai?" The answer from a very brash Santa Fe employee was, "We are a moving company, you bonehead!" That basically summarized my knowledge of the industry in 1997.

I have been with Santa Fe for almost 10 years and am fortunate to have worked for a company that is a market leader in China and that is committed to being the best. It's easy to get up for work each morning when you're with a winning team. I am also fortunate to have witnessed China's development, explosive growth, and, more important, the enthusiasm of the Chinese people to achieve their goals.

How did I get into the industry? Basically I got in because I wanted to prove those aptitude testers wrong and learn Chinese. My Chinese allowed me to overcome the challenge of missing the job interview and the rest is history. I have, alas, still never ridden my mountain bike on the Great Wall.

Chad Forrest works at Santa Fe Relocation Services Beijing. He is an AMMB Representative for Eastern and Southeastern Asia.

Family Connections, Guidance Provide Advantages

By *Kenneth M. Mercado*

When I graduated from high school in Mineola, N.Y., I was presented with the option of going to college or going into the family business. Since my parents couldn't afford to pay for the college of my choice, and because I worked in the family business during the summer months, the choice was obvious.

Working during the summer was a lot different than working for your dad. I swept the floors and did all the menial work. So I started at the bottom: My dad wouldn't have it any other way.

The family business was merged with The Seven Santini Bros., Bronx, N.Y. I was fortunate to work with Martin Santini when the international section consisted of only six people in the office. We had a packing crew of 20 men. With the guidance of Martin Santini and my dad, my knowledge of international relocations grew to provide an excellent foundation.

After 15 years, during which I rose to the position of office manager with an office staff of over 50 people and a packing crew of over 200 professionals, I left to pursue other positions in the moving industry.

After spending a short time in the International Department of Neptune World Wide Moving Co. in New Rochelle, N.Y., under the tutelage of Henry Kirschenbaum, I moved on to local household moving with Weissberger Moving and Storage Co., in New York City. Oscar Megerdichian became my mentor in office moving. Working during the day performing local and long-distance surveys and in the evenings and weekends supervising office relocations, my industry knowledge grew. Then Weissberger was merged with Fischer and Brother and my growth continued. Fischer then bought Acme Van Co. and I was transferred to the Acme International Department because of my international background. There I met Frank Lumer and continued to further broaden my expertise in the international household goods industry. Lumer's vast knowledge was a great asset to me.

Twenty-two years later, in 1977, my daughter Tara was born and a new career opened up. I was approached by four businessmen from Stamford, Conn., who wanted me to run the international coordinating company that they operated. When I reported to work, I found that there was no operating company—they put up the money to start one. I began using my past years' experience to establish a company. Intermove Ltd. was born and in 1978, I purchased the assets.

Intermove Ltd. has become a world leader in serving only the moving industry's international needs. We are proud to be a member of several moving associations worldwide. I have been blessed with the opportunity to have worked for and with the giants of our industry. This has been and still is a journey that is full of surprises.

Kenneth M. Mercado, CMC, is president of Intermove Ltd., headquartered in Newtown, Conn.



Dutch Treat: A Budding Career

By *Vincent Beentjes*

Before I started out in the industry I worked as a florist for about 10 years, after a couple of different side jobs

I was asked to come and talk about working at a moving company, and it immediately attracted me! Now 32 years old, I have been working in the industry for about 10 months. I'm currently employed at a company called Gebr. Van den Eijnden Euromovers, a company based in Eindhoven, located in the south of The Netherlands, since 1898.

I started out as a national sales account manager for The Netherlands and after a colleague left the company, I got the opportunity to pick up the international side of removals as well. Last October my boss invited me to attend the HHGFAA in San Francisco, where I learned a little more about the industry, hoping to get a chance to develop myself more in this business. I am looking forward to a prosperous career in the removal industry.

Vincent Beentjes works at Gebr. Van den Eijnden, Euromovers in Eindhoven,



A Mover By Way of Wanderlust

By *Robin C.B. Hood*

I suppose I should start with my education, which has no bearing on our industry, but may be of interest to some of the readers.

I was born in 1945 and up until the age of 13 my education was typical for the time; however—for some reason I have never figured out—I was selected to attend a school that was a junior offshoot of a polytechnic (similar to a university but more attuned to the practical sciences). Upon leaving at the age of 18, I qualified to be known as a scientific instrument maker.

My early days of working were with glass, making lenses for instruments such as refractometers, which measure the refraction of light from different substances. These instruments were fairly new in those bygone days, so some of the work was trial and error. (Just in case you are wondering what "refractometers" are, they are used in the food industry to, among other things, measure the sugar or salt content, etc., in a product. Jell-O (or jam if you prefer) making is one example.

By about the age of 21 I had held various jobs, from lens-making to quality control to work-study (time and motion). But for some reason I could not settle, and so I took a day off and traveled farther afield to see what was available in the wide world. I happened to pass a moving company called Bullens, which at the time was advertising for office personnel. I walked in to inquire about the job, and found myself 30 days later working in their US military division.

In those early days DPM movements were 95% of all traffic. Slowly it became a multifaceted industry with van lines, forwarders, and agents. In my years in the moving industry I have seen many changes, in both the military and commercial fields, which are still evolving every day. I think that the challenges our industry presents every day are what has kept my interest all these years. I know that as a service industry, we as the mover can never come first in the customer's eyes. However, a very close second is good enough for me.

Robin Hood, CEO at Arrowpak International, headquartered in the United Kingdom, is an AMMB Representative for Europe.

The Birth of a Furniture Removelist

By Ernie Rigby

Time marches on in its own inevitable way. It washes the memories till all the pain and trauma of past experiences seem like pleasant excursions and all that is remembered is the survival.

Now I am an old truckie, but once I was young and wet behind the ears. Looking at my old log book, I took a trip down memory lane and remember with affection my very first long-distance trip as a furniture removelist.

It was 1981, winter, and we had a 1956 Austin truck. It would have been considered small even in those days but it was every inch a real truck. It had a crash gearbox, holes where the windows used to be, and all the modern conveniences that 1956 had to offer.

Although it was small you could put furniture on the roof and then on a tailboard at the back, and for good measure you could put a bit more on the roof, which we seemed to do frequently.

This day we had an enormous load to put on in West Ryde for Bega. It took over 9 hours just to load the job and every conceivable inch of room was used. We loaded the tailgate and the roof and then we put some toolboxes on the passenger seat and a huge palm tree and a few smaller ones on the floor of the cabin with the branches hanging out of the window.

I had arranged to meet the client in Bega at 8 a.m. the next day, and for an offsider to meet me to assist with the unloading the following day. I had planned the whole move meticulously.

Later that night, I waved goodbye to the family and bravely set off for Bega.

Ah, the life of a long-distance truckie, traveling the highways at night with not a care in the world. My heart and head were filled with romantic thoughts of an adventurous life. Who cared that the hills were so steep and the truck so heavy that I could use only first and second gear?

There was very little traffic on this road that night and so there were very few people to notice that my average speed was only 35 kilometers an hour. By midnight I had traveled about 200 kilometers in six hours and realized I was getting fairly tired because the lights were getting dimmer and dimmer.

Now, the Princes Highway is an eerie road when your lights go dim and the wind howls through the trees. Branches and debris were blowing all over the road in the gale that had developed while I daydreamed. Each time a gust of wind hit the side of the truck I was blown six feet sideways.

At 3 a.m. I had got as far as Narooma and I was mentally and physically exhausted. I decided to pull over and get some sleep. I lay there in the truck with my head inside a potted plant, my hips supported by the gear stick and my feet protruding out of the driver's window.

I listened to the steady howling of the wind as it gathered momentum and built up to a crescendo. The sound was putting me gently to sleep and in spite of the discomfort I felt myself nodding off.

Suddenly, and without warning, there was a loud bang and the truck lurched over as the driver's side wheels left the ground. This was immediately followed by what felt like a bucketful of dust being hurled through the nonexistent windows.

I cursed bitterly and sat up to investigate. The wind was rocking the truck from side to side. The storm was so bad that all along the south coast fishing boats and homes were lost during the night.

I endured this for 20 minutes and decided that perhaps I should resume my journey and get to Bega. I sat in the driver's seat, rubbed my eyes, and turned the key. Nothing happened. I soon discovered that the battery was as flat as a tack.

So that's why the lights were getting dim! No problem—this modern vehicle was fitted with the very latest equipment in the event of a flat battery: a crank handle. I reached behind the seat and extracted the crank handle but alas, some fool had had an altercation with a Volkswagen the week before and it was not possible to insert the handle into the appropriate receptacle.

I was by now looking for a receptacle to insert the truck into but unfortunately I couldn't find a suitable candidate for that either.

Biting my tongue, I looked around for a solution to my present dilemma and I blessed my good fortune. Being a bright young lad, I had parked the truck adjacent to a working telephone box with the added attraction of a local telephone book.

I decided that I would ring the local 24-hour repair service and get help.

A sleepy voice answered the telephone: "Yeah?"

"Good morning," I replied, putting on my cheeriest voice. "This is Ernie Rigby calling. I have a flat battery in Narooma and I wondered if you could come out and give me a hand to get going."

The voice came back, "What time is it?" and I replied that it was twenty to four in the morning, and I also wondered the relevance of such a question when the voice woke up and became quite animated. Indeed, the voice unleashed some expletives that I wouldn't have thought possible at that hour of the morning. I also received some interesting suggestions as to what to do with the truck that I was sure were anatomically impossible.

Of course the underlying message was that my request for assistance had been made at an inappropriate time and that I should call back after 9 a.m.

Undaunted I rang another repairer only to be given similar advice, so I decided to try again to get some sleep.

I awoke again at 8 a.m. and was happy to see that I had parked across the road from a service station.

I strolled across and entered the workshop and waited patiently while the mechanic removed the sump plug from an old Holden with the biggest shifting spanner ever created.

He finally finished what he was doing and I gave a detailed explanation of my predicament. While I was explaining, I observed the color of the man's face going from white to red, and then finally purple, I watched with concern the ease with which he handled the heavy spanner until finally a familiar voice repeated the suggestions from only a few hours ago along with a few more even more colorful ideas for punishing ignorant bastards who ring up in the middle of the night.

He went on to explain that for an exorbitant fee he would tow me out of town. It would be up to me as to whether I started the engine during the tow but one way or the other he would be rid of me.

The truck started fairly easily and as promised, on the outskirts of town the chains were removed as I scratched my head and wondered at the rudeness of the man.

I put the truck in gear, disengaged the handbrake and prepared to drive off. The engine issued a couple of half-hearted splutters, and once again the truck stalled.

I walked the five miles back to the service station to be greeted by an almost happy mechanic who demanded further exorbitant financial restitution to try again.

This time I dropped the clutch at 3000 revs and took off as fast as I could. I made it to Bega around 1 p.m. and the offside I had arranged had gone, explaining to the client that he couldn't wait around all day. I told the client I would knock \$50 off the bill if he gave me a hand. We took the things off the roof and the tail. We emptied out the cabin and then I opened the back doors of the truck, whereupon the client said he would pay me an extra \$100 if I would find someone else.

By 7 p.m. the truck was unloaded and I prepared to leave. I had parked the truck on a hill so I had no problem starting it. But I hadn't got far when the muffler decided it was going to divorce itself from the tail pipe: I parked on a hill and, burning my fingers extensively, I manage to rectify the problem.

A few miles down the road it happened again and then again and again until finally the muffler decided to leave completely, thereby relieving me of the need to put it back on.

Now, a 1956 Morris truck does make a lot of noise, but one without a muffler is a sound to behold: It sounded like a tank regiment going into battle.

By the time I got to Wollongong I was really tired, the truck was almost out of fuel, I had no lights to speak of, and I was trying to keep the revs down so that no one would notice I had no muffler.

There is a pretty steep hill that leads into Wollongong, and as I was negotiating it I had a lot of things on my mind. I didn't notice that the awning of the service station I was entering was a little bit low for a furniture truck.

Suddenly there was an almighty crash, bang, tinkle, tinkle, as all of the lights and half of the awning were ripped apart by my humble truck.

Oh, good gracious, I thought -- how embarrassing. Suddenly, out of nowhere, and at 2 a.m. the whole of the population of Wollongong came to behold in wonder at the destruction I had wrought.

Climbing down from the truck I apologized profusely, only to be told for the third time in less than 24 hours what I could do with my old truck.

I filled up with fuel as quickly as I could and drove into Wollongong proper. "Christ, what a trip," I thought. I knew what to do. I'd better find somewhere to pull over, get some sleep and in the morning I would buy a new muffler.

The next morning, having purchased the necessary spare parts and enlisted the aid of 20 people to push the truck, I departed Wollongong. On the way out of Wollongong it is necessary to negotiate one of the steepest inclines in Australia, and as I did so in first gear I was thinking to myself that all of my troubles were now behind me when I heard a loud explosion and the hiss of escaping air.

Fearing that I'd had a blowout, I braced myself for the inevitable plunge into the ravine far below. But to my surprise, the engine whined away and the truck continued its slow but steady ascent.

I assumed that it must have been one of the dual wheels on the back of the truck and I resolved that as I had nowhere safe in which to pull over and change it I would do so at the first opportunity.

Cresting the hill and starting the descent I suddenly found myself in top gear and cruising at a speed of 100 kilometres per hour.

"This is unreal," I thought, having never driven so fast in this old truck, and I forgot about changing the tire.

The breeze was blowing through the windows and the sun was shining brightly. I could smell the clean fresh air and I felt great. Then, suddenly, I began to notice that all the traffic coming the other way were flashing their lights and beeping their horns. "I wonder what's up," I thought. Then I glanced in my passenger side rearview mirror and to my horror I discovered that the truck was discharging a very thick cloud of filthy black smoke. "Oh my god," I breathed, "the bloody truck is on fire."

Stopping the truck, I dived out and began immediately to investigate the source of the smoke. To my dismay I realized that I had pointed the business end of the exhaust pipe at the spare wheel, which had subsequently exploded and caught fire.

After a considerable struggle with the wheel, which was extremely heavy, and in the face of flames and smoke, I separated the wheel from the truck. I ran to the cabin and grabbed the fire extinguisher (which, incidentally, was as old as the truck) and turned it on. The extinguisher dribbled four drops of filthy water before it extinguished itself.

Luckily, I had felt like relieving my bladder for some time so I put it to good use. The tourists must have had a good sight that day but I no longer cared. After putting out the flames I set the wheel in the back of the truck and proceeded on my way.

By the time I made it home at 2 p.m. I had a shocking migraine. I wanted to go to bed for a week. I sat down in a chair, closed my eyes and the telephone rang. It was my erstwhile partner, Jack. "Where the bloody hell have you been? You can't goof around on a job like this you know, or we'll never make any money."

"I had a few problems with the truck," I said.

"Well," he said, "we have got a few problems too. Remember you were supposed to help us at Church Point? Well, this house is up the side of a mountain so you had better come and give us a hand or we'll be out all night."

"But I am stuffed," I said.

"So are we, you lazy bastard, so get out quick."

Sometime later that night we dragged out aching bodies into the pub and after several invigorating ales, I recounted my story to disbelieving eyes and open mouths.

I came to the part about the tire catching fire and was told that I was a stupid bloody idiot. "Do you know that the whole truck could have gone up in smoke?" my partner asked incredulously.

With that I asked him for a box of matches and a can of petrol.

"Oh, very funny," he replied.

The next day a new tire was purchased, the muffler was correctly fitted, the generator was repaired, and things proceeded uneventfully over several weeks.

Then, late one cold and rainy night, we found ourselves in Newcastle when the muffler decided to fall off.

"Hey, Jack," I said, "the muffler has fallen off."

"Well go and fix it," he replied.

I rejoined, "I've been driving all day. You can get off your arse and do it."

"All right, I will then," he said as he slammed the door of the truck and prepared to get soaking wet.

I stuck my head under the truck and watched with pleasure as he burnt his fingers on the hot exhaust and I cautioned him about the dangers of aiming it at the spare wheel.

"Do you think I am as stupid as you are?" he retorted angrily. With this I sat back in the truck and waited for him to finish.

We were coming along the freeway and I was thinking of home when I heard a loud bang and the hiss of escaping air...



Ernie Rigby is branch manager of Australian Vanlines Melbourne.

CBO: Container Scanning Requirements Would Cost \$160M

The US Congressional Budget Office (CBO) recently released its cost estimate for implementing the 9/11 Commission Recommendations Act of 2007 (H.R. 1), which was passed by the House of Representatives on January 9. According to CBO, the entire bill would cost an estimated \$21 billion over five years and the intermodal shipping container-electronic sealing and scanning requirements would cost \$160 million over 5 years. Moreover, these projected costs are apparently in addition to the estimated \$140 million annual cost required by the Container Security Initiative (CSI). Also highlighted in the report is that total private sector costs resulting from implementation of 9/11 recommendations will exceed \$131 million in 2007. The CBO report can be found at www.cbo.gov/showdoc.cfm?index=7780&sequence=0&from=6

More Dogs Working Air, Rail Security

By Thomas Frank

More bomb-sniffing dogs than ever are patrolling the nation's airports and rail stations, and more are likely on the way as the federal government tries to blanket the nation's transportation hubs with highly visible security.

The Transportation Security Administration (TSA) plans to add 45 dogs next year, primarily to subway and rail systems and also to the few large airports that don't have them.

There are now 420 TSA-trained dogs patrolling 75 of the nation's largest airports and 13 major transit systems. On Sept. 11, 2001, there were 174 dogs in 39 airports, according to TSA.

The TSA wants to make canine teams so prevalent in transit hubs that suicide bombers would believe they'd be caught before they could strike. "They have phenomenal deterrent value," said Earl Morris, deputy chief of TSA's office of security operations. "We deploy them so people know that they're there."

Dogs also can project a forceful image that reassures travelers. "For the public, they convey the message that security is happening," Tom Farmer, head of TSA's mass-transit division, told a recent rail-security conference. "They look good. They're imposing. They inspire fear about what the dogs can detect."

William Morange, security director for New York City's Metropolitan Transportation Authority, said bomb-sniffing dogs "are probably the best technology out there."

The dogs do have their limits, and some experts question their effectiveness. A Homeland Security Department test last year in Atlanta's subway system found that dogs grew tired after 45 minutes and needed air flow to pick up the scent of explosives.

"Dogs are relatively expensive, a lot of training is required, and there's a very limited duration that they can work," said Geoffrey Barrall, a chemist who led a group at General Electric that developed airport screening machines. "When they get tired, you usually have no way of knowing."

Homeland security analyst Matthew Farr of the Frost & Sullivan

consulting firm said dogs "don't have enough of a presence to really be a deterrent. There's a lot of room to expand their use."

The TSA uses German shepherds, Belgian Malinois, and Vizslas, and trains them at Lackland Air Force Base in San Antonio. Some dogs are bred there, although most are bought from European breeders. The cost of housing a dog for a year and training it and a handler for 10 weeks is \$25,000.

The TSA gives the dogs to airport and transit police, paying \$40,000 to \$50,000 a year for expenses and part of the handler's salary. Dogs work 10-12 years.

The TSA wants to increase spending on dogs from \$27 million to \$30.5 million next year, using the extra money to supply more rail systems.

Transit agencies like using dogs but worry about devoting a full-time officer to one, said Greg Hull, security director for the American Public Transportation Association. "There's a cost involved," Hull said.

In airports, dogs sniff cargo, luggage, passengers and planes. In rail stations, they focus on passengers and their bags.

Morris, the TSA official, acknowledges that dogs have shortcomings. "Everything has limitations," he said. "That's why we build so many security systems."

SOURCE: USA Today. Contributing: Mimi Hall

Civil Air Patrol Revives Role as Eyes of the Skies

The Civil Air Patrol guarded the US shoreline during World War II, and now the all-volunteer force is playing a vital role in the war against terrorism. The 56,000-member organization is participating in a growing number of homeland security missions, conducting aerial reconnaissance of military ships and other offshore activity, protecting sensitive and critical infrastructure from terrorist attacks, and assisting the U.S. Border Patrol. The volunteers of the Air Force auxiliary in Washington also help to protect the country by acting as the enemy during monthly "Falcon Virgo" exercises over the nation's capital, where they perform a high-tech game of hide-and-seek with armed Air Force jets.

SOURCE: Washington Times

Panama Joins US Port Security Program

The United States has signed an agreement with Panama to prevent the smuggling of nuclear and other radioactive materials through US ports. The National Nuclear Security Administration (NNSA) and US Customs and Border Protection (CBP) cosigned the declaration, which deals with carrying out the Megaports Initiative and CBP's Container Security Initiative. NNSA's Megaports Initiative works with foreign governments to install specialized radiation detection equipment and the Container Security Initiative works with host governments to identify high-risk shipments bound for the United States and to examine these shipments prior to loading.

SOURCE: United Press International

Job Security Lures Young and Old to Government Work

By Stephen Barr

The government's Generation Y may not be that much different from older entry-level hires when it comes to deciding on federal employment, new survey data suggests.

When asked the single most important factor in coming to work for the government, the top response for new hires younger than 30 and the 30-and-older hires was the same: job security.

Annual pay raises, vacation time, sick leave, health insurance and retirement were also cited as important, with few differences in the response rates between those older than 30 and those younger than 30.

With substantial numbers of baby-boom-generation federal employees projected to retire in 2008 and 2009, researchers have been trying to capture the attitudes of Gen Y (18- to 29-year-olds) toward the government and gauge their interest in working for Uncle Sam.

The survey by the Merit Systems Protection Board, which makes recommendations for improving the civil service, found that entry-level hires held generally favorable impressions of the government, with no significant differences based on age. For example, factors seen as strengths of federal employment included job security (97%), benefits (89%) and advancement opportunities (86%).

Even areas often perceived as weaknesses of the government fared well in the survey. The new hires were positive about pay (71%), interesting work (85%) and reputation (80%).

The MSPB surveyed 2,000 full-time professional and administrative employees who were newly hired into career, entry-level jobs, from General Schedule 5 through GS-9. That is the job classification and pay system for most federal employees, and it covers most white-collar federal positions.

The survey respondents were not inexperienced, recent college graduates, which is the group assumed most likely to be seeking entry-level jobs in the government, according to a MSPB summary of the survey. The average age of the new employees was 33. About one-third had one to five years of full-time work experience before joining the government, and 18% had 20 years or more of work experience.

When asked how long they expected to work for the government, 78% of those 30 and older said until they retire. For those younger than 30, the MSPB said, 72% said either until they retire or that they had no expectations, suggesting that the Gen Y employees are not necessarily going to quit after three to five years, as some experts have speculated.

Steve Nelson, director of the Office of Policy and Evaluation at the MSPB, cautioned that the survey results should be taken as "initial insights" and said that more research is needed to determine whether new government hires are notably different than their contemporaries opting for private-sector jobs. The survey results are to be released as part of a larger study later this year.

SOURCE: *Washington Post*

Report Finds Little Progress Processing FOIA Requests

Agencies have made few, if any, strides on handling requests for public information more efficiently, according to a recent independent analysis.

Citizens seeking documents from federal agencies under the Freedom of Information Act are waiting longer to get a response, and are increasingly less likely to get the information they want, the report (www.cjog.net/documents/CX_FOIA_report_Part_1.pdf) from the Arlington, Va., Coalition of Journalists for Open Government stated. The group used these findings to argue for FOIA reform beyond that required by a Dec. 2005 executive order.

But officials from the Justice Department, which shares responsibility with the Office of Management and Budget for helping agencies follow the executive order, disagreed.

The coalition of journalists analyzed a collection of FOIA performance reports (www.usdoj.gov/oip/04_6.html) from 26 agencies. Half of the reports only were updated through fiscal 2005, just before Bush signed the executive order. Thirteen agencies had completed their fiscal 2006 reports, providing some perspective on the period following the mandate.

The backlog of FOIA requests increased from 105,119 in fiscal 2004 to 149,262 in fiscal 2005, the coalition's report stated. The portion of requests granted dropped 4 percentage points in the same period, from 67% to 63%.

For the 13 agencies that filed fiscal 2006 reports, the backlog increased from 43,079 in fiscal 2005 to 45,286 in fiscal 2006. The rate of requests granted by those agencies during that period dropped 2 percentage points, from 61% to 59%.

A Justice Department official who asked to remain anonymous said agencies have just started to reform their FOIA practices. The full benefits of the executive order (www.whitehouse.gov/news/releases/2005/12/20051214-4.html), which directed agencies to make their FOIA operations citizen-centric and results-oriented, have yet to be realized, the official said, noting many milestones will occur in fiscal 2007 and fiscal 2008 (www.govexec.com/dailyfed/1205/121405ts1.htm).

Several agencies already have reported a backlog reduction, and more are using technology to help manage the process of responding to requests, said a Justice spokesman.

SOURCE: *Daniel Pulliam, Govexe.com*

Pentagon Implements Plan for New US Africa Command

The Pentagon is leading an interagency process to form a new military command for Africa, which will unify US government efforts to improve security and stability in a continent that has “vast potential and significant challenges,” according to a senior defense official.

The new command will unify under a single four-star officer virtually the entire continent that now is divided among three military commands that focus primarily on Europe, East Asia, and the Middle East–Afghanistan region.

African Command, or AFRICOM, will be unusual in that its headquarters will have a much greater interagency make-up and civilian membership than the other unified commands, with significant participation by the State Department, US AID and other government organizations, said Ryan Henry, under secretary of defense for policy.

The command will provide greater stability and security that can foster the development of democracy and economic growth, he said.

Its goals will be to reduce conflict, improve security, defeat terrorists and support crisis response, mainly by working with the military and other government agencies of “partner nations” on the continent, which covers 30% of the world’s surface and is home to more than 800 million people.

Henry denied the new command was being formed because Africa was becoming more of a security threat to the United States, focusing instead on the need to “integrate all elements of our activities to help Africa.”

Historically, US military involvement in Africa has been infrequent, with the exception of the tragic intervention in Somalia, that ended as a bloody and futile attempt to capture a major warlord. But US forces have become more involved in recent years in an effort to stop the spread of radical Muslim terrorist cells.

Army Lt. Gen. Walter Sharp, director of the Joint Staff, said a task force is working to form the new command’s staff and to draft its charter. The interim headquarters will be in Germany, but the goal is to relocate the headquarters somewhere in Africa. But there are no plans to seek permanent bases or to locate significant numbers of US forces on the continent, Henry said.

Meanwhile, task force members and Pentagon officials are consulting with Congress, US allies and African governments. Henry said he expected the command to be formed and a commander nominated by President Bush by September.

SOURCE: Otto Kreisher, writing in CongressDaily

What Happens in Vegas (We Hope) Leaves Vegas: HHGFAA ‘Families First’ Orientation Meetings

HHGFAA recently coordinated and conducted educational sessions for over 300 individuals in Las Vegas, Nev. The sessions were aimed at orienting members and their agents on aspects of the new “Families First” Program for the movement of US military household goods and unaccompanied baggage.

Attendees heard an in-depth review of the “Business Rules” for the new program by Charles White, HHGFAA’s Director of Government and Military Relations. HHGFAA Chairman Georgia Angell, of Dell Forwarding, advised the audience on what they might expect in terms of changes to the claims handling process and its impact on quality scoring, with a particular emphasis on the implementation of full replacement valuation.

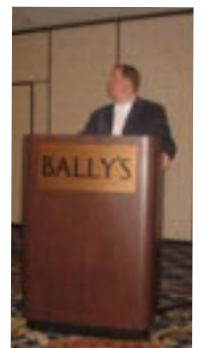
Brandon Day, of The Day Companies, and Chuck Bailey of Executive Moving, offered their personal perspectives on the new Defense Personal Property System (DPS) from their experience as participants in the recent System Acceptance Testing (SAT) conducted by SDDC, military service traffic managers, and a variety of transportation service providers.

HHGFAA President Terry Head provided an overview of HHGFAA’s efforts aimed at positively influencing the continued development of the DPS system, as well as the terms and conditions under which the new program will ultimately operate.

A similar orientation meeting was conducted by HHGFAA in Alexandria, Va., in connection with the recent Military/Industry (M/I) Meeting. SDDC and its contractor, SRA Corporation, also held a demonstration of the new DPS system, which many members of the industry were seeing for the very first time.

The initial launch of Families First Phase II was recently rescheduled for the fall of 2007, with the full rollout of the new program targeted for May 2008.

Editor’s Note: Both the orientation slides and the recently released HHGFAA Families First “Primer” are available for viewing and download off the Industry Alerts Section of the HHGFAA Website: www.hhgfaa.org





Young Professionals

“Leadership Through Innovation”

YP-35: A Great Industry Beginning

It's well known in our industry that most of us got in the business by chance. Once you're in it you like it and are hooked for the rest of your life or you're out as fast as you got in.

With the younger generation this is a little different.

Local moving and storage companies always look for packers during the busy summer season and for a student in high school or college, extra pocket money is always welcome. Or you simply have to work in the family business because the summer months are so hectic. Before we know we're hooked on this industry.

We learn all aspects of the business, and being highly motivated we grow in the company with more responsibilities and opportunities, such as the chance to attend the yearly HHGFAA convention, meet a lot of people, and extend our contacts and network. Joining the YP-35 organization is a small step we can take to mingle comfortably with industry partners and network with colleagues from our own age. Therefore I highly recommend that you visit our Website and contact us about becoming a YP-35 member by accessing www.YP-35.org or by choosing the link via the HHGFAA Website, www.hhgfaa.org.

—**Stephan Geurts Jr., YP-35 Chair**

Most of us have grown up and lived in this industry since we were children because most moving companies are family businesses. In many ways we have been encouraged to become more involved as time passes, with our predecessors relying on the new generation to continue and grow a business created and developed through years of hard work and effort.

What a *challenge* for second generations! Global circumstances demand that we be more prepared, stay up to date, active, and socially and environmentally committed in order to establish our position as leaders both within the company and in the industry. Moreover, we desire to demonstrate we are capable of continuing the job done so well by our predecessors.

YP-35 is a first step for the new generation to get involved as partners in the common responsibility of being second generation movers, pursuing our companies' growth, and building on the good reputation and name our predecessors have established.

—**Paula Colmenares, YP-35 Vice Chair**

P.S. — We hope to welcome you in New York City this fall!

CORRECTION

Our apologies to Julia Paiva, our YP-35 Oceania Representative, whose name was misspelled in the January/February issue.

Website: 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

ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone for the HHGFAA Scholastic 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)

Matson Navigation Company
San Francisco Hilton & Towers
Tri Star Freight Systems, Inc.

Gold (\$2,500–\$4,999)

Continental Van Lines
P & F Safepac Company Ltd.
Royal Hawaiian Movers

Silver (\$1,000–\$2,499)

All American Moving Group, LLC
American Vanpac Carriers Inc.

Approved Forwarders
Blonde International Services, Inc.
Covan International
Evergreen Forwarding, Inc.
Horizon Lines
National Forwarding Company, Inc.
National Van Lines, Inc.
The Pasha Group
World International Forwarding Inc.

Bronze (\$500–\$999)

7M Transport, Inc.
Axis International
Dell Forwarding

Gateways International Inc.
Terry R. Head
M. Dyer & Sons, Inc.
North & South Logistics, Inc.
S&E Transportation, LLC
The Day Companies, Inc.
The Trilogy Group
True North Relocations

In Kind or Other

Jackie and George Agner
Belvian and Gloria Carrington
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Join this prestigious list of contributors by sending your contribution TODAY! For more information on how to donate, please go to www.afwscholarship.org. Make checks payable to Alan F. Wohlstetter Scholarship Fund.

Alan F. Wohlstetter Scholarship Fund

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Fax: (703) 317-9960

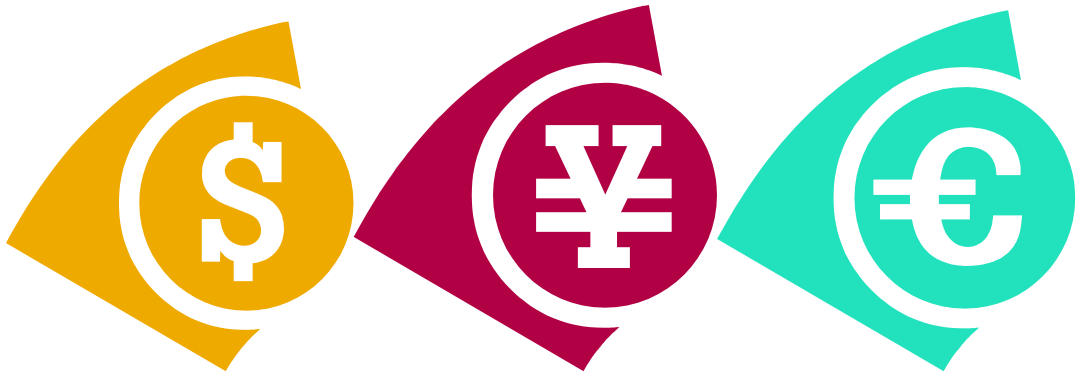
The Board of Directors of the Alan F. Wohlstetter Scholarship Fund urges you to consider a contribution or donation to the Scholarship Fund as part of your year-end tax strategy or as you formulate your company budgets for next year. Please advise your employees that scholarships are available to qualified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

Money in the Bank

During the 2006 HHGFAA Annual Meeting in San Francisco, the San Francisco Hilton, made a commitment to donate \$11,000 to the HHGFAA-affiliated **Alan F. Wohlstetter Scholarship Fund** (AFWSF).

Recently, Karen Batman, director of sales for the San Francisco Hilton, and Kim Napolitano, Hilton's director of sales—worldwide accounts, stopped by the Association's office to drop off the *real* check. Also pictured is HHGFAA General Manager Bel Carrington, who accepted the donation on behalf of the AFWSF.





Is someone in your company attending college?

**BECAUSE EDUCATION IS THE CORNERSTONE
OF OUR INDUSTRY,**

**The Household Goods Forwarders Association of America
and the “Young Professionals” (YP-35) organization,
through the auspices of the**

Alan F. Wohlstetter Scholarship Fund

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**For more information, visit www.afwscholarship.org
or www.YP-35.org**

GMU Offers Certificate in Transportation Policy, Operations, and Logistics

The George Mason School of Public Policy's Transportation Policy, Operations, and Logistics Center (TPOC) takes a multi-disciplinary approach to logistics — a subject traditionally split between civil engineering, urban planning, and business schools — to provide students a potent combination of managerial skills, technical expertise, and policy perspective. Students dissect the complex institutional and legal environment in which transportation facilities and services are planned, designed, constructed, implemented, and retired. Students work closely with federal highway, transit, and aviation agencies; state and local transportation authorities; and private sector firms and associations, to investigate critical transport issues. Certificate programs include five courses. TPOC is one of three internationally recognized University Transportation Centers in Virginia.

Keep Key Employees Without Breaking the Bank

In previous generations, employees who had changed jobs more than two or three times during their career were considered unstable. But times have definitely changed, and now workers who don't move around are often considered unmotivated and complacent. This is bad news for small business owners who rely on employees to help grow their businesses.

For a small company, losing key employees can be a real deterrent, especially when significant time and resources have been invested in them. **There are ways to keep key workers, even if you don't have a fortune to pay them in salary and bonuses.**

Sherry Miller-Collins, a veteran executive search professional and president of Miller-Collins Associates, says that traditionally, a definite way to assure employee loyalty was to foster a team atmosphere throughout the company. But she has learned that this approach isn't as powerful as it once was. "Many people today want immediate rewards. They don't think of themselves as staying at one job until they retire, so they jump to any company offering a higher salary," she says.

Small companies that can't offer competitive salaries are in a bind when it comes to retaining top talent, especially during tough financial times. It's always best to offer top performers and "rising stars" financial incentives such as stock options and bonuses or perks such as travel or extra vacation time. But when such financial incentives are not possible for a small company, Miller-Collins suggests providing "hidden perks" that can be used to attract and keep top people. Here are a few ideas:

1. Put your rising stars directly in line for management. Some will be willing to stick around if they know they'll be in line for top positions, larger salaries and greater status in the near future.
2. Offer top employees offices, not just cubicles. When a person has an office with a desk, bookshelves and a door that can be closed, it's a real perk, and it may not cost anything extra for the company to provide this to key people.
3. Don't require staff to punch a time clock. Inform your employees about the total number of hours you expect them to keep each day or week, then treat them like professionals and let them arrange their own schedules. As long as they meet or exceed job expectations, it may not matter when they're in the office.
4. Arrange generous commissions for individuals or teams when they perform beyond what would be considered the norm. Many employees will push hard (and become more loyal) when they see the potential to make big financial rewards that are directly commensurate with extra efforts. Companies can afford such commissions because they're based on larger-than-anticipated sales revenue.

SOURCE: Federation of Independent Businesses

How to Evaluate Employee Morale

For the ongoing well-being of a company, it is vital for management to foresee and take care of problems in employee morale. If morale dips significantly for any reason, absenteeism can increase, work performance can be low, a larger than usual number of employees may leave, and the company as a whole can suffer. In today's Workshop, Jeffrey Moses discusses ways to measure employee morale before difficulties arise.

When management is cut off from the workplace flow, it may be difficult to accurately judge overall company morale. It's usually not enough for the president to question a few employees around the water cooler. Such employees are often reluctant to give management a true picture, not wanting to be the bearer of negative news.

A more productive route for management is to set up specific meetings with managers and groups of key employees for the express purpose of evaluating morale. When the tone of a meeting is professional, managers and employees will speak more openly, especially when they feel confident that executives truly want an accurate picture.

Questionnaires can be passed out among employees (to be turned in anonymously, of course). These questionnaires should contain direct questions about the individual employee's motivation and level of satisfaction with the company. Never put questionnaires in employee mailboxes, leave them in plain view, or send them directly to their homes. This tends to personalize the questionnaires and may affect answers. Remember, employees will always be reluctant to speak negatively to their superiors, even though they may complain about the situation among themselves.

Consider speaking with departing personnel about their motivations for leaving. Supply your human resources staff with specific questions related to employees' personal feelings about the company and the company morale.

There are usually specific reasons for low company morale. Often a general meeting can clear the air. Employees should be encouraged to speak their minds, and usually a few will stand up among their peers when things are bad enough. Even so, smaller group meetings should be held so that management can grasp the entire situation.

In extreme situations, outside consultants could be brought in to meet with small groups of employees. These personnel experts can work with the human resource staff to design questions that will get to the heart of the morale situation. Consultants may want to meet one-on-one with employees. This, however, may further drive a wedge between staff and management, because when individuals are put on the spot they may get upset.

Employees may feel that a company is out-of-touch and insincere when top management is unaware of major problems among the staff, especially when such problems are long-standing. **When management takes an active role in boosting employee morale, employees assume the company will correct any problems that are uncovered.** Nothing can undermine company morale more than unresponsive management.

SOURCE: National Federation of Independent Businesses

Employee Evaluations: A Help or Hindrance to Employers?

By Maurice Baskin

Conducting proper employee evaluations is important for companies that want to minimize their risks when defending employment decisions that are attacked in “wrongful” discharge cases, equal employment opportunity (“EEO”) charges, and arbitrations. When properly planned and conducted, employee performance evaluations or appraisals also can be an important tool for increasing employee morale, motivation, and productivity. On the other hand, improper employee evaluations can actually be used against an employer and can subject the employer to an increased likelihood of litigation. Here are some practical guidelines for companies in developing and implementing an employee performance evaluation or appraisal system that will meet these practical and legal criteria:

- 1. Develop a form that relates specifically to the employee’s job.** The most important step in the development of a good performance appraisal form is the development of an accurate and detailed job analysis or, at least, a good job description. The performance appraisal should then be directly related to the employee’s job description or detailed job analysis, which should be incorporated by reference. The evaluation should also distinguish between major and minor components of the job. For example, if your job evaluation results in a “point” rating, the employee should be able to earn more points for good performance in the major aspects of his job, and fewer points should be allocated for aspects of the job that require a minor degree of the employee’s ability or skills, education, or time.
- 2. Train the evaluators.** An employer may have a top-notch appraisal form, but it is not worth much if the people using it are not properly trained. The evaluators should be given written instructions on the purpose and mechanics of the appraisal system, emphasizing the importance of accuracy and including information on potential EEO problems, and directions on how to relate the performance appraisal to the job analysis or description. Written instructions should be supplemented by group training for evaluators to teach them how to rate employees. This should help address questions or concerns of evaluators. Also, group training helps ensure consistency among evaluators.
- 3. Develop a rating scale.** Employees should be appraised in terms of how well they perform each job duty and how well their performance reflects a particular job-related trait. It is preferable to develop ratings that are more descriptive and better tailored to the job and to provide space in which well-trained evaluators can describe more specifically, if appropriate, how they arrived at their conclusions. This type of specific rating system ensures greater accuracy (particularly with regard to ratings of general traits) than a system that simply rates the employee from unacceptable to exceptional with no explanation of what is meant by “exceptional” resourcefulness, and no explanation of how “resourcefulness” might be manifested in the employee’s job.
- 4. Safeguard against inaccuracy.** The problems that most affect the accuracy and reliability of evaluations include the tendency of evaluators either to be too “easy” on employees, to give everybody a “middle of the road” ranking, or to form a general impression of the employee and give that rating to all aspects of the one’s performance without distinguishing the employee’s strong points from weak points. One safeguard against inaccuracy is to require that the evaluator provide “relative rankings” (e.g., employees are ranked against each other). In the other major type of ranking system, the employee’s performance is simply explained in the evaluator’s own words or in scores that compare his performance to what is expected—without any effort to compare his performance with that of other employees. Accuracy can be improved if this type of appraisal is tied to specific job-related criteria and/or lists of job duties and job-related traits.
- 5. Ensure against bias of the evaluator.** Companies should emphasize the EEO aspects of employee evaluations in training evaluators and caution evaluators against stereotyping employees based on race, sex, age, or any other characteristics. Actual observed performance should be the characteristic evaluated.
- 6. Provide for cross-checks on the evaluators.** Generally, the reliability of the appraisal system is enhanced if two or more individuals separately review each employee or if the first reviewer’s evaluation is reviewed by another evaluator who also signs off on the review form.
- 7. Provide for the employee’s agreement that the job duties on which he or she has been rated constitute an accurate and complete list of his or her major job duties.** This can prevent later debates about whether an employee was expected to perform a particular aspect of the job being evaluated. If the employee disagrees with the evaluator’s statement of his duties, he should be asked to explain how and why he disagrees.
- 8. Ask employees to sign their evaluations** after giving them an opportunity to review the evaluation and to comment in writing. Employees should be allowed to comment on whether they agree with the evaluator’s assessment of their performance, and if not, on how and why they disagree. Employees should be asked

to sign evaluations, even if they disagree. This will help to establish the beginning of a statute of limitations for filing complaints regarding the evaluation as well as undermine any attempts to attack an evaluation with which an employee previously agreed.

9. **Provide for appeals.** Giving employees a right to appeal their performance appraisals to a higher level of supervision enhances their perception of the job evaluation process as fair and promotes good employee relations. Failure to exercise this right of appeal may be damaging to the case of any employee who later attacks the evaluation in an EEO or wrongful discharge claim.
10. **Consider the timing of evaluations.** A schedule for conducting job evaluations should be established. It is often advisable to provide for more frequent evaluations of new employees or employees who, for some other reason, are on probation. The timing of the evaluation should depend on factors such as the purposes for which it is used and administrative convenience.
11. **Review performance evaluations for adverse impact.** If performance appraisals are used as the basis for personnel selection decisions, such as promotions, transfers, or decisions to lay off or discharge an employee as opposed to retaining that employee, the evaluations are subject to the federal Uniform Employee Selection Guidelines. In other words, if the total “selection process” has an adverse impact against protected minorities or females, each component of the selection process, including the performance appraisal or evaluation, must be independently evaluated for adverse impact.
12. **Refrain from any actions or statements in performance evaluations that imply a guarantee of continued employment.** Courts are increasingly finding ways in which employers can be held to have made binding, contractual commitments to their employees. Evaluators should be careful to avoid making such commitments, while at the same time being sure to follow carefully all previously stated procedures.

Maurice Baskin is a partner with Venable LLP, Washington, DC.

SOURCE: Executive Idea-Link, American Society of Association Executives (ASAE)

Brainpower for the Overwhelmed: Don't get SADD---GET GLAD

By Eileen McDargh, CSP, CPAE

Ever open your appointment book and wonder who the heck is Sam and why you are meeting him? Walk into the room and can't find your keys? Or forget why you entered the room in the first place? Feel overwhelmed by information, technology, to-do lists and demands on your time? Your energy is zapped.

You might very well be suffering from SADD (Situational Attention Deficit Disorder), a term coined by the Anderson Consulting Institute for Strategic Change. Specifically, most of us are now in situations in which we are bombarded by so many demands for our attention that our brains close down.

Consider it the madness of the millennium, caused in no small part to the fact that our brains are hardwired to respond to stimuli. Our brains just naturally want to “take it all in and respond.” It's a safety mechanism that has us jump “without thinking” when danger is at hand and it works great in emergencies but it short-circuits when over-stimulated. Information, to-lists, and technology will not go away. But there are ways to turn from “SADD” to glad.

1. **Don't just do something—stand there.** Before rushing into an activity, take a few deep breaths and think. Ask yourself what action makes the most sense. What is the pressing need of the moment and are YOU the right person to do it. My biggest overwhelms come when I plunge in to “fix” something without have analyzed it first.
2. **Establish personal and professional priorities** and focus on them. Personal priorities are those to do-list items that are important to you: family time, exercise, meditation, and others. Literally block out space and hold these times sacred. Make sure that your professional priorities match the priorities of your manager and your customers. You'll save yourself stress and maybe your job if you are aligned with their priorities.
3. **Develop the ability to say “STOP!”** The average American gets over 200 phone, paper, and e-mail messages a day. Keep those that are priority and ignore uninvited and unnecessary ones. Cancel newspapers and magazines you don't read. Ask to be taken off e-mail lists that don't serve you. And don't send other people unwanted e-mail.
4. **Create a centering place.** Whether it is in the silence of your car, or in a shower, or closing your door, take 15 minutes per day to practice paying attention to ONE thing: your breathing, a flower, a fish tank. Like the muscle in our bodies, the brain gets strong in the places where we train it. Focus turns SADD into glad!

SOURCE: Meeting Industry Gurus On-Line

Hapag-Lloyd Marks 150 Years With Delivery of New Vessel

Hapag-Lloyd has taken delivery of another mega containership with a capacity for 8,750 standard containers, the *Osaka Express*. The vessel will be deployed between Europe and Far East.

“Over a third of containers carried in global transport are accounted for by China. All forecasts indicate continued stable growth. To be able always to provide adequate ship capacity for our customers in Asia, we have invested massively in recent years and will continue to do so in future,” said Michael Behrendt, chairman of the executive board of Hapag-Lloyd AG.

The *Osaka Express* is 335 meters long and 43 meters wide and measures over 60 metres from keel to superstructure. Her length and breadth correspond roughly to the dimensions of three football fields. The *Osaka Express* can carry 8,750 standard containers and has 730 reefer plugs for refrigerated containers. She achieves a speed of 25 knots and completes a round voyage between Europe and Asia in 56 days.

Hapag-Lloyd has a very traditional link with China. The first regular service between Hamburg and Shanghai, offering two departures a month, was started in 1872. Additional services were offered in subsequent years.

At the end of the 19th and beginning of the 20th century, Hapag provided a steamship service on the Yangtze Kiang between Shanghai and Hankau. North German Lloyd, Hapag-Lloyd’s other original company, contributed with its imperial mail steamer lines to opening up new sales markets in Asia for German foreign trade. Today, Hapag-Lloyd offers 28 weekly services between Asia and Europe and Asia and America, many of them also calling at ports in the People’s Republic of China.

Behrendt noted, “China remains the locomotive of the world economy, even if growth rates do not remain at the currently high level in the next few years—as desired and aimed at by the government, which wants to avoid the economy overheating with all the negative effects this involves. In any case, China still offers considerable potential thanks to its increasingly advanced industrial base and highly trained workforce. Our liner services are the bridge builders linking China with the rest of the world and support the continued growth of foreign trade.”

Hapag-Lloyd marked 150 years of history on Feb. 20; on that day in 1857 H.H. Meier founded the famous North German Lloyd (Norddeutscher Lloyd) shipping company. This was merged with Hapag in 1970.

SOURCE: *Shipping Times UK*

Crowley to Add RoRo to Central America Liner Services

To better serve shippers needing more vessel space and unsurpassed schedule integrity, Crowley Maritime Corporation’s Latin America liner services unit in January added a new larger, faster Ro/Ro ship to its Central America northern zone service. The *Stena Shipper*, a 19-knot ship with 150 FEU trailer spaces, will replace the *M/V Tolosa*, which can carry about 105 FEU trailers at 17 knots. She will initially be deployed in Crowley’s US East Coast-Central America northern zone service, which features four southbound sailings a week linking Port Everglades, Fla., with Santo Tomas, Guatemala and Puerto Cortes, Honduras. San Salvador, El Salvador and Managua, Nicaragua are served overland via Santo Tomas and Puerto Cortes respectively. Sailings from Port Everglades occur Mondays, Tuesdays, Thursdays, and Saturdays.

Comments by MARAD Administrator Connaughton

Announcing the launch of the “America’s Highway Initiative,” MARAD Administrator Sean Connaughton said, “The leadership of the Maritime Administration (MARAD) has been engaged in an ongoing effort to address landside congestion through the accelerated use of waterborne transportation alternatives - specifically America’s Marine Highway Initiative.

“Our marine highway system is cost-effective for the movement of high volume and breakbulk freight, is more fuel efficient per cargo ton mile, and is a vital alternative transportation mode in a natural disaster.

“When fully integrated into the nation’s transportation system, our marine highways will permit enhanced freight flow, expand freight capacity, reduce congestion, and improve air quality. In an effort to bring marine highways to the foreground of our transportation infrastructure, I am pleased to announce this new Web page: [www.marad.dot.gov/Programs/America’s Marine Highways/Marine highways.html](http://www.marad.dot.gov/Programs/America's%20Marine%20Highways/Marine%20highways.html).

“The site will function temporarily until a new Website is launched for America’s Marine Highway Initiative and this site shall serve as a digital clearinghouse for the waterborne transportation community and will facilitate the sharing of information in an effort to promote waterborne transportation as a viable mode for our economy. It additionally represents further cooperation with Canada, and Mexico as outlined in the Trilateral Declaration signed in Vancouver, British Columbia, in April 2006.”



DAS Launches New Service to Puerto Rico

DAS Global Services, Inc. (DASGS) has launched a weekly container vehicle shipping service to San Juan, Puerto Rico, via Carlstadt, N.J., Container Freight Station. "Our goal was to create a reliable and fast service to Puerto Rico via the Elizabeth seaport," said Michael Liquori, executive vice president, DASGS. "We feel that we have created the answer and a cost-effective alternative."

DASGS will guarantee port-to-port service in two weeks or less. DASGS has arranged slots on vessels leaving every Friday via Elizabeth, N.J., arriving in San Juan the following Tuesday making the vehicles available the same week of arrival. Working together with HHGFAA partners and agents in San Juan, DASGS will become a leading personal vehicle logistics company in the trade.

Shipping thousands of vehicles around the world, DASGS service is enhanced by its carriers, partners, and great business relationships. DASGS offers instant quotes for vehicle shipping worldwide to more than 100 locations via the Website, www.shipmyvehicle.com. The interactive e-commerce site was created in partnership with Horizon Services Group, a leading developer of transportation management technology.

"DAS continues to expand around the world. We are happy to be part of their success story by providing leading-edge technology for global vehicle shipping and transportation process optimization," said Duncan Wright, director of business development for Horizon Services Group.

DASGS, along with parent company DAS Auto Shippers, Inc., lead the relocation industry in both domestic and international, moving over 100,000 vehicles each year.

In other news of a global nature, DAS is going green. Many transportation enterprises are trying to find ways to make themselves "greener" these days—becoming as environmentally friendly as possible is now a major tenet of businesses across a variety of industries.

"It might be hard to imagine that by choosing an auto transport company to ship a vehicle rather than driving from origin to destination, one would be contributing to the fight against global warming," said Leida Bartmess, the company's marketing manager. "But when it comes to global warming, how and what we drive are two of our most powerful choices. Transportation is the biggest source of US carbon dioxide emissions, more than factories or homes."

DAS calculated how much fuel would be burned—and pollution produced—if its customers drove their cars to their destinations themselves, instead of shipping them.

The results are striking. In 2005, DAS saved over 2.9 million gallons of fuel and eliminated 38 million pounds greenhouse gases (carbon dioxide being the chief culprit) from being emitted into the atmosphere (that's if every car and truck DAS shipped averaged 19 miles a gallon in fuel economy).

"DAS takes pride in knowing that our way of doing business is actually having a positive effect on global warming," says John Roehll, executive vice president, DAS Auto Shippers. "Changes, both big and small, can add up and make a real difference in the fight against global warming."

Matson, J.B. Hunt Partner in Trans-Pacific Express Service

By John Henry

J.B. Hunt Transport Services Inc. is partnering with **Matson Navigation Co.** and its subsidiary, **Matson Integrated Logistics** of Oakland, Calif., in a new guaranteed, expedited service from two ports in China to Long Beach, Calif., and various US inland destinations under a single invoice. Customers can choose from a couple of premium options. The first, offered by Matson and MIL, will guarantee the transit time and delivery of shipments from Ningbo and Shanghai to the West Coast and selected inland destinations.

The second option involves partnering with J.B. Hunt to provide a guaranteed expedited transload and inland point delivery option. It will provide Matson, MIL and J.B. Hunt customers the opportunity to gain economies of scale on inland transportation costs by reducing the number of container/trailers that are moved to the final destination.

By using J.B. Hunt's 53-foot containers, customers can consolidate cargo from ocean containers into a lesser number of domestic containers for expedited intermodal or over-the-road service. The guarantee on both products will offer customers a percentage refund for shipments not meeting the stated transit time/arrival date.

A recent Drewry Shipping Consultants survey ranked Matson as the No. 1 on-time carrier in the world. Matson's 11-day transit time from Shanghai and next-day cargo availability in Long Beach allows customers to shave days off their supply chain cycle.

SOURCE: ArkansasBusiness.com

China's Ship Industry Strives for No. 1 Spot

Six hundred years ago, Ming Dynasty navigator Zhen explored the seas with an enormous fleet of ships, marking the high tide in China's shipbuilding history.

That glory is likely to be repeated as the country strives to become the world's largest shipbuilder.

Last year China maintained its position as the world's third-biggest shipbuilder, a rank it has held for 12 consecutive years, as ship export volume surged 74% to 8.11 billion US dollars.

Two leading domestic shipbuilders, Dalian Shipbuilding Industry Co. Ltd. and Shanghai Waigaoqiao Shipbuilding Co. Ltd. became world top-10 shipbuilders, joining a list that was before the sole domain of Japanese and South Korean companies.

Chinese shipbuilders produced 14.52 million deadweight tons last year, nearly 20% of the world's total, compared to only 6% of the global market in 2000.

The world's flourishing cargo demand is driving the construction of all sizes and shapes of ships from small coastal tankers to giant VLCCs. Although South Korea and Japan still control about 70% of global shipbuilding, China has been attracting new orders due to advantages such as an expansive coastline and abundant labor and engineering skills, said Matthew Flynn, managing director of World-yards.com, a Hong Kong-based research and consulting group focused on shipbuilding.

Chinese shipping companies are also expanding and upgrading their fleets to cash in on the lucrative shipping market.

SOURCE: www.chinaview.cn

APL, Partners Launch New Service in US-South America Trade

Shipping line **APL** has announced a new cooperation with **Mediterranean Shipping Company** and **Mitsui OSK** to take effect in April. This cooperation will allow continuity of product quality and scope of coverage from the US east coast to the east coast of South America. The service will offer weekly calls in Norfolk, Philadelphia, New York, and Baltimore in the US, and Santos, Buenos Aires, Rio Grande, Sao Francisco do Sul, and Salvador on the east coast of South America. At the same time, APL will discontinue the existing cooperation with Maersk Line on the NASA service which will exit the trade after its last sailing from Santos on April 14. APL will also discontinue its existing cooperation with Hamburg Sud on the Tango service with a final sailing from Suape on April 12.

In Brief ...

A boundary dispute, triggered by plans for a border-straddling pier between Delaware and New Jersey, could lead to Delaware losing large pieces of land. “[They think] they can sell Delaware [river bottom] land right up to the navigable channel,” of the Delaware River, an attorney for Delaware told a Supreme Court Special Master during a hearing in Philadelphia. The New Jersey deputy attorney general claimed that an interstate agreement dating to 1905 gave her state the right to control extension of piers and wharves into the river from its side of the river. Delaware argued that New Jersey law allows that state to issue “grants” of river bottom for piers, effectively deeding the underwater land to a riverside owner.

Flying Late, Arriving Light

By Del Quentin Wilber

Air travelers had a tough year getting to their destinations on time—and with bags in hand. Airlines' on-time performance dropped for the fifth year in a row in 2006, with one in four flights arriving late or not at all, according to the Bureau of Transportation Statistics, which is part of the Transportation Department.

It was the worst year since 2000, when bad weather and high demand kept 27% of flights from getting to their destinations on time. The airlines also mishandled a massive amount of luggage—4 million bags, or 6.7 for every 1,000 passengers, the industry's worst rate since 1990. Most industry analysts agree that the spike in lost bags stemmed from stricter security measures that prompted passengers to check more of their luggage.

Statistics seem to undercut the weather argument, according to analysts who study airline performance. The percentage of flight delays caused by weather has actually been dropping, to 45% last year, despite blizzards that snarled air traffic during the holidays.

In 2004, half of all delays were caused by weather.

The increase in delays most likely resulted from airlines cutting the time aircraft are allowed on the ground before their next departure, said Ahmed Abdelghany, an assistant professor of airline management at Embry-Riddle Aeronautical University in Florida. Carriers have also aggressively scheduled flights at peak times, causing congestion at airports. And worker cutbacks haven't helped.

Dean Headley, co-author of the annual *Airline Quality Rating* report, said the delays signal that the airlines are recovering from their historic downturn. As passenger traffic has steadily risen, airlines have been disciplined about not adding flights. The airlines also have cut their fleets, reducing the number of spare aircraft available in a pinch. Instead of canceling flights, airlines have turned to prolonging delays, Headley said, leaving little room for margin of error in the system.

Outside experts, airline trade groups and FAA officials also blame the nation's antiquated air traffic control system for causing snarls. FAA officials are working on a billion-dollar plan to revamp it.

Among the best performers last year: Hawaiian and JetBlue airlines mishandled the fewest bags per 1,000 passengers. Atlantic Southeast Airlines, a regional Delta carrier, mishandled the most. The best on-time performers were Hawaiian, Frontier, and Southwest airlines, which were on time at least 80% of the time. The worst: Atlantic Southeast Airlines, whose flights were late 66% of the time.

A spokeswoman for Atlantic Southeast said the carrier has been working to improve its baggage handling and on-time performance. Of the 20 carriers measured by the Transportation Department, Atlantic Southeast improved from the worst in on-time performance in November to the 10th-best in December.

SOURCE: Adapted from an article in the Washington Post

Exercise During a Layover

For a free listing of gyms, exercise centers and fitness clubs at or within a 10-minute taxi ride of airports in the United States and Canada, go to www.airportgyms.com. The site lists the price for a day pass, hours, phone number and Website for each exercise facility.

How to Tip When Traveling Abroad

Hotels in most countries typically charge a service fee—10% to 15% of the cost of your stay—that is distributed among the housekeepers, concierge and laundry and kitchen staff. However, most hotel service staff members still expect individual tips. The amount varies, so ask the front desk about what is customary. Exceptions: In Australia and New Zealand, tips are not expected at hotels and service fees are rare. Most restaurants around the world add a service fee of 10% to 15%. If there is no service fee added to your bill, a 10% to 15% tip is acceptable—up to 20% in the US and Canada. Exceptions: In Australia and New Zealand, it is customary to tip only 5% to 10%.

SOURCE: Bottom Line Personal

Use Frequent Flier Miles Quickly

Some airlines are cutting back the time before they expire. Delta miles will expire in two years in inactive accounts, and US Airways miles will expire in just 18 months. The industry custom had long been three years. To keep your account active even if you are not flying much, make transactions with airline partners such as credit cards, banks, and online merchants. For Continental, Delta, Northwest and US Airways, you can earn miles by viewing and responding to Internet ads at www.e-miles.com.

SOURCE: Bottom Line Personal

Progress on Air Travel Pact

EU and US negotiators have made “decisive progress” in talks to lift restrictions on what Trans-Atlantic routes airlines can offer, according to the European Union. The agreement will allow European airlines to fly from anywhere in the EU to any point in the United States without strict rules that dictate ticket prices. The EU said this would bring considerable economic benefits in addition to creating as many as 80,000 jobs in Europe and the United States.

SOURCE: CasperStarTribune.net

Become an Expert

Officially launched in January 2005, ExpertFlyer.com allows visitors to play the part of a travel agent by showing what an agent sees in real time—the number of available fares in each class (not just first, business or economy, but C, T, or N). **The site does not serve as a booking engine; travelers should contact the airline directly to purchase, but it gives travelers an idea of how best to use their accumulated frequent flyer miles.** Users pay a monthly or annual fee—\$4.99 per month for 250 queries, seat maps, availability, and other features; \$9.99 per month for all features, including flight alerts when a flight you are looking for becomes available; or \$99 annually for all features. A more consumer-oriented site, which will likely be free, should launch by summer 2007.

Rules of Stress-Free Travel

By Peter Greenberg

Don't put yourself blindly in the hands of the airlines, hotel chains, and car-rental companies. Use these rules of stress-free travel, and seize back a little control. You'll reduce the stress and the strain on both your mind and your wallet. Here are some tips for reserving your flights and hotel rooms.

- **Talk to a human.** While it may seem cheaper and easier to book your flight on the Internet, remember that many Web sites pose as informational when they are, in fact, merely trying to push the sale. I'm not saying not to use the Internet; I'm just saying not to book your flight there first. Instead, quickly go online and find out which airlines service the route you want to take, then type in **gethuman.com**, which will tell you how to maneuver quickly through the customer-service tree of your chosen airlines. Now, pick up the phone.
- **Start with the price.** The first question the agent will ask you seems reasonable enough: "When do you want to travel?" Don't answer that question. Instead, ask: "Can you just go to your screen and punch up all the published fares on the Chicago to San Francisco route?" This will take the agent about four seconds. "Now," you say next, "scroll to the bottom of the list. What's that fare?" (The lowest fares are buried at the bottom of the screen.) Work your way up that list, finding the best fare for you with restrictions you can live with. Then, and only after you get the lowest rate possible, go to the Internet and see if you can find a deal that beats what you have.

Once you make an airline reservation, you have 24 hours in which to book it. During that time, you can go to the Web and see if you can beat that human-being deal. Check out **farecast.com**, a new site that actually predicts airfare prices on routes at the 55 busiest airports in the United States. It's a good guide.

Also check out **farecompare.com** and my new favorite site, **airfarewatchdog.com**, which constantly searches travel databases for little-known, sometimes hidden, fare deals. For last-minute deals, check out **site59.com**, which unloads unsold inventory.

- **Research your flight.** Each month, the US Department of Transportation publishes a list of flights with the worst on-time records in America—by route, airline, and flight number. Also, at **flightstats.com** you can see how often a flight is canceled, diverted, or late.
- **Stay flexible.** If all the flights to your destination city are booked, check alternate airports (Providence instead of Boston, Oakland instead of San Francisco, Milwaukee instead of Chicago, etc.) or routings that get you to Hawaii, for example, through Denver, Phoenix, or Las Vegas. You'll almost always save money and often have less stress (and fewer delays) at the smaller airports. For example, Midway has fewer delays than O'Hare, and Long Beach fewer than LAX.
- **Never call toll-free numbers.** The same thing applies to making a reservation for a hotel room. Never call the 800 toll-free number to find a hotel room from a large chain. Instead, call the hotel directly.

But don't ask for reservations—they'll just reroute you back to that 800 number. Instead, ask to speak to the manager or the director of sales. They are the best arbiters of their room inventory. If cancelled events mean they suddenly have 60 rooms to sell, that 800 number (or the chain's Website) may not have that information.

- **Call during football.** Always try to call a hotel at 4 p.m. on a Sunday to make your reservation. That's the one day each week that the folks who set and control room rates aren't working. You're in a better position to negotiate.
- **Don't be blinded by hotel ratings systems.** Often, stars are a government designation for how much the hotel is charging, not a reflection of quality. It just means you're paying more for your room.
- **Mail your luggage.** There are essentially two types of luggage: carry-on and lost. If you need to tote more than I can carry on, ship your bags ahead to the hotel. There are more than 17 private courier companies that perform door-to-door, room-to-room service. Check out **luggageconciierge.com**, **luggagefree.com**, and **virtualbellhop.com**.

I save an average of two hours of my life every time I fly by not checking bags, and it costs as little as \$40 per bag.

Because of issues with customs, it's not always a good idea to send your bags ahead when you travel internationally. In such cases, if you must check your bags, use basic common sense: Always put an identification tag on the outside of each bag (but list only your name and cell-phone contact number), and do the same on the inside of each bag. Airline baggage conveyor belts can devour ID tags, but this way, if your outside tag gets ripped off, someone from the airline can still reach you.

Flying high

- **If you call the airline and ask if your flight is on time**, you'll be sorry. More often than not, the airline agent will interpret your question to mean, "Is the flight scheduled to leave on time?" That's meaningless. Instead, ask to be given the tail number of the aircraft assigned to your flight, and then ask where that aircraft is. If you're scheduled to fly from Boston to Atlanta in two hours, but the aircraft assigned to your flight is still in Belize, well, now you know you're not leaving on time before you ever leave your house or office.
- **Go where you're supposed to go.** Since you won't have any bags to check, follow my advice and save even more time and aggravation. If you have an early-morning flight from a dual-level airport, don't have your car drop

you off at departures—it will be jammed with vehicles and people—but at the empty downstairs arrivals area. Who is arriving at 6:30 a.m.? No one. No traffic, no lines. Get out of your taxi and just take the escalator upstairs and through security to your gate. And when you land, there's absolutely no reason to go to arrivals, which will be a zoo. Get picked up at the empty departures level.

- **Undress for success.** Before you leave for the airport, put everything metallic you're taking with you—watch, keys, coins, jewelry, pens, chains, etc.—in zip-lock plastic bags and pack them in your carry-on. Dress on the other side of security, please! This will save five minutes per passenger.
- **Ignore the departures board.** If the airlines ran the shipping business, the departure boards would still show the Titanic as “on time.” Look at the departures board for only one piece of information: the gate from which your flight is scheduled to depart. Then go immediately to the arrivals board. Check to see what is arriving at your gate. If nothing is arriving at your gate, then you can enjoy the luxury of not being disappointed at the counter.
- **Invoke Rule 240.** The airlines definitely don't want you to know about this one. It's a rule that has been around for more than 20 years, but unless you invoke it, don't expect the airlines to volunteer it. And here's what it means: In the event of a delay or cancellation for any reason whatsoever (except those caused by weather), if you invoke rule 240, the airline must endorse your ticket over to the next available flight—not their next available flight, which might not leave until next Tuesday. One word of □ covered by the rule. But each of the legacy airline carriers (American, United, Northwest, Delta, US Airways) is still governed by 240.

Your hotel stay

- **Negotiate your phone bill.** Yes, phone and Internet charges are negotiable, as long as you make a deal ahead of time. Before you take your room key, tell the person at the front desk you want your phone and Internet charges bundled—a flat fee of \$ □ This also applies to other annoying charges like resort fees and use of the hotel gym. Negotiate everything up front.
- **Stay below the eighth floor.** Modern firefighting equipment doesn't have the capacity to easily fight fires, or rescue people, higher than eight stories. Staying on a lower floor is especially important in Third World countries, where fire-safety regulations and procedures aren't quite as strict as they are in the United States.
- **Follow the booster pumps.** Most high-rise hotels cannot maintain adequate water pressure. As a result, many have installed booster pumps in their buildings. The pumps aren't necessarily on alternating floors, just different floors. So when you check in, ask the front-desk clerk to call engineering and find out what floor the booster pumps are on. If, for example, the answer comes back that the pumps are on 4, 6, 9, 11, and 15, then ask for a room on either 4 or 6. Why? Because when you walk into your room on a floor where there's a booster pump, you'll be guaranteed a decent hot shower no matter what time of day you need it.
- **Ask about construction.** Now that you've made friends with the front-desk clerk, ask another question: “How close is my room to the construction?” Virtually every hotel runs on a constant cycle of renovation, which means that, at any given time, an entire floor (or floors) is closed for reconstruction. If you don't ask that question, you could be given the keys to the jackhammer Suite.
- **Germproof your room.** Short of wearing a biohazard suit, you need to do three things immediately upon entering your room: First, always pack some sanitizing wipes, and use them to wipe down the TV remote and the phone handset. Second, walk over to the bed, pull off the bedspread and throw it into a corner of the room. Never look at it again. Never touch it again. And last but not least, go into the bathroom. Turn on the hot-water faucet and place the water glasses under that faucet for at least three minutes.

Why? Hotel maids are heavily tasked to clean between 12 and 16 rooms per shift. And if your room is one of the last three she worked on, chances are your maid ran out of time and didn't replace the water glasses from the last guest. Instead, she probably wiped them down with the dirty towels left lying on the bathroom counter.

Renting cars for less

Once again, using an 800 number to reserve a car may not get you the lowest rate or the best car. Check out rentalcars.com for great comparison prices at the local level. Another tip: Rent a car on a Saturday. Why? Many cars suddenly become available on Saturday when customers who reserved them for the weekend don't show up.

- **Take pictures.** Since you probably travel with a digital camera, why not put it to good use? Walk around the rental car and look for dings and dents. If you see any, activate the camera's date-and-time option to stamp on each photo, and snap a few shots. Show them to a rental-agency employee, and get his or her full name. This will take all of five minutes. Later, if the company claims you banged up the car (and these repair charges can be draconian), you'll have proof the damage was preexisting.
- **Get your own gas.** In some cases, rental-car companies will charge you over \$6 a gallon to fill up your tank when you return the car. Save some real money -- and time -- by going to gasbuddy.com, which lists the cheapest gas stations along your route, and then fill up the tank yourself. Since time is also money, traffic.com will get you customized traffic information for your trip, and the info can even be sent to your cell phone.

SOURCE: Best Life Magazine

Small Business Gains When Agencies Are Sensitive to Regulatory Impact

Small business gains when federal agencies are sensitive to the economic consequences of new regulations, according to a report issued today by the Office of Advocacy of the US Small Business Administration. By following the Regulatory Flexibility Act (RFA), federal agencies saved small businesses over \$7.2 billion in foregone regulatory compliance costs in FY2006. The newly released *Report on the Regulatory Flexibility Act FY 2006* documents these savings.

“When regulators listen to the voice of small business, agencies can finalize regulations while minimizing the cost of new mandates,” said Thomas M. Sullivan, Chief Counsel for Advocacy. “This is especially true when the concerns of small business are heard early in the regulatory process. By taking into account the concerns of small business, regulators are able to avoid the one-size-fits-all mentality that for years has disproportionately burdened small business.”

The report details the Office of Advocacy’s oversight of the RFA’s implementation. The RFA requires agencies to review the potential impact of proposed regulations on small business and other small entities. It also requires agencies to examine significant alternatives that minimize small entity impacts while still meeting the policy objectives of the regulation.

The efforts of agencies and the Office of Advocacy to implement

Executive Order 13272 (signed by President Bush) are also identified. Executive Order 13272, Proper Consideration of Small Entities in Agency Rulemaking, strengthens implementation of the RFA by requiring agencies to notify Advocacy of proposed rules that will have a significant impact on a substantial number of small entities. It also

The Regulatory Flexibility Act saved small business \$7.2 billion in FY 2006.

requires Advocacy to train federal agencies in how to comply with the RFA.

The Office of Advocacy, the “small business watchdog” of the federal government, examines the role and status of small business in the economy and independently represents the views of small business to federal agencies, Congress, and the President. It is the source for small business statistics presented in user-friendly formats, and it funds research into small business issues.

For more information and a complete copy of the report, visit the Office of Advocacy Website at www.sba.gov/advo.

New Report on Health Care

A new report issued by the Office of Advocacy of the US Small Business Administration examines structural factors affecting health care coverage of small firm workers. Unlike most previous such analyses, the study focuses on state and Metropolitan Statistical Area (MSA) factors that influence employer-sponsored insurance (ESI) coverage rates and per capita health care expenditures.

Among the report’s findings are that the two most important factors associated with low ESI rates are employee wages and firm size. The study, *Structural Factors Affecting the Health Insurance Coverage of Workers at Small Firms*, is available at the Office of Advocacy Website at www.sba.gov/advo.

COMING UP NEXT TIME IN THE PORTAL

GOING GREEN: How Movers Are Helping to Save the Planet

The upcoming issue of **The Portal** will focus on what HHGFAA members are doing in order to leave a smaller “carbon footprint.” Global warming threatens to destroy species on Earth, raise sea levels, and change the way we live.

How “green” is your company? What are you and your company doing to reduce waste, save energy, and address global warming issues? We’d like to hear from you, and publish your ideas in the May/June issue. **Deadline: May 21, 2007.** Please send your submission to Bel Carrington at bel.carrington@hhgfaa.org. Photos that illustrate our theme of “Going Green” are welcome, and will be considered for our cover.

When you submit your article, be sure to include your name and title at your company, as well as an e-mail address where we can reach you (in the event we have questions) and a photo of yourself if you wish. Although we have no restrictions on length of articles, all submissions are subject to editing for length, grammar, and clarity.

If you have questions, please e-mail

Bel Carrington at bel.carrington@hhgfaa.org

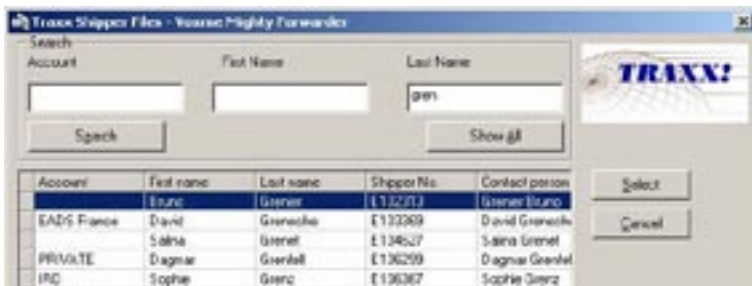
or

Joyce Dexter, *Portal* Editor, at joycedexter47@comcast.net

TMI's TRAXX! Moverware and Voxme Now Integrated

Wheaton, Ill.-based TMI and Richmond Hill, On.-based Voxme Software have announced general availability of the integration link between TRAXX! and Voxme suite of products. The link allows users of TRAXX! and Voxme to establish an efficient data flow between the office staff, surveyors, warehouse, packing crews and destination agents. This integration helps companies streamline the way move related information is captured, processed and exchanged from the first customer call to the last carton's check-off at destination.

Users can now book a survey in TRAXX!, then dispatch a survey request to a surveyor for in-house survey with Voxme, receive survey results back, and instantly produce a quote by uploading survey information from Voxme into the TRAXX! Rate module. For more information, call TMI (630) 752-1484 and Voxme (416) 728-8754 and request a live demonstration.



Evergreen Updates Online Reporting Tools for Global Cargo

Global carrier Evergreen has upgraded its online reporting tools with new features to help its customers manage and monitor their shipments worldwide. Updated features on Evergreen's ShipmentLink site at www.shipmentlink.com target event notification, tracking report and shipment statistics functionality.

The event notification function now automatically provides the customer with e-mail notification when shipment activities occur, as well as e-mail notification for a specific bill of lading of concern to the customer.

The enhanced tracking capability now allows a customer to access a written report in Excel or PDF format weekly or monthly. This feature is intended to help customers trace shipments more easily and comprehensively, Evergreen said.

To use the tracking capability, a customer selects the information desired from among 27 data elements in five categories, and the system generates customized reports that can be accessed online or subscribed to on a weekly or monthly basis. The five categories include Basic Data, Port Information, Actual & Estimated Arrival Date, Container Information and Container Movement.

A summary report allows customers to manage their shipments by country of receipt and/or delivery, period of receipt/delivery or export/import vessel. A more detailed report allows customers to choose from 26 data elements to tailor a customized report. The latest categories include pu

SOURCE: Supply, Demand/Chain Executive Magazine

ReloAssist for Relocation Companies of Any Size

ReloAssist, the latest product from MoveAssist International in the UK, is easy-to-use software that provides all the controls needed to manage a successful relocation company. Whether a company has just a single office or handles a large number of relocations from multiple sites around the world, ReloAssist helps them to improve productivity by managing workflow more effectively, improve relationships with customers, and work more efficiently with service providers.

Unlike other software systems, ReloAssist can be accessed by all those involved in the process—the relocation management company, the service providers, the corporate HR team and the assignee themselves—enabling information to be entered just once then shared by everyone. This saves time, improves the flow of information and helps to avoid mistakes caused by human error.

The three core areas for any relocation company are managing workflow, keeping track of correspondence and looking after accounts. ReloAssist integrates all these key functions seamlessly to maximize operational efficiency and provide the best possible customer service. It also integrates with MS Word, MS Excel, OpenOffice and Crystal Reports for simple correspondence; accounting packages such as Sage and QuickBooks; and MoveManager to allow any moving company wishing to provide destination services to control both aspects of their business with complementary products.

ReloAssist handles a complete range of services including: home search, school search, orientation, tenancy & expense management, furniture rental and repair, cross cultural & language training, visa and immigration services and move management.

According to Robby Wogan, MoveAssist's chief executive officer, the secret is in the technology. "We use the latest technology so that ReloAssist can grow and adapt as a company's needs change and as new technologies emerge," he said. "It makes sure that the system always stays up to date." It also allows the company to switch the operating language so almost any company can use ReloAssist in their own language.

MoveAssist International is a leading developer of software for moving and relocation companies, providing products for both the domestic and international markets.

Website: www.moveassist.com

GET YOUR WEATHER REPORT AT WEATHERBONK

Extensive Weather Reports

www.weatherbonk.com

There are lots of weather sites on the 'Net, but WeatherBonk (**www.weatherbonk.com**) has some unique features. Just type in a location, either in the United States or worldwide, and you'll get a weather map with temperatures and weather conditions for the surrounding area. You'll also get a detailed forecast, plus live Webcam pictures. There's also a chart with monthly average temperatures and precipitation for the past year, but that's not all. At the top of the screen are other options, including a nifty one where travelers can map out a route and get the weather for that route (and you'll even get a recommendation of the best time to travel, based on the weather conditions). There's also a traffic reporting map, and a "Power Map" with even more features.

This item is 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.

Truckers Must File E-summaries of Cargo at Borders

By Winter Casey

The Customs and Border Protection agency has moved forward with a plan to require all truckers entering the United States to file electronic summaries of cargo. **As of Jan. 25, all truck carriers entering through Arizona, Washington and seven ports in North Dakota must file electronic manifests through the Automated Commercial Environment, a processing system being developed to enhance national security and facilitate legitimate trade.**

An e-manifest requires the trucker to provide details of the trip, vehicle, shipment, passengers and driver. All of the data goes into the ACE databank or a national CBP database, CBP spokesman Eric Blum said.

Legislation from 2002 gave CBP the authority to require the electronic transmission of advance cargo information. Blum said the goal is to deploy the program into all states within the next year.

Once states are designated for compliance, truckers will be given notices if they fail to meet the requirement. After 60 days, carriers arriving at designated ports must demonstrate that attempts were made to submit e-manifests. During a third stage, carriers that fail to comply will be denied entry to the United States or could be fined.

In the past, all commercial trucks arriving at the borders have had to apply for entrance using paper manifests. That process resulted in problems such as incomplete information, Blum said.

CBP now has the capacity to accept e-manifests at every port on the southern border. Blum said, however, that northern-border states such as Alaska, Idaho, Maine, Montana, New Hampshire and parts of Minnesota and North Dakota have work to do.

The electronic program saves shippers time, makes the documents more accessible and legible, and enables determinations on the frequency and normalcy of certain shipments. CBP's spokesman said the program has been more difficult for smaller companies or trucker groups satisfy, although third parties can assist such companies.

As of April 19, three new states—California, New Mexico and Texas—will have to adhere to the e-manifest initiative. Other states will be put into the mandatory category following a 90-day notice, Blum said. The agency has been moving toward mandatory, nationwide participation for a long time, he noted.

“E-manifests are a good thing but making them mandatory in certain states before it is rolled out to all ports may have been premature,” said Margaret Irwin, director of customs, immigration and cross-border operations at the American Trucking Associations. “We still do not have all of the kinks worked out of the system.”

SOURCE: National Journal's Technology Daily, www.nationaljournal.com/about/technologydaily

Trucking: Don't Include CBs in Laws Banning Cellphones

By Andrea Fischer

USA trucking executives said efforts to ban the use of cellular phones from the nation's highways would receive industry support as long as state laws do not also ban two-way radios and satellite communication devices.

Four states already have banned hand-held cellphones: Connecticut, New York, New Jersey and California. The District of Columbia, Santa Fe, N.M., and Chicago also have outlawed talking on hand-held cellphones while driving, and “everyone else in the country is considering it,” said Bob Pitcher, vice president of state laws for American Trucking Associations.

“Most truckers would like to see a ban on distracted driving,” said Anne Ferro, president of the Maryland Motor Truck Association. She added that the ban should not include devices such as CB radios, which do not pose “as much of a distraction” as cellphones.

EPA Proposes Emission Cuts for Train and Marine Engines

The Environmental Protection Agency has proposed for the first time sharp cuts in exhaust emissions from railroad locomotive and marine engines in a plan a spokesman said would “follow exactly the same pattern” as environmental regulations for truck engines.

EPA regulations have cut emissions from truck and off-road diesels in recent years, and environmental groups applauded EPA's March 1 move to make other transport modes subject to tighter emission rules.

The proposed Clean Air Locomotive and Marine Diesel rule “is fitting the last piece into the clean diesel puzzle by linking clean fuels and new engine technology,” said EPA spokeswoman Jennifer Wood. Locomotives would have to begin using ultra-low-sulfur diesel in 2012.

SOURCE: Transport Topics

Truck Suppliers See Obstacles in Push for 'World' Vehicle

Leadung heavy-duty truck components manufacturers said technology exists today to build a safer, environmentally friendly and low-cost heavy-duty “world truck,” but major obstacles are consumer acceptance and the lack of a single global standard for emissions and safety technology.

States Look into Leasing Their Roads to Private Investors

All over the USA, states are leasing their highways to private investors in exchange for huge lump sums of cash, in order to address their respective transportation crises. In return, investors get to collect - and raise - tolls on the roads for decades, and they secure tax benefits. In recent years, a partnership of a Spanish company and an Australian company has leased both the 157-mile Indiana Toll Road and the 8-mile Chicago Skyway. And in recent months, New Jersey, Pennsylvania, and New York have all explored the option of leasing their highways and bridges in the hopes of a big payoff.

OOCL/OOIL Executive: Intermodal Costs Will Force Carriers to Refuse US Inland Cargoes

OOCL's parent company, OOIL executive C.C. Tung, said that the Hong Kong-based line and other carriers may be forced to copy the lead of Maersk Line by cutting back services to U.S. inland destinations as intermodal costs continue to rise.

Maersk has already announced it is reducing the number of US and Canadian inland destinations by about 18, cutting shippers routing options from about 250,000 to 50,000.

OOCL/OOIL Exec said that while the liner market is showing signs of recovery, costs are still spiraling, commenting on OOIL's 2006 annual results, which saw net income drop about 11 percent to \$581.1 million.

OOCL/OOIL greatest concerns relate to intermodal transportation costs and especially the rising costs of rail transportation. They believe Intermodal cargo rates must rise significantly to cover these increasing costs. If they do not then many intermodal destinations in the United States will become uneconomic and carriers will have no choice but to refuse cargoes for these inland destinations.

SOURCE: American Shipper

A look at the people and events shaping HHGFAA member companies

APPOINTMENTS



Sullivan



Dearborn

Arpin Group, Inc., East Greenwich, R.I., has promoted two senior officers, signaling a major step in the company's continuing strategy to consolidate the domestic and international functions of sister companies Arpin Van Lines and Arpin International Group.

Bob Sullivan has been named senior vice president, commercial, Arpin Group, Inc., the holding company for both Arpin International Group and Arpin Van Lines. Previously, he served as the commercial vice president for Arpin International Group. Sullivan has over 19 years of experience in the moving industry, including multiple domestic and overseas assignments.

Mark Dearborn has been named vice president, quality assurance, Arpin Group, Inc. Dearborn will also continue in his current capacity as general manager of Arpin International Group, Boston, and director of domestic operations for Arpin International Group. Dearborn has over 12 years' experience in the domestic and international moving industry including the past 7 years with Arpin. Historically, Arpin Van Lines and Arpin International Group have each maintained separate subdivisions arranged by client type: commercial, General Services Administration (GSA) and military. As a result of the new organizational structure, each subdivision will be integrated with its counterpart at the sister company, forming a single point of contact for domestic and international moves. COD customers will continue to work with their respective Arpin franchisees. This change is expected to streamline operations as well as marketing and sales functions.

◆
Asian Tigers K. C. Dat (China) Ltd. has named **Thorsten Hinrichs** as its sales man-



Hinrichs



Gobbo

ager, Shanghai branch. Hinrichs has over 20 years' experience in the industry and has been based in both the United States and Germany during his career, most of which has been spent with Brauns International.

◆
Atlantic Worldwide Movers (AWM) has named **Michel Gobbo** as head of the company's newest European office in Geneva. Gobbo set the new office up earlier this year.

A well-known personality in the moving industry, Gobbo, who was born in Geneva and raised with Italian citizenship, brings with him over 22 years' experience. His first foray into the moving industry was as an apprentice for a freight forwarding company from 1977–1979. He then worked for two additional companies, first within transportation followed by a stint in accounting, and in 1984 started his career in international moving. His first role was as the import move manager for Pelichet SA, where he was later promoted to international move manager overlooking imports, exports, domestic moving as well as managing relationships with agents.

Gobbo then moved into a sales role and assisted Pelichet SA in becoming ISO certified. In 1997 Michel moved to Harsch Transports and in 1999 was appointed as the director of sales and marketing, which involved managing relationships with agents, heading up and motivating the sales team and setting up and over-seeing the relocation department.

Also at Atlantic Worldwide Movers, **Chris Baker** was appointed director of the AWM Group. Baker brings a wealth of experience from his previous sales, marketing, and senior management roles. His main responsibility will be to ensure that AWM



Baker



Burchell

continues its impressive growth within the UK and also throughout Europe.

Baker spent much of his career with Interdean, one of Europe's leading corporate movers. He joined the company as a salesman and left 28 years later as CEO of the Interdean/Interconex Group of Companies. Prior to this, Baker spent 10 years working in various positions within the moving industry, covering all aspects of moving.

AMW plans a European expansion that will extend the company further than its existing London, Paris, Frankfurt, Madrid, Geneva, and Portugal offices. Baker is returning to AWM after a two-year break.

◆
London-based **Interdean Group** has added **Mark J. Burchell** to its executive management team. Burchell brings more than 25 years' experience in the global moving and relocation business and joins Interdean as group director for sales and marketing.

Burchell previously held senior sales and marketing positions both in the UK and most recently with one of the largest independent corporate movers in the United States.

◆
Stephen Morris Shipping London, which specializes in shipping antiques, fine art and personal effects, has appointed **Roger Aiken** as joint managing director (with Stephen Morris).

Aiken previously worked for the company some 22 years ago in the Export Department, but more recently has managed the international business of Cadogan Tate and AGS, London.

Aiken now has the task of leading the company through an ambitious expansion program that includes the purchase of a new, purpose-built London warehouse in 2007.





Aiken



Leckey

Hertling in Frankfurt, Germany, has completed forming its International Department and has made several appointments.

Greg Leckey, who now heads the International Department, has 23 years of experience in the moving industry, having worked most recently as sales manager for an international moving company in Frankfurt. Most of the 23 years were spent with another moving company in the same area, where he was employed in the International Department from 1984 until 2002.

Songül Karaboga, although the youngest person in the team, is the senior member. She started working for Hertling Frankfurt as a trainee in the year 2000, and has since established herself as a qualified and competent administrator in the international moving business.

Another new member is **Kai Nissen**, who previously worked for various art transport companies in the Frankfurt area, sending works of art worldwide via airfreight and seafreight, as well as for an international moving company in that area. His previous experience, in addition to his knowledge and ability to make sensible use of the current industry's computer programs, enable him to support the administrative work required in the European and Overseas Department.

Constantin Sehlmeier has recently joined the team of moving consultants, and strengthens the Sales Department with a main focus on European and overseas moving. In all, he has 10 years of experience in the moving business and gained his experience as a moving consultant working for other well-known international moving companies, especially in the Frankfurt area.

With this newly-formed team, Hertling's branch office in Frankfurt can continue to ensure the highest level of service for colleagues and customers and proceed with the development and increase of sales in the international sector.



Interdean UK Limited has added **Rob Lucas** to its management team. Lucas, who



Karaboga



Nissen



Keough

has more than 20 years' experience in the international moving and relocation business, joined Interdean as UK operations director. He works closely with Alan Cartwright, who has assumed a broader strategic role for the Interdean Group.

Based in London, Lucas assumed his role at Interdean UK in February. Previously he held senior management positions in the UK with a leading international moving and relocation company.



Nicole Keough recently joined **True North Relocation** of Seattle, Wash., as an import account manager. Keough is RIM certified and has worked in the household goods industry for the last 12 years; most recently she was employed at Gateways International as import coordinator.



Interstate Van Lines, headquartered in Springfield, Va., has appointed **C.J. Dabo** as DoD program manager. In his new capacity, Dabo will oversee the development and implementation of long-range strategic plans to increase Department of Defense (DoD) market share.

Dabo had worked for the Military Surface Deployment and Distribution Command (SDDC) in Alexandria, Va., for the past five years and was recently responsible for the acquisition and development of the Defense Personal Property System (DPS) used to support the DoD's future personal property program, Families First. Previously, he served in the United States Marine Corps for over 20 years, gaining extensive experience in the management of transportation and personal property services. During his military career, Dabo was a subject matter expert



Sehlmeier



Lucas

on the joint service DoD household goods reengineering initiative, Full Service Moving Project (FSMP), where he defined, designed, developed, tested, implemented, and analyzed FSMP's end-to-end business process requirements. Dabo attended the University of Maryland in Iwakuni, Japan and majored in Business and Management.



Transport Topics reports that location and moving company **Sirva Inc.** has announced that Chief Executive Officer Brian Kelley is leaving the company to take a position at Coca-Cola North America. **Robert Tiekens**, chairman of Sirva's board's audit committee, has been appointed interim CEO.

Tiekens, formerly chief financial officer for Goodyear Tire & Rubber Co., was elected to Sirva's board last July and named chairman of its audit committee in December. Sirva said it has hired an executive search firm to fill the CEO slot.



Crown Records Management Group Vice President **Philip Britton** was recently named director of Asia Relations by PRISM International's Executive Board of Directors.

PRISM International (Professional Records & Information Services Management) is a not-for-profit trade association for the commercial information management industry. Headquartered in Raleigh, N.C., and with a European office in Brussels, Belgium, the organization is made up of outsourcing partners that provide physical and digital information protection, access, retention, storage and disposal.

PRISM's Executive Board includes five members from the records management industry who are responsible for appointing 10 directors to represent different geographic regions around the world. This team oversees specific tasks, including the impact of new US and EU regulations, research and development, as well as ethics and strategic planning. Britton was appointed director of the Asia Committee, which includes countries in Asia, the Middle East, and Africa.



Richard Crowther and with Gary Beattie, branch manager of Clark & Rose, Biggleswade.

International removals and storage company **Clark & Rose** has appointed **Richard Crowther** as business development manager at its Bedfordshire facility.

Crowther said, “We have some exciting projects scheduled for the coming year which will enhance the growth potential of Clark & Rose and add to our continued success.”

Clark & Rose, established in 1906, operates from Aberdeen, Stirling, Biggleswade, and Paris.

EXPANSIONS

Crown Worldwide has opened its first facility in the Central American country of Costa Rica, effective Feb. 5, in the city of San Jose, the country’s capital and home to more than half of Costa Rica’s population.

Costa Rica, which literally means “rich coast,” borders with Nicaragua to the north, Panama to the south-southeast, the Pacific Ocean to the west and south, and the Caribbean Sea to the east. It is a small country with one of the highest per capita number of expatriates residing within it.

The country manager in Costa Rica is **Go Mitani**, who has transferred from Rio de Janeiro to head the new operation in San Jose. Mitani has been with Crown for a number of years, having previously been country manager in Mexico and in Rio de Janeiro.

Mitani noted that Crown will be building its client base from the ground up in Costa Rica, literally starting from scratch. This is the first facility Crown has ever opened in Costa Rica, but Go noted that Crown will be the first multinational company to conduct relocation business in that country.

Brian Valentine, CEO of Americas, stated that the in Costa Rica the company sees opportunities for major growth. “Out of all the possible markets we looked at in the Latin American landscape, Costa Rica was viewed as the area with the most potential.”

E-mail: sanjose@crownrelo.com

Interdean Group to Sell Asia Operations to UniGroup Worldwide

London-based **Interdean Group Ltd.** has entered an agreement to sell its Asian business, operating as Interdean Asia to St. Louis-based **UniGroup Worldwide**, upon completion of contractual procedures currently underway.

Interdean Group provides international relocation and moving services, including warehousing and transportation, from facilities located in major cities throughout Europe. Its Interdean Asia subsidiary has nine offices in Singapore, Hong Kong, China, Malaysia, Thailand, Vietnam, and the Philippines.

The sale of its operations in Asia fits the strategic interests of the Interdean Group, according to Chairman Paul Evans. The divestiture of its Asian business will increase the focus on the consolidation and expansion of the company’s international relocation and moving business in Europe, where Interdean currently has 46 offices in 33 countries.

Michael Kranisky, president of UniGroup Worldwide, said, “This acquisition closely fits our company’s strategic interests as we grow in that increasingly important economic region. The addition of these operations to our current UTS alliance strengthens our service delivery capability in the Pacific Rim and ensures that we will keep pace with the requirements of an expanding customer base.”

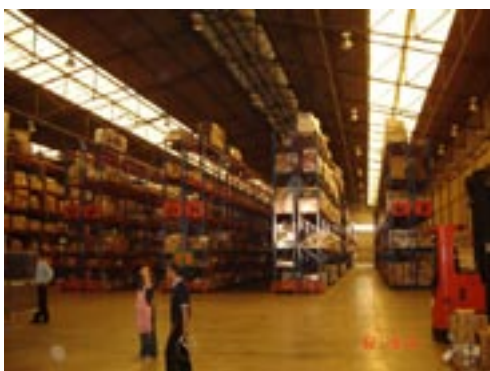


Pictured, from l. to r.: Mr. Teerawit of Trans-Link, Mr. Pranot, and Mr. Phitsanu of the British Council.

British Council Thailand Renews Annual Contract with Trans-Link

The British Council has recently renewed a storage contract with Trans-Link for storing its office furniture, documents and executives’ household goods. Trans-Link recently welcomed the officers from British Council to visit Trans-Link’s warehouse at its new location.

Websites: www.translink.co.th, www.translinkrelo.com



Trans-Link Thailand Celebrates 20th Anniversary and Moves Its Warehouse

Marking its 20th anniversary (1987-2007), **Trans-Link Thailand** recently relocated its warehouse to a new location. The new modern facility comprises nearly 30,000 square feet including air-conditioned storage. It also offers fast retrieving service and reliable real-time information through a state-of-the-art inventory management system of EXE4000 WMS and wireless PDA. All goods are controlled under 24-hour security.

The company's offices in town and at the airport remain unchanged.

Pricoa Relocation Unveils New Website

The **Pricoa (Prudential) Relocation** Website (www.pricoarelocation.com) has a new look. The site is a valuable tool that has been redesigned with greater ease of use and functionality for all relocation related needs. Just some of these components include information about the following:

- **Assignment management:** Comprehensive program administration from policy development to financial and supplier management.
- **Relocation and destination:** Services for employees and their families to successfully transition to a new location.
- **Training and development:** Cultural, language, and business training for expatriates, assignees, and travelers.
- **Contact us:** Ease of identifying contact information for the various Pricoa Relocation regions.
- **Different languages:** Overview of Pricoa Relocation and contact information in Chinese, French and Japanese.

The Pricoa Relocation Website also offers an extensive resource center, including:

- **Online seminars**, featuring downloadable pre-recorded multimedia Webcasts and registration for upcoming events.
- **Reference library**, with informative white papers, current research, tips and advice on relocation programs.
- **News releases** about Pricoa Relocation.
- **“CultureWizard,”** which provides cultural awareness tutorials, country profiles, a culture calculator and expatriate adjustment e-learning modules.
- **Media resources.**

In addition, the Ask a Consultant feature gives online access to a team of consultants who can provide quick answers about industry trends and best practices, direct access to client and relocating employee applications, and Pricoa Relocation job openings in Europe and Asia.



Abels Moves Full-Size Model Spitfire

To deliver a life-size model Spitfire for static exhibition at the 2006 10th Anniversary Lowestoft Seafront Air Festival, the Imperial War Museum: Duxford turned to UK-based Abels for its specialist removal expertise.

The popular festival, which is held during the summer, is one of the highlights of the aeronautical enthusiasts calendar. As can be imagined, moving a full-scale model Spitfire is a delicate task, which can be entrusted only to an organization with specialist knowhow. **Abels Moving Services**, based in Brandon, Suffolk, can call on a wide range of vehicles, enabling it to tackle almost any challenge.

To move the Spitfire required a special articulated low-loader with a crane onboard the vehicle. The wings were dismantled from the plane and then hoisted to lie either side of the fuselage, which was first placed on the trailer. The journey from Duxford to Lowestoft then took approximately two and a half hours, where on arrival the Spitfire was assembled in time for the air festival.

Moving a Spitfire, albeit a model, is not Abels' first aeronautical-themed job. Among several aeronautical moves, it has arranged the delivery of Concord parts that included a 6-ton Rolls Royce Olympus 593-610 Turbojet engine and 3-ton landing gear from the UK to Texas. It has also moved a 100-foot-long, 15-tonne airliner from Swindon to British Aerospace in Hatfield.

Abels has also shipped a Spitfire from Duxford to New Zealand, later also shipping numerous spare parts as the Spitfire crashed when it ran out of fuel while in flight. Another Spitfire, this time an MkXIV, together with two Swiss EFRs, were all shipped to the United States. One customer even flew his own plane into Watton in Norfolk so that Abels could then ship it across the Atlantic to upstate New York.

Abels is the only remover with a Royal Warrant to HM The Queen for removals and storage services. The firm operates from three centers in the UK—Brandon in Suffolk, and Huntingdon and Ely in Cambridgeshire—providing national and international home and office removals, specialized relocation and packing services, and the home delivery of new furniture for both retailers and manufacturers.

Obtaining Hungarian Residence Visas

In the past, many expatriates could visit Hungarian embassies in countries neighboring Hungary to obtain their residence visas (work visas, family member visas, income generator visas). However, **Move One** advises that this is no longer the case as these embassies are no longer willing to issue residence visas to foreigners not resident in their respective countries.

For some time now, many non-E.U. expatriates (including US, Canada, Australia, Japan, South Africa) who entered Hungary on a 90-day tourist visa but then wished to obtain an extended visa could often apply for it at a Hungarian Embassy in Vienna, Prague, Bratislava, or Zagreb. However, due to a tightening of procedures, foreigners can now apply for an extended Hungarian visa only at the Hungarian Embassy in either their native country, or a country in which they have official residency.

Exceptions will be made only in extreme circumstance, such as a medical condition that might prevent the applicant from travel.



Adam and Cali Cartwright

Twice Blessed: Twins Born to Cartwright Clan

MMeet Cali Kristine (left) and Adam Patrick Cartwright, born to Andy and Dana Cartwright on Jan. 19. Adam was born first, weighing in at 5.7 lbs. and 18 inches; Cali arrived a minute later, at 5.6 lbs. and 17-1/2 inches.

Adam or Cali could be fourth generation Cartwrights to enter the family business. **Cartwright International, Inc.**, was launched in 1934 by William E. and Jessie M. Cartwright as a moving company. They soon began to purchase authorities to expand their trucking capabilities and became a van line. In 1968, after William's oldest son, Bill Jr., was named president, they bought a Seattle-based company for international authority and shortly afterward relocated it to their current home base in Missouri.

Since then, Cartwright International has remained a family-owned and -oriented company, now operating under only its fourth president since its inception. The Cartwrights have since sold the van lines and all of their trucking equipment and today focus almost solely on the international market for the Department of Defense. Commercially the company runs a brokerage division and an air division and provides commercial relocation services worldwide.

Asian Tigers Holds 5th Annual Masters Golf Tourney

The 5th annual **Asian Tigers** Masters Golf Tournament was held in February in the beautiful resort island of Phuket, Thailand. This year's event saw more than 50 key industry leaders, from 17 countries and six continents. This year's winner was **Mike Cazalet** of New World International, who carded a two-day Stableford total of 89 points, edging out second place finisher and co-host **Eric Lim** of **Asian Tigers K. C. Dat Singapore**. In third place was **Cees Zeevenhoven**, the 2004 AT Masters champion.

The Ma□
ing ways to □
savor delicious Thai food, and play some of world-class golf layouts.

The highlight of this year's competition was the first-ever hole-in-one by **Asian Tigers Korea's** own **Joseph Song**, who hit an 8-iron on the 14th hole, a tricky, downhill par-3. His ball rolled into the cup for an ace, helping Song and his team, comprised of Ron Smith, Peter Bromfield, and Jean Paul Meiring, to a third-place finish in the first day's Texas Scramble competition.

Song said, "I didn't see the ball drop in the hole. It wasn't until I got to the green that I found out that I had scored an ace. This is definitely the highlight of my golfing career." Congratulations to Joseph Song, Asian Tigers Transpack Korea for carding the first ace in Asian Tigers Masters history.



Mike Cazalet and Eric Lim.



Left: Mike Cazalet, winner of this year's Asian Tigers Masters Golf Tournament.. Above: Eric Lim. Right:



Joseph Song hit a hole-in-one.



Eric Lim with trophy.

Trans-Link's Staff Cycle for Team Unity

It's time for breakout season for Trans-Link Thailand! In December Trans-Link Relocation held a two-day Retreat Program for its key staff at Nakorn Nayok, 120 kms. (75 miles) north of Bangkok. The theme was "Fulfilling the Dream, Uniting the Team." The program combined community care and charity with team-building activities.

The team went to fulfill the students' and teachers' dreams at Wat Wang Toom and Wang Dok Mai schools. The students receive a day-meal allowance supported by the government at 25 cents each. Education materials such as textbooks, uniforms, musical, sports and laboratory equipment, were in poor and pitiful condition. The team, jointly with the sponsors from overseas and domestic, hosted a lunch for them, spent time playing games and doing other activities with them and contributed items such as TVs, textbooks, uniforms, lab equipment, kitchenware and other items to the schools. "They were very happy," reports Translink Director S. Teerawit, and "wish we could visit them again." The team went into the Army Academy School for team-building activities and relaxed at Nang Rong Waterfall.

The agile team of 12 (in photo, left to right) included Supakarn, Teerawit, Patcharee, Pinyapat, Nethchanok, Jennifer, Sarawuth, Stein, Christine, Jirateep, Cheevin and Chatchanun.



Keller Swiss Group: One Brand

The **Keller** organization, headquartered in Basel, Switzerland, announced that it now will be operating under a single entity known as the **Keller Swiss Group**. As a result, customers and trading partners will deal with only one legal entity, Keller Swiss Group Ltd., across all the company's locations.

The new entity will formally assume all liabilities and responsibilities of the companies that previously operated under the Keller Swiss Group umbrella. The only exception is the relocation business, which will continue to be the responsibility of Keller Relocation Ltd. Both companies, Keller Swiss Group Ltd. and Keller Relocation Ltd., will continue to serve customers through the same sales, administration, and operations staff as before.

The biggest physical change will be seen at the Zurich location, where the yellow-colored vehicles will be repainted in "Keller red" over the coming months.

IN MEMORIAM

Robert William Rohr

Robert William Rohr of Silver Spring, Md., died on Feb. 27 of cardiovascular disease at 78.

Mr. Rohr was born in Alexandria, Va., in 1928 and moved to the District of Columbia in 1938, later attending Calvin Coolidge High School, where he excelled in football, baseball, and basketball. He scored the winning touchdown for the Coolidge Colts in their 1947 Championship game played at Griffin Stadium. The Washington Post's coverage of the game proclaimed in its sports headline: "Rohr Roars to Victory," and he was honored with the outstanding player award for all three sports in 1947 by the Touchdown Club of Washington. His name appears in the Baseball Hall of Fame in Cooperstown, N.Y.

Upon graduation from high school, he signed a minor league contract with the Brooklyn Dodgers. After one year, he returned home, accepted a position with the FBI, and played baseball for the Bureau.

He married his high school sweetheart and Coolidge cheerleader, Terri Hopkins, in 1950. He was drafted into the US Army in 1951 and served a tour of duty in Germany as part of the Army Intelligence unit during the Korean War. In 1953, he received an honorable discharge from the Army and returned home to see his one-year-old daughter for the first time.

Mr. Rohr launched his career in sales with the Beatrix Foods Company, then later went into the moving and storage business with the Federal Storage Company of Washington, D.C. In 1969, along with two friends, he became a partner in the purchase of Colonial Storage Company of Washington, D.C. He served as vice president of the International Division of the company, securing business for Colonial with many of the Embassies in Washington, D.C., and contracts with the World Bank, the International Monetary Fund, the Inter-American Development Bank, and US State Department. Mr. Rohr retired from the company in 1993, selling his share of the business to his remaining partner.

Mr. Rohr was a member of the Optimist Club of Washington, D.C., and the American Legion. He enjoyed many friendships and was Mr. Personality among his colleagues.

HHGFAA President Terry Head noted, "I was saddened to hear of Bob Rohr's passing. I knew Bob personally as a friendly competitor, when we were both still in the industry, and as one of the first to serve on the HHGFAA Associate Members Management Board. Over the past week since Bob's death I have heard one constant remark: 'He was a nice guy.' And indeed Bob was. Many of us in the Washington, D.C., area and around the world will remember him fondly and forever."

He leaves his wife of 57 years, Terri Hopkins Rohr of Silver Spring, Md., and his daughters and sons-in-law, as well as several grandchildren and a sister.

HONORS AND AWARDS

Crown Singapore Honored By Human Resources Magazine

Crown Singapore has earned a series of awards from Human Resources magazine (Singapore) for their outstanding service this past year.

Human Resources magazine named Crown Singapore the 2006 Relocation Service Company of the Year, 2006 Best Relocation Company with Proven Systems & Processes as well as Best Relocation Company with International Network and Staff Strength. The office was awarded second place for Track Record and Market Reputation and third place for Customer Service and Professionalism.

"It is quite an honor to be recognized so highly by *Human Resources* magazine and by those involved with the nomination process," said Regional Managing Director of SE Asia Paul Sullivan. "I am very proud of the staff at Crown Singapore for all their hard work and of our entire worldwide staff for their global contributions which helped us earn this prestigious award."

The award winners were announced in the *Human Resources* magazine Special Annual Edition 2006. The article reports that Crown Relocations is moving forward with plans to implement a new application designed to enhance its global communications infrastructure.

"This next generation system will be the first of its kind and is being developed specifically to serve global mobility and international transportation industry," said Sullivan, noting that the new technology will better serve global clients, service partners, and staff.

Washington ‘Insiders’ Salute Joe Harrison

Notable Washington “Inside the Beltway” types paid tribute to retiring AMSA President and CEO **Joe Harrison** at a reception and dinner in his honor. Guests attending the event included Members of Congress, Reps. Thomas Petri (R-WI) and Nick Rahall (D-WV), both of whom made gracious remarks about Harrison.

Rep. Rahall presented Harrison with a framed copy of the *Congressional Record* in which appeared remarks made by the Congressman on the floor of the US House of Representatives in recognition of Harrison’s long and illustrious career. AMSA lobbyist Robert Drummer, who arranged and hosted the event, also presented Harrison with a Waterford Crystal replica of the US Capitol dome, calling him “The Consummate Mover and Shaker on Capitol Hill.”

Other speakers on the program included HHGFAA President Terry Head; Tim Lynch, senior vice president of the American Trucking Associations; and Greg Cohen, President and CEO of the American Highway Users Alliance. Sponsors of the event included the American Highway Users Alliance; American Trucking Associations (ATA); Drummer & Associates; Employee Relocation Council (ERC); Dan Lyons; The Hilldrup Companies; HHGFAA; Peter Scott Associates, Ralph Everett, Esq.; Rea, Cross & Auchincloss; Wayne Valis; Venable, LLP; and the U.S. Chamber of Commerce.



Joe Harrison receives framed copy of Congressional Record from Rep. Nick Rahall.



Above: Bill Lucas (formerly of SDDC), Alan F. Wohlstetter, and Joe Harrison.



At left: Rep. Thomas Petri congratulates Harrison on stellar career



L-r: Peg and Dan Lyons, formerly of Eastern Seaboard Packaging, Terry Head and Boris Populoh chat with Joe Harrison at the dinner.



Above: HHGFAA Chair Georgia Angell (l.), Alan F. Wohlstetter, and Boris Populoh.



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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Sponsors: Celebrity, SA, Greece
Swift Connections LLC, Oman

HHGFAA Officially Launches Two NEW Membership Categories

The Association has recently begun soliciting members for its two newest membership categories: Students and Industry Veterans. Both became effective on Jan. 1, 2007.

The proposals to establish the two new membership categories were voted upon and approved by the HHGFAA members during our 2006 Annual Meeting in San Francisco, Calif., last October. The Association's By-Laws have been appropriately revised to reflect the two new membership categories.

- **Student Members.** The Board of the Alan F. Wohlstetter Scholarship Fund (AFWSF) had requested that HHGFAA consider establishment of a "Student" membership to facilitate the application and award process for potential scholarship recipients. Further, it is hoped that this new Student membership will raise the awareness of the Association in the academic field, as well as draw new, young talent into our industry.

Student membership in the Association will be open to all full- and part-time college or university students worldwide who are actively enrolled in academic study, carrying

at least 6 credit hours. The annual dues for a Student membership have been initially set by the Executive Committee at a nominal \$10 per year.

- **Industry Veterans.** The establishment of a new category for "Industry Veterans" was conceived, at the request of HHGFAA members, to accommodate individuals who have previously worked within our industry, are no longer actively employed, and have reached a minimum of 62 years of age, but nonetheless wish to keep abreast of developments in the industry and maintain ties with other industry participants, former associates, and friends.

The annual dues for Industry Veteran memberships have been set by the Executive Committee at \$150 per year.

Benefits of Membership. Both Student and Industry Veteran members will receive a copy of each issue of *The Portal* magazine, as well as have access to the Association's Web sites. They will be eligible to attend the

Annual Meeting and Trade Show at the established registration fees with no discounts. No other privileges or member rights are extended.

Student and Industry Veteran members will be tracked and managed as separate membership categories within the association's membership database and published as two new separate listings within the Membership Directories.

New "Five-in-One" HHGFAA Membership Application. To accommodate the two new categories, as well as the existing Active, Associate, and YP-35 memberships, the staff of the Association has developed a revised Membership Application. The newly formatted application incorporates all five categories of HHGFAA memberships into one application, which will be much simpler to understand and complete by potential applicants.

Applicants and interested HHGFAA Members may access to review and/or download the new Membership Application off the HHGFAA Web site: www.hhgfaa.org.

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2006–2007 HHGFAA Membership Directory (2007–2008 Directory available in April)	50.00	75.00
Additional Copies of The Portal (1-year subscription)	100.00	125.00
Defense Transportation Regulations Part IV (replaces the PPTMR)	120.00	150.00
Rate Solicitation I-18	120.00	150.00
Global Transportation & Related Business Terminology	45.00	75.00
How Congress Works: A Layman’s Guide to Understanding Congress	10.00	
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Training DVD & Manual: Packing & Loading Military Shipments	25.00	50.00
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OR, fax with credit card information to (703) 317-9960**

Transportation Security Issues In the 110th Congress

The nation's air, land, and marine transportation systems are designed for accessibility and efficiency, two characteristics that make them highly vulnerable to terrorist attack. The dilemma facing the 110th Congress is how best to construct and finance a system of deterrence, protection, and response that effectively reduces the possibility and consequences of another terrorist attack without unduly interfering with commerce.

A leading issue with regard to securing truck, rail, and waterborne cargo is the desire of government authorities to track a given freight shipment at a particular time, particularly the tracking of marine containers as they are trucked to and from seaports. Security experts believe this is a particularly vulnerable point in the container supply chain. Debate over who should pay for cargo security, government or industry, and whether mandates or guidelines are the best approach to ensure industry's due diligence in protecting their supply chains are other leading issues.

The Port Security Improvement Act of 2006 will provide grant funds for security improvements to seaports. Hazardous materials (hazmat) transportation raises numerous security issues. Members of Congress want to know whether current federal policies, regulations, and grants could more effectively promote hazmat transportation security at reasonable costs. There are issues regarding routing of hazmat through urban centers, and debate persists over the pros and cons of rerouting high-hazard shipments.

For all modes of cargo transportation, one can identify four principal policy objectives that would support a system of deterrence and protection:

- (1) ensuring the trustworthiness of the cargo flowing through the system;
- (2) ensuring the trustworthiness of the transportation workers who handle the cargo;
- (3) ensuring the trustworthiness of the private companies that operate in the system, such as the carriers, shippers, agents, and brokers; and
- (4) establishing a perimeter of security around transportation facilities and vehicles in operation.

The objective is preventing an attack from outside a transportation system. A narrower set of considerations is how to tailor a security strategy that corresponds with the service requirements of each particular mode. For instance, inspecting 100% of imported marine cargo is practically impossible, so inspectors rely heavily on shipment documentation to select which shipments to examine more closely. The "known shipper" program for cargo and Customs and Border Protection's (CBP) "Trade Partnership Against Terrorism" (CTPAT) program for cargo imported by all modes are initiatives designed to ensure the trustworthiness of the companies that operate in the system.

In addition to the integrity of transportation companies, there is also the issue of the trustworthiness of their employees. In January 2005 the TSA implemented its Hazardous Material Threat Assessment Program, which requires commercial drivers seeking certification to transport hazardous materials to undergo a security screening.

As requested by Congress, the TSA is developing a universal biometric transportation worker ID card that is intended to restrict access to sensitive areas within transportation facilities. One unresolved issue is deciding what should disqualify a transportation worker from obtaining a card. What sort of background would make someone a "security risk"?

By Jim Wise
PACE-CAPSTONE



- **Air cargo security.** Some in Congress have voiced concerns that, although 100% of passenger baggage is required to be screened, only a relatively small amount of cargo carried on passenger airplanes is screened or inspected. The 9/11 Commission recommended that TSA intensify its efforts to identify, track, and screen potentially dangerous cargo. Congress responded by increasing funding for air cargo security operations and research to \$115 million in FY2005, compared to \$85 million in FY2004, and designating funds for expanding the known shipper program for vetting shipments on passenger aircraft; increasing oversight of cargo security; and continuing research and development of technologies to improve air cargo security. In both FY2006 and FY2007, funding for air cargo security operations has been set at \$55 million. Language in the FY2006 DHS appropriations act also directs the TSA to work with other DHS components to develop technologies that will aid in meeting the objective of screening 100% of all cargo placed on passenger airliners, and language in the FY2007 direct the TSA to work with industry to increase the use of EDS equipment for cargo screening.

The 9/11 Commission also recommended deploying at least one hardened cargo container on each passenger airliner for carrying suspect cargo. While this recommendation was reflected in a Terrorism Prevention Act provision mandating a study of the proposal to deploy blast resistant cargo containers, the 9/11 Commission noted that this is progressing slowly. While hardened containers are designed to mitigate the threat of a terrorist bomb carried in a cargo shipment or luggage, some experts believe that the only effective way to mitigate such a threat is to screen all cargo placed on passenger aircraft as is currently done for checked baggage. The TSA, however, has cautioned that such an approach is not technically and logistically feasible at the present time without unduly affecting cargo operations on passenger aircraft. The TSA has instead proposed a strategic plan calling for the use of risk-based prescreening techniques to identify cargo for targeted inspection or exclusion from carriage on passenger aircraft and a threefold increase in random inspections. The TSA is working on a freight assessment system for assigning risk to cargo shipments and targeting screening and inspection efforts on elevated risk cargo. It is anticipated that the TSA will fully deploy this system sometime in FY2008.

In addition, improvements in security programs for all-cargo operations are planned to protect against unauthorized access to large all-cargo aircraft. Under new cargo security rules, secured areas of airports will be expanded to include cargo operations areas thus

requiring criminal background checks and security threat assessments for an estimated 50,000 additional airport workers. The new regulations also impose requirements on freight forwarders that ship by air and require security threat assessments for workers with access to cargo including an estimated 51,000 off airport employees of freight forwarding companies. Also, under the pending regulations, an industry-wide database of known shippers would be established and maintained by TSA to allow freight forwarders and airlines to vet cargo shipments.

- **Cargo visibility.** A leading issue with regard to securing truck, rail, and waterborne cargo is to what extent government authorities need the capability to track a given shipment at a particular time. Much of the attention with respect to cargo visibility concerns the tracking of marine shipping containers. Marine containers are not currently outfitted with tracking devices, but it is common practice to seal container doors with tamper-evident fixtures. Security officials are concerned that a particularly vulnerable stage in the container shipping process occurs when containers are trucked to the overseas port of loading or when they are trucked from the US port of unloading to their final US destination. At this stage, the integrity of the shipment rests solely with the trustworthiness or due diligence of the truck driver. A sensor or tracking device could help ensure the integrity of container shipments during these vulnerable stages.

Since the Sept. 11, 2001, attacks, there has been rapid development of palm-sized tracking devices and sensors that could be inserted on an interior wall of a container. But although this so-called “smartbox” technology is being tested in selected routes, it has not been resolved whether and how best to deploy it on a widespread basis. In the near term, shippers and carriers favor using the best container seals currently in use rather than moving to the more costly sensor and tracking devices. Congress is likely to continue its oversight of the technological development of container security devices and debate whether these devices can be effectively deployed to improve cargo security.

- **Imported cargo.** Of particular concern is ensuring the integrity of imported cargo. Over 11 million marine containers from all corners of the globe arrive at US seaports annually, while 11 million truckloads and over 2 million railcars arrive at US land border crossings. Since the Sept. 11, 2001, attack, Customs and Border Protection (CBP) has issued new requirements requiring freight carriers to report cargo manifests (shipment information) before they reach US borders. Container ships must report shipment details on each container 24 hours before it is loaded at a foreign port. Truckers from Canada and Mexico must report their trailers’ contents from 30 minutes to an hour prior to border arrival and railroads must report this information two hours prior to border arrival. CBP analyzes the cargo manifests and other intelligence to select which cargo units to physically inspect.

CBP’s selection process is thus critical in keeping terrorists and their weapons from being smuggled into the country. In its oversight role, Congress is scrutinizing CBP’s cargo inspection process. In the Port Security Improvement Act Congress required DHS to evaluate whether additional cargo information is needed to evaluate shipment risk and required DHS to reexamine its targeting system to determine where improvements to the system could be made. Congress also required DHS to set up a pilot program at three overseas ports to test the feasibility of scanning all US-bound containers at those ports.

- **Private industry’s role.** Because most surface and marine freight transportation assets are owned by private industry, and because there are too many shipments for government to monitor on its own, government officials have to rely extensively on private industry to tighten control over their supply chains. Industry has taken steps to protect their operations from terrorist infiltration. The railroad industry has conducted a security risk assessment that prioritizes the industry’s assets and lists countermeasures to be taken at different alert levels. Railroads have also created a “Railway Alert Network” that is designed to make sure individual railroads receive timely threat information. Barge operators have created a “Model Vessel Security Plan” through their industry association, the American Waterways Operators. The Trucking Associations have expanded a “Highway Watch” program to include training for drivers on how to spot suspicious activity. Intermodal shippers have created a “Smart and Secure Trade Lanes” program to evaluate anti-tampering and tracking devices for marine containers.

An issue for policymakers is determining the best approach for ensuring private industry’s cooperation and due diligence over the long term, including the establishment of guidelines or “best practices.”

- **Paying for cargo security.** Freight carriers and shippers are private, for-profit corporations, which raises the issue of whether they or general taxpayers should pay for security improvements. Advocates for public funding argue that homeland security is a national concern and therefore a federal government responsibility that should be paid for from the general treasury. Others argue that carriers and shippers are the direct beneficiaries of improved cargo security. They argue that it is in their own economic interest to protect their assets from terrorist attack, that additional security measures also deter cargo theft, which is costly to the freight industry, and that therefore they should bear the cost of security improvements.

Several legislative efforts to establish a security fee paid by industry to generate funds for a federal port security grant program have failed in Congress. Meanwhile, some ports and freight carriers are beginning to add security surcharges to their freight invoices while other carriers are presumably incorporating extra security-related costs in their freight rates.

Hazmat Cargo Security

Hundreds of thousands of trucks and railroad tank cars transport tons of hazardous materials (hazmat) daily. These shipments can be used as instruments or targets of terror. There is a virtually unlimited number of ways that the hazmat transportation system is at risk from terrorists. For example, tank trucks can be attacked, drivers can be killed, and loads can be hijacked and released during shipment. Simply put, there are too many points of vulnerability to ENSURE security during hazmat transportation. A major challenge is to cost effectively increase the security of these shipments, especially those that pose the most danger to the public, while still meeting, to the extent possible, the transportation requirements of commerce. Industry and government are gradually implementing a “layered” system of measures affecting shippers, carriers, and drivers to reduce associated security risks. This system involves incident prevention, preparedness, and response. The Departments of Transportation (DOT) and Homeland Security (DHS) have taken actions to enhance the security of hazmat transportation. DOT requires shippers and carriers to implement security plans regarding specified hazmat transportation. DOT grants encourage state and some local governmental personnel

to conduct hazmat inspections and to plan and train for spills of these materials. Also, the Department has contacted thousands of companies that are seeking to improve their security programs, and has established communication links with industry.

DHS conveys threat information to law enforcement and industry, and conducts vulnerability assessments. DHS administers a grant that provides for the training and communications infrastructure which truck drivers, highway workers, and others use to report potential security threats and safety concerns on the Nation’s roads. DHS screens commercial drivers applying for an endorsement to carry hazardous materials to determine whether a driver poses a security threat necessitating denial of the hazmat endorsement.

DHS has also deployed radiation detection equipment at interstate truck inspection stations. Whether the pace of these actions is adequate or not is subject to debate. It is widely recognized that more could be done to promote hazmat transportation security, but additional costs would be incurred and tradeoffs would need to be considered.

There remain many issues associated with hazmat transportation security. Many in Congress want to know whether current federal policies, regulations, and grants could more effectively promote hazmat transportation security at reasonable costs. There are issues regarding routing of hazmat through urban centers and debate persists over the pros and cons of rerouting high hazard shipments. Requiring tracking devices for hazmat shipments and limiting security requirements to just those hazardous commodities that are potentially the most dangerous are also topics of debate. Other options include increased security awareness training for state truck inspectors and certain employees of truck leasing companies, and requiring enhanced security plans and communication systems for carriers of high hazard materials shipments beyond those now required. Each of these options poses costs that need to be evaluated within the context of other investments.

Scan-All Amendment Survives

A watered-down version of an amendment to require scanning of all containers at overseas ports will be part of Senate legislation to put all recommendations of the 9-11 Commission into effect, according to industry sources that are closely following the bill. Language of the amendment offered March 6 by Robert Menendez, D-N.J., has been modified to allow the Department of Homeland Security to carry out all provisions of the SAFE Port Act before the agency sets benchmarks to show how it would reach 100% scanning of containers bound for the United States. The Menendez amendment will be included in a package that Senate Majority Leader Harry Reid, D-Nev., will present as the last changes to the bill before the chamber votes on it. Reid said he expected the vote to be on March 13. The SAFE Port Act requires that scanning all containers using technology to detect radioactive materials and make an image of a container’s interior be field-tested at foreign ports. Once the pilot program—the Secure Freight Initiative—is complete, Homeland Security must report to Congress about the effectiveness of the technology before moving ahead with a 100-percent scanning program. The original Menendez amendment would have deleted the reporting requirements from SAFE Port and required Homeland Security to establish annual scanning benchmarks at the end of the pilot program. Earlier, another scan-all amendment by Sen. Charles Schumer, D-N.Y., requiring 100% scanning within five years of completion of the pilot was defeated by the Senate.

IMPORTANT NEW INFORMATION CONCERNING PORTAL ADVERTISING RATES AND DIMENSIONS

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 March/April 2008 Issue March 12, 2008

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Industry Calendar

March 29–April 1, 2007

32nd Annual Dispatchers Convention
Destin, Florida

April 18–21, 2007

Annual OMNI Conference
Sorrento, Italy

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

April 26–28, 2007

BAR Annual Conference
London, Great Britain

June 10–12, 2007

National Council of Moving Associations
Las Vegas, Nevada

Sept. 15–19, 2007

NDTA 61st Annual Forum
Charleston, South Carolina

Oct. 12–14, 2007

PAIMA General Assembly
New York, NY

Oct. 14–17, 2007

HHGFAA 45th Annual Meeting
New York, New York

Oct. 24–26, 2007

ERC Global Workforce Symposium
Denver, Colorado

Nov. 1–4, 2007

FEDEMAC Congress
Florence, Italy

Oct. 4–7, 2008

HHGFAA 46th Annual Meeting
Honolulu, Hawaii

October 10-13, 2009

HHGFAA 47th Annual Meeting
Orlando, Florida

Sept. 29–Oct. 2, 2010

HHGFAA 48th Annual Meeting
San Diego, California