

# THE PORTAL

VOLUME XXXIX The Journal of the Household Goods Forwarders Association of America, Inc. NOVEMBER/DECEMBER 2007



## A Smash Performance!

### New York Memories and Photos



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# THE PORTAL

VOLUME XXXIX

NOVEMBER/DECEMBER 2007

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**About our cover:** By all accounts, this year's Annual Meeting in New York City was a bravura performance. Our coverage begins on page 4, and a sample of the photos taken at the meeting begins on page 6.

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

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By Terry R. Head  
HHGFAA President

## Give My Regards to Broadway!

Well, the 45th HHGFAA Annual Meeting is over! I have to admit, the conclusion of the annual gathering of the Association's members is a bittersweet moment for me and the staff. We started working on this meeting well over four years ago and have spent considerable time and effort over the last 12 months planning and preparing for what our attendees and special guests have generally agreed was one of the best meetings yet!

I also have to confess that I don't like New York City much—or perhaps it would be more accurate to say I *didn't* like it. But spending time in the “Big Apple” has given me a greater appreciation for the City's offerings, traits, and unique personality. It's truly a city that has something for everyone.

If you haven't figured it out by now, our theme—“*All the World's a Stage*”—as well as our promotional material, bags, t-shirts, and signage were a nod to our meeting venue in the city's Theater District and in the heart of Broadway. Judging from the attendance at some of the business sessions, presumably some of you found the time to take in a Broadway show or two, but that's certainly one of the reasons we choose a city like New York versus some of the less desirable smaller towns in the United States. After all, neither life nor our meeting should be all about business.

There were some great individual performances during the meeting and this is a great opportunity to personally thank all our volunteer leaders, presenters, panelists, and staff for their substantial contributions to a very worthwhile educational event, as well as one that offered lots of entertainment and networking opportunities.

### **There were many “firsts” this year in New York.**

The new geographically expanded and enlarged Associate Members' Management Board (AMMB) was publicly introduced for the first time. In addition, the AMMB conducted their first scholarship “*fun-raising*” event with the very popular “penny drop.” If you missed it, you lost out on some wonderful prizes from around the world contributed by the various regional representatives.

For the first time, the “Young Professionals” (YP-35ers) and the Board of the *Alan F. Wohlstetter Scholarship Fund* had their own booth and display in the trade show, from which they promoted YP-35 membership and the scholarship fund, and sold 50/50 raffle tickets and the collectible t-shirts.

The Association formally launched the long-anticipated [Receivable Protection \(RPP\) Plan](#) (see pp. 59–60) and announced the formation of its new Technology Partnership and its initiative to become accredited and certified as an electronic standards developer for our industry.

Another first was our choice of luncheon programs and keynoters. This year our luncheon featured strictly entertainment. We hope you enjoyed the performances of “LiZa” and stage personality Ben Vereen. They both exceeded my expectations and deserved a standing ovation.

On the military side, the HHGFAA staff jointly coordinated with the US Transportation Command (USTRANSCOM) a “Learning Lab” for hands-on exposure to the new Families First DPS automation system. For many members, this was their first opportunity to actually see and use the new system, which is scheduled for implementation in the coming months. The Association also conducted a special session on the last day in which representatives of USTRANSCOM addressed the timing of the new program and continuing questions and industry concerns about its participation as the program's business rules take hold.

Finally among the firsts was the stepping-down of Georgia Angell as HHGFAA chairman, a role she played for four years, bringing to six years her service on the Executive Committee. She was the Association's first elected female chairman in its 45-year history, but I doubt that she will be the last.

Our newly elected chairman, Randall (Randy) Groger, has big shoes to fill, but as Mr. Groger has been our vice chairman for four years, I know he's prepared and up to the task of continuing to build upon the success and growth of the Association.

Following our tradition, this issue of **The Portal** recaps the events of the Annual Meeting. I trust that you will look back fondly, as I do, on our week in New York City and send *your* regards to Broadway. ■



2007-2008 HHGFAA Executive Committee

**Editor's note:** Following is a listing of the HHGFAA Executive Committee for the coming year, including their committee assignments in brackets. The full committee lists are available on the HHGFAA Website, at [www.hhgfaa.org](http://www.hhgfaa.org).

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## Swan Song: HHGFAA's First Woman Chair Passes the Gavel

Among the more notable aspects of the highly memorable Annual Meeting in New York was the fact that after serving four years as chair of the HHGFAA Executive Committee, Georgia Angell passed the gavel to her successor, Randy Groger.

In what has traditionally been a male-dominated industry, Angell has succeeded in a big way, both at her company (she is president of Dell Forwarding in Warrenton, Mo.) and at HHGFAA, as its first woman HHGFAA chair.

During her 28 years of experience in this industry, she has held key management positions with Shoreline International, United Van Lines and American Ensign. She joined Dell Forwarding in 1997. Angell has been responsible for all facets of freight forwarding and also has experience in local agency and port management.

Before her election as chair of the HHGFAA Executive Committee, she chaired both the Accessorial Services Committee and the Claims Committee. She has been closely involved in the military's development of the Families First initiative and the issues within the current program. During the past four years as HHGAA chair, she also has been engaged in all HHGFAA activities.

Although she acknowledges the ground-breaking aspect of being the first woman to head the HHGFAA Executive Committee, Angell believes gender has been beside the point. "I'm not sure my challenges were any different from other recent chairmen's with respect to military issues," she told *The Portal* recently. Angell laments the "enormous loss of historical and basic knowledge"—the institutional memory—concerning military-related programs because most of the Virginia-based personnel at SDDC choose not to move to its new headquarters at Scott AFB, Illinois. "It is the constant change of personnel and leaders within the military organization that can cause frustration. We see the unbelievable importance of this as the government's auditing division is now interpreting the rate solicitation differently on charges that were billed several years ago due to situations caused by 9/11."

Reflecting on the way HHGFAA has advanced during her tenure, Angell notes, "The number of Associate members has grown tremendously. This now includes even more 'support' companies, such as packing and material suppliers, insurance companies, and computer software companies. Military issues consume a huge amount of time; however, we needed to continue to provide value-added services to all our members. To that end, we chose to have the Commercial Affairs Committee chaired by the Associate Member At Large position rather than continue having it under the direction of an Active member. We brought on additional staff, Chuck White, to concentrate solely on government and military issues so Boris Populoh and Terry Head can devote more time to pursuing programs and issues that affect all HHGFAA members. Jackie Agner, our Associate Members' Representative, has done a superb job in realigning and expanding the Associate Members' Management Board to better serve those members."

Angell has successfully balanced her career and home life and is grateful to other women before her who gained the respect of the men who dominated the business. "I think one of the biggest issues for women in any industry is the fact that most have to juggle their job and home responsibilities," she says. "My husband is chief engineer on a ship for at least six months a year, so coordinating travel and children while I was chairman was challenging. The moving industry was definitely an 'old boys'-type network. I had the benefit of several women before me paving the way through the years. Coming to the Annual Meeting many years ago, I saw very few women, but

those who were involved were very strong, like Sandy Rowe-Maier. I perceived that the challenge of being chair was compounded by my not only being female, but also one of the younger people in the industry. I've been in this business since I was 17. Do the math—I'm as old as the Association! I held energetic positions at several different companies—it was solid experience, but I was very much aware that some might question my qualifications. I thoroughly enjoyed being chairman, and jumped in with both feet and was very passionate about my responsibilities."

Asked about her accomplishments and legacy as HHGFAA chairman, Angell says, "MY notable accomplishments? Alone, not many at all. It is truly a team effort to develop, promote, and sustain all that goes on at HHGFAA. The staff contributes substantially, as do the other members of the Executive Committee. I am so very thankful for Terry Head's health recovery, because without him at the helm of this organization, HHGFAA would be a very different animal. We fought hard and we are still fighting for the success of our members with the new military program.

"We began many programs during the past years," she adds. "Developing the technology partnership is most exciting to me—it may be the first action item the Association has taken the lead on for the entire moving industry. We have the opportunity to be the innovator rather than waiting for Customs to tell us how to move household goods. I hope to remain involved in that. The Shipper's Guide, the Code of Ethics, expansion of the Association Member's Management Board, the Receivable Protection Plan, adding new member categories, and just recently the Hall of Honor are just some of the developments within the last four years. My emphasis while Chairman was communication. It didn't do us any good to work on issues if we didn't share the information with our members. Of course **The Portal** is a gem, but we also promoted the use of the Web site and both ePortal newsletters as a way to disseminate information.

"So: MY most notable accomplishment? Well, according to my dear friend and our new chairman, Randy Groger, I have a talent for running meetings efficiently, and when you meet as often as we do and have to cover so many issues, time is precious. Everyone is very engaged in the discussions and although you want to allow enough time for ideas and concerns to be shared, you have to set and keep time perimeters."

Angell cautions that HHGFAA must not rest on its laurels but must continue to evolve. "We are the coordinating body for our military Active members, our Associate members (suppliers and agents), our YP-35 members, the Alan F. Wohlstetter Scholarship Fund, and International Shippers Association. We will lead the way in which technology is applied to the classification of HHG articles worldwide. We no longer are just a household goods forwarding organization; we support many different aspects of the shipping community."

Angell predicts that the challenge for Groger, her successor as HHGFAA chairman, will lie in dedicating the necessary time and energy to address government issues, while not losing sight of the "big picture"—the direction the association needs to move. "And last but not least," she says, "he and the HHGFAA staff will have to perform a miracle and figure out a way to keep improving on the Annual Meeting if possible—it just keeps getting better and better each year!"





# Aussie Prevails at 4th Annual Breast Cancer Research 5K Charity Fun Run

The Santa Fe Group's 5K Charity Fun Run in New York drew 120 entrants and just over 100 participants who completed the 5K around beautiful Central Park. The weather was perfect, and a new record was set this year with Ben Saunders (son of Nigel Saunders of Nuss Australia) setting the pace at 20:39, but followed very closely by Steven Brown from Grace Australia, who was only 10 seconds behind at 20:49 and first in his age category (which we won't mention). The winner for the 60+ category for men was Andreas Amiet of Keller Switzerland, and Jane Laster-Gordon with MI Group in the women's category. The overall winner in the woman's category was Kelly Williamsen (Transpack Argentina) with a new women's record time of 23:01.

This year's event was dedicated to the memory of The Honorable Roger Landry, and he would most certainly have been pleased. The event raised over US\$11,400 toward the Johns Hopkins cancer research this year, which adds to over US\$700K that had been raised by Santa Fe Relocation Services since its inception in late 2002. Santa Fe thanks its good friends who deserve special mention—Laura and Renata Busetini with Vinelli & Scotto, and Janet Bowen from Crown Worldwide, as well as some of the special Partner Sponsors who donated generous amounts toward the Charity this year: One-Group, Aloha International Moving & Storage, and Findlay Moving & Storage.



**Ben Saunders, Nuss Australia (1st in under 39 category and overall winner).**



**Steve Brown, Grace Australia (1st in 40-59 category and 2nd overall).**



**Gordon Bell, Asian Tigers (first Asian Tiger to compete and complete).**



**Steve Lewis, Lars Iversen, and Chad Forrest, Santa Fe Relocation Services (Forrest was once again the first Santa Fe member to complete and 6th overall).**



**Kelly Williamsen, Transpack Argentina (1st in under 39 category and overall winner for women). Also pictured: Patrick White, AIRes, who was also the winner of the Sweeper Award for being the biggest sand-bagger, and closely behind, Robert Cormier, Santa Fe Relocation Services.**



**Boris Populoh (HHGFAA) and family (18th overall and approx. 5 seconds in front of Robert Cormier, which, Cormier vows, "will not happen again.")**





# 'All the World's a Stage': HHGFAA Connects Great Performers and Great Performances

## ACT I: The First Day

### The Curtain Rises: Registration

The first act and scene of the 45th HHGFAA Annual Meeting began with the curtain rising on registration. Attendees and invited guests were eager for the performance to begin, and within the first four hours of registration, well over 1,600 people obtained their programs and tickets (name badges) in anticipation of the curtain rising on world's largest annual gathering of relocation and international moving professionals.

Meanwhile, as most attendees were registering or networking on the spacious 8th floor lobby level, trade show performers were busy setting up their individual stages (displays) for the opening of the Trade Show and Network Central hall on day two.



### Can't Get Enough Annual Meeting Photos?

Additional photos from the Annual Meeting can be viewed and purchased directly from the professional photographer who covered the event.

It's easy. Just visit the link:  
**[www.lilesphotography.com](http://www.lilesphotography.com)**.

Click on "Recent Events" and then click on "Household Goods Forwarders Association (HHGFAA)".

## A Souvenir to Take Home

Just like at a real play or concert and for the second year, “collectible” Annual Meeting t-shirts were sold during registration by the “Young Professionals” (YP-35) troupe, with proceeds benefiting the *Alan F. Wohlstetter Scholarship Fund*.

This year’s souvenir t-shirts carried the theatrical theme of the annual meeting and held the same **Admit One** theater ticket design that was displayed on the bags handed out to attendees during registration.

The YP-35ers continued the sale of shirts and other fund-raiser items at their very own booth in the exhibit hall, which was another debut for them this year.





# Scriptwriters, Playwrights, Producers and Directors: Leadership Board Meetings

The HHGFAA leadership, encompassing the Executive Committee and the newly expanded Associate Members' Management Board (AMMB), conferred over breakfast and rehearsed for their roles and performances at various events and business sessions during the coming week. In addition, critiques and dialogue were provided by the HHGFAA (staff) ensemble, to update both governing boards on a variety of programs as well as to script the scenes for establishing the productions and direction of the Association for the next year.

The Executive Committee continued to meet throughout the first day to review reports of the various Standing Committee chairs, as well as discuss and make decisions on HHGFAA staff recommendations.









## Let's Meet in the Lobby Before the Show

As has become a tradition on Broadway, HHGFAA attendees gathered in various parts of the theater (hotel) to network and greet old and new acquaintances. HHGFAA members are never shy when it comes to introducing themselves or their companies, so there were lots of business cards and literature exchanged on the first day of the meeting.



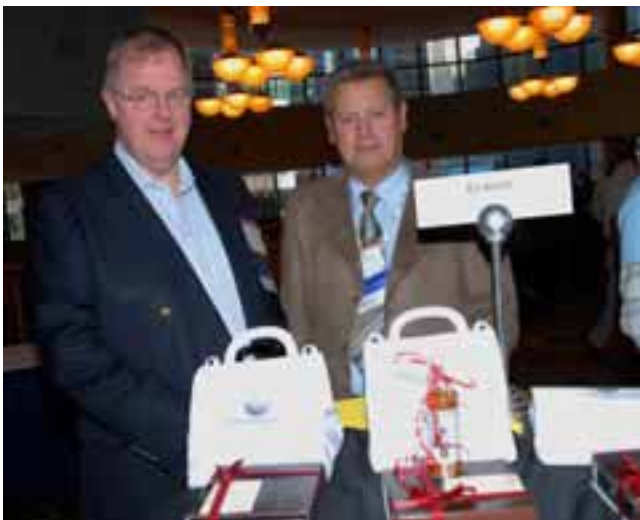


## Ever Wanted to Drop a Penny from a Skyscraper?

Playing on the eternal question, “What happens when you drop a coin from a skyscraper?,” the regional representatives to the Associate Members’ Management Board held their own brand of fundraiser to benefit the *Alan F. Wohlstetter Scholarship Fund*. Participants who purchased tickets for the game were eligible to win some wonderful prizes and gifts representing the seven worldwide regions of HHGFAA.

Jackie Agner, head of the AMMB, and Boris Populoh of the HHGFAA staff produced and directed the event, which was great fun and raised a substantial amount for the Association’s scholastic assistance program.

We’re happy to report that, contrary to myth, no persons or animals were injured during the conducting of the event.







## Wow—What a View! New Members' Reception

Over 150 new members, as well as specially invited guests representing a wide variety of multinational organizations, government agencies, and other industry trade associations gathered at “The View,” the Marriott Marquis’ revolving rooftop lounge, for the first of the meeting’s official events. This special spot, 49 floors up, provided the guests with a wonderful sunset, which quickly turned into a spectacular night view of the twinkling Manhattan skyline.







## 'Barefoot in the Park': The Opening Reception

The Opening Reception, eagerly anticipated by most attendees as the real start of all Annual Meeting performances, is where old friends become reacquainted and new relationships are formed.

The Marriott's Broadway Ballroom was wonderfully decorated with scenes depicting various sections and landmarks of New York City's famous **Central Park**.

In addition to all the wonderful food and refreshments, attendees were treated to live background music.

The YP-35 group, as well as Board Members and supporters of the AFW Scholarship Fund, once again ran a "Wheel of Chance" for a variety of prizes, all benefiting the Scholarship Fund.



## **ACT II: The Second Day**

### **‘Breakfast at Tiffany’s’**

Well, not really. But at the annual meeting there will always be high rollers and early risers, particularly when you have people attending from every time zone in the world. On days one and two, breakfast was a busy networking spot for those eager to get the day’s business underway.



### **Grabbing a Cappuccino at the ‘Internet Café’**

Attendees and guests were provided a special area just outside the exhibit hall where they could take an “intermission” and use free Internet service to check e-mails and conduct business while away from their offices.





## 'A Really BIG Show!': Network Central Trade Show

HGFAA Chairman Georgia Angell was on stage to open this year's Trade Show and Network Central, as well as to thank and acknowledge all the various sponsors and hundreds of exhibitors participating this year. The show quickly filled and stayed busy during the full run of the show, with attendees eager to network and learn what is new and exciting in the realm of international relocation and shipping.



## A Tangled Web We Weave: The Claims Workshop

**J**an Moore, chair of the HHGFAA Claims Committee, and her experienced cast received raved reviews for this year's Claims Workshop, described by many as "the best claims workshop they had ever seen on Broadway!"

The central theme of "the play" was the pending new Families First Program, with an intriguing subplot dealing with the recent implementation of increased liability and Full Replacement Valuation, as well as Direct Carrier Settlement for all US military household goods and baggage shipments.

Ms. Moore moderated comments from Linda Bluel and Kevin Spealman, members of the Claims Committee, as well as orations from several special "guest stars" from various US military agencies and claims services.

Headlining the workshop were excellent performances (presentations) from Ms. Patricia Leonard of the Office of the Judge Advocate General of the US Navy and Ms. Virginia Eilimus representing the Navy Personnel Claims Unit. Ms. Leonard also presented on behalf of Mr. Joe Geotsky, of the Army Claims Services, who was unable to attend.

Also on stage, representing the US Air Force, was Lt. Colonel Eric Bee, Chief of the Air Force Claims Service, who was back by popular demand from last year's workshop. And bringing down the house was Ms. Dinah Butcher, from the Surface Deployment and Distribution Command (SDDC).





## DPS Learning Lab

Annual Meeting attendees took advantage of daily opportunities to familiarize themselves with new systems and processes at the DPS Learning Lab. For many, this was their first look at the new automated system for US military shipments.

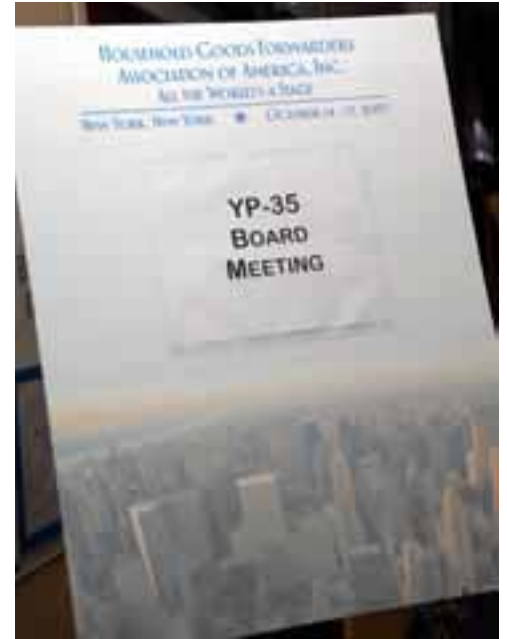


## The Young (and the Restless) Professionals (YP-35)

Stephan Guerts, Jr., ending his first year as the YP-35 Chairman, led discussions by the YP-35 Management Board on a variety of topics and issues affecting that particular and growing segment of the HHGFAA membership.

Among the items reviewed by both the YP-35 Board and the members in their meetings were planned actions and programs, including ongoing support for the *Alan F. Wohlstetter Scholarship Fund* and enhancements and expansion of the dedicated YP-35 Website.

A YP-35 social mixer was held in the hotel's "Sky Lounge" that provided excellent opportunities for networking and meeting younger peers, many of whom were rookies attending their very first annual meeting, along with many "experienced" YP-35ers willing to show them ropes.







## 'A Ship of Fools': ISA Board of Directors Luncheon and Meeting

Members of the Board of Directors of the International Shippers' Association (ISA) met over lunch to discuss activities of the cooperative buying group's efforts to provide ISA members with competitive pricing for ocean, air, and inland transportation.





## 'The Good Ship Lollipop': ISA Membership Meeting

ISA Chairman Howard Leff "skipped" the ISA annual membership meeting, in which the audience was briefed by the members of the ISA Board of Directors on the membership and financial status of the six-year-old cooperative buying group.

Elections also were held, resulting in Mario Rizzo being selected as the new ISA chairman, Howard Leff as the next vice chairman, and Mike Cazelet as the treasurer and newest board member.

A highlight of the meeting was the discussion of the latest patronage dividend. This is typically paid out annually to ISA members based on the volume of traffic they run through the ISA military shipping agents handling military and other government traffic requiring US Flag Service. ISA also offers competitive pricing through arrangements with various "commercial" preferred vendors operating under contract with ISA. Getting a lollipop (check) every year seems to leave a good taste in the mouths of the ISA members.



## **ACT III: Taking Care of Business**

### **Money, Money, Money! Scholarship Fund Board Meeting**

The Board of Directors of the *Alan F. Wohlstetter Scholarship Fund* convened for a very early morning breakfast meeting to discuss fundraising activities and new efforts to expand the outreach of the fund's scholastic assistance program, which is available to HHGFAA members and their dependents on a world-wide basis.

Heather Engel, AFWSF president, and Jackie Agner, the AFWSF secretary, moderated discussions of the board, whose current primary focus is enticing more individuals to apply and fulfill the Board's goal of awarding five scholarships each year. Among the important actions rendered by the Board during its meeting in New York was a decision to increase the value of each scholarship from \$2,000 to \$4,000.





## Talk About a Big 'Global' Stage: Associate Members' Meeting

With the recent expansion of the Associate Members' Management Board (AMMB) from 11 to 16 members, there had to be a really big stage to hold them all during the Associate Members Meeting. Almost looked like a meeting of the U.N. Security Council.

After a warm welcome from HHGFAA Chairman Georgia Angell, the Associate Members' Meeting was turned over to Jackie Agner, the Associate Members' Representative, and Doug Finke, the Associate Members' Representative At-Large, who both serve on the HHGFAA Executive Committee.

Ms. Agner had the pleasure of introducing all the newly appointed AMMB members, of which there are now two representatives from each of the seven regions that now make up the governance structure for Associate Member representation. Each regional representative was given an opportunity to address or speak to issues affecting his particular area of the globe.

Attendees also heard presentations by HHGFAA's director of programs and education, Boris Populoh, as well as Charles White, the Association's director of government and military relations.

Terry Head, the Association's President, reviewed his Annual President's Report on the financial status and membership statistics for the association, as well as, highlighted many of the new programs and planned initiatives for the coming year.







## Celebrities Everywhere You Look: Luncheon and Entertainment

Attendees who gathered for the reception and annual luncheon were treated to some surprise guests, as well as some excellent food and Broadway-style entertainment. Opening the show was HHGFAA's very own LiZa (that's with a "Z"), who is none other than Ms. Bonnie Mirliss, of Mirliss Auto Relocation Service. LiZa (Bonnie) did such a great job impersonating Liza Minnelli that some members *still* don't believe it was not the real Liza.

LiZa even recruited some members from the audience who performed their own impression of the world famous "Rockettes" from Radio City Music Hall, which is just down the street from the Marriott. Not to pass judgment, but the "HHGFAA Dancettes" were advised to keep their jobs in the moving business.

Next on the play bill was Ms. Heather Engel, president of the *Alan F. Wohlstetter Scholarship Fund*, who formally announced the five recipients of this year's scholarships and acknowledged the various contributors to the fund over the past 12 months.

Jackie Agner, Georgia Angell and Terry Head acknowledged Dick Chia, who was unable to attend the annual meeting, and Antonio Gil for their dedicated and faithful service on the Associate Members' Management Board.

Georgia Angell acknowledged the full Executive Committee and then she and Jackie Agner thanked and recognized each of the HHGFAA professional staff with the gift of a personalized "bobble-head" statue, each of which bore a striking resemblance to its recipient.

No pun intended, but the real "Head-liner" was Emmy and Tony Award-winner Ben Vereen, who is renowned as a singer, dancer, and stage/movie personality. Mr. Vereen is loved by many around the globe. From Broadway's "Chicago" to the television series "Roots" to his triumphant return to the stage in the recent hit musicals "Pippin" and "Wicked," he has proven himself as one of the world's most versatile performers.

Mr. Vereen not only delighted the luncheon attendees with his performance, but he was a natural storyteller, speaking candidly about his life experiences and his belief that song and dance tie everyone in the world together.

The luncheon attendees expressed their thanks and gratitude to Mr. Vereen with not one but *two* standing ovations.









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HHGFAA thanks the following member companies that generously signed on as sponsors in support of the 45th Annual Meeting in New York City.

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## Yankee Doodle Dandies: Military and Government Affairs Panel

Randy Groger, HHGFAA vice chairman and head of the Government and Congressional Affairs Committee, moderated a panel of government experts who provided updates on a variety of topics and issues effecting the handling and movement of US (“Yankee”) government and military shipments.

Panelists included Ms. Kim Chancellor, of the General Services Administration; Mr. Shawn Griffin, of the US Department of State; Lt Col James Koontz (USAF), of the Northeast-Joint Personal Property Office in Massachusetts. Making “command performances” were LTC William Carberry (USA) from the JPMO-HHG part of the US Transportation Command and Ms. Dinah Locklear, who filled in at the last minutes for Lt Col Daniel Bradley (USAF) from the Surface Deployment and Distribution Command.

Following the individual presentations, the panelists responded to a variety of questions posed by the attendees.



## ACT IV: The Closing Scenes

### Active Members' Meeting: 'Applause, Applause'

Georgia Angell, stepping down after serving four years as chairman and a total of six years on the Association's Executive Committee, conducted her last Active Member's Meeting. The members showed Georgia their appreciation with a rousing round of applause.

During the course of the meeting the Active Members held their annual elections for chairman, vice chairman, and four active members-at-large to serve on the Executive Committee. (The results of the election are posted on [page 4](#).)

Members also listened intently to reports provided by the various chairs of the HHGFAA Standing Committees and reports from the president, general counsel, and director of government and military affairs.





## 'Got Questions?' Families First/DPS and DoD Customs

Participants in the special educational session were first addressed by Mr. Steve Jebo and Gene Cirak, who presented details on a new DoD initiative to automate the customs clearance process for US military shipments moving around the world.

LTC William Carberry, from US-TRANSCOM's Joint Program Management Office for Household Goods Systems (JPMO-HHG), delivered an "encore" performance and, with assistance from his deputy, Mr. Ralph Meacham, provided a more detailed overview of the Defense Personal Property System (DPS) that is designed to provide the automation support for Phase II of the Families First Program.

Charles White, HHGFAA's director of government and military relations, along with Ms. Erin Davis, the HHGFAA project manager for Families First/DPS, gave an overview on the status of the rules and regulations that will govern the program, and also announced preliminary details for "Train-the-Trainer" educational sessions, to be conducted jointly between HHGFAA and the JPMO-HHG.

There were lots of questions answered, but still more information will be forthcoming as DPS and the Business Rules for the new program continue to be



## The Show of Shows: Closing Reception, Banquet and Entertainment

Annual attendees gathered together one last time during the reception, and then the closing night was filled with Broadway-style entertainment. Several outstanding singing performances from a variety of well-recognized famous musicals were spaced out among the courses of a spectacular final banquet.

Paula Colmenares and Stephan Guerts, Jr., representing the YP-35 Group, announced the winner of the 50-50 Raffle benefiting the *Alan F. Wohlstetter Scholarship Fund*, who was none other than Bel Carrington, Sr., who has served faithfully as the Association's general manager for well over 35 years. HHGFAA President Terry Head acknowledged outgoing Chairman Georgia Angell, not only for her six years of service on the Association's Executive Committee, but also for her achievement of being the first-ever woman chairman in the Association's 45-year history.

Finally, in keeping with tradition, members and guests danced long into the night to the sights and sounds of the band "Hot Property."

As so, alas, the curtain must come down—at least until the next show opens next year in Hawaii!

—THE END—









## Closing Credits

A special "Thank You" goes out to all of the HHGFAA staff and particularly Bel Carrington, Jean Mathis and Jamila Kenney.

Also to be mentioned is the great supporting cast from Meeting Management Services, who work so hard behind the scenes to make sure the audience is never disappointed when attending a HHGFAA show.



## HHGFAA 45TH ANNUAL MEETING CENTER STAGE: EXHIBITORS































## A Tough Act to Follow

By Jackie Agner

As the curtain closed on the final act during the Annual Meeting in New York, I felt exhilarated. This had been an Annual Meeting that set a new precedent for the Associate Members' Management Board (AMMB). Not only did the Associate Members have a great business session with comments contributed from each board member, but then we managed to “wow” the crowd and surprised ourselves with a very fun and successful “Penny Drop” to benefit the Alan F. Wohlstetter Scholarship Fund.

Did you see the fabulous gifts that each regional board member brought to be given away to the winners? We had ostrich eggs, sombreros, black pearl necklaces, and divine Belgian chocolates, just to name a few. The only (good) problem was that more people wanted to participate than we had tickets to sell—so this was a very successful fund-raiser for the Scholarship Fund and I would like to thank all our board members for their generous contributions to such a worthy cause and Boris Popoluh for his time and effort in helping to coordinate the event.

As we head into 2008 the AMMB will be taking on multiple projects. Our first priority is to enable HHGFAA members to get to know your respective regional representatives. There are two representatives for each of the seven newly organized regions. These regions and respective representatives are detailed within the 2007/2008 HHGFAA Membership Directory. We will soon be putting together a “regionalized” e-mail directory for each board member, which will allow them the flexibility to easily communicate with the members within their respective regions. Remember, the AMMB is here to assist all the HHGFAA members with any questions or dilemmas you might have.

The AMMB is going to become the driving force to assist our industry in “going green” on a worldwide basis. Robin Hood shared his thoughts on this topic with us during the Associate Members' Meeting and pointed out how little recycling there is throughout the world, but he also offered up some suggestions on what could be done to reverse that trend.

The AMMB will be working closely with Doug Finke and Heather Engel to keep the on-line *Shipper's Guide* up to date and stay abreast of the ever-changing customs and import requirements around the world. Be sure to alert HHGFAA headquarters or your regional representative about any new import or customs changes within your country.

The board will be working closely with Boris Popoluh on security- and technology-related issues, as well as the implementation of the new HHGFAA Receivable Protection Program (see page 92).

Finally, watch for future contributions to the AMMB Outlook in editions of **The Portal** over the next year. These articles are focused on various topics and issues faced by the Associate Members, are written for and about the Associate Members, and written by your Associate Member Representatives.

In closing, I want to thank everyone for supporting the Associate Members' Management Board. They are a wonderful group of volunteers who cheerfully contribute to the success and continued growth of our Association and our ever-expanding HHGFAA Associate Member base, which now exceeds 1,800 member companies in over 167 countries.

*HHGFAA Associate Members' Representative Jackie Agner is director of household goods at Puget Sound International, Tacoma, Wash.*

## AN IMPORTANT NOTICE TO HHGFAA MEMBERS REGARDING DUES

Please remember that any member paying dues by bank wire must add a \$25 processing fee.

## Active RFID the Leading Technology in Cargo Security ... for Now

According to a new study from ABI Research, although the ISO committee concerned with cargo container security has finally released a standard based on **active** RFID, many end-users would prefer to employ **passive** RFID solutions, or none at all.

In the absence of a mandate from government, amid continuing questions about the costs and benefits of installing container security and tracking devices, the market for these systems remains largely undeveloped as forces driving and inhibiting its growth seek a balance, said the report.

The cargo tracking and security market is not immune from the active vs. passive cost-benefit-performance debate, said ABI Research director Michael Liard. The ISO standards committee has been deliberating for years, and this year, amid industry rumors suggesting that the US government would mandate inspection of container seals on all incoming containers, it decided in favor of active technology.

However the Department of Homeland Security (DHS) did not issue any mandate. So end-users have stepped back, maintaining a wait-and-see position.

Meanwhile, a number of passive RFID technology vendors have now started working with other standards bodies to formulate a standard for less expensive passive RFID technology, which they believe would be used for container tracking. **There is interest in tracking on the part of shippers and port operators, because they see it as an investment that, unlike investment in security solutions, would offer them a clear financial return.**

So far, said research director Mike Ippoliti, the US government has wielded the carrot of expedited processing of sealed containers, rather than the stick of a legal mandate, which hasn't been enough to tempt any of the interested parties. While nobody wants a container-related breach of security, only if there is a major incident will the government try to impose its will on the industry. If and when that happens, you can expect the container security market to explode.

## Port of Charleston Unveils New Port Security Inspection System

The Port of Charleston in South Carolina, one of the largest container ports in the United States, on Sept. 21 unveiled a new port security inspection system designed to better protect ports against terrorist attacks.

**The new system will be able to penetrate up to 14 inches of steel**, thereby providing port officials a comprehensive and safe means to inspect cargo containers for terrorist threats. The program will be operated by US Customs and Border Protection under the auspices

of Project Seahawk. It will be used at the Port of Charleston's US Customs and Border Protection Container Examination Station. Project Seahawk is a Law Enforcement Task Force located in Charleston that brings together federal, state, and local agencies to improve port security, and serves as a model for ports around the Nation.

Rep. Henry Brown (R-SC), co-chair of the Congressional Port Security Caucus and co-sponsor of the recently enacted SAFE Port Act, said at a ribbon-cutting ceremony for the new system: "With the war on terrorism and a stronger emphasis on homeland security, it is widely recognized that the Nation's seaports are subject to a variety of threats, from importing weapons and other hazardous substances to illegal immigrants, and constitute a major target for terrorist activity. By using advanced screening systems like OmniView, we will work to keep our seaports safe by deterring attacks before they occur."

*SOURCE: PortSecurityNews.com*

## Shippers Say C-TPAT Now Essential in China

*By Patrick Burnson*

China will soon be permitting US inspectors for verification of Customs-Trade Partnership Against Terrorism compliance.

China's Minister of Customs Mu Xinsheng reportedly has offered to sign a memorandum of cooperation regarding the on-site visits for the supply chain security program. While a specific date for implementation has not yet been declared, US shippers already doing business in China have long expected this development.

"We are C-TPAT certified, and insist that all our business partners are too," said Becky Morris, Orbit Irrigation Product's transportation manager, in Salt Lake City. In an interview with *Logistics Management*, she said having C-TPAT in place was part of her company's policy of keeping a tight paper trail and consistent documentation.

Jason Tomsic, director of inbound logistics for Haverty Furniture Companies Inc., agreed, saying that "the keys to the kingdom" will come to those who come to define just-in-time delivery in Asia.

**"And chief among the table stakes is visibility,"** he added. **"We were an early adaptor to C-TPAT after we realized that there would be business-friendly aspects of this as well.** More security translates into greater efficiency."

Even those US shippers who have achieved the minimum requirements for C-TPAT certification have been promised fewer delays due to government inspections.

*Patrick Burnson is executive editor of Logistics Management, from which this article is adapted.*



## **GAO: Fresh Approach to Infrastructure Security Needed**

*By Alice Lipowicz*

**E**lectric power grids, water utilities, train signal systems and other critical control systems often lack the computer processing power needed to implement traditional information technology security controls, according to a new report from the Government Accountability Office.

This puts the systems at increased risk of devastating cyber attacks that could disrupt the availability of electricity, water and other critical functions, GAO said.

Existing IT security technologies, such as authentication, encryption and intrusion detection, are infrequently implemented at control systems, the report states. This is because the control systems typically were built for specific tasks and round-the-clock operation and do not have adequate bandwidth, memory or computer processing power to handle additional tasks.

To solve the problem will require development of new IT security technologies, greater use of existing technologies when feasible, organizational changes in the industries involved, and federal leadership, GAO said.

**The nation needs a federal strategy, and more effective private-sector strategies, to improve the security of such systems, GAO concluded.**

Although some work has occurred in developing such strategies, it has been hindered by a lack of information sharing and a lack of immediate incentives by owners and operators of the systems to make investments in strengthening IT security, GAO said. Without the ability to share information and without incentives to invest in better IT security, process control systems will continue to be at risk of severely damaging attacks.

“If key vulnerability information is not in the hands of those who can mitigate its potentially severe consequences, there is an increased risk that attacks on control systems could cause a significant disruption of our nation’s critical infrastructure,” the report said.

IT contractors stand to benefit from opportunities in securing such systems. At the same time, IT executives are likely to face technical and organizational challenges in applying solutions to control systems. For example, one of the organizational challenges is the tendency for IT security personnel and control systems engineers to have different priorities in addressing concerns about security and operation, GAO said.

*SOURCE: Washington Technology*

# MILITARY/GOVERNMENT UPDATE

## Families First/DPS Timeline Update

At the Military and Government Affairs Workshop held during the HHGFAA Annual Meeting in New York, LTC William Carberry, Program Manager JPMO HHGS, formally announced an alteration in the Families First/DPS timeline that originally was established during the “Town Hall” meeting Sept. 21 at Scott AFB.

The major change focuses on **rate filing**. The original timeline established two distinct rate filings. The first filing was to be done in late January 2008 and would encompass only the 16 GBLOCs that had been identified as the initial installations that will start moving Families First shipments in April of 2008. A second rate filing, which would include the entire world, was to occur in March 2008 for shipments moving in May 2008.

**The plan now is to have only a single rate filing for Families First, which is tentatively set to begin Jan. 20, 2008. This will be a complete rate filing for the entire world.** These rates will become effective in April 2008, with shipments initially beginning to move among the 16 identified sites. In May 2008 other GBLOCs will begin to be “spiraled” into the Families First program with all GBLOCs scheduled to be participating in Families First by September 2008.

**This is a radical change from the previously announced timeline and means that TSPs must be ready to bid on all channels in which they wish to participate—world-wide—by Jan. 20, 2008.** These rates will be in effect until the next rate filing for Families First, which will not take place until early 2009.

Since the Annual Meeting HHGFAA has been lobbying SDDC, JPMO HHGS, and TRANSCOM to reconsider the second rate filing. The second filing would allow TSPs to take some “lessons learned” from the initial rate filing and the first group of shipments moving in the new Families First environment and incorporate them into the second set of rates. This may allow TPS to mitigate the unforeseen issues that arise in any new program. As this issue of **The Portal** went to press, HHGFAA was still awaiting a formal response to our request.

The chart below shows the sites that have been identified as the initial 16 sites that will begin moving Families First shipments in April.

GBLOC	Service	Name	Country	DPS Date
WFFL	USAF	52 LRS, Spangdahlem AFB, Germany	Germany	1 April 08
AGFM	USAF	JPPSO-NE, Chelmsford, MA	USA	1 April 08
HAFC	USAF	JPPSO-San Antonio, TX	USA	1 April 08
KKFA	USAF	JPPSO-Colorado Springs, CO	USA	1 April 08
WKAS	USA	Euro Theater CPPSO	Germany	1 April 08
QFAC	USA	Camp Zama, Japan	Japan	1 April 08
KLAE	USA	White Sands Missile Range, NM	USA	1 April 08
KPAT	USA	Fort Leavenworth, KS	USA	1 April 08
HOAT	USA	USA Field Artillery & Ft. Sill, OK	USA	1 April 08
BGAC	USA	Joint Per. Prop. Shipping-WA, Fort Belvoir, VA	USA	1 April 08
BKAS	USA	Fort Bragg, NC	USA	1 April 08
CLPK	USCG	USCG PPSO ISC, Miami, FL	USA	1 April 08
LHNQ	USCG	CG ISC, Alameda, CA	USA	1 April 08
MAPS	USCG	CG ISC, Kodiak, AK	USA	1 April 08
BKMT	USMC	MCB, Camp Lejune, NC	USA	1 April 08
UCNQ	USN	NSA, Naples, Italy	Italy	1 April 08



## 8 Fast Sealift Ships to Join Ready Reserve Force

Eight Fast Sealift Ships are being transferred from the US Navy's Military Sealift Command to the Department of Transportation's Maritime Administration (MARAD). Fast Sealift Ships are currently the fastest cargo ships in the world, capable of speeds over 30 knots.

They are capable of sailing from the US East Coast to Europe in just 6 days and to the Persian Gulf via the Suez Canal in 18 days, thus ensuring rapid delivery of military equipment in a crisis. Combined, all eight Fast Sealift Ships can carry nearly all the equipment needed to outfit a full Army mechanized division.

"These ships will greatly enhance the capability of the Ready Reserve Force to support the US Armed Forces," said Maritime Administrator Sean T. Connaughton. "The United States relies on sealift to support action in crises and emergencies all over the world, and the Ready Reserve Force and its merchant mariners are standing by when needed."

Custody of the US Navy ships *Algol*, *Altair*, *Antares*, *Bellatrix*, *Capella*, *Denebola*, *Pol-lux*, and *Regulus* was transferred to MARAD in October. The ships will be maintained in a 5-day readiness status in the Ready Reserve Force, able to activate within 120 hours from notification and be ready for sea. Full title will be transferred to the agency in October 2008.

**MARAD maintains the Ready Reserve Force fleet, located throughout the country, in a reserve status in the event that DoD needs these ships to support the rapid, massive movement of military supplies and troops for a military exercise or large-scale conflict.**

The ships are managed by commercial companies and crewed by civilian merchant mariners. With the addition of the eight Fast Sealift Ships, there will be 52 ships in the RRF.

*SOURCE: MARAD Public Affairs Office*

## Diplomat to Help Lead Africa Command

*By Matt Moore*

The military has named a senior American diplomat to serve alongside a Navy admiral as deputies to the general leading its new Africa Command, an acknowledgment of the importance of the civilian aspects of the operation.

**The appointment of Mary Carlin Yates, a former ambassador to Ghana and Burundi, is believed to be the first time a senior government civilian from outside the Defense Department was named to be part of a US regional military headquarters command structure.** Yates will be the deputy for civil-military activities.

The command began operations Oct. 1 with a staff of 175 under Gen. William E. "Kip" Ward and will increase to about 800 through 2008.

The Africa Command headquarters is meant to help African security forces tackle regional crises and terrorist threats, recognizing the continent's increasing strategic importance. It is tasked with working closely with African nations on joint military exercises, but also on aid and other humanitarian operations.

The Africa Command currently operates from the US Kelley Barracks in Stuttgart, Germany, with diplomatic efforts still underway to find a permanent location in Africa.

Liberia is the only country to publicly offer to host the command, but US officials say other nations have made private offers.

Although some countries are receptive to having the command based on the continent, the plans have met with sharp resistance from many other African nations, such as Nigeria, which worked to block the headquarters from being established in the Gulf of Guinea region.

Africom is a so-called "unified combatant command" made up of all branches of the military, as well as civilians from not only the Defense and State Departments, but also the Agriculture, Treasury, and Commerce Departments, along with USAID.

Under the US military's system of regional headquarters, responsibility for Africa previously was split among the Pacific Command, Central Command, and European Command. Over the next year programs currently overseen by those commands—such as joint training exercises and humanitarian operations—will be taken over by Africom.

The US plan foresees a small headquarters, and five regional teams spread around the continent. The Pentagon has emphasized that it is not building new military bases.

*SOURCE: The Associated Press*

## 'Families First' on the Agenda at Andrews VL Convention

Chuck White, HHGFAA's director of government and military relations, recently acted as the keynote speaker at the Andrews Van Lines Convention held Oct. 4-6 at the Harrah's Hotel & Casino in Council Bluffs, Iowa (just across the river from Omaha, Neb.). On the second day of the convention White gave the group a complete update on the military's new household goods program, "Families First," and the system that will support it, DPS. The discussion focused on the Families First Business Rules, the new implementation timeline, Full Replacement Valuation and the progress of the testing of DPS.

Brandon Day of Daycos also offered comments in support of White, since Day has been intimately involved with the testing of DPS with an emphasis on the invoicing process envisioned for the new system.

From the feedback that White received it seems that the attendees were able to take away a good deal of information as to how the new program will affect the way they will do business with the US military.

While attending the convention White celebrated his birthday, so a special thanks goes out to Arlis Meyer and Marlene Butterfield from Andrews Van Lines for extending the invitation and the care and consideration with which they "handled" Chuck. Also, special thanks go out to Clayton Andrews. He is a gracious host, a great gentleman, and a true legend in the US household goods industry.

### GAO: Top-level Support Means Better DOD Buys

According to the Government Accountability Office, the Defense Department's strategies to improve purchasing decisions rest on support from the department's leaders, not only on policies. **DOD begins more programs than it can afford and rarely prioritizes a program for funding purposes.** The department also allows programs to start without formal business cases or clearly defined requirements. DOD plans to start new practices to give program managers more incentives and support as the department tries to improve what and how it buys, including major weapons systems. DOD also plans to open opportunities for managers to share their knowledge and insights.

SOURCE: FCW.com



Clayton Andrews (in center of photo) is often called "a true legend" in the US household goods industry. The company helped HHGFAA's Chuck White celebrate his birthday during the Andrews convention.



### Costs of Wars Put at \$1.6 Trillion so Far

By Jeannine Aversa  
*The Associated Press (Army Times)*

The economic costs of the wars in Iraq and Afghanistan are estimated to total \$1.6 trillion—roughly double the amount the White House has requested thus far, according to a new report by Democrats on Congress' Joint Economic Committee.

The report, released on Nov. 13, attempted to put a price tag on the two conflicts, including "hidden" costs such as interest payments on the money borrowed to pay for the wars, lost investment, the expense of long-term health care for injured veterans and the cost of oil market disruptions.

The \$1.6 trillion figure, for the period from 2002 to 2008, translates into a cost of \$20,900 for a US family of four, the report said. The Bush administration has requested \$804 billion for the Iraq and Afghanistan wars combined, the report stated.





# Young Professionals

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## YP-35 Stars in the Big Apple



It was nice to see you all in NY. Hope all of you had a successful convention and enjoyed the city.

We also want to thank Colin Gordon, our guest speaker, for his interesting speech during our meeting. We really enjoyed it!

See you next year in Hawaii!

*Best regards,  
Paula Colmenares*



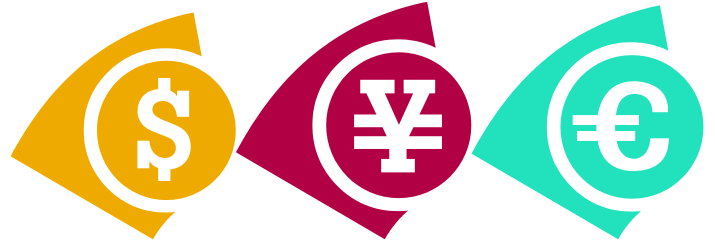
**Above: The YP-35 Board members pause for a photo opportunity.**

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

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



**ATTENTION YP-35 MEMBERS:** Please check your contact details and e-mail address on the YP-35 Website ([www.yp-35.org](http://www.yp-35.org)) and let us know if any corrections need to be made so that we may properly contact you and keep you informed. Make sure that your birth date is listed! If you have difficulty accessing the Website, or if you have questions or ideas concerning YP-35, please e-mail [pcolmenares@portan.com](mailto:pcolmenares@portan.com)



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## 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)

San Francisco Hilton & Towers  
 \*Matson Navigation Company, Inc.

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Logistics International Inc.  
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 \*Sandra Rowe Maier  
 The Trilogy Group  
 \*True North Relocations

### In Kind or Other

Jackie and George Agner  
 \*American World Forwarders  
 Belvian and Gloria Carrington  
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 \*Dell Forwarding  
 Doug Finke  
 Henry Harsch HH AG  
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\*Denotes contributions received since the previous issue of **The Portal** was published.

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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**.

## Port Expansion to Include Port Security

By Kyle Meenan, *First Coast News*

If the South Korean shipping giant Hanjin delivers on its intent to bring hundreds of ships a year to the First Coast, it is predicted JaxPort (Jacksonville, Fla.) will become larger than the ports of Miami or Baltimore by the year 2012.

Before the first Korean ships arrive on US shores, JaxPort is expected to handle thousands of containers arriving from Japan in early 2009 from a deal with Mitsui. It will be up to the US Customs and Border Protection to ensure those containers aren't carrying threats.

"Mitsui will triple the amount of cargo that arrives here in the port of Jacksonville," said Customs and Border Protection Chief Richard Quinn, "and Hanjin will again triple the volume of containers we're seeing today. We will have a threat profile that looks more like an L.A.--Long Beach or Seattle in that we will be receiving vessels directly from Asia."

So the US Customs and Border Protection (CBP) is working now with JaxPort to be ready, planning to add more people and more high-tech equipment to detect potential threats.

"To intercept individuals and any components of terrorist weapons of mass destruction," said CBP's Jennifer Bradshaw.

When ships arrive in US ports like Jacksonville, CBP agents check all passenger and crew paperwork, and every container is screened through radiation monitors capable of finding even the tiniest trace of dangerous material.

"The person, the cargo, the vehicle itself, and it will alert one of our officers that there is a detection of radiation," said Bradshaw.

The system also can create a medical x-ray quality image of a container. The x-ray type images allow officers to "see" what's inside every inch of these giant steel boxes known as containers without having to open them up and empty them out.

Because of the ports of origin of the ships arriving to JaxPort today, there is not much of a threat of smuggling illegal aliens. The next five years will change that paradigm.

"When these direct from Asia lines begin service we will have that risk," said Quinn.

"We are doing everything that we can and going through the proper channels to make sure that we are fully staffed and ready when these shipping lines are up and running here in Jacksonville," added Bradshaw.

*SOURCE: First Coast News*

## ITIC Warns of Forged E-mails for Cargo

Ship agents are increasingly faced with attempts to obtain delivery of cargo using forged e-mails, according to the International Transport Intermediaries Club (ITIC). **ITIC indicated that fraud in shipping is endemic, cargoes are valuable, and it has never been easier to forge documents, electronic communications, bills of lading, and other documents.** Carriers and their agents must be vigilant and take necessary steps to avoid becoming unnecessarily involved in costly claims for damages. ITIC notes that mis-release of valuable cargo is a major factor in claims by principals against their agents, and explains that carelessness in dealing with telex releases has contributed to these losses. "Telex release" is the industry term for the release of cargo at one port when the original bill of lading has been surrendered at another.

Today, despite its name, the telex release is almost always made by e-mail. ITIC says there are two main problems with telex releases: (1) They are often poorly worded and dealt with in a careless manner. (2) They are susceptible to e-mail fraud.

ITIC recommends that agents check the authenticity of messages from other agents to release cargo. ITIC has recently been notified of several claims involving telex release by faked e-mails. These are e-mails received by discharge port agents that have been manipulated to appear as though they have originated from the load port agent, and authorize release of cargoes and confirm that freight has been received when it has not.

ITIC advises agents asked to perform a telex release to first obtain written authority from their principal. And it concludes that telex releases must never be accepted at face value.

*SOURCE: Law Firm Holland+Knight LLC (www.hkllaw.com)*

## Horizon Considering Domestic US East Coast-wise Service

Horizon Lines CEO Chuck Raymond has said his US-based Jones Act shipping company may begin a domestic coastal service along the US East Coast. The company has "three vessels on standby ready to enter domestic trade along the coast when we are prepared to do that next year," he told the Jefferies shipping conference.

With increasing highway congestion, he describes a growing opportunity for such feeder services to operate between deepwater East Coast ports and shallower ports.

But the ambition depends on action by the US Congress, which for example would have to follow through on efforts to repeal the Harbor Maintenance Tax.

The service's initial customers would be large containership lines. The containership owner has 16 Jones Act vessels, as well as five new ships operating in the Pacific.

He says the Charlotte, North Carolina-based company also plans to slowly expand its logistics operations. Horizon jumped into the sector last month with the purchase of San Francisco-based Aero Logistics. "We have a company that's very well poised for growth in the future," Raymond said.

*SOURCE: Michael Hughes /Today's News via MARAD News Watch*





## Examining Links Between Gender, New Venture Performance

Gender may be linked to new venture entrepreneurial outcomes, according to the authors of a new study released by the Office of Advocacy of the US Small Business Administration. The study empirically examines the influence demographic and psychographics variables have on new venture performance measures.

The authors find that when controlling for factors typically influencing entrepreneurial performance, gender does not affect new venture performance. However, differing expectations, reasons for starting a business, motivations, opportunities sought, and types of businesses started vary by gender and those differences result in differing outcomes. In essence, men are not inherently better owners; they simply have different business goals.

**“It’s not surprising that the data show entrepreneurs vary in their motivations and reasons for starting a business,”** said Dr. Chad Moutray, chief economist for the Office of Advocacy. “Small businesses and small business owners are unique, and that has important implications for policymakers as they debate issues affecting small business.”

Previous research has shown woman-owned firms lagging male-owned firms on such business performance measures as average annual sales. However, a full understanding of the reasons for the differences has been lacking. The current study, *Are Male and Female Entrepreneurs Really That Different?*, analyzes a dataset of business startups in 1998 and 1999 to study the linkage between the gender of entrepreneurs and their firms’ development.

The report was co-authored by Erin Kepler and Dr. Scott Shane, professor of entrepreneurial studies at Case Western Reserve University, and was funded by the Office of Advocacy.

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

## Small Business Added 1.9 Million Net New Jobs

Small business continued to create America’s new jobs, according to the latest data. The updated United States Small Business Profile released recently by the Office of Advocacy of the US Small Business Administration shows that small businesses added 1.9 million net new jobs during the latest year studied.

**“Small businesses are America’s job-creating dynamo,”** said Dr. Chad Moutray, chief economist for the Office of Advocacy. **“Clearly policymakers need to consider their impact on small business when they are making policy decisions.”**

Updated data and statistics on America’s small businesses are available at [www.sba.gov/advo/research/profiles](http://www.sba.gov/advo/research/profiles). The updated profile also shows that:

- In 2006, the nation had an estimated 26.8 million small businesses, of which 6.1 million were employer firms.
- Small businesses employed 50.9% of the nation’s non-farm

private workforce in 2004.

- America had 1.1 million Asian-owned firms, 1.2 million Black-owned firms, 1.6 million Hispanic-owned firms, 201,400 Native American-owned firms, and 28,900 Native Hawaiian and Pacific Islander-owned firms in 2002 (latest data).
- Women-owned firms totaled 6.5 million and generated \$940.8 billion in revenues in 2002 (latest data).

For more information and a copy of all the state and territory small business profiles, visit [www.sba.gov/advo](http://www.sba.gov/advo).



## A Command Performance: Economic Census Approaches

In December, more than 4 million American businesses, including 180,000 transportation and warehousing businesses, will receive 2007 Economic Census forms. **Responses to the questionnaire are required by law (Title 13, U.S. Code), and are to be returned by Feb. 12, 2008.**

Every five years, the Economic Census develops a comprehensive portrait of American business, from the national to the local level. Timely and accurate data are vital to effective public policy and important to your business.

There’s a special Web page at [www.business.census.gov](http://www.business.census.gov) with more information about about the Economic Census, and to provide statistics you can use to assess and grow your business operations.

## HHGFAA, AMSA, and IMAWA Partner To Offer Accessible Insurance

**H**HGFAA and the American Moving and Storage Association have joined with Illinois Movers' and Warehousemen's Association (IMAWA) to make Mover's Benefit Trust (MBT) available to their mover members all across the United States. The purchasing power of these three great associations has now been combined under the Mover's Benefit Trust to create a lower cost benefit delivery system. If you're a member in good standing of AMSA, HHGFAA, or IMAWA, we are pleased to offer you an opportunity to participate in this new employee health care benefit plan for your domestic moving company's employees and dependents.

With insurance now considered the second largest single employer expense for most American businesses, movers are not alone in their efforts to reduce and control the cost of their employee healthcare benefits. Large and small moving companies are all feeling the pinch, but the problem is even more critical for smaller movers. They have to pay more for coverage while still competing with larger companies to attract and keep their employees. Small movers in general have fewer benefit options available to them and each option includes higher cost factors when compared to the options available to larger companies. The **Mover's Benefit Trust** was established to meet these unique cost and benefit requirements.

Here's what you should know about Mover's Benefit Trust:

- **Mover's Benefit Trust** is a fully insured ERISA plan, backed by Certain Underwriters at Lloyd's, London. Dayspring Management LLC, under contract as the Plan Administrator, currently provides services for over 15 national employer associations.
- The program is available exclusively to domestic movers who are members of one of the three sponsoring associations (a homogeneous group under ERISA rules).
- Most companies meeting the underwriting requirements will immediately realize a **cost savings of 10–15%**.
- A selection of plans is offered, and reliable nationwide PPO networks will provide access to most employees' current doctors.
- Elected members from among the MBT participants serve as trustees to oversee the program and make sure that the participants' interests are protected.

For more information and application forms, visit

[www.mbt-benefits.com](http://www.mbt-benefits.com).



# Running Your Business Without a Safety Net?



## JOIN NOW AND SAVE!

The Household Goods Forwarders Association of America's **Receivable Protection Program (RPP)** is designed to protect you against potential monetary loss as a result of bankruptcy or other terminal financial insolvency when conducting business with another HHGFAA member. Get up to \$25,000.00 of annual coverage for only \$100.00. You can't afford not to get covered!



Receivable Protection Program

**Join by June 30, 2008 and save \$100 or more off of the program initiation fee.**

Visit [www.hhgfaa.org/rpp.html](http://www.hhgfaa.org/rpp.html) to download RPP guidelines and an application.

# HHGFAA Receivable Protection Program (RPP): A Significant Step!

By Boris Populoh, HHGFAA Director of Programs and Education

The international household goods transportation and forwarding industry is a vast amalgam of companies that at its core relies on the cooperation of transportation service providers, intermediaries, port agents, brokers, drayage companies, and ocean carriers just to name a few. International business transactions are fraught with uncertainty and the potential of financial loss. Operating successfully in the international transportation arena requires perseverance, the ability to reach across cultural, as well as geographical gaps, and the necessary knowledge to perform due diligence before entering into any potential business arrangement.

While being a seasoned international business veteran can help protect you from entering into frivolous or risky business arrangements, it can not shield you from all of the risks you and your company might face when dealing with someone half way around the world. This is where HHGFAA's Receivable Protection Program (RPP) program comes in.

To begin, let me tell you what the RPP, in its initial phase, is *not*. The RPP is not:

- a protection from imprudent business decisions
- a way to eliminate financial risk from your daily business activities
- a collection agency
- an arbitrator
- designed to add liquidity and/or cash flow to your business

What the RPP is, is the culmination of years of work and research in trying to develop and bring to market a product to help protect the vast membership of the Household Goods Forwarders of America, Inc. from unforeseeable financial loss as the result of bankruptcy or other terminal financial insolvency of a HHGFAA member business associate. The RPP was created to establish a process through which an HHGFAA member in good standing can recover unpaid funds/invoices stemming from commercial and governmental shipments (US Department of Defense shipments are not covered) owed to them by another HHGFAA member.

Initially, recovery of unpaid funds will be *limited* to those due from HHGFAA member companies which have declared bankruptcy or have ceased to exist as a result of being financially insolvent or otherwise unable to continue operations. A company that ceases to exist as a result of a merger and/or acquisition by another entity is considered still liable for its debt and is not covered under the RPP. After the program matures, unpaid funds retrieval may be expanded to eliminate this limitation.

The RPP is a voluntary self-funded plan open to both current Active and Associate Members of the Association. HHGFAA members choosing to join the RPP early will receive a 50% savings on the RPP initiation fee—a discounted rate of only \$250. (See the chart for pricing over the coming years.)

Once a HHGFAA member company joins the RPP, that HHGFAA member is covered for up to \$25,000 annually against potential financial loss from unpaid invoices as a result of a HHGFAA business associate declaring bankruptcy. That coverage can be renewed annually for a fee of just \$100. This means that a HHGFAA member in good standing who participates in the RPP has up to \$25,000 of cover-



## Receivable Protection Program (RPP) Pricing Structure

- \$250 if joining the RPP before June 30, 2008
- \$350 if joining the RPP between July 1, 2008 and June 30, 2009
- \$500 if joining the RPP in the third year (July 1, 2009–June 30, 2010) or any subsequent year

age for a mere \$100. Member participation is the key to the success of the RPP, and the more companies that participate, the higher the level of coverage will be.

Once a member has joined the RPP, that member is covered under the RPP so long as the member remains in good standing with the RPP and continues to be a member of HHGFAA without interruption. Additionally, HHGFAA members participating in the RPP will have an ICON and/or identifier designating them as an RPP participant next to their company name in the Association's printed annual membership directory and in its on-line electronic membership directory, clearly identifying those companies participating in the program.

HHGFAA and its Executive Committee have made substantial financial, as well as time commitments to launch this program. All of our members are urged to take advantage of this opportunity and to further familiarize themselves with the Operational, Procedural and Governing Regulations of the RPP. You may view and download the document and an application at

[www.hhgfaa.org/alerts/RPPdraft.pdf](http://www.hhgfaa.org/alerts/RPPdraft.pdf).

The launch of the RPP is the first step in what we envision to be a comprehensive suite of services to our nearly 2,000 members in over 160 countries.

If you have questions, please e-mail  
[boris.populoh@hhgfaa.org](mailto:boris.populoh@hhgfaa.org).



## Computer Literacy Pays

By Allan Holmes

For decades, studies of income levels have shown that the more education you have, the more money you earn. Now, add computer literacy to that relationship, according to a study conducted by the Centre for the Economics of Education in London. “The authors found the rate of return on computer use is between 3% and 10%, with the actual percentage dependent on ‘unobserved differences and individual unobserved ability,’” noted an article posted by Computer-Weekly.com.

Those workers who have mastered word processing, e-mail and programming tend to earn more than those who haven’t, according to the study. Also, workers who completed more tasks that required a computer tended to earn more money. The future looks bright for the just-graduated college students, most of whom have easily mastered those skills, as well as many other ones. I wonder how much knowing how to text message is worth.

### A contrary viewpoint:

Not true. In America, it is and always has been “whom you know,” depending on how much money you make. Studies can be changed to meet the outcome they want and the government is good at that. If these new college graduates can spell, that would be a plus. Text messaging has only taught them speed writing in a different language.

SOURCE: *Government Executive Magazine*

## Michael Gerson’s First Year With ReloAssist

ReloAssist is the latest product from MoveAssist International in the UK. It’s an easy-to-use software that provides all the controls needed to manage a successful relocation company. But anyone who has switched to a new system at any time knows that the changeover can be traumatic, and sometimes the result can be underwhelming.

**Michael Gerson Relocation (MGR)** was formed in 2003 to complement the reputation of Michael Gerson Ltd., the international removal and storage company. As an international relocation management and destination services provider, MGR provides advice and coordination of a wide range of relocation services, both in the UK and globally.

Peter Blanchett, the company’s managing director, previously owned and ran Staff Mobility Solutions (SMS), a destination services company that MGR acquired. He has been in the relocation industry for 19 years. “Before choosing ReloAssist we were using our own MS Access-based system backed up by MS Office Outlook. It didn’t do everything we wanted and we found it impossible to buy a product off the shelf that would provide a comprehensive relocation management package,” he explained.

Being unable to find anything on the market that was quite right, Blanchett approached Robby Wogan from MoveAssist, as Michael Gerson Ltd. was already using the company’s Move-

Manager product. “We became involved in assisting with the design requirement and implementation of ReloAssist and so became one of the founding partners in the project,” he said. ReloAssist went live with MGR in October 2006.

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 optimal 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 is purpose-built to cater to our coordination, communication and reporting requirements,” said Blanchett. “It enhances our team members’ skills in delivering a high quality and consistent level of assistance to our clients and their relocating employees.”

He said the system was relatively easy to set up. Training was straightforward, as the design of ReloAssist makes it user-friendly and technically simple. Blanchett is now allowing his clients to use the remote access functions in the system to give them more direct control over their staff relocations and to be able to access information out of normal business hours.

ReloAssist handles a complete range of services, including home search, school search, orientation, tenancy and expense management, furniture rental and repair, cross cultural and language training, visa and immigration services, and move management. But for Blanchett the main benefits are more general, such as enhanced coordination powers of the team and the ability to populate numerous fields simultaneously while avoiding repetitive input.

So it has been a happy experience for MGR. Most people dislike change, but when the benefits are obvious, fast, and relatively painless, the decision to make the switch becomes an easy one.

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

## E-Notes

**Half of employers search online for information about potential hires**, according to a survey of 250 advertising and senior marketing executives by The Creative Group. Among those, 14% decided not to hire someone based on their findings, according to an article in *Inside Training Magazine*.



Most electronics and appliances have components that release harmful chemicals when they break down. **E-cycling Center ([www.eiae.org](http://www.eiae.org)) lets you know where to properly dispose of old computers, monitors, and other electronics.** Just click on your state to find addresses and phone numbers of private and municipal recyclers.



**There’s no foolproof way to create a secure password**, but the safest passwords and personal identification numbers (PINs) meet the following criteria: They contain eight or more characters; combine parts of two unusual words; mix both upper- and lower-case letters with symbols and numbers; and/or combine foreign and English words.

# TRUCKING AND INTERMODAL SERVICES



**Trucks outside the Port of Oakland.**

## Port Security Measures Anger Local Truck Drivers

The latest effort to protect America's ports from a terrorist attack is causing a stir among local truck drivers.

**Starting in November all employees who enter secure areas of the Port of Oakland will need a Transportation Worker Identification Credential, or TWIC.** The card is supposed to be tamper-proof and includes a worker's fingerprint template.

While some drivers said they welcome the program, others are worried it could lead to discrimination by the government.

"When we get better security, we'll get better working conditions and with better working conditions everybody will get along better and the job will go better," said Michael Ferry.

Bishara Costandi, who recruits former inmates for trucking jobs, had quite a different view. "What is this? What is democracy here? Then they use terms like security. It is so elastic," he said.

The Port of Oakland is scheduled to be the first in the state to begin TWIC enrollment.

*SOURCE: KCBS News*

## Four US States Ponder Dedicated Truck Lanes on Interstate

The *Indianapolis Star* reports that in order to decrease congestion on their highways and improve freight delivery, the states of Indiana, Missouri, Illinois, and Ohio will conduct a study that will evaluate the effects of possible truck-only lanes.

The project, funded by the US Department of Transportation, will involve two lanes each way on a 750-mile stretch of I-70 from Kansas City to the Ohio-West Virginia border.

The study will also look at truck tolls for dedicated lanes for commercial trucks.

The portion of the road that will be taken into consideration for the study experiences a daily traffic flow of between 11,000 and 26,000 trucks, which is expected to exceed 100,000 by 2035.

*SOURCE: The Indianapolis Star*



## The Power of Charm

By Brian Tracy

Charming people are generally more successful than their less charming counterparts. In fact, charm is the single most important quality you can possess if you want to be a leader. But what is it that charming people do differently from everyone else? They are not necessarily wittier or better looking or more sophisticated. Charming people simply have taught themselves a few interpersonal skills—skills that anyone can master.

Surprisingly, the point of these interpersonal skills isn't primarily to make us seem more appealing to others—it's to make the people we interact with seem more appealing to themselves. People are drawn to a person who boosts their self-esteem. They are inclined to help him/her and predisposed to believe what he has to say—even if they don't completely understand why.

To be more charming:

- **Greet everyone you meet as if he were very special.** Do this with strangers and longtime acquaintances alike. If you can't muster the necessary enthusiasm naturally, tell yourself that each person you meet is a dear childhood friend whom you haven't seen in decades. Act as though you are absolutely thrilled to have this old friend back in your life. It can be particularly difficult to smile and seem thrilled to meet people when you are nervous. If a situation fills you with anxiety, mentally rehearse being warm and genial.
 

*Example:* Before a job interview, imagine that you are smart and charming and that everything goes very well.
- **Be free with thanks.** Thank everyone for every reason you can find. Thank your spouse for listening to your problems, even when your spouse is the problem. Thank your employees for their work, even when they are just doing their jobs. Thank the maitre d' for trying to find you a table, even if it was he who lost your reservation in the first place.

A heartfelt "thank you" lets people know that we appreciate what they've done, which boosts their faith in their own importance and competence. They feel better about themselves and then are drawn to us for making them feel that way.

Saying "thank you" inflates our self-esteem, too, because it reminds us of our ability to help others. The higher our self-esteem climbs, the more comfortable we are around others and the more charming we become.

*Helpful:* Before visiting a foreign country, learn to say

"Thank you," "You're welcome," "Please," and "Good morning" in the language. Write down the phrases phonetically, and use them often.

- **Pay attention.** Listen to people as if you were hanging on every word. Lean forward slightly, nod every minute or two, focus on the speaker's eyes, occasionally "flicking" your gaze from one of his eyes to the other. There is no such thing as too intense a gaze when you are listening—imagine that your eyes are sunlamps and your goal is to give the speaker's eyes a tan. When people feel listened to, they feel happier and will associate you with those happy feelings.

The longer you can keep a conversation partner speaking on subjects that interest him, the more charming he'll consider you. If you don't know what topics are of interest to this person, inquire about his family or ask, "What sort of work do you do?" Be sure to use the phrase "sort of work." The vagueness lets people who are currently unemployed discuss their fields in general rather than admit that they're out of a job. Follow this up with "How did you get into that line?" At some point, the person will pause to make sure you are still listening. Prompt him with an encouraging question, such as "What did you do then?"

- **Praise people's efforts.** Humans have an unquenchable need to be reassured that they are worthy of praise. If you feed this need in people, they will repeat whatever behavior earned them your praise, hoping that they will get more. Almost like addicts, they will return to you for a praise fix again and again.

Some people will try to downplay your praise, claiming that their efforts were nothing special. Don't let that stop you. People who aren't good at accepting praise still love to receive it.

- **Find something to admire.** Compliment something about everyone you meet. Your compliments need not be about big things—sometimes we score more points by noticing the little things that everyone else tends to overlook. It is sometimes tricky to compliment people we have just met, since we don't know much about them yet. Consider complimenting something they are wearing.

*Example:* Those who stood near famously charming former President Bill Clinton in receiving lines often would hear him say, "I like your tie."

*Bottom Line/Personal interviewed Brian Tracy, chairman and CEO of Brian Tracy International, a leadership and success consulting company, Solana Beach, California, and president of Brian Tracy University, a private on-line university for sales and entrepreneurship. [www.briantracy.com](http://www.briantracy.com). He is coauthor of *The Power of Charm: How to Win Anyone Over in Any Situation* (AMACOM). Brian Tracy has previously been a Keynote Speaker at a HHGFAA Annual Meeting.*

## The Art of Compromise

By Sonya Hamlin, Sonya Hamlin Communications

**T**he key to successfully handling a difficult situation is **thinking through not only your goals and needs but also the other person's goals and needs.** How can both of you come out with some "wins" instead of ending with "I win, you lose"? Some helpful ideas:

- **Begin with a question** to engage the other person in arriving at a solution rather than giving the solution yourself.  
*Example:* "We're having a problem getting reports out on time. What's needed to turn this around? Can you help?" Sincerely asked questions help keep situations from becoming accusatory and adversarial.
- **Use the word "I" instead of "you."** "I must not have explained that well," rather than, "You got this all wrong." This helps others save face, which allows them to hear you and change what's wrong.
- **Look down rather than making eye contact** with the other person. Do this when presenting a problem that needs solving. This helps him/her get over his embarrassment and focus on the issue. Avoiding eye contact makes the problem objective, not personal. Resume eye contact after you have outlined the problem.
- **Edit what you say.** Some people give so many details when they talk that the main points get lost. Simply refer to what the other person already knows, then add your point of view about the situation.
- Ask another question if the person seems to have stopped listening to what you are saying. **The secret to giving and getting information is dialogue, not monologue.**

## NEWS YOU CAN USE

### Laughable Productivity

Daily laughter sessions, in which employees force themselves to laugh in an exercise called unconditional laughter, significantly improves work performance, according to studies conducted in India and the United States by Dr. Madan Kataria. In the US study, a group of 33 employees in a behavioral health center laughed together daily for 15 minutes for 15 days. Participants' self-competency scores more than doubled, relational competencies increased by almost 50%, and role competency also doubled.

### Feedback Frequency

Thirty-nine percent of executives say their companies schedule performance reviews twice a year or quarterly, up from 29% in 2002, according to an OfficeTeam survey of 150 senior executives at the nation's 1,000 largest companies. Only 2 % of respondents say they never conduct formal appraisals with staff.

### Regulate Me, Please

A survey of more than 500 US senior executives by accounting firm Grant Thornton LLP finds strong support for environmental regulation of companies, and moderate support for regulation on social issues. Nearly three-quarters of executives (72%), say the government should regulate companies for their impact on the environment, and more than half (56%) believe the government should regulate companies for their effect on human rights and labor practices.]

*SOURCE: Inside Training Magazine*

### Where You're Looking

Half of employers search online for information about potential hires, according to a survey of 250 advertising and senior marketing executives by The Creative Group. Among those, 14% decided not to hire someone based on their findings.

*SOURCE: Inside Training Magazine*



## Air Tran to Drop Cargo: Fuel Costs and Security the Cause

The *Journal of Commerce* reports that low-cost carrier Air Tran Airways plans to exit the belly cargo business on Dec. 1 because of high fuel and security costs. "We've decided to get out of the cargo business because of record high fuel prices."

Company spokeswoman Judy Graham-Weaver said the decision to exit the cargo business was also due to the high priced investments needed toward increased security. She did not elaborate, but some observers believe high fuel costs had little to do with Air Tran's decision to exit the cargo business. To remain in the cargo business, the airline would have had to pay \$1.4 million for a cargo tracking system as well as invest in other security-related technology, according to airline sources.

*SOURCE: Journal of Commerce*

## Building for Bangalore

With its growing export trade, a rapidly expanding domestic economy and an aviation regime that provides open access to freighters, India should be poised to take a major role in the global air cargo industry. Most shipping experts believe the country could take a huge leap forward over the next five years or be restricted to just a few faltering steps, missing out on much of its potential future growth.

The key has nothing to do with the miles of technology companies in Mumbai nor the textile businesses in Delhi. For shippers and carriers, the future of the country's role in air transport depends entirely on the country's success in pushing through extensive infrastructure improvements.

Certain East Asia gateways, such as Delhi, have been hit by a downturn in outbound air cargo volume, resulting in substantial excess cargo capacity on key routes to Europe and North America and putting severe pressure on rates.

The excess capacity situation looks unlikely to go away any time soon as Indian carriers, including a newly-merged Air India/Indian Airlines group and fast-growing private operator Jet Airways, as well as foreign airlines continue to add more belly-hold and maindeck space.

*SOURCE: Phillip Hastings / Air Cargo World Online*

### **EVERYTHING ABOUT FLIGHT AT AIRTIMETABLE.COM**

**All You Need Before You Fly**

**<http://www.airtimetable.com>**

There are plenty of sites on the Web with flight information, but [Airtimetable.com \(http://www.airtimetable.com\)](http://www.airtimetable.com) is a portal to a wide variety of this airline and travel information, where you can find everything in one place. You can check routes, compare fares, book a flight, scan airplane seat maps, locate an airport, find a discount airline, read reviews of airline food, track a flight in real time, get a weather report, look at a map, read a guide to your destination, and much more. Visit this site before you book your next flight.

*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.*

## Traveling for the Holidays? SimpliFLY

As the busy holiday travel season approaches, the Transportation Security Administration would like to help you get through the security checkpoint quickly and have a safe flight to your destination. Transportation Security Officers will be working around the clock to provide an efficient security process. You must become an active partner in your security experience by knowing the rules and carefully packing your carry-on bags.

Pack smart to get through faster. Keep luggage organized by layering items; this will increase visibility for the security officers. When approaching the checkpoint, be prepared. Boarding pass and ID should be ready for inspection, outer garments and shoes must come off, any loose metal items should be placed in your carry-on, and all liquids must come out of bags. All liquids must be kept in the 3-1-1 format unless needed for special medical purposes. Here's how to SimpliFLY your overall security experience:

- Pack an organized carry-on bag using layers—a layer of clothes, then electronic, more clothes, and then any heavier items. This will help security officers see what's in your bag.
- Have your boarding pass and ID ready for inspection when you get to the checkpoint.
- Remove your coat and shoes and place them in a bin.
- Place any oversized electronics (laptops, full-size video game consoles, DVD players and video cameras that use cassettes) in a separate bin. iPods and other smaller electronics can stay in your carry-on bag.
- Follow the 3-1-1 rule for liquids and put your one quart baggie separately in the bin.
- When in doubt, leave it out. If you're not sure about whether you can bring an item through the checkpoint, put it in your checked bag or leave it at home. Visit [www.tsa.gov/travelers/airtravel/simplify.shtm](http://www.tsa.gov/travelers/airtravel/simplify.shtm) to see the list of prohibited items. (There is a "how-to" video on the site)

*SOURCE: US Transportation Security Administration*



### Make Your Trip Better Using 3-1-1

**3-1-1** for carry-ons = **3-ounce** bottle or less (by volume) ; **1 quart-sized**, clear, plastic, zip-top bag; **1 bag per passenger** placed in screening bin. One-quart bag per person limits the total liquid volume each traveler can bring. The 3-ounce container size is a security measure.

- **Consolidate bottles into one bag** and X-ray separately to speed screening.
- **Be prepared.** Each time TSA searches a carry-on it slows down the line. Practicing 3-1-1 will ensure a faster and easier checkpoint experience.
- **3-1-1 is for short trips.** If in doubt, put your liquids in checked luggage.
- **Declare larger liquids.** Medications, baby formula and food, breast milk, and juice are allowed in reasonable quantities exceeding 3 ounces and are not required to be in the zip-top bag. Declare these items for inspection at the checkpoint.
- **Come early and be patient.** Heavy travel volumes and the enhanced security process may mean longer lines at security checkpoints.

TSA works with airlines and airports to anticipate peak traffic and be ready for the traveling public.



## Traveling Smart

During the holidays, TSA employees will be out in front of the checkpoint, ready to help you get through the security process. Keeping in mind things that tend to slow down lines, many security officers will give helpful reminders as you go through security. The most common mistakes made at the checkpoint are listed below:

- **Not having boarding passes and IDs out** for inspection.
- **Wearing bulky coats, sweaters and other items** that make it difficult for the security officer to screen you properly.
- **Wearing shoes or boots with laces or other fasteners** that are not easy to remove and put back on.
- **Forgetting to take laptops and other oversized electronics** out of carry-on bags.
- **Forgetting the 3-1-1 rules** on liquids, aerosols and gels.
- **Forgetting to declare exempt liquids** like medicines, breast milk, baby formula and other items.
- **Leaving loose change, keys and other metal objects in pockets.**
- **Bringing gifts that appear on the Prohibited Items list** (antique swords and guns, etc.).

If you require any special assistance going through security, you should notify a security officer as soon as you enter the checkpoint area.

### How You Can Help Security Screeners

- **Arrive on time.** Arrival time recommendations vary by airline and day of travel, so check with your carrier. A boarding pass and valid government photo ID are required to enter the security checkpoint. Remember to give yourself adequate time to check your baggage and move through security.
- **Do not wrap gifts.** If a security officer needs to inspect a package they may have to unwrap your gift. So wait to wrap gifts until you're at your destination.
- **Pets.** Please remove all animals from their carrying cases and send the case through the X-ray machine. Hold your pet in your arms and proceed through the metal detector.
- **Children.** Please take your infants and children out of baby carriers and strollers and take them through the metal detector with you. Strollers and baby carriers go through the X-ray machine with your bags. If possible, collapse your stroller before you get to the metal detector.
- **Dress the part.** Metal in your clothing may set off the screening machines. Pack coins, keys, jewelry, belt buckles and other metal items in your carry-on bag. Remember that all shoes must be removed and placed in bins. Passengers also need to remove winter coats, blazers, suit coats and bulky sweaters.
- **Film.** Undeveloped film should go in your carry-on bag. Declare film that is faster than 800-speed to a security officer for physical inspection to avoid being X-rayed.
- **When in doubt, leave it out.** Bringing prohibited items to the airport will delay the screening process for you and other passengers. If you're not sure which items are allowed, check TSA's Web site for a complete list of permitted and prohibited items.
- **Think before you speak.** Belligerent behavior, inappropriate jokes and threats will not be tolerated. They will result in delays and possibly missing your flight. Local law enforcement may be called as necessary.

COMING UP NEXT TIME IN

# THE PORTAL

## The Day the Dollar Dies

The continual devaluation of the US dollar against other major world currencies, such as the euro and the British pound, are obviously having an impact on the international moving arena and shipping in general. Not only is this difficult for the US economy to manage, but the fluctuations and re-basing of the world's other primary trading currencies is proving to be problematic for the world's economy as a whole.

As the US dollar continues to fall the purchasing power of the world's largest economy most likely will continue to decline; however, this creates a counter effect and now makes US goods and services more competitive. It's often said, "When the United States has a cold, the rest of the world sneezes." Therefore, what's good for one economy is probably good for another . . . or is it?

As part of a global service-oriented industry, household goods forwarders and international agents and movers pay and collect invoices in a variety of different currencies. The next issue of **The Portal** magazine will focus in on this subject. We would like to hear from you, our members, about how the weakening US dollar and the strengthening of other currencies, like the euro, have impacted or will impact your way of doing business in the future. We'd like to know:

- Has the rapidly devaluation of the dollar or fluctuation of currencies impacted your business in a favorable or negative way?
- Are you gaining business (profit) as a result or are you loosing money in your international transactions?
- What steps are you taking to protect your company from the fluctuations or unknowns of operating in a global economy?
- Do you buy currency futures? Do you use a currency broker or arbitrageur? Are you considering changing the currency in which you now bill for most services? Are you being required to pay with a new currency?
- How does international currency impact you personally? Will you do more business travel or less?

We invite you to submit an article or just general comments on the subject of currency and exchange rates. Let us hear from you!

E-mail your submission to:

*bel.carrington@hghfaa.org and joycedexter47@comcast.net*

**The deadline for the January/February issue: January 21, 2008.**



A look at the people and events shaping HHGFAA member companies

## APPOINTMENTS



**Brazier**



**Kunihira**



**Lee**



**Zyukov**



**Matischak**

**Interdean Group** has appointed **Michael Brazier** to its management team. He is based in London. Brazier, who has 10 years' marketing and relocation experience, joined Interdean as group marketing manager. He is responsible for heading Interdean's strategic marketing communications throughout Europe.

Prior to joining Interdean he held positions with another leading European relocation company and a leading UK logistics organisation.

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

**Lydia Kunihira** has been named general manager of the **Worldwide Movers Uganda Limited** head office in Kampala. Kunihira was new to the industry when she joined the company as operations manager. Kunihira will replace Alexandra Beuthin, who will be stepping out of her administrative role to concentrate on quality control and training.

Following the recent acquisition by **TEAM** of the European moving operations of **SIRVA, Inc.**, the company has announced several senior management appointments to its newly restructured operations.

**Cees Zeevenhooven** has been named Group CEO for moving operations under the TEAM Allied brand. Zeevenhooven, a former FIDI president, has been an integral part of the Group's development for many years and is well known and respected within the industry. He will now concentrate on further

establishing TEAM as Europe's leading integrated mobility company. Supporting him on the board are **Christophe Piriou, Tim Romer, Richard Post, Dirk Ellermann, and Luc Oostendorp.**

Other company board appointments include **Malcolm Frise**, group marketing director. Frise, who joined one of the TEAM Group founding companies 29 years ago, will now focus on his expanded marketing responsibilities covering all brands and services within the newly enlarged Group. Additionally, **Karin Malivoyevich** and **Russell Start** have been appointed managing directors in the United Kingdom and also join the board along with **Jaff van Durme, Philippe Mिरault, Carl Bohn, and Atle Skaarud.**

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

**Interdean** has named **Roger Lee** to its senior management team. Lee has seven years' industry experience and has lived in the CIS (Russia and Kazakhstan) for 14 years after relocating from the United States. Lee joins the Central Asia and Caucasus region as regional manager covering operations in Kazakhstan, Kyrgyzstan, Uzbekistan, Turkmenistan, Azerbaijan, Armenia, and Georgia.

He is based in Almaty, Kazakhstan; the company is currently experiencing fast-paced growth in Kazakhstan and Central Asia. Previously he held senior management positions in both Russia and Kazakhstan for large international moving and forwarding companies.

**Interdean** also announced the appointment of **Stanislav Zyukov** to its management team. Zyukov has 12 years' moving industry experience, having worked in both the US and the CIS region. Based in Almaty, Zyukov joins the Kazakhstan office as country manager; he will be responsible for managing operations within the country.

Zyukov, a former USSR track and field champion, previously held both import and export management positions in the United States and Kazakhstan for major international moving companies.

**Peter Matischak** has joined Star Move Alliance, a leading private move management company, as the new director of global sales.

In his new position, Matischak will be primarily responsible for selling lump-sum move management programs to corporate clients as well as private label moving services to affinity and real estate organizations worldwide.

Matischak has 26 years of experience in the domestic and international moving business. Originally from Germany, he studied international freight forwarding and came to the United States in 1983. He has held many positions in the industry including packer, inbound coordinator, outbound coordinator, dispatch and sales, and marketing.

He holds a Certified Relocation Professional (CRP) accreditation, which he earned in 1997.

**AGS** has announced the appointment of **Raymond Fiasson** as branch manager of **AGS Sofia, Bulgaria.**

## MILESTONES

### Looking to a New Season, Dave Hope Retires #1 Jersey at Red Ball International

Should you find yourself at an American ballpark to cheer your favorite major league baseball team, take a good look at the quiet, affable gentleman in the baseball cap next to you. It just might be **Dave Hope**.

"I plan to visit every major league field in the US," says Dave, who is wrapping up the final inning of a successful career with **Red Ball International**, which he joined in 1983. When Hope leaves at the end of December, he will take with him a sense of accomplishment and pride in an organization that has been his passion from his first days on its lineup.

Hope was raised in Hamilton, Mont. ("I used to say I grew up there, but some people would argue whether I ever did.") He graduated from the University of Montana with a BA in Mathematics then pursued graduate studies in business and accounting. After passing the CPA exam, he put his education to work in 1966 on the audit staff of Touche Ross (now Deloitte and Touche). Five years later, he went to work in private industry for Dependable Building Maintenance and helped turn that company around (I "worked myself out of a job"). That was the first of several positions in accounting and management with a succession of small firms.

Hope's corporate wanderlust was quelled in 1983 when he accepted the position of controller with Red Ball International, a division of American Red Ball Transit. After a group of employees orchestrated a buyout and incorporated as American Red Ball International, Dave became vice president of finance and chief financial officer.

"Wally Saubert, an owner prior to the buyout, left to become Chairman and CEO of Atlas World Group in 1997," says Hope. "I was promoted to president of American Red Ball International."

It was a rocky start.

"I would have given the job back in a heartbeat during that first six months," says Hope. "It was quite challenging, plus I was still acting as CFO. I was a tad swamped."

Within the first year, Dave managed to recruit a CFO and turned his full attention to

managing the business. In 1997, Atlas International moved to Seattle with Mike Duffy, former head of American Red Ball Transit, as president. About five years ago, when Duffy left, Hope became responsible for the combined Seattle operations.

Looking back on his leadership experience over the last ten years, Hope feels a sense of satisfaction. "We've established a clear direction for the future," he says. "We've implemented sound strategic planning, created programs for employee development, and achieved RIM (Registered International Mover) certification for all of our managers and most of our employees." Dave points with pride to ISO 9001:2000 certification for operations and the C-TPAT (Customs-Trade Partnership Against Terrorism) designation.

He believes the future is bright for international business, particularly on the commercial side. "I'm optimistic, because I know how good this team really is," says Hope. "They've had more to do with our success than I have."

"Working with the people here, and with our numerous agents and partners domestically and abroad, has been most rewarding," says Dave. "I've made many good friends."

That may be an understatement. Woody Zobel, with Express-Transport-Shipping-Agency GmbH in Bremerhaven, Germany, says the Hopes have been a second family for his daughter. A visiting student, she has found the support that has helped her thrive.

"Monika has gone on to study full time and can be found on the Dean's List," says Zobel. "A lot of this is to the credit of my good friends Dave and Kathy Hope and the family they have been to her.... For my part, I expect that we will always remain close friends."

"Having known Dave for many years, I can only say it has been a pleasure to know and work with him," says Robin Hood, Arrowpak International in the United Kingdom. "I for one will be sorry that a person with the depth of knowledge in the military and commercial fields of moving will no longer be



**Dave and Kathy Hope with Everett Aquasox players Aaron Brown (left) and Rob Harmon (right) at Everett Memorial Stadium, summer 2007. The Hopes host 2 or 3 Aquasox players every season in their home. The Aquasox is a minor league farm team in the Seattle Mariners organization.**

participating."

"I met Dave in the mid-1990s," says HH-GFAA President Terry Head. "He served for a while on our association's executive committee, and he quickly proved himself to be one of the better 'numbers guys.' He's still my go-to guy when I have questions that involve dollars. I get the feeling when I talk to Dave that he's already two steps ahead of me. But he's gentleman enough to let me finish before he comments. And I've never seen him lose his cool, even in very tense situations. He's passionate, but he keeps his emotions under control."

Hope and his wife, Kathy, who recently celebrated 35 years together, plan to stay in the Seattle area. There, he will be helping the Seattle Mariners' RBI Club, which raises money to provide toys for underprivileged children. Meanwhile, he will likely continue his involvement with furthering the application of RFID technology.

And of course, there's always baseball. Hope is a lifelong Yankees fan.

"I'm hoping I can host Dave at a Washington National's game, now that DC has a team again," says Terry Head. "After all, we're just a four-hour drive from Yankee Stadium."





**Pictured, left to right: Alice So, Safepak, San Francisco; Patty Gil, Security International, Peru; Silje Sjursen, Delahaye, London; Ron Smith, Champion International, Pittsburgh; Fred Delahaye, Delahaye, Paris and Nice; Kathy Murphy, Apollo M/S, New Jersey; Simone Percy, DASA, Dubai ; Robin Roberts, Good Morning America; Elisabeth Delahaye, Delahaye, London; Betty Waring, Premier Logistics, Los Angeles; Mark Botten, Pet Express, San Francisco; Diane Sawyer, Good Morning America; Doris Bourne, Premier Logistics, San Francisco; Dan Baptie, MI Group; Michele Lattin, MI Group. The banner in the photo is a mosaic made up of various t-shirts representing all the different cities in which the HHGFAA Annual Meeting has been held in over the years.**

## **HHGFAA Members Do a Star Turn On ABC's Morning Show**

About a month before the HHGFAA Annual Meeting, Doris Bourne of Premier Logistics LLC in San Mateo, Calif., decided to see if she could get some tickets for ABC's "Good Morning America," the popular early morning news program aired from New York.

"I sent them an e-mail telling them all about our organization," she said. "For example, that there are over 2,000 attendees representing hundreds of moving companies from all over the world, and that the people attending the conference represent over 100 countries and that many of us are not just business colleagues, but also have become very close friends. **I told them we were like a mini UN—but that we liked each other.**"

"About a week before heading off to New York," Bourne recalls, "I received an e-mail advising me that we had been chosen to be on the show (inside the studio as opposed to outside) and they asked how many would be in my party. I told them 15, never expecting they would approve that many. By the next day we were all confirmed. So, on Tuesday, October 16, we got up at 5 a.m. to be in the studio by 6 a.m. (Believe me, that's not an easy feat during our convention!)"

"Sir Anthony Hopkins was the studio guest that morning, and Michele Lattin (MI Group) was close enough to have a few words with him. I was able to shake Diane Sawyer's hand after the picture was taken—all very awesome!"

## IN MEMORIAM

### Robert D. Simmons

Robert D. Simmons, founder of R. D. Simmons & Associates of Seal Beach, Calif., passed away on Oct. 21 at the age of 79.

Mr. Simmons started the company in the late 1960s and soon after entered the rate filing business, carrying thousands of punch cards to Washington four times a year. On his watch the business changed quite a bit as punch cards were supplanted by magnetic tape and mainframes by personal computers. Through it all he provided valued service to his customers, many of whom he counted as friends. With his trademark sense of humor, he helped many a novice tread some of the trickier waters of the business.

“As his health declined over the past few years, he came into the office less and less,” recalled his son, Keith D. Simmons. “Many people noted his absence when he was no longer there to answer the phone and greet the people he had known for so long. I had the privilege of working with my father since 1981 and remember clearly the sadness I felt the morning some



Robert D. Simmons

two years ago when I came to the office aware that he would no longer be there every day.

“He will be sorely missed.”

Mr. Simmons is survived by his wife, Judith; his sister, Karen; his three children, Pam, Cathy, and Keith; four grandchildren; and three great-grandchildren.

Memorial contributions may be made to The Boys and Girls Club of Cypress, 10161 Moody St., Cypress, CA 90630.

## MovingInsurance.com, Partners Offer Products, Services for Industry

Montclair, N.J.-based **Moving Insurance, LLC**, the industry’s leading online moving insurance provider, announced an agreement with Capacity Group, one of the country’s largest insurance brokers.

Under this agreement, Capacity Group will provide Moving Insurance, LLC’s customers with domestic and international moving insurance and risk management products. Capacity Group, along with Hanover Insurance, supply their customers with customized insurance and financial products, while providing superior customer service for all types of businesses, industries, and individuals.

The Moving Insurance, LLC Website ([www.MovingInsurance.com](http://www.MovingInsurance.com)) allows users 24/7 access to Hanover Group’s products, online claims, extensive information regarding various coverage plans for domestic and international relocations, and useful guides.

Gadi Binniss, founder and CEO of MovingInsurance, LLC, said, “With Capacity Group’s selection of relocation insurance products, and with the backing of Hanover Insurance, one of the insurance industry’s most prestigious companies, our customers will enjoy access to more products, extensive resources and enhanced customer care.”

“Allowing customers to purchase moving insurance online helps us reach more customers and further penetrate the Household Goods Insurance market,” said Louis R. Hefter, regional vice president of the Capacity Group. “MovingInsurance.com’s simple online quote interface, along with our proven track record in insuring the relocation and transportation industry, provide the end users with a comprehensive and effective solution for their relocation insurance needs.”

## 7M Transport Acquired by Mallory Alexander

**M**allory Alexander International Logistics, a third-party logistics provider, has acquired all the assets of **7M Transport, Inc.**, in a private transaction. The facilities, capabilities, and personnel of 7M Transport will continue as part of Mallory Alexander's integrated supply chain solution. Financial terms of the acquisition were not disclosed.

"Adding 7M and its highly experienced team to Mallory Alexander brings new strength to our customers who need NVOCC services as well as those shipping household goods internationally," said Neely Mallory III, president of Mallory Alexander. "This acquisition adds a strategic office for Mallory Alexander's existing customers at the 7M office in Louisville, Kentucky."

7M's Steven Leff, named director of business development for Mallory Alexander, said, "7M customers will see no interruption in the detailed, expert attention to which they are accustomed. Rather, our focus during this integration will be to bring additional global services to those 7M customers who need them, and to continue providing the seamless, reliable services customers expect from 7M."

Commenting on the transaction, Howard Leff, president of 7M Transport, said, "We saw the need to expand our service offerings while maintaining the people and high quality we've been proud of since the company's founding in 2000. I've known Neely Mallory III—and his company's customer-first focus—for many years. This acquisition is the right fit for us, and for our customers." The acquisition, started by Leff in 2000, is another milestone in his 49-year career in the logistics industry.

7M Transport will be operated as a subsidiary of Mallory Alexander. 7M's household goods division will remain intact, providing current customers with uninterrupted service, as well as bringing significant new services to all Mallory Alexander customers. The announcement was timed to coincide with the HHGFAA Annual Meeting in New York City in October.

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



**Lucien Pot (FEDEMAC President) and Boris Populoh (HHGFAA)**

## HHGFAA 'Challenge Coin' Presented to FEDEMAC President

**D**uring the recent conference of **FEDEMAC (The Federation of European Movers Associations)** held in Florence, Italy, Nov. 1-4, HHGFAA Director of Programs and Education Boris Populoh presented FEDEMAC President Lucien Pot with the newly unveiled HHGFAA "Challenge Coin." The coin was presented to Pot and FEDEMAC to symbolize the two organizations' efforts to advance the goals and needs of the global household goods transportation through increased cooperation and information exchange.

During the meeting, Populoh also addressed the attendees, discussing issues of security and the resulting delays and damage, as well as highlighting HHGFAA's efforts in the area of standards development for electronic inventories.

In his discussions with various members of the FEDEMAC Board, Populoh emphasized the value to the industry that is created through cooperative relationships among the various global and regional household goods transportation trade associations. Populoh noted, "Creating avenues for open and frequent communication and interaction between our organizations will benefit all of our members and the industry at large," resulting in an industry that is able to better anticipate change and the needs and requirements of both customers and government regulators.



## Pacific Continental Shippers Renames Itself ClearPointt

Fast-rising logistics and transportation service provider **Pacific Continental Shippers** has chosen a new name: **ClearPointt**. The original company was founded just four short years ago and has already made a significant contribution to the industry. The new name, look, and Website were officially launched on Oct. 15.

“When we started our business in 2003, we were quick to choose our name, Pacific Continental Shippers,” said Harry D. Beresford, president of ClearPointt, based in Everett, Wash. “At the time, we were focused primarily on the Pacific Northwest. Since then, our business has grown exponentially across North America, far exceeding industry expectations.

“As our company has developed and matured, the need to re-brand our unique vision of transportation solutions became clear. Our modern approach to the industry needed to be reflected in our name and overall brand. The inspiration for our new name came directly from our customers: ClearPointt.”

He added, “We spent countless hours talking to customers about how they viewed us and what it was about our company and services that they thought distinguished us from others in the industry.” The two most common customer responses were these:

- No one in the business is as clear, concise, and prompt in their communication; there are “no surprises.”
- Because every customer is assigned a dedicated logistics specialist, they have confidence that there’s an expert staying two steps ahead of each shipment.

Why the two t’s? “One customer told us repeatedly that we do everything to a tee,” said Beresford. “Another commented that we cross our t’s and dot our i’s. We also feel that ClearPointt with two t’s is just one more thing that makes us unique. The new logo represents a beginning and an ending at a clear and precise point. ClearPointt’s tagline, Outdistance Expectations, is both a statement about what we do, and serves as a call to action for our customers to surpass their own customers’ expectations. When they use ClearPointt, it will help meet that call to action.”

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

## AGS Supports Nonprofits in Thailand, Belgium

AGS was active in supporting community organizations in several locations during 2007.

In Thailand, for example, the Pattaya International Ladies Club (PILC) recently held a fund-raising event called “Trivia Night” at the Fountain of Life Center, where approximately 70,000 baht was raised. **AGS Four Winds** sponsored this fund-raising initiative. The fund-raising event was a formidable success, and was a truly enjoyable occasion for all who attended. Paul Wilkinson, of AGS Four Winds Thailand, together with the PILC welfare team, donated the proceeds to the Fountain of Life Centre. From the donation of 70,000 baht, 10,000 baht was forwarded to another charity, the Therapeutic Disabled Riding Scheme.

The Fountain of Life Centre is a community-based, non-governmental organization which is a day centre for disadvantaged children, providing education, health care, counseling, and therapy facilities, as well as preparing children for entry into government schools.

AGS Four Winds’s Business Ethics policy is in line with the principles of sustainable development, which takes into consideration social as well as environmental responsibilities, economic development, and financial achievement. AGS Four Winds aims to fulfill its social responsibility to the community, by participation in fund-raisers such as “Trivia Night” and other related events and activities aimed at helping and improving the community.

AGS Brussels donated boxes to the “Arc en Ciel” organization, which, in a joint effort with Oxfam, collected toys on the European Community premises in June. The AGS boxes were distributed all around the European Commission buildings, and this year the collection was a great success. The numerous charity organizations, working with “Arc en Ciel” in Belgium, now have replenished stock of toys and books for the children’s enjoyment.

“Arc en Ciel” offers assistance to underage and underprivileged youth. This organization supports the development of the child by facilitating access to physical and educational activities.

## 2007 AE Worldwide Annual Contractor Safety Meeting

**A**E Worldwide held its Annual Contractor Educational Conference Sept. 14–16 in Morristown, N.J. AE Worldwide's office staff joined its field technicians from across the country in various educational, team-building, and social programs over the weekend. This was the first meeting since AE's merger with Household Movers Services.

The goal of the annual meeting is twofold. First, it offers the opportunity to discuss the issues relative to service performance, and it also provides a forum to update technicians about procedures and expectations. Topics discussed ranged from sales, customer service and operations to in-home procedures. Second, there are many events where the office staff and techs have an opportunity to continue rapport building and sharing various experiences from the past year.

A dinner to honor past employee and contractors of the year, held at Ruth's Chris Steakhouse in Parsippany, N.J., was attended by past winners and company managers. All other attendees were treated to a picturesque poolside welcome reception at the Governor Morris Inn that included plenty of food, beverages, and social opportunities.

Saturday evening's event, a dinner cruise around southern Manhattan aboard the *Spirit of the Hudson*, included the announcement of the Rookie Contractor of the Year, Contractor of the Year, and Employee of the Year. One technician was so inspired by the festivities he proposed to his girlfriend as the ship glided under the Brooklyn Bridge (she said yes).

Of course, no AE Worldwide meeting is complete without some great food and beverages and customer "happy letters." Several technicians and customer service staff were cited for complimentary letters received from transferees and movers praising their work, attitude and professionalism. A cash gift was presented to each recipient.



**Bangladeshi  
Ambassador to Thailand  
Shahed Akhtar confers  
with S. Teerawit (Tiddy)  
of Agility Trans-Link.**

## Trans-Link Wins Praise of Bangladeshi Envoy to Thailand

**S**hahed Akhtar, who was Bangladesh's ambassador to Thailand from 2003 to 2007, worked closely with Thailand and the United Nations on several fronts, including developing a transnational highway between the two countries through Myanmar as well as developing coastal shipping to enhance trade and commerce in the region. Last year, the two countries signed a memorandum of understanding on cultural cooperation to promote cultural events.

The ambassador and his family benefited from the assistance of HHGFAA member **Agility Trans-Link** in their relocation between the two countries. "Your director, Mr. Tiddy, has been useful in not only convincing but also the work of Agility Trans-Link was highly professional," Ambassador Akhtar wrote. "I have seen moving companies in North America and Europe where I served, but to my mind Agility Trans-Link was the best. I hope Agility Trans-Link will do more business with Bangladesh."

## HONORS AND AWARDS



**Brad Willy, vice president and general manager, and Jo Donnar, principal, of Reindeer.**

**R**eindeer Logistics is celebrating a banner year of sales and other accolades. In the Sept. 17 edition of the *Indianapolis Business Journal's* Fastest Growing Companies special section, Reindeer was named no. 20 of the fastest growing companies in the greater Indianapolis area. This is the third year Reindeer has made the list.

The company also made the prestigious Inc. 5000 list of the country's fastest-growing companies, debuting on the list at no. 1,302. In the transportation category, they ranked 24 and from companies on the list representing Indiana, they also ranked 24. The Inc. 5,000 is ranked according to percentage revenue growth from 2003 through 2006.

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

The company recently moved into its own headquarters in Bennett Technology Park in Zionsville, Ind. Reindeer employs 35 people and has been in business since 1997. It is privately owned by Jo and Tim Donnar, and Ritchie Shewmaker. The vice president and general manager is Brad Willy.

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



Allied Special Products recently selected **Coleman American Moving Services, Inc.** as the division's Agent of the Year.

This award is in recognition of Coleman American's sales growth, as evidenced by the 183% special products sales increase achieved in 2006; operational support, as evidenced through the four SPD distribution centers operated in the Atlanta, Orlando, Tampa, and Houston markets; and commitment to quality, as evidenced by the consistently high-level performance found in the Atlanta operation, as well as the significant improvement in quality achieved last year by the Orlando operation.

"On behalf of our entire Special Products team, I would like to thank Allied for this prestigious award," said Jeff Coleman, president of Coleman American Moving Services. "A lot of diligent and hard work was put forth to achieve this great recognition and it is an honor to accept this award for all Coleman American associates."

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





**Randall Groger**  
President  
AirLand Forwarders,  
Inc.  
HHGFAA Chairman

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

## ASSOCIATE MEMBERS

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Fax: (59) 82 915 16 37  
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E-mail: [info@expresstrailers.com](mailto:info@expresstrailers.com)  
Website: [www.expresstrailers.com](http://www.expresstrailers.com)  
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P.O.C: Tim Lehnerz

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Fax: (905) 602-7403  
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P.O.C: Ms. Mina Ghorpade  
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## Securing Our Nation's Seaports: What GAO Found

Federal agencies have improved overall port security efforts by establishing committees to share information with local port stakeholders, and taking steps to establish interagency operations centers to monitor port activities, conducting operations such as harbor patrols and vessel escorts, writing port-level plans to prevent and respond to terrorist attacks, testing such plans through exercises, and assessing the security at foreign ports. However, these agencies face resource constraints and other challenges trying to meet the SAFE Port Act's requirements to expand these activities. For example, the Coast Guard faces budget constraints in trying to expand its current command centers and include other agencies at the centers.

Similarly, private facilities and federal agencies have taken action to improve the security at approximately 3,000 individual facilities by writing facility-specific security plans, and inspecting facilities to make sure they are complying with their plans, and developing special identification cards for workers to prevent terrorist from getting access to secure areas. Again, federal agencies face challenges trying to meet the act's requirements to expand the scope or speed the implementation of such activities. For example, the Transportation Security Agency missed the act's July 2007 deadline to implement the identification card program at 10 selected ports because of delays in testing equipment and procedures.

**Federal programs related to the security of cargo containers have also improved as agencies are enhancing systems to identify high-risk cargo**, expanding partnerships with other countries to screen containers before they depart for the United States, and working with international organizations to develop a global framework for container security. Federal agencies face challenges implementing container security aspects of the SAFE Port Act and other legislation. For example, Customs and Border Protection must test and implement a new program to screen 100 percent of all incoming containers overseas—a departure from its existing risk-based programs.

## Senate Passes Contracting Reform Measure

In early November, the Senate approved a bipartisan bill to modify existing government contracting practices—a response to reports of wasteful spending in the cleanup after Hurricane Katrina and on Iraq war reconstruction.

The bill would mandate steps to strengthen the federal acquisition workforce, which has experienced downsizing due to budget cuts over the past five years. It would establish a government-wide acquisition intern program to help recruit contract specialists and create an executive position in the Office of Management and Budget to oversee the acquisition workforce.

**Congress has been increasingly concerned about contracts that the government has awarded with little or no competition. This legislation is a reflection of Congressional intent to promote accountability and transparency in the contracting process.**

These changes may be incorporated into the Defense Authoriza-

tion legislation, which is now being negotiated in conference by the House and Senate. The Senate bill, which is sponsored by Sens. Susan Collins (R-ME) and Joseph Lieberman (I-CT), was approved by voice vote with no debate. The House previously adopted a similar bill sponsored by Rep. Henry Waxman (D-CA).

The Senate bill seeks to address the growth in task-order contracts—generally used by Federal agencies to secure specific goods or services. The legislation would require agencies to create competitive task orders for any contract worth more than \$100,000. Further, for

By Jim Wise  
PACE, LLP



contracts worth more than \$5 million, agencies would be required to publish much more detailed data than currently required. For example, an agency could not award a contract for more than \$100 million to only one vendor without publication of the task order on federal Web sites.

The sponsors of the Senate bill believe the real benefit will come from the development of a more highly trained procurement workforce dedicated specifically to acquisition oversight.

It is unclear whether this legislation will be included in the Defense Authorization bill, which will be adopted by the end of the calendar year or addressed in legislation moving next year.

## DoD-Related Legislation

As this issue of **The Portal** went to press, Congress continues its work on the two pieces of legislation that have a bearing on the Families First program—the FY08 Department of Defense Authorization bill and the FY08 Department of Defense Appropriations bill. Both bills have cleared their respective houses and the DoD Appropriations bill has also cleared conference committee and will be brought to the floors of the House and Senate in early November.

The Senate DoD Appropriations bill contains specific language that expresses the ongoing concern that the Appropriations Committee has with the potential costs of the Families First program. The Committee is specifically concerned about elements of the new program that could represent significant cost drivers in the program. Among these specific provisions is the Full Replacement Value provisions.

The Senate language says:

**Families First.**—The Committee is supportive of the Families First initiative, a program intended to improve the quality of service provided to military personnel and their families during permanent change of station moves. However, the Department of Defense has not provided the services with adequate guidance on how to budget for the increased moving costs resulting from the fiscal year 2008 implementation of Families First. **The Committee directs the Secretary of Defense to work with the services to provide more detailed guidance on the costs associated with Families First and to submit a report to the congress-**

**sional defense committees detailing the projected annual costs**, by service and appropriations account, of implementing Families First in fiscal year 2008 and through the Future Years Defense Plan [FYDP]. The report shall also specify which portions of the Permanent Change of Station budget activity are likely to experience cost increases due to implementation of the initiative. This report shall be submitted by February 15, 2008.

It is expected that this language will remain in the final version of the bill that passes both houses. It is important to note that the Committee would like to have this report delivered to the relevant Congressional committees by February of next year - timing that could have an influence the implementation of all elements of the Families First program as scheduled.

With respect to the DoD Authorization bill, while there are no provisions that directly impact Families First, there are two provisions that should be noted. First, the legislation would allow the senior procurement official in each service branch (or the Secretary of Defense) to establish a "Contract Support Acquisition Center." These centers would be authorized to act as the executive agents for the acquisition of all contract services.

By establishing such contract centers, the DoD is increasingly attempting to streamline the procurement and acquisition elements of most contracts—including service contracts. In this way, the DoD believes that it can adopt more commercial sector practices to expedite contract awards and a more expeditious resolution of contract problems.

The Authorization bill also establishes a "Military Readiness Council" within the Department of Defense. This Council would be responsible for the examination and oversight of all issues that are viewed to be readiness related for the military and for military families. It is helpful to note that the Personal Property Program is viewed by the Services as a readiness issue. An initiative such as Families First potentially could be assigned to such a Military Readiness Council for review and monitoring.

It is expected that both of these provisions will be in the final version of the Authorization bill.

## **House Bill Would Boost Small Business Access to Contracts**

**T**he House of Representatives recently passed H.R. 3867, the Small Business Contracting Program Improvements Act, by a vote of 334 to 80. The Act seeks to enhance the federal procurement environment and make more business available to women-, minority-, and veteran-owned small businesses. It also, for the first time, **imposes a business code of conduct on all federal contractors, which requires the government to verify that individuals are who they claim to be and empowers small businesses to police their own programs.**

"In recent years, the federal marketplace has seen phenomenal growth," said Rep. Nydia Velázquez (D-NY), chairwoman of the House Committee on Small Business. "However, while procurement opportunities are increasing, agencies are failing to meet their small business, women, service-disabled veterans, minority and low income contracting goals."

"This is a measured approach that balances the need to give program flexibility within the realities of current agency buying strategies. It is good for small business, good for the [the Small Business Administration] and most importantly good for the taxpayers," said Velázquez.

The Act will immediately implement the Women's Procurement Program, update government contracting financial standards and give service disabled veterans top priority.

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NOTE: Prices shown are the **total cost** for one year (six issues). For ads with color (electronic files must be supplied), add 25%.

**Deadlines to receive new artwork:**

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**(ANNUAL MEETING ISSUE)**  
November/December Issue.....November 12, 2008

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

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# Industry Calendar

## **December 3–4, 2007**

Canadian Association of Movers 2007 Annual Conference  
Toronto, Ontario, Canada

## **March 9–12, 2008**

FIDI Annual Conference  
New Delhi, India

## **April 1–4, 2008**

GSA/AMSA Household Goods and Freight Forum  
Orlando, Florida

## **April 1–5, 2008**

AMSA Educational Conference and EXPO  
Orlando, Florida

## **April 29–May 1, 2008**

SDDC HQ Symposium  
Orlando, Florida

## **April 25–28, 2008**

American Moving & Storage Assn. Annual Meeting  
Orlando, Florida

## **May 13–18, 2008**

California Moving and Storage Association  
90th Annual Convention  
Rancho Mirage, California

## **October 4–7, 2008**

HHGFAA 46th Annual Meeting  
Honolulu, Hawaii

## **October 8–9, 2008**

SDDC Pacific Workshop  
Honolulu, Hawaii

## **October 10–13, 2009**

HHGFAA 47th Annual Meeting  
Orlando, Florida

## **September 29–October 2, 2010**

HHGFAA 48th Annual Meeting  
San Diego, California

## **September 12–15, 2011**

HHGFAA 49th Annual Meeting  
Denver, Colorado

**EDITOR'S NOTE:** Visit [www.hhgfaa.org/calendar.html](http://www.hhgfaa.org/calendar.html) for an expanded list of meetings and events of interest to HHGFAA members.

## **What's New?**

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