

# THE PORTAL

VOLUME XL The Journal of the Household Goods Forwarders Association of America, Inc.

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## **The Day the Dollar Dies: Living with Devalued Currency**

**HHGFAA Launches  
'Hall of Honor' Program**



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**About our cover:** *The US dollar has taken a precipitous drop in recent months. What happens now, and what does it mean to our industry? Our coverage begins on page 4.*

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By Terry R. Head  
HHGFAA President

### The US Dollar: Crashing and Burning ... or Phoenix Rising?

Back in the early 1980s, when I was still in the moving business, one of my many good clients was noted author Dr. William Cantelon. I coordinated a number of international moves for Dr. Cantelon, as he lived in a variety of places around the world.

I remember distinctly that, as a thank-you for handling one of his moves, he sent me a copy of his book, *The Day the Dollar Dies*, published in April 1979. I was aware that Dr. Cantelon lectured and wrote on the subject of international currency and its impact on cultures, national economies, and people in general.

What I didn't know then—that I do know now—is that Dr. Cantelon, almost 30 years ago, had correctly foreseen many of the issues we are now dealing with in this new global economy. Dr. Cantelon had predicted that the nations of Europe would band together for economic reasons and, moreover, would establish a common currency that would threaten the US dollar as the world's premier and desired currency. He predicted the emergence of the Pacific Rim nations and their huge buying power and their consequent need for energy. Being the uninformed egotistical American (that I was then), I dismissed those thoughts outright. How, I scoffed, could any other money (currency) be better than the good old American greenback dollar?

Now that I'm wiser, less egotistical, and worldlier, I can easily see that the US dollar, not to mention the American economy in general, is not isolated from impacts and pressures generated by a number of geopolitical and economic circumstances. As you will learn in reading this issue of *The Portal*, there are many things that influence the value of any nation's currency. Some things are within control of that particular nation and others are not.

I will not even attempt to predict what will happen to the US dollar. As the cover of this issue suggests, the dollar could easily crash and burn. Or, as Boris Populoh notes in his article, "Dollar Sag" (page 11 of this issue), the dollar has faced tougher times before, only to recover, rise from its own ashes, and regain prominence as the world's number one currency for global transactions.

Also of particular interest may be the results of the recent survey the Association conducted in preparation for publishing this issue focused on the impact of the currently devalued dollar on our industry. See what other HHGFAA members have to say about how it has affected them and their operations.

I leave you with the lyrics from the song, "The Day the Dollar Die," by Reggae artist Peter Tosh (1944–1987). Tosh envisioned that the world would be a better place if there was no money. That's not likely to happen, so I guess we need to find a way to make it all work for everyone.

*Bills and budgets are waiting  
Finance ministers anticipating  
Unemployment is rising  
And I hear my people, they're crying*

*The day the dollar die  
Things are gonna be better  
The day the dollar die  
No more corruption  
The day the dollar die  
People will respect each other  
The day the dollar die.*

## Dollar Sag

*By Boris Populoh, HHGFAA Director of Programs and Education*

Will the US dollar remain the world's premier currency? There is no easy answer to that question, if there is an answer to be had at all. Some 50 years ago the decline of the United Kingdom's pound sterling as the world's premier reserve currency marked the beginning of the dominance of the US dollar and the birth of the system of pegging other currencies to the dollar known as Bretton Woods II.

To see where the US dollar may be heading, we need to look at where it is and where it has been. The US dollar peaked in 2002, and has declined some 24% since; when compared to a basket of other major currencies, 6% of that decline has occurred since August 2007. The reasons for this prolonged decline are many. America's appetite for consumer goods, global increases in energy demand, and more recently the sub-prime credit crisis in the US housing market have all contributed to this decline.

For America and the rest of the world, the consequences of the sharply devalued dollar are having and will continue to have both negative and positive consequences. A continuation of the current trend, coupled with a weakening economy and a widening of the sub-prime credit crises in 2008 could push America closer to a recession. A weak dollar also decreases America's purchasing

power in the global market, indirectly forcing Americans to consume less. That decreased consumption has, however, had a positive effect on America's Gross Domestic Product (GDP) deficit, which is down to 5.5% from nearly 7%.

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### Will the US dollar remain the world's premier currency?

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The weaker dollar has been a boon for European consumers, who have seen their purchasing power grow as a result and who have traveled to the United States in increasing numbers for shopping trips and vacations.

On the other hand, the increasing strength of the euro is not necessarily all good news for the countries of the European Union. A continually strengthening euro means that services and goods produced within Europe are becoming more expensive for Americans and the rest of the world, potentially dampening Europe's future growth. European plane-maker Airbus, already in trouble due to significant delays in the delivery of its new A380 double-decker super-jumbo flagship, recently called the declining dollar "life-threatening" and the company

may be forced to halt production at a number of facilities.

The US dollar has weathered a number of storms, substantial declines in value in the late 1970s and mid 1980s, as well as in the mid 1990s. All seemed to foreshadow the ultimate downfall of the currency. However, in each instance, the dollar recovered and emerged stronger.

This time around, the forces weighing on the dollar's fortune are of both a structural and a cyclical nature, requiring careful action by US policymakers and the global financial markets. The dollar decline, which had picked up substantial speed since August of 2007, showed signs of slowing by the end of the year as the dollar recouped some of its value against other major global currencies. Although the dollar is not dead YET, its place as the premier global reserve currency is coming to an end. Eventually, the dollar may be one of a half-dozen or so global currencies that national banks will hold in reserve.

Nevertheless, money moves—and people move to where the money is. So perhaps the moving and relocation industry will survive, even if the dollar dies.

## Bordering on Frustration: Congestion and Currency Woes

Several Canadian business and government officials are seeking to throw a spotlight on economic damage they claim is caused by increased congestion at the border. They attribute much of the congestion and delays to an inefficient security regime. New or higher fees, tougher inspection procedures and a lack of adequate infrastructure and processing facilities all feed congestion, they say, that is raising costs for shippers and carriers and threatening to disrupt supply chains.

The Canadian economy is hurting these days—at least that part that is not part of the commodity boom. **The manufacturing provinces have already been slammed by the rising value of the Canadian dollar against the US money and the problem of congestion at the border only brings more pain.**

*SOURCE: Traffic World*

### The Upsides of the Weak US Dollar

With the weak US dollar compared to the euro, US real estate is now selling at a 30-40% discount compared to 5 years ago, according to the National Association of Realtors. Often, foreign nationals pay cash for their second-home vacation properties, but if they want a mortgage, there are lots of lenders in favorite expat enclaves such as Florida, California, and New York, the Orlando Sentinel reports.

This underserved demographic is a boon in the softer housing market that exists today. At the same time, paperwork is more onerous for foreign borrowers, and most lenders require them to have the equivalent of 12 months of principal and interest payments deposited in an American bank account, as well as credit references translated into English and an accountant letter.

In addition, US businesses, especially smaller companies, see a silver lining that makes them more competitive with European companies. As the dollar moves down, it makes those US companies' prices more attractive. Small exporters are reaping a huge benefit, except for companies that compete with rivals in China, because Beijing keeps the yuan artificially low relative to the dollar. Also, energy-intensive businesses aren't reaping the rewards of the devalued dollar, which helps push up the cost of oil imports.

A recent article in *Fortune* magazine also points out that today's exchange rates offer an excellent opportunity to begin building trade relationships and cultivating buyers for the future.

Furthermore, retailers in the United States are seeking to do more business with domestic firms to offset the rising cost of imports from Europe. This means that the dollar drop is bad news for small firms that sell imports.

## US Trade Deficit Shrinks

The US trade deficit declined during the third quarter to the lowest level in two years, raising hopes that the country's trade troubles could be easing.

The Commerce Department reported recently that the current account trade deficit fell by 5.5% to \$178.5 billion in the July-September quarter. That was a better than expected showing and the smallest current account imbalance since a \$173.4 billion deficit in the third quarter of 2005.

The current account is the most comprehensive measure of trade because it includes not only trade in products and services but also investment flows between countries.

The current account deficit had set all-time highs for five consecutive years but has declined for two consecutive quarters, prompting economists to predict that this year will see the deficit finally start to decline.

**The improvement reflects in part the decline of the dollar against many other major currencies. A weaker dollar makes US products cheaper in foreign markets while making foreign goods more expensive for American consumers.**

The deficit in goods shrank by 2.2% to \$199.7 billion in the third quarter as record levels of export sales helped offset a rising foreign oil bill.

The surplus in services, items such as airline tickets and consulting fees, increased by 3% to \$26.5 billion. The surplus in investment income flows surged by 61.5% to \$20.5 billion. The only deterioration occurred in the category that includes foreign aid, which rose to \$25.8

billion, up from \$23.2 billion the previous quarter.

The decline in the current account deficit left it a 5.1% of the country's total economic output, down from 5.5% from the second quarter. That was the lowest level in terms of GDP since the first quarter of 2004.

The government reported recently that the monthly deficit in just goods and services rose in October to \$57.8 billion, reflecting record oil prices and a record deficit with China. **While it was the highest monthly imbalance since July, economists are still looking for the deficit for the year to decline as American manufacturers see export gains from the weaker dollar and stronger growth overseas.**

*SOURCE: Martin Crutsinger, writing for the Associated Press*

## New Ways to Invest in Global Currency Markets

Certain kinds of mutual funds, exchange-traded funds (ETFs), and certificates of deposit (CDs) are making it easier—but not less risky—for small investors to bet on the relative values of currencies. ProFund Advisors offers a falling US dollar fund and a rising US dollar fund ([www.profunds.com](http://www.profunds.com)). Everbank.com dominates CDs in various individual or grouped foreign currencies. Many factors, including interest rates, inflation and export strength, affect currency values and make them hard to predict.

*Strategy:* If you want to add a currency play to your portfolio, bet on the weak dollar to start rising.

*SOURCE: BottomLine Personal*

# The Day the Dollar Dies: The Survey Results

By Boris Populoh, HHGFAA Director of Programs and Services

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.

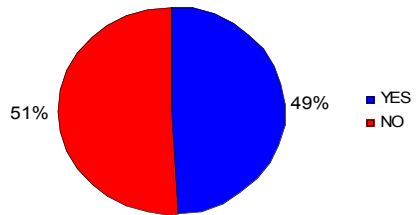
HHGFAA conducted a survey of its global membership to gauge the impact of the US dollar's continual decline on the international household goods industry. We heard from a broad range of members from every corner of the world, and the results of the survey provided some interesting insights into effects the weak dollar is having on our industry and how companies are adjusting to them.

## Survey Results: Questions and Responses

### QUESTION #1:

#### Do you keep accounts in a number of different currencies?

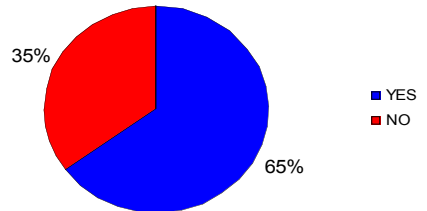
*Note:* Of the 243 responses received, 124 indicated that they do not hold accounts in different currencies, while 119 indicated that they do.



### QUESTION #2:

#### Do you primarily invoice/bill in your local currency?

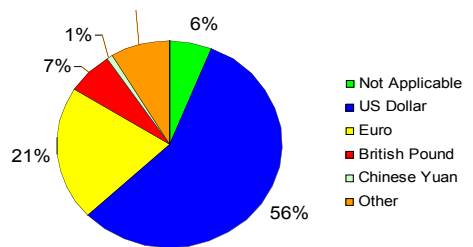
*Note:* Of the 243 responses received, 158 indicated that they primarily invoice/bill in their local currency; 85 said they do not.



### QUESTION #3:

#### If you answered NO to the question above, in which currency do you invoice/bill?

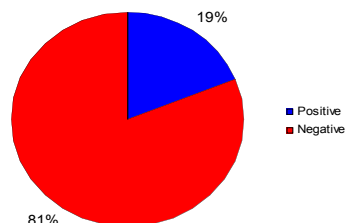
*Note:* 138 respondents indicated that the US dollar is their primary currency, followed by the euro (51 respondents) and the British pound (16 respondents).



### QUESTION #4:

#### Has the rapidly devaluating US dollar or fluctuation of currencies impacted your business in a favorable or negative way?

*Note:* Of the 243 responses, an overwhelming majority (158) indicated that the US dollar devaluation has impacted their business in a negative way. While it is possible that some companies are experiencing neither a positive or negative impact, the question was designed to capture overall sentiment.



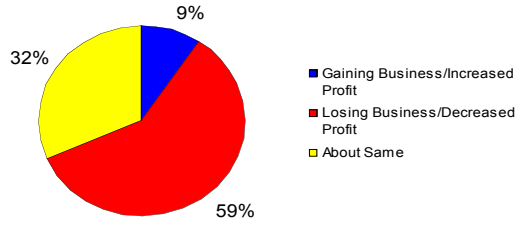
# Survey

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## QUESTION #5:

### Are you gaining business (profit) as a result or are you losing money in your international transactions

*Note:* 143 respondents indicated that the weakening US dollar has resulted in decreased profitability, while 23 indicated an increase in profits; 77 reported that business has remained about the same.

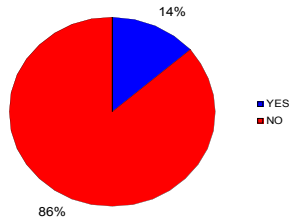


The following questions explored the steps companies are taking to protect themselves from fluctuations or unknowns of operating in a global economy.

## QUESTION 6:

### Do you buy currency futures?

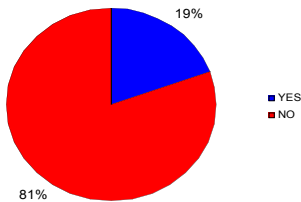
*Note:* Out of the 243 responses collected, 33 said they buy currency futures, while 210 indicated that they do not.



## QUESTION 7:

### Do you use a currency broker or arbitrageur?

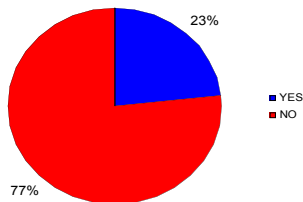
*Note:* Out of the 243 responses collected, 47 indicated that they use a currency broker or arbitrageur, while 196 said that they did not.



## QUESTION 8:

### Are you considering changing the currency in which you now bill for most services?

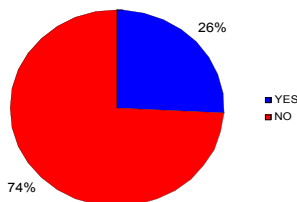
*Note:* Out of the 243 responses collected, 57 reported that they are considering changing the currency in which they currently do most of their billing, while 186 indicated that they are not currently considering such a measure.



## QUESTION 9:

### Are you being required to pay with a new currency?

*Note:* More than a quarter (63) of the 243 tabulated responses indicated that they are being asked to pay in a currency other than the one in which they do their own invoicing/billing.



continued on page 9



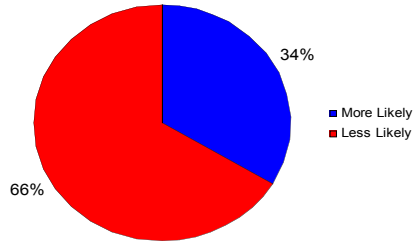
# Survey

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## QUESTION 10:

**As a result of the devaluation of the US dollar, are you more likely or less likely to do international business travel?**

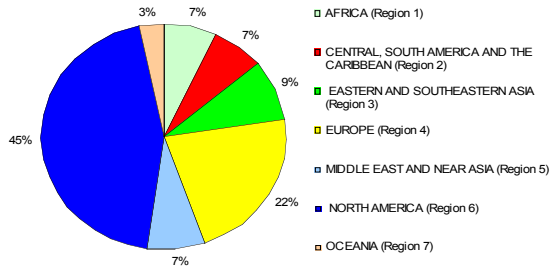
*Note:* A full two-thirds of respondents indicated that they are less likely to do international business travel as a result of the weaker US dollar.



## QUESTION 11:

**In which geographical region is your company located?**

*Note:* The broad mix of participants in this survey underscores HHGFAA’s truly global reach. Members from every region participated in overall proportion to their regional membership numbers.



## Portal Magazine Survey: The Day the Dollar Dies

### The Survey Stats

Survey duration.....	11:00 a.m., Dec. 14, 2007 to 11:00 a.m., Jan. 7, 2008
Number of potential survey participants .....	1,939
Member records with missing e-mail addresses.....	37
Number of e-mail addresses blocking bulk messages .....	18
“Bounce-back” due to incomplete/incorrect e-mail addresses .....	211
Number of respondents able to participate .....	1,673
Actual number of participating members .....	243
Participation of able participants .....	14.5%

# Get to Know the Major Central Banks

By Kathy Lien

To shift money from one country to another in search of the highest and safest yields. For years now, growing interest rate spreads between countries have been the main focus of professional investors, but what most individual traders do not know is that the absolute value of interest rates is not what's important—what really matters are the expectations of where interest rates are headed in the future. **Familiarizing yourself with what makes the central banks tick will give you a leg up when it comes to predicting their next moves, as well as the future direction of a given currency pair.** This article examines the structure and primary focus of each of the major central banks and explains how to combine the relative monetary policies of each central bank to predict where the interest rate spread between a currency pair is headed.

For example: Take the performance of the NZD/JPY currency pair between 2002 and 2005. During that time, the Central Bank of New Zealand increased interest rates from 4.75% to 7.25%. Japan, on the other hand, kept its interest rates at 0%, which meant that the interest rate spread between the New Zealand dollar and the Japanese yen widened a full 250 basis points. This contributed to the NZD/JPY's 58% rally during the same period.

On the flip side, we see that throughout 2005, the British pound fell more than 8% against the US dollar. Even though the United Kingdom had higher interest rates than the United States throughout those 12 months, the pound suffered as the interest rate spread narrowed from 250 basis points in the pound's favor to a premium of a mere 25 basis points. This confirms that it is the future direction of interest rates that matters most, not which country has a higher interest rate.

## The Eight Major Central Banks

*Editor's note:* Information on central banks and key officials is accurate as of this writing.

### US Federal Reserve System (The Fed)

The Federal Reserve is probably the most influential central bank in the world. With the US dollar being on the other side of approximately 90% of all currency transactions, the Fed's sway has a sweeping effect on the valuation of many currencies. The group within the Fed that decides on interest rates is the Federal Open Market Committee (FOMC), which consists of seven governors of the Federal Reserve Board, plus five presidents of the 12 district reserve banks.

*Mandate:* Long-term price stability and sustainable growth. The Fed meets eight times a year. In January 2006, US President George W. Bush tapped Ben Bernanke to head the Federal Reserve, given his four years of experience on the Fed Board of Governors. His views differ from those of his predecessor, Alan Greenspan, in that he believes in inflation targeting and printing money to avoid deflation. The historic change of power at the US central bank marks the first time in two decades that an academic, who may focus more on mathematical and econometric models, is chairing the Fed.

### European Central Bank (ECB)

The European Central Bank was established in 1999. The Governing Council of the ECB is the group that decides on changes to monetary policy. The council consists of the six members of the executive board of the ECB, plus the governors of all the national central banks from the 12 euro-area countries. As a central bank, the ECB does not like surprises. Therefore,

□  
move through comments to the press.

*Mandate:* Price stability and sustainable growth. However, unlike the Fed, the ECB strives to maintain the annual growth in consumer prices below 2%. As an export dependent economy, the ECB also has a vested interest in preventing against excess strength in its currency because this poses a risk to its export market. The ECB meets bi-weekly, but policy decisions are generally made only at meetings where there is an accompanying press conference, and those happen 11 times a year.

Jean-Claude Trichet is the president of European Central Bank. Prior to succeeding Wim Duisenberg as ECB president in November 2003, Trichet was the president of Bank of France. He has a reputation for being a cautious and forthright banker, although many criticize his slow response to European economic stagnation and high unemployment. Typically seen as a hawk with a bias toward making preemptive moves to ward off inflation, Trichet has the huge responsibility of managing the monetary policy of 12 nations.

### Bank of England (BoE)

The Monetary Policy Committee of the Bank of England is a nine-member committee consisting of a governor, two deputy governors, two executive directors, and four outside experts. The BoE, under the leadership of Mervyn King, is frequently touted as one of the most effective central banks.

*Mandate:* To maintain monetary and financial stability. The BoE's monetary policy mandate is to keep prices stable and to maintain confidence in the currency. To accomplish this, the central bank has an inflation target of 2%. If prices breach that level, the central bank will look to curb inflation, while a level far below 2% will prompt the central bank to take measures to

boost inflation. Meetings are held monthly

Mervyn A. King, governor of the Bank of England, previously was a professor at the London School of Economics. Initially joining the BoE in 1990, he became an executive director and chief economist in March 1991 and was promoted to deputy governor in 1997. His “Goldilocks” monetary policy, which is neither too restrictive nor too accommodative, has propelled the UK’s economy into its longest streak of uninterrupted growth in 200 years.

### **Bank of Japan (BoJ)**

The Bank of Japan’s monetary policy committee consists of the BoJ governor, two deputy governors, and six other members. Because Japan is very dependent on exports, the BoJ has an even more active interest than the ECB does in preventing an excessively strong currency. The central bank has been known to come into the open market to artificially weaken its currency by selling it against US dollars and euros. The BoJ is also extremely vocal when it feels concerned about excess currency volatility and strength.

*Mandate:* To maintain price stability and to ensure stability of the financial system, which makes inflation the central bank’s top focus. Meetings are held once or twice a month

Toshihiko Fukui joined the BoJ in 1958 and held various posts before becoming governor on March 19, 2003. Although Fukui has a reputation for being conservative, he has implemented new policies geared toward greater transparency, such as publishing BoJ economic outlooks and detailed minutes of policy meetings. In 2006, he ended the five-year-old ultra-loose monetary policy and prepared for a return to conventional rate targeting.

### **Swiss National Bank (SNB)**

The Swiss National Bank has a three-person committee that makes decisions on interest rates. Unlike most other central banks, the SNB determines the interest rate band rather than a specific target rate. Like Japan and the euro zone, Switzerland is also very export dependent, which means that the SNB also does not have an interest in seeing its currency become too strong. Therefore, its general bias is to be more conservative with rate hikes.

*Mandate:* To ensure price stability while taking the economic situation into account. Meetings are held quarterly. Jean-Pierre Roth, chairman of the Swiss National Bank, has been with the SNB since 1979; he assumed the role of chairman of the governing board in 2001. Roth is also a member of the board of directors of the Bank for International Settlements and is governor of the International Monetary Fund.

### **Bank of Canada (BoC)**

Monetary policy decisions within the Bank of Canada are made by a consensus vote by Governing Council, which consists of the Bank of Canada governor, the senior deputy governor, and four deputy governors.

*Mandate:* Maintaining the integrity and value of the currency. The central bank has an inflation target that is currently set at 1-3%, and it has done a good job of keeping inflation within that band since 1998.

Meetings are held eight times a year. Princeton-educated David Dodge, governor of the Bank of Canada, is known for being frank and open about his beliefs, and has also been credited for carefully balancing inflation with currency appreciation.

### **Reserve Bank of Australia (RBA)**

The Reserve Bank of Australia’s monetary policy committee consists of the central bank governor, the deputy governor, the secretary to the treasurer and six independent members appointed by the government.

*Mandate:* To ensure stability of currency, and the maintenance of full employment and economic prosperity and welfare of the people of Australia. The central bank has an inflation target of 2-3% per year. It meets 11 times a year.

The Australian economy—spurred by seemingly insatiable demand from China for a variety of commodities—is experiencing strong wage growth and a boom in capital spending that is creating capacity constraints throughout the economy.

### **Reserve Bank of New Zealand (RBNZ)**

Unlike other central banks, decisionmaking power on monetary policy ultimately rests with the central bank governor.

*Mandate:* To maintain price stability and to avoid instability in output, interest rates and exchange rates. The RBNZ has an inflation target of 1.5%. It focuses hard on this target, because failure to meet it could result in the dismissal of the governor of the RBNZ. The RBNZ meets eight times a year.

*Kathy Lien is chief strategist at the world’s largest retail forex (foreign exchange) market maker, Forex Capital Markets in New York (www.fxcm.com/). Her book “Day Trading the Currency Market: Technical and Fundamental Strategies to Profit from Market Swings” (2005, Wiley), written for both the novice and expert, has won much acclaim. Lien has taught currency trading seminars across the US and has also written for CBS MarketWatch, Active Trader, Futures Magazine and SFO Magazine.*

## What Is a Pip?

A pip is a very small measure of change in a currency pair in the foreign exchange market. It can be measured in terms of the quote or in terms of the underlying currency. A pip is a standardized unit and is the smallest amount by which a currency quote can change, which is usually \$0.0001 for US dollar-related currency pairs, which is more commonly referred to as 1/100th of 1 percent, or one basis point. This standardized size helps to protect investors and buyers of currency from huge losses. For example, if a pip was 10 basis points, a one-pip change would cause more extreme volatility in currency values.

Assume that we have a USD/EUR direct quote of 0.77447. What this quote means is that for US\$1, you can buy about 0.77447 euros. If there were a one-pip increase in this quote (to 0.77448), the value of the US dollar would rise relative to the euro, as US\$1 would allow you to buy slightly more euros.

The effect that a one-pip change has on the dollar amount, or pip value, depends on the amount of euros purchased. If an investor buys 10,000 euros with US dollars, the price paid will be US\$12,912.06 ( $[1/0.77447] \times 10,000$ ). If the exchange rate for this pair experiences a one-pip increase, the price paid would be \$12,911.89 ( $[1/0.77448] \times 10,000$ ). In that case, the pip value will be US\$0.17 ( $\$12,912.06 - \$12,911.89$ ). If, on the other hand, the same investor purchases 100,000 euros at the same initial price, the pip value will be US\$1.67. As this example demonstrates, the pip value increases depending on the amount of the underlying currency (in this case euros) that is purchased.

*SOURCE: [www.investopedia.com](http://www.investopedia.com)*

## The China Factor

Unlike most international trade, the falling dollar has not had a huge effect on US trade with China. The Chinese have been reluctant to let the yuan appreciate too much, because that would hurt the cost advantage of Chinese companies selling here. The yuan had been fixed at 8 per dollar until 2005. On Dec. 24, 2007, the yuan closed at 7.3475. China has been keeping the dollar from falling further by investing in US treasury bonds. It's unlikely that the Chinese government would pursue fiscal or monetary policy that would disrupt trade with its largest customer, but anything can happen.

# HHGFAA 'Hall of Honor' Program Officially Launched

Building on the announcement delivered during the Association's Annual Meeting in New York City last October, HHGFAA is delighted to present formal details for its newly established recognition program, the "Hall of Honor," which will designate those persons, companies, products, or services that have made outstanding contributions to either the Association or the following industries: transportation, moving, forwarding, and relocation.

The first year of our prestigious program will be dedicated to highlighting the pioneers of our Association, contributors to specific industry programs, and those individuals with demonstrated efforts toward HHGFAA's goals and accomplishments.

Four distinct categories of awards will be offered:

- **Founders Award**—will recognize an individual who was instrumental in the establishment of the HHGFAA and its related affiliated entities.
- **Innovators Award**—will recognize an individual or company for innovative contribution to technology or industry practices.
- **Distinguished Service Award**—will recognize an individual who has made a personal contribution through his or her leadership, service, and demonstrated integrity.
- **Lifetime Achievement Award**—will recognize the rare individual who has made a significant or lasting contribution to the industry or to the Association.

The Hall of Honor (HOH) Selection Committee for 2008 will comprise a balanced group of participants from our Active, Associate, Industry Veteran, and YP-35 memberships. The committee will guide

this prestigious recognition program going forward and will accept nominations up to the deadline of April 1 for each calendar year. No minimum or maximum number of inductees will be selected for the current or subsequent years. Additionally, nominees may be living or deceased at time of nomination.

Furthermore, the committee will fully advise the HHGFAA president of all nominees by June 1, after which their names will be published in **The Portal** magazine. Individuals will be formally recognized during the Annual Meeting each fall. Also, a special section of the HHGFAA Web site will be created to record and memorialize the awardees.

Formal criteria for submitting nominees are outlined on the official Nomination Form, which can be downloaded from the HHGFAA Web site and which has been included as a special insert in the January/February 2008 issue of **The Portal**.

Individuals submitting nominations must complete the nomination form with sufficient information to support the nominee's merit in one of the four categories. All content must be received with the initial nomination form no later than April 1.

Formal inductions into the Hall of Honor will occur during the HHGFAA Annual Meeting. Candidates will not be required to attend in order to receive their recognition awards, but will be provided with sufficient notice of their selection so they can plan to attend if they so choose.

For more information, e-mail [hoh@hhgfaa.org](mailto:hoh@hhgfaa.org). Subject line: HOH Selection Committee.

## Call for 2008 Nominations

HHGFAA invites you to play a role in recognizing leaders in the fields of transportation, forwarding, or relocation by nominating a deserving individual for one of four awards (see category descriptions in the article at left).

Nominations can be submitted by any HHGFAA member, client, or customer. The awards will be presented in October during the HHGFAA Annual Meeting in Honolulu, Hawaii.

The Selection Committee will consider all complete nominations. Complete nominations include the nominee's name and current professional affiliation and the reasons for making the nomination. **Nominations must be received at the HHGFAA office no later than April 1, 2008.** You may submit your nomination in any one of the following ways:

- **Mail** to HHGFAA HOH Selection Committee, 5904 Richmond Highway, Suite 404, Alexandria, VA 22303.
- Complete the form, scan it, and **e-mail** it to [hoh@hhgfaa.org](mailto:hoh@hhgfaa.org).
- Download the HOH Nomination Form via the following link: <http://www.hhgfaa.org/alerts/2008HOHform.pdf>.
- **Fax** the completed form to (703) 317-9960.

## New (10 + 2) Rules Would Help US Screen Foreign Cargo

By Joe Malinconico

Homeland security officials yesterday unveiled proposed rules designed to improve the way they monitor foreign cargo coming into America's seaports.

In its efforts to prevent terrorists from smuggling weapons into ports like Newark, Elizabeth and others around the country, U.S. Customs and Border Protection wants to require importers and shipping companies to submit additional information about their cargo before it leaves foreign ports.

Customs already has a system in place that uses basic shipping information, like the name of the importer or type of goods, to target certain cargo containers as high-risk. Those containers go through special inspections and sometimes even get turned away before they reach port.

The regulations proposed yesterday would expand the requisite information, including entries on the name of the manufacturer and the location on the ship where the cargo will be stowed.

"They're saying that to do the job well, they ought to have more information," said Christopher Koch, president of the World Shipping

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### Foreign exporters sometimes consolidate goods from 10 to 20 overseas manufacturers in one cargo container.

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Council, which represents the cargo vessel industry. "We're sympathetic to that cause."

Some companies involved in international trade are concerned that the proposed regulations could affect the flow of commerce.

"Right now, we're taking a wait-and-see approach, but there's always a concern that there may be delays until they get all the hiccups resolved," said Brenda Jacobs, an attorney for the United States Association of Importers of Textiles and Apparel. "In the time-sensitive fashion industry, when you're already talking about a 21-day travel time, every hour matters."

Customs is taking comments on the new proposals for 90 days before finalizing the requirements. **The security initiative is known as "10 + 2," shorthand for the fact that importers will have to supply 10 pieces of information about cargo, while the shipping companies will have to provide two.**

Stewart Hauser, chairman of the NY/NJ Foreign Freight Forwarders and Brokers Association, said some importers have had difficulties providing all the information being requested. For example, Hauser said, foreign exporters sometimes consolidate goods from 10 to 20 overseas manufacturers in one cargo container.

"You never know where they're making that stuff," Hauser said.

Also, Hauser said, some importers are concerned that they may be asked to reveal business-sensitive information that they consider proprietary.

## Do You Have a REAL ID?

It was recently announced that Americans born after Dec. 1, 1964, will have to get more secure driver's licenses in the next 6 years under new security rules recently unveiled by federal officials. The REAL ID Act is a law designed to make it harder for terrorists, illegal immigrants, and con artists to get government-issued identification. By 2014, anyone (with the notable exception of those more than 50 years old) seeking to board an airplane or enter a federal building would have to present a REAL ID-compliant driver's license.

SOURCE: *The Associated Press*

## Cargo-Tracking System Combines RFID, Sensors, GSM and Satellite

Siemens IT Solutions and Services has conducted a proof-of-technology test on **RFID-based equipment that can be utilized to monitor shipping containers while they're at sea**. The company says the test demonstrated the technology closes a gap found in commercially available cargo-monitoring RFID systems that provide RFID data only while on land. Working with a group of mostly undisclosed partners, Siemens IT Solutions and Services performed the test in March. The solution features active RFID transponders and sensors. Data collected via RFID was transmitted over on-board GSM and GPRS telecommunications networks connected to a satellite telecommunications service operated by Inmarsat. Siemens IT Solutions and Services plans to repeat the test using additional tagged containers and a variety of satellite connections.

SOURCE: *RFID Journal*

## India Hints at Reciprocity if US Insists on 100% Screening

India recently warned that a new American law, calling for 100% scanning of US-bound containers at all foreign ports, would lead to an increase in transaction costs and severely harm exports to the United States from India. The law says that effective July 2012, maritime cargo containers to be imported into the United States should be 100% scanned at foreign ports using radiation detection and non-intrusive imaging equipment, prior to loading onto a vessel. If the US insists on its implementation citing security risks, India would ask for it to be done on a reciprocal basis. The new law has created worries in some 600 ports across the world. Besides India, trading partners of the United States, including Brazil, Argentina, South Africa, European Union nations, Canada, and Japan, have also reportedly raised reservations.

SOURCE: *financialexpress.com*

## HHGFAA Members Hone Proficiency in DPS System

HHGFAA, in conjunction with the US Transportation Command's Joint Program Management Office for Household Goods Systems (JPMO HHGS), sponsored a series of two-day training sessions on the new Department of Defense household goods moving program, Families First. In this cooperative effort with JPMO HHGS, the Association used its resources to arrange online registration for the attendees, provided the hotel venues, and supplied the computer and Internet services utilized during the training. JPMO HHGS provided the training materials and personnel to handle the actual training.

The focus of the training was the new Families First Web-based computer system called the Defense Personal Property System (DPS). Attendees had the opportunity to both view a demonstration of the system and actually "tickle the keys" in a computer lab that was set up in each location. The first two sessions, held in December, were located in St. Louis, Mo., and Las Vegas, Nev. The final session, pictured here, was held in the Washington, D.C., area.

Subject Matter Experts (SMEs) from JPMO HHGS conducted the training for approximately 100 participants at each location. The first day consisted of Families First Business Rule training in the morning and a



**Scenes from the final DPS session, held in the Washington, D.C., area. Earlier sessions were held in St. Louis, Mo., and Las Vegas, Nev.**

DPS demo in the afternoon. The second day entailed a full day of DPS "hands-on" training in a multi-stationed computer lab. Transportation Service Providers (TSPs), agents, and other interested parties participated in the training.

A number of system access problems were encountered during the "hands-on" portion of the training at the first two venues (St. Louis and Las Vegas). Those problems were rectified at the final session in D.C. and the participant feedback was very positive for the final session.



# Army Creates New Branch for Logistics Officers

By C. Todd Lopez

The Army plans to develop a new corps of multifunctional logisticians with creation of the new logistics branch. Today, captains from transportation, quartermaster, and ordnance branches must complete the Combined Logistics Captains Career Course or the Reserve-Component Captains Career Course. Beginning Jan. 1, all officers completing that coursework will gain a new primary military operational specialty, 90A, that indicates their competence in all three logistics areas.

“In the 21st century, we need logistics officers who are multifunctional—officers not just focused on particular fields in logistics, but who are competent in all those fields,” said Maj. Gen. Mitchell H. Stevenson, commanding general of the United States Army Combined Arms Support Command. By joining the officers of the three logistics regiments into one branch, officers will expand and broaden their abilities to meet the needs of the modular Army, Stevenson said.

“No longer is it enough to be skilled in one particular area,” he said. “We have got to be good across the board. And the more senior you get, the more we are going to focus you on enterprise organizations—where you are thinking not in terms of what is going on in your particular area or operation, but knowing how the entire supply chain works. You’ll need to understand the effects of one part of the chain on another part of the chain.

“The commercial industry is now hiring and training supply-chain managers. And our logisticians also need to be supply-chain managers. They must understand things like distribution centers, such as what the Defense Logistics Agency runs for all the services, and how they impact our ability to support operations in the middle of Northern Iraq.”

The Army has chosen to begin development of officers into multifunction logisticians at the grade of captain because it is at that level where officers become exposed to units that require them to be much more diverse in their capabilities. “By the time you make full colonel, about 75 percent of the positions in the Army call for multifunctional expertise,” Stevenson said. “At the grade of captain, that number is already at about 50 percent.” Captains from all components of the Army will be affected by the creation of the Logistics Branch and the development of multifunction logisticians.

“From the beginning, we knew that whatever we did, we wanted to ensure it applied across the board, because we have one total Army,” he said. “Given the way we use the reserve components these days, and plan to into the future, it is important that all officers are trained and developed the same.”

Currently, there are three Army logistics schools: the Quartermaster School at Fort Lee, Va.; the Transportation School at Fort Eustis, Va. and the Ordnance School at Aberdeen Proving Ground, Md. As part of a directive from the Base Realignment and Closure Commission, all three schools must be consolidated at Fort Lee by 2011. Training for officers in the Logistics Branch will occur there.

While the Army will create the new logistics branch to merge officers in the three existing logistics branches—transportation, quartermaster and ordnance—those branches will not be eliminated. The Army will still have those career fields for enlisted soldiers and warrant officers. Additionally, lieutenants may continue to enter the Army in one of those three branches.

*SOURCE: army.mil/news*



**A Stryker vehicle from the 25th Infantry Division is loaded aboard the M/V**

**Jean Anne at the Fleet Industrial Supply Center at Naval Station Pearl Harbor, Hawaii. The vessel will carry Army vehicles and equipment to the Port of Los Angeles, for overland transport to the National Training Center at Fort Irwin, Calif. Logistics is an integral part of the Army's warfighting ability. Photo by Petty Officer 1st Class James E. Foehl**



## Army to Send More Than 1,000 Soldiers to Hawaii

By William Cole

Approximately 1,050 additional soldiers are projected to come to Hawaii over the next five years as part of an Army plan to “grow the force” by 74,200 troops.

The expansion, largely expected to be carried out over the next three years, includes adding six new brigade combat teams and eight support units around the country.

Fort Bliss in Texas, Fort Carson in Colorado, and Fort Stewart in Georgia each are receiving approximately 7,000 more soldiers and their families. But every Army installation across the country is getting more soldiers - from a few to thousands—as the military moves to relieve the strain on forces stretched by the wars in Iraq and Afghanistan.

US troops also are being relocated to the Mainland from bases in Germany.

Col. Wayne Shanks, a spokesman for US Army, Pacific, at Fort Shafter, said 650 of the 1,054 soldiers expected in Hawaii would be part of new units that are being formed. Another 404 new soldiers would be added to existing units. About 150 of the new soldiers would be based at Fort Shafter and the remainder would go to Schofield Barracks and Wheeler Army Airfield. The Army had about 18,000 soldiers based on Oahu in 2006.

New units will include an engineer brigade headquarters, a military police company, a criminal investigation battalion headquarters, and an engineer company, Shanks said.

Two units slated for inactivation - a military police brigade headquarters and a truck company—will be kept on active duty.

The Hawaii increases are slightly less than the 1,438 projected in a recent Army environmental impact statement. Army officials said one possible explanation for the change in the complicated troop plan is that a “maneuver enhancement brigade” of 549 soldiers previously identified to be at Schofield now is tentatively slated to go to Fort Drum in New York.

The planned unit changes are not final, and will have to go through environmental reviews. Shanks said future force requirements also may change in Hawaii and Alaska, which are positioned strategically for rapid deployment into the Pacific.

The new Army plan excludes an ongoing environmental study looking at Alaska and Colorado as possible alternative locations to Hawaii for the 4,000-soldier Stryker brigade. A final environmental impact statement on the basing alternatives is due out soon.

*SOURCE: The Honolulu Advertiser; The Associated Press contributed to this report.*

## Maersk Enters Bid to Build High-Speed Ships for Navy

**Maersk Line Ltd.** has submitted a bid to the Navy in hopes of winning a Defense Department contract to design and construct the Pentagon’s proposed Joint High Speed Vessel (JHSV). The Navy and Army plan to order at least eight of the ships for rapid transport of troops, supplies, and equipment through shallow waters to small or damaged ports. Maersk has selected New York-based Dereecktor Shipyards, one of the largest US builders of commercial vessels, as its shipbuilding partner. The JHSVs would be built at the shipbuilder’s Bridgeport, Conn., yard. The Pentagon’s cost goal for the lead ship is \$150m, with a target of \$130M for additional ships. They would be about 450 feet, draw 15 feet or less of water, and be capable of speeds of around 40 mph, according to Navy documents.

*SOURCE: Hoovers.com*

## McGuire AFB Gains New Status For Military Shipments

**SDDC** recently informed all DoD Transportation Service Providers (TSP) that there would be a change in the DoD aerial port that will service shipments moving through the Defense Transportation System (DTS) from CONUS to Europe and from Europe to CONUS. McGuire Air Force Base (New Jersey) will replace Dover Air Force Base (Delaware) as the Port of Embarkation and Debarcation for those shipments.

This change became effective on Jan. 1, 2008.

# Aiding US Military Bases in Romania, Bulgaria

By Michael Logan

**M**ove One is gearing up to play a vital part in the historic creation and running of the first long-term US military bases in the former Soviet Union as American soldiers begin to set up camp in Romania and Bulgaria.

In August, almost 1,000 American and Romanian military personnel began a three-month exercise aimed at testing out the facilities of the Mihail Kogalniceanu air base near the Romanian Black Sea port of Constanta, where the headquarters of the regional US force—named Task Force East—will be based. Move One has been active in supporting the troops during this testing phase, but the real work will be in the months to come.

“We have started doing some work from them in the initial stages in Constanta and we will be supporting the training bases starting from next year,” said Jay Cziraky, Move One’s field operations manager.

Bucharest and Washington signed a 10-year agreement in December 2005 to open three military bases in Romania, Move One will serve all three of these bases as well as another two in Bulgaria that are part of a separate agreement. US Secretary of State Condoleezza Rice and Bulgarian Minister of Foreign Affairs Ivaylo Kalfin signed the Bulgarian base-sharing deal in April 2006.

The agreement with Romania allows the US to use the air base, as well as training areas and firing ranges in Smardan, Babadag, and Cincu. The forces are expected to be brigade-sized units of about 3,500 soldiers. Similar numbers are expected in Bulgaria.



**US Army General William S. Wallace with his Romanian counterpart during a visit to the South Eastern European Republic where the US military has established bases.**

The US soldiers are currently testing the command and control capacities needed for the future deployment of troops at brigade level. The training is to verify the staff and tasks at the base as well as the infrastructure in Romania and Bulgaria.

When looking for a reliable partner it could trust with the shipment of the essentials necessary to keep thousands of soldiers fed, watered and ready for battle, the US military looked no further than Move One.

“We are largest military shipping country in Balkans, the second largest in Afghanistan and in the top five in Iraq,” said Cziraky. “We’ve been doing this for 12 years.”

While the idea of permanent US bases on former Soviet soil may be new, the logistical expertise required to move military cargo remains the same and Move One has already been active in this kind of business in the region for the US military. US forces used the Mihail Kogalniceanu air base to transport troops to Iraq during the 2003 invasion, and Move One was there to back them up.

“We are perfectly poised to do this kind of business. We were there in 2003 and there is no other company in the region with our

expertise,” Cziraky said. “The biggest challenge in this kind of work is meshing local customs with military procedures, but this is no problem for us as we are really embedded in this. We have more than 100 staff in the region and our routes and lanes are well established.”

The base-sharing deals are intended to provide the US with strategic locations from which to launch operations in theatres in the Middle East, the Caucasus, the Balkans and North Africa. As the military presence begins to ramp up, Move One will begin weekly shipments of all kinds of goods from various different sources.

“We will be bringing in building materials, food supplies and engineering equipment from Macedonia, Italy and the US,” said Jay.

Romania and the US have worked together in several areas and Romania has since sent more than 800 troops to Iraq. It has also sent a thousand soldiers to Afghanistan. Two military sites, the Babadag training area, close to the Danube Delta, and the Mihail Kogalniceanu air base, have already been frequently used by US troops.

Russian President Vladimir Putin has blasted Romania and Bulgaria for opening their doors to the Americans, but the US stresses that the bases will remain under Romanian command and that all facilities would be shared with Romanian military.

“It will be a Romanian facility, not a US facility. We are guests, tenants,” David D. McKiernan, Commanding General of the US Army in Europe, said during a recent visit to the Black Sea base.

Mihail Kogalniceanu is a small village near the Black Sea, some 250 kilometers east of Bucharest, and it for the most part underdeveloped, with horse-drawn carts still a common sight on the poor roads. Yet the locals are hopeful that the US base will bring development and change has already begun to take place, with investors opening some entertainment facilities and land prices rising.

While all this frantic activity, both on the base and surrounding it, is likely to benefit the locals it is also going to grow Move One’s business. “We can expect a certain amount of growth in the offices,” Cziraky said. “We will be preparing dedicated teams to support the military.”

COMING UP NEXT TIME IN

# THE PORTAL

## **Generations X, Y, and Z: Understanding the Difference, and How to Recruit, Manage, and Sell to Them**

**A**re the younger generations Rock Stars, Techno-geniuses or Slackers? Everyone seems to have an opinion. One thing is for sure: They're here and here to stay. What is your company doing to embrace them as employees and/or future customers?

Let us know how you view the younger generations today. What steps is your company taking to draw younger people into your organizations and replace the aging Baby-Boomers? How are you ensuring that the knowledge and historical perspectives of the older workers are passed to the younger employees?

Have your sales and marketing plans been changed by the buying attitudes and habits (such as use of the Internet) of the younger customers? Do the old sales techniques (such as presentations) work with younger buyers?

Whether you are old or young, we are interested in your stories or just your opinions. We invite you to submit an article or just general comments on this subject. Let us hear from you! E-mail your submission to:

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

**The deadline for the March/April issue: March 12, 2008.**



## First Aid for Companies Coping With an Ailing Dollar

Here are some simple tips to minimize loss when the dollar is dipping. (Applicable to countries where the US dollar is not the local currency.)

- A. If you receive and make payments regularly in US dollars, maintain a USD account to minimize loss due to conversions.
- B. If you don't have to make immediate payments in US dollars, convert all surplus USD funds to the local currency.
- C. Rethink credit policy. Limit your credit period to minimum.
- D. If your tariffs are quoted in US dollars, monitor the exchange rate closely and revise your rates if required.
- E. Provide quotes in your local currency or euros for long-term contracts

—R. Ajit Venkatesh  
Globe Moving & Storage Co. Pvt. Ltd.  
Bangalore, India

**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 We site, or if you have questions or ideas concerning YP-35, and to supply your updated contact information, please e-mail [pcolmenares@portan.com](mailto:pcolmenares@portan.com)

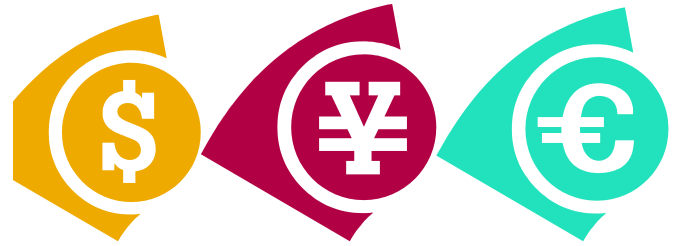
**Website: [www.yp-35.org](http://www.yp-35.org)**

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

## Get Smarter

Welcome to the age of continuing—or continual—logistics education. Logistics managers are hard-pressed to keep up with rapid changes in technology, unpredictable spikes in operating costs and tighter security regulations. Any one of those factors can constrict or disrupt global supply chains that are increasingly extenuated and fragile. That's spurring demand for well-trained, educated logistics professionals. Many universities and colleges have upgraded operations management programs to focus more on logistics and the supply chain. Colleges report record enrollment in supply chain programs. The university community was a little slow to recognize the demand for logistics professionals but they are now making up for lost time as almost every major university has cobbled together some kind of program or emphasis. The challenge now will be to keep the education relevant in an industry this fast moving. The fear is that students will not be getting exposed to the latest and greatest in the field unless the universities make a real commitment to the industry.

*SOURCE: Traffic World and Roadway Business Intelligence*



### **Is someone in your company attending college?**

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

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

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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.

### Gold (\$2,500–\$4,999)

ABBA International, Inc.  
Approved Forwarders  
Continental Van Lines  
Gosselin World Wide Moving NV  
Royal Hawaiian Movers, Inc.  
The Pasha Group

### Silver (\$1,000–\$2,499)

Adele Forwarding  
Arpin International Group  
Cartwright International Van Lines  
Covan International

Deseret Forwarders  
DeWitt Transportation Services of Guam  
Evergreen Forwarding, Inc.  
Interstate Worldwide Relocation  
World International Forwarding Inc.

### Bronze (\$500–\$999)

7M Transport, Inc.  
**\*American Red Ball International, Inc.**  
American Vanpac Carriers  
Apollo Forwarders Inc.  
Axis International  
Evergreen Forwarding, Inc.  
Gateways International Inc.  
**\*H&B Forwarding, Inc.**  
Terry R. Head  
Jet Forwarding Inc.

Robert and Jean Kelly  
Logistics International Inc.  
Sandra Rowe Maier  
Ocean Air International Inc.  
S&E Transportation, LLC  
The Trilogy Group  
**True North Relocations**

### In Kind or Other

Jackie and George Agner  
American World Forwarders  
Belvian and Gloria Carrington  
Claims Adjustment Technology  
Dell Forwarding  
Doug Finke  
Henry Harsch HH AG  
Pearl Forwarding Inc.

\*Denotes contributions received since the previous issue of **The Portal** was published.

**Boldface type** denotes repeat donors within the previous 12-month period.

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**Alan F. Wohlstetter Scholarship Fund**  
**5904 Richmond Highway, Suite 404 • Alexandria, VA 22303**  
**Phone: (703) 317-9950 • Fax: (703) 317-9960**

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

## US-Asia Carriers Say Cost Recovery 'Imperative'

Niels Erich, a spokesman for the Westbound Transpacific Stabilization Agreement (WTSA), has advised that, given the strong market and increased volumes, it's imperative that lines recover the sharply higher round trip sailing costs they've seen in the Pacific this year. The higher costs are a direct result of more than 65% increase in marine fuel costs.

He said bunker fuel prices have risen from an average \$295 per ton in January 2007 to \$495 in December.

In addition to rising fuel costs, carriers have experienced higher rail, truck and cargo handling costs associated with repositioning equipment, Erich said.

"The alternative, as trade lanes compete for vessel and container assets, is potential consolidation of vessel strings and reductions in port and inland locations served, trends that can already be observed in the Pacific," he said.

WTSA is a research and discussion forum of 10 major ocean container shipping lines that carry cargo from ports and inland points in the U.S. to destinations throughout Asia and the Indian Subcontinent. Members of WTSA develop voluntary, non-binding guidelines for rates and charges.

SOURCE: American Shipper

## Matson Increases Hawaii RO/RO Capacity with Ship Conversion

Matson Navigation Company's *MV Mokihana* has re-entered the company's Hawaii service following modification work that involved adding a new auto garage. The new design increases Matson's Hawaii roll on-roll off ("ro-ro") capacity by 1,200 autos and provides new service features and efficiencies in addition to the ability to carry 1,000 containers.

The enhancement is part of a multi-phase program begun in 2003 that provides Matson's auto customers two essential service features: frequency of service and ro-ro capacity. In addition to the modifications to the *Mokihana*, Matson has also invested in an above-deck garage for its *S.S. Lurline*, made shoreside facility improvements and developed a new information technology platform for auto shipments.

Dave Hoppes, senior vice president, ocean services, said the *Mokihana* is diesel-powered, making it more fuel efficient. "With the addition of garage capacity, the combination vessel will provide the fast-

est and most economical method of shipping vehicles. As with pure car carriers, the garage features a fully enclosed garage, ventilation, lighting and various safety components to minimize damage in transit. The *Mokihana* is capable of carrying a wide variety of autos and rolling stock cargo, including large trailers and oversized vehicles and will complement Matson's other two combination ro-ro and container vessels, the *Lurline* and *Matsonia*. With these three flexible ro-ro containerships, Matson can now offer greater frequency of service and greater customization in shipping solutions. And as we see greater volatility in the Hawaii auto market, we are pleased to note that the vessel's capacity, revenue and profitability are not tied solely to vehicle shipments."

Matson introduced ro-ro service to Hawaii in 1973. The modified *Mokihana* represents a long history of innovation and market-leading auto carriage service, including direct ro-ro service to and from Maui and the Big Island of Hawaii and the West Coast, which reduces transit time and eliminates the transshipment process; investments in new technology for auto carriers through Matson's proprietary software, VINsight, which provides real time information on the status of all autos in Matson's transportation network; and special, Web-based technologies that allow private owners of vehicles to easily book, track and pay for their auto transport.

Matson has multi-year agreements with Ford Motor Company and General Motors for the carriage of their vehicles to and from Hawaii and while the specifics of the agreements are confidential, they encompass service to all of Hawaii, including the Neighbor Islands. The Ford agreement includes Volvo cars, Jaguar, and Land Rover. Last year Matson received GM's Supplier of the Year award and has been certified under Ford's Q1 program for several years. In addition to GM and Ford, Matson has multi-year agreements with Dollar Thrifty Group, BMW, Mercedes Benz, Toyota and Nissan.

## Port of Montreal Seeks Changes in Maritime Law to Ease Competition

The Port of Montreal is looking for changes to the Canada Marine Act to help level the playing field between it and competing eastern seaboard ports, Montreal port president Patrice Pelletier said today. Pelletier stated that Montreal's main rivals are on North America's eastern seaboard—New York, Norfolk, Va., Savannah, Ga., and Charleston, W.Va. "These ports have benefitted from massive government subsidies, not only in port infrastructure but in the rail and road infrastructure so it's no longer a level playing field in that sense so they are dangerous," he said. Changes to the Marine Act would permit the Port of Montreal to receive subsidies, which it cannot do under current legislation. Additionally, Pelletier said security will be a priority in the port, as well as continuing to integrate it into Montreal in an environmentally friendly way.

# Panama Canal Transits Off

*By Peter T. Leach*

The number of ships and total tonnage passing through the Panama Canal decreased in the first fiscal quarter ending Dec. 31, the Panama Canal Authority announced.

Vessel transits declined 1.4% to 3,518 from 3,568 in the year-ago quarter. Supers—larger ships that require greater time and navigation skills to transit the waterway—declined 3.6% to 1,900 transits from 1,971 transits.

Tonnage measured by the Panama Canal/Universal Measurement System dropped 2% to 79 million tons from 80.6 million tons. In the same quarter, Canal Waters Times, the average time it takes a vessel to transit the Canal including waiting time for passage dropped by 19.3%, to 24.18 hours from 29.98 hours in the same quarter the previous year. The time for booked vessels (those ships holding reservations) decreased by 2.4% from 17.20 hours to 16.78 hours.

The authority attributed the drop to general operating efficiency, the effective use of the waterway's tie-up stations and a slight decline in transits.

“Soaring oil prices and a general economic downturn, including the U.S. housing crisis, the credit crunch and the dollar devaluation, have impacted global production and trade. As a result, we have seen a slight drop in tonnage and transits during the first quarter,” said Rodolfo Sabonge, the authority's vice president of research and market analysis. “All these elements have affected the demand of manufactured products and the volume of imports bound to the United States—the waterway's largest user—impacting the trans-Pacific route, including the Panama Canal,” Sabonge said. Utilization of the canal's booking system slightly decreased by 2.6% to 92.6% utilization from 95.1%.

The authority plans to implement a new reservation system on Feb. 1 that it said will increase the current system's efficiency and the availability of slots.

*SOURCE: Journal of Commerce Online*



## Business.gov Unveils State and Local Search Features

**B**usiness.gov, the official business link to the US government, has launched new search features and expanded content that make it easier for small business owners to find essential information they need to run their operations, including forms, licenses, permits and regulatory information from federal, state and local governments.

In addition to federal government resources, business owners now have access to over 9,000 state, territory, county, and city government Web sites providing information on starting and managing a business while complying with regulations from all levels of government.

Business.gov's new search service is a "mashup"—a unique service created by combining content from separate Web applications—of Google-based services that include Google's Custom Search Business Edition, Google Maps, the Google Search Appliance and publicly available compliance information culled from federal, state and local government Web sites.

The new service improves upon general search services by delivering results directly aligned with doing business in a specific geographic area, saving business owners time by getting to the right information more quickly. For example, if a user types in "business license Richmond, Va.," the relevant results on licenses will be returned from the City of Richmond and State of Virginia Web site.

"The inclusion of state and local content on Business.gov means that small business owners can go to one website to find what they need to successfully manage their operations," said Nancy Sternberg, program manager of the Business Gateway Initiative. "Business.gov helps give small business owners a complete understanding of what's needed to comply with government regulations."

**Business.gov has also expanded the content of its Small Business Guides, which help business owners understand what regulations and programs apply to them, how to comply, and how to stay in compliance while growing and managing their operations.** For example, if a retail business is interested in expanding its business online, the Small Business Guide to E-Commerce will provide guidance on legal and regulatory requirements the business owner must meet before opening an online store.

Business.gov's expansion follows the recent addition of a new "Permit Me" feature, providing a single source for information on obtaining federal, state, and local permits, business licenses, and registrations for types of businesses most popular with Business.gov users.





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## Voxme Adds Internet Leads Processing, Integration with Corporate Web Site Capabilities

**Voxme Software Inc.** has released a new version of Mighty Forwarder (a client files management application) that features e-mail leads processing capabilities. Office staff can now import e-mail leads from popular sites like **123movers.com**, **vanlines.com**, **internationalmovers.com**, **intl movers.com**, etc., into Mighty Forwarder with a click of a button. In addition, the company has also released a set of tools to help movers quickly integrate their Web sites with Voxme system.

The key areas of Voxme solutions are capturing (via mobile devices or PCs) and management of clients' surveys, packing inventories and forwarding information. A combination of mobile and office applications helps organize an efficient, one-time data entry process to maximize company's staff efficiency. Mighty Forwarder also integrates with MS Word and Outlook for easy documents, e-mail and calendar management.

The newly added ability to automate the process of bringing customers' information from external sources (such as lead e-mails or requests for quotation generated by the company's Web site) saves precious time and eliminates inevitable errors caused by manual retyping of information from e-mail into Mighty Forwarder. As soon as the lead e-mail is imported into the application, a salesperson is ready to generate a quotation document in MS Word or load customer information on the handheld for the visual survey.

Yaniv Risman, president of Sea & Air International in New York, was one of the customers to request those capabilities and put them to use as soon as the new version came out. "Lead e-mails processing is extremely important to our business. We wanted to add efficiency to the existing process and minimize the time our sales staff spends on inserting lead details into Voxme system. We've also asked Voxme to integrate requests for quotation coming from our Web site to round up lead processing automation. We're enjoying the benefits of the new capabilities already and feel ready for the flurry of lead e-mails in the summer."

The image shows two overlapping windows. The background window is the 123movers.com website, displaying a lead processing form. The foreground window is the Mighty Forwarder application, showing a detailed lead record.

**123movers.com Form Fields:**

- Move Information:**
  - Origin: New York
  - From State: New York
  - To State: Illinois
  - To Country: Italy
  - Estimated Move Date: Feb 2007
  - Estimated Move Weight: 4 Boxes, 1000 lbs
- Contact Information:**
  - Title: Mr.
  - First Name: Andrea
  - Phone: 212 734 4158
  - E-mail: a.mastro@gmail.com
  - Last Name: Mastrostabile
  - Address: [Blank]
  - Contact Preference: Email
  - Availability: Any Time

**Mighty Forwarder Lead Record:**

- Lead ID: 123456789
- Source: 123movers.com
- Lead Name: Andrea Mastrostabile
- Lead Address: 1234 5th Ave, New York, NY 10001
- Lead Phone: 212 734 4158
- Lead Email: a.mastro@gmail.com
- Contact Preference: Lead by Time
- Move Date: 02/01/2007
- Origin: New York, New York 10001
- Destination: Italy, Italy
- Weight: 4 Boxes, 1000 lbs
- Created Date: 02/01/2007 11:00:00 AM

# O'Neil Software Announces RS-SQL, Version 3.05

California-based O'Neil has again upgraded their records management software (RS-SQL, Version 3.05). Enhancements continue to lighten the load on record center staff, boost operational visibility and profits. Among the RS-SQL features:

- The software is now fully Windows vista compatible.
- Work order closing additions offer more billing options, greater security and control. You now can bill when you have closed a work order.
- Enhanced priority services ensure timely deliveries. When a new calculation feature is selected, the Required By Date/Time is determined based on business days only, skipping any holidays and adjusted to the next open business day.
- Ability to post information to work order notes provides a complete audit trail.
- Other services posting allows greater communication. Scanning allows additional info to be automatically saved directly on the work order that you give your customers, apprising them of the status.
- New options when posting Web orders ensure customer control.

## RSMobile interface highlights

- RSMobile is AT&T® Certified, Providing Optimal Performance. Using the Motorola® MC9094 handheld, you can now communicate anywhere, not just via a “Wi-Fi” hot spot. Delivery information can be uploaded immediately to the record center; pick lists can be sent to remote facilities; and lookups can take place using the new “Live and Connected” features. RSMobile software runs over the AT&T network and enables instant communications with drivers or record center staff working in remote facilities.
- New look menu changes provide instant status determination. At-a-glance item counts let you know if an assignment is complete, partially complete, or not started yet. Also several “Live and Connected” features make use of a wireless connection, to gather and display information from the RS-SQL database. This allows you to Sort Items by Work Order, perform Item Lookup and Location Audit on scanned items—all in real-time.
- Work order modification saves drivers time. RSMobile now allows you to view a list of contacts and addresses for each work order, without the need to click on each individual one.
- Remote initialization makes software updates easier. When working in a remote facility, you no longer have to return the device to the record center to upgrade your handheld.

## RSWeb.NET interface highlights

- Enhanced user administration enables greater control and security. Your customers can now manage their Web users themselves through RSWeb.NET. Activities include adding/modifying or deactivating users; deleting users with no activity; changing function or account access; modifying available reports.
- Many languages to choose from. Right from the RSWeb.NET Login Screen, your customer now can choose the language they prefer to work in. Language can simply be terminology changes such as “legalese” for lawyers, or real languages such as Spanish or French.
- Document support allows for greater control. Your customers can now add, edit and delete documents via RSWeb.NET. Once submitted, it is changed in real-time in the RS-SQL database at the record center.

Web site: [www.oneilsoft.com](http://www.oneilsoft.com)

## Superfast Dictionary

At **ninjawords.com**, type in the word to be looked up after entering the Web site URL and a slash. For example: *ninjawords.com/kakorrhaphiophobia*.

## Toll-Free Numbers

Access **www.hardtofind800numbers.com** to find contact information for customer service, tech support, and other elusive corporate departments.

## Clicks vs. Conversations

Nearly two-thirds, or 65%, of executives prefer to receive e-mail more than other forms of communication, up from 34% a decade ago, according to a survey of 150 senior executives conducted by OfficeTeam.

Preference for face-to-face meetings, paper memos, and voice mail has dropped.

*SOURCE: InsideTraining.com*

## Keeping It Private

When you travel for business, does the thought of unsecured proprietary information keep you up at night? If so, consider these three suggestions:

- **Skip the safe.** Leaving anything in your room safe or hiding it is about as secure as leaving it in the hall next to your room-service tray. For anything of value, use the hotel's safe or take it with you.
- **For your eyes only.** Your laptop screen can be visible to those around you, so consider a privacy filter, which makes the screen appear dark when viewed at an angle, yet clear to the user. Staples ([staples.com](http://staples.com)) sells 3M's privacy filters for laptops starting at \$55.
- **Save online.** To keep data secure even if your laptop is lost or stolen, don't save it to your hard drive: Store it virtually, using one of a growing number of online document centers, such as Google Docs & Spreadsheets ([docs.google.com](http://docs.google.com)). If your computer is stolen, thieves will end up with nothing more than your copy of Minesweeper and a few MP3s.

*SOURCE: Meetings & Conventions*

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

## Supply Chain Seeks Green Transport and Logistics

The vast majority of respondents to a survey produced by eyefortransport, 85%, said that over the next three years green issues will become more important to their transport and logistics processes. Thirteen percent identified green issues as their No.1 priority over the next three years.

With up to 75% of a company's carbon footprint coming from transportation and logistics, eyefortransport asked respondents to pinpoint what they were doing to green their transportation and logistics, and what effects these initiatives have had.

An average of 25% of respondents reported that they have or plan to partner with a logistics providers to help them green their processes, and an additional 27% are actively exploring the possibility of adding a logistics partner to help move environmental projects

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### **The push toward green is driven by financial ROI, public relations payback and improved supply chain efficiency, says a new survey.**

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forward. This push toward green is reported to be driven by a number of factors, including financial ROI (45%), public relations payback (34%) and improved supply chain efficiency (34%).

When asked what actual green initiatives have been implemented or planned in their companies, the results revealed that 63% are or are planning to improve energy efficiency, 45% are redesigning warehousing and distribution center networks, 42% are re-routing vehicles to reduce miles and 40% are measuring and/or reducing emissions.

An additional finding of the survey was that 34% report that green initiatives are actually making their supply chains more efficient.

To download the full report visit [www.greenlogisticsforum.com/2008/free\\_report.shtml](http://www.greenlogisticsforum.com/2008/free_report.shtml)

*SOURCE: Industry Week Newsletter*

## Dollar May Be Down, but Trucking Still Poised for Growth

Two separate studies find that commercial trucks are carrying a larger share of tonnage and earning more freight-related revenues as well in the United States—and are projected to keep doing so over the next decade. According to the US Census Bureau, total revenue for truck transportation, couriers and messengers, and warehousing and storage reached \$312 billion in 2006, up from \$293 billion in 2005. US commercial trucks traveled 91 billion miles last year, with motor carriers generating revenues of \$204 billion, with long-distance trucking earning \$136.1 billion and the remaining \$67.9 billion from local trucking services.

*SOURCE: Fleet Owner Magazine*

## Freight's Future in the US

Trucking's largest industry group says the business will hold onto and even slightly expand its share of domestic freight shipping over the next 12 years despite the challenges of rising costs and a shortage of qualified drivers. The forecast, prepared for the American Trucking Associations by the Global Insight research and consulting firm, projects that volume for less-than-truckload carriers will grow at an average annual rate of 3% from 2007 to 2012 and 3.2% a year after that through 2018. Truckload volume will increase at a slower pace, up 2.5% during the first period and then 2.3% annually from 2013 to 2018. This assessment is part of the series of long-range Global Insight forecasts and most of them are considered pretty conservative based on past analysis. This long-range outlook calls for the industry to grow at a slightly slower pace than the overall economy and that is generally not historically true. On the other hand this is a fairly upbeat forecast and if it turns out to be conservative that is probably a good thing.

*SOURCE: Pacific Shipper and Roadway's Business Intelligence Newsletter*

## **China: Logistics Is Key to Inland Shift**

China's spectacular economic development record has largely been concentrated in two areas—the so-called Pearl River Delta just north of Hong Kong and the immediate hinterland of Shanghai. That process is starting to change, however. Over the past few years, labor costs have started to rise sharply in these coastal areas, threatening the competitiveness of lower-margin operators. Meanwhile, as these regions have prospered, they have become less tolerant of the pollution rapid industrialization has created. [This is likely to be the next big story in Chinese business as well as in logistics. The expense of being in the coastal communities has risen and the companies active in China are looking to reduce costs by shifting further inland, a process that is being encouraged by the government.]

*SOURCE: FT.com and Roadway's Business Intelligence Newsletter*

## **Ports of Long Beach, Los Angeles Approve \$35 Clean Truck Fee**

The Ports of Los Angeles and Long Beach have approved a new a Clean Truck Fee of US\$35 per TEU on all loaded containers moving in and out of the ports by truck effective June 1, 2008. This fee will support the ports' Clean Trucks Program, which will ban all pre-2007 model trucks from the ports by 2012. The ban will be phased in starting in Oct. 1, 2008, with a ban on all trucks built before 1989. By Jan. 1, 2010, only trucks built after 1993 will be allowed, and by Janu. 1, 2012, all trucks serving the ports must meet 2007 U.S. Environmental Protection Agency emission standards. The new tariff rules adopted by both ports will also require trucks to register with the ports and to be fitted with radio frequency identification devices (RFID) by June 30, 2008, which will provide emission compliance information and other details. The truck ban and RFID requirement represent only a portion of the originally proposed Clean Trucks Program. In addition to the ban on older trucks, and the new Clean Truck Fee, the plan also called for sweeping changes to the harbor trucking industry. These portions of the program are still under consideration by the Ports. The Federal Maritime Commission is also currently reviewing the program for any possible violations of the Shipping Act of 1984.

## **Alaska Truck W-Manifest E-Regulation Marks Nationwide Implementation**

Beginning Feb. 11, 2008, truckers (and movers) crossing into Alaska from Canada will have to begin mandatory filing of electronic manifests. The system allows for advance checking of documents prior to arrival at the border and reduces the use of time-consuming paper-based checks at the border. The program began on a voluntary basis and then transitioned state by state to a mandatory policy. After May 11, CBP officers will begin denying entry to trucks that show up with paper documents.

## **Trade Gap Opens Wide**

The US goods and services deficit opened wide to \$63.1 billion in November of 2007 as a surge in imports of industrial supplies destroyed a year's worth of progress in narrowing the gap, according to a report recently released from the US Census Bureau and the US Bureau of Economic Analysis, through the Department of Commerce.

Once again, the economic picture has thrown a bit of a curve ball. True, the trade deficit had been narrowing because of the weakness of the dollar and a rise in US exports (specifically heavier commodity type shipments of grain, metals, etc.). There was a slight increase in imports versus flat export volumes for November. This would not be a sign that the US economy was beginning to rebound, it would take several months of strong import activity to indicate that a rebound was underway.

*SOURCE: Traffic World and Roadway's Business Intelligence*



## The Key to Personal and Professional Success is Likeability

By Tim Sanders

As chief solutions officer at the Internet giant Yahoo!, I spent much of my time studying how its 7,500 employees interacted and got along. I discovered that the key to personal and professional success wasn't skill or hard work so much as likeability. When you make others feel good, they gravitate to you. This has significant consequences. For instance, in hospitals, a likeable patient gets more attention from doctors, according to a University of California study.

I call this ability to produce positive emotional experiences in other people the L-factor. Few of us think about improving our likeability beyond the conventional advice of smiling and praising people. Others worry that they'll come across as fake or insincere.

You can raise your L-factor at work or in your personal life without feeling phony by focusing on the following.

**Friendliness.** The easiest way to enhance likeability is to communicate openness and be welcoming to other people. *Strategies:* Play up what's most appealing about you. To determine your strengths, think about compliments you receive. *Example:* My close friends tell me that they value my compassion.

View everyone you meet as "part of the solution." Instead of seeing others as problem causers, see them as problem solvers. When you change your perspective, you act more relaxed. Plus you'll be surprised by how frequently other people possess the solution you need.

**Relevance.** Being friendly does not guarantee likeability. You need to be friendly in a manner that has a bearing on another person. For example, if you tell someone about a great deal on a car and he/she is in the market for one, your L-factor rises dramatically.

Just having common interests makes you more relevant. A useful strategy is to enhance the connections you already have. Many of our relationships with people—for example, your child's soccer coach or your old college roommate—are based on a single interest. The more interests you share with someone, the more likeable you are to him. Look for opportunities to uncover additional interests that you have in common with people you know. Questions I like to ask: "What's at the top of your wish list these days?"... "What's keeping you up at night?"... "Tell me something about you that most people don't know."

**Empathy** is your capacity to see things from other people's points of view and experience their feelings yourself. When you connect this way, others sense that you "get" them. To do that:

- **Show respect.** You don't need to agree with another person's feelings, but at least acknowledge and respect those feelings. That means not judging the person or dismissing what he says.

- **Summarize.** Say, "If I'm hearing this right, you are feeling..." This forces you to listen, instead of just formulating a conclusion or response in your head while someone else is talking. It also lets people know that you're making an effort to understand what they're experiencing.

**Realness** is acting in a manner that is consistent with who you are and what you believe in. If you don't come off as genuine, all the other qualities of likeability don't matter. *Strategies:*

- **Pause.** Wait a few seconds before responding to what another person has to say. This indicates that you value his opinions/experiences and are considering them carefully. Interrupting and cutting people short makes you unlikeable.

- **Learn to say, "I don't know."** Many of us have fallen into the habit of pretending that we have the answers even when we don't. Being honest about your occasional lack of knowledge makes you come off as authentic, not stupid.

- **Be honest.** If you make a mistake or decide not to follow through on something, admit it early on—it increases the perception that you are trustworthy.

- **Focus.** In an age when everyone multitasks, focusing on another individual as if he is the most important person in the world is flattering. If you get interrupted, for instance your cell phone rings, make a point of saying, "I'll be quick. You are more important than this call" or better yet, don't pick up the phone. Also, relax your body. Tapping fingers and shifting feet say that you are not psychologically present.

*Helpful:* If you don't like someone or are angry with him, it is possible to be authentic and still convey your likeability. I ask myself questions such as, Will acting unfriendly fix anything? and Do I want to be remembered by this person as being unlikeable? Usually the answers are no, which gives me enough objectivity to at least act respectfully.

# Network Naturally

By Sam Horn

A bigail Van Buren once said, “There are two kinds of people in the world—those who walk into a room and say, ‘Here I am’ and those who say ‘There you are.’” Which are you?

Does the thought of “working a room” make you want to run straight out of it? One of the first steps to actually enjoying networking instead of dreading it is to switch our mindset from “What can I say?” to “What would they like to talk about?”

Bertrand Russell said, “Fundamental happiness depends more than anything else upon what may be called a friendly interest in persons and things.”

Our happiness and success at meeting people depends on our decision to stop trying to get people interested in us and to become more interested in other people. You may agree with this in theory, but you’re wondering, “How do I do this in practice?”

## Don’t hog the conversational ball

Fran Lebowitz wrote, “For most people, the opposite of talking isn’t listening ... it’s waiting.”

One way is to pose questions instead of make statements. Most people talk about themselves when they’re nervous. The second there’s silence, they rush to fill the void, usually with an “I” comment. This produces what’s called “I to I” combat—a type of verbal ping-pong, chitchat that stays on the surface.

Imagine a conversation ball. Talking about your experiences and observations is interesting to other people only in small doses and is the verbal equivalent of hogging the ball. The goal is to keep a balance with the conversational ball spending equal time in both courts.

How to do this? The next time there’s a pause in the conversation and you can’t think of anything to say, don’t say anything. Ask something.

## Whoever does the most talking has the most fun

“To seduce almost anyone, ask for and listen to his opinion,” Malcolm Forbes advised.

Will, a participant in one of my Network Naturally workshops, said, “This makes sense, but sometimes this is like pulling teeth. I took a new client to lunch last week. I must have asked him a hundred questions and all I got back were grunts. I said, ‘Do you like living in San Jose?’ He said, ‘Yeah.’ I asked, ‘Do you have any children?’ ‘Three.’ I kept trying, ‘How long have you been with Comtrex?’ ‘Three years.’ It was the longest lunch I’ve ever had.”

Will had the right idea, but the wrong type of questions. “Do you ...?” “Have you...?” “Are you ...?” are all closed questions. A closed question is anything that can be answered with “Yes,” “No,” or a couple-word response. For example, “Did you like the movie?” “It was okay.” End of conversation.

Closed questions often have the answer in them. “Did you have fun on your vacation?” “Was that conference worthwhile?” They bring conversations to a screeching halt because you’re doing the other person’s thinking and talking for them. It’s a one-sided way of

controlling a conversation. All you’re doing is asking people to agree with or deny what you’ve just said.

A better way to create genuinely rewarding conversations is to ask “What?” and “How?” questions. “What do you do when you’re not working?” “How did you get into this industry?” “What do you suggest we do about this?” These types of questions elicit more in-depth responses that reveal information on which you can hang a conversation.

Relax! The goal is to be interested rather than working so hard to be interesting.

As the great Dale Carnegie once observed, “We can make more friends in two weeks by becoming interested in other people than we can in two years by trying to get people interested in us.” Another way to set up truly enjoyable, two-way conversations is to remember the two little words, “Tell me.”

You’ll never again need to worry what to talk about if you just preface your requests with those words. For example, “Tell me, what advice would you give someone starting out in this profession?” “Tell me about your day.” “Tell me how that worked out for you.”

Will said these suggestions were an epiphany. “Put me in front of a computer, and I’m in my element. Put me in a social situation and I’m out of my element. These ideas helped me realize why I was uncomfortable around prospective clients and why our time together was awkward.

“I was trying to prove I was smart, funny, and worth their valuable time. A few days after your workshop, I took that client out to lunch again, and it was night-and-day difference. The first time I had fired questions at him, and he had grunted answers back at me. This time I started with open-ended “Tell me” questions and actually listened to and cared about his answers. We didn’t click that first time because I was talking at him instead of with him. This time, we had a genuine connection and I’m looking forward to doing business with him.”

Art, an association president, said he learned this valuable lesson early in his career. “When I started out, I was eager to impress everyone with my ideas and intelligence. I was quick to offer my input whether people wanted to hear it or not. Thankfully, the founding father of our organization took me aside and told me I’d go a lot further in this business if I started asking for advice rather than giving it. From then on, instead of trying to show off what I knew, I started giving other people an opportunity to share what they knew. Looking back, I think that has been one of the most important ingredients to my professional success.”

*This article is excerpted from Sam Horn’s book, What’s Holding You Back? 30 Days to Developing the Confidence and Courage to Do What you Want, Meet Whom You Want, and Go Where You Want, which Jack Canfield (Chicken Soup for the Soul) calls a “Must-read for anyone who wants to be more polished, poised, and powerful at work, at home, in social settings, at school, and in sports.” For more tips on how to walk into a room full of strangers and turn them into friends (and clients), visit [www.samhorn.com](http://www.samhorn.com).*

*SOURCE: Executive IdeaLink  
(American Society of Association Executives)*

## Behavioral Interviewing on the Rise

Use of behavioral interviewing to screen job candidates is expected to grow dramatically, according to a survey of more than 2,500 senior HR executives by Novations Group, a global consulting organization based in Boston. While a majority of organizations that already rely on the assessment tool will continue to do so as often as in the past, another 25% plan to step up behavioral interviewing. By contrast, just half a percent of organizations plan to use it less frequently.

## Sick Workplace Stats

Employers are gearing up for more sick employees dragging themselves—and their germs—to work. According to findings of the 2007 CCH Unscheduled Absence Survey, 87% of employers report that sick employees who show up to work are suffering from short-term illnesses such as a cold or flu, which can be easily spread. The survey also found that just one in four organizations have a plan in place if a large percentage of employees become ill, indicating that most organizations aren't prepared for a pandemic.

## Lackluster Workplace Lingo

Sixty percent of all business correspondence contains one or more grammar or spelling errors, according to the results of a recent study by WhiteSmoke, developer of English writing software solutions. The findings are based on WhiteSmoke's survey of 5,000 pages of business writing texts. The most prevalent error is missing words, with 32% of writers failing to use all the words needed for a grammatically correct sentence, says Liran Brenner, WhiteSmoke vice president of research and development. Words most likely to be missed are verb auxiliaries (be, have, do); prepositions (in, on, at); determiners (a, an, the, this); and nouns.

## Role of Index Funds in 401(k) Plans Declining

More employers are adding actively managed funds to their 401(k) offerings—and as they do, more employees are opting to invest in them. But managed funds have higher fees than index funds, and over the long term, few managed funds outperform index funds, raising the possibility that 401(k) performance will decline as more employees opt for actively managed funds. To protect yourself, enrage that the range of 401(k) options offered by your company is not too narrow.

*SOURCE: BottomLine Personal*

## Air Freight Leads Way in Predicting Trade Patterns

Air freight can be viewed as the first logistical barometer for detecting and quantifying emerging trends in global trade. As the most expensive and time-sensitive transport mode compared with sea freight and rail, it is air cargo that is usually the first to suffer or benefit from any change of emphasis in export flows. In addition, the air cargo industry tends to have a better “feel” for cargo movements because airlines in general enjoy a better face-to-face relationship with the freight forwarder than container lines.

*SOURCE: Lloyds List*

### Get the Best US Driving Directions

Compare online driving directions from Google, MapQuest and Yahoo! all at the same time on one screen. You can see if the routes differ dramatically or if one seems more straightforward.

Visit [directions.seeaarch.com](http://directions.seeaarch.com)

## New Rule Restricts Spare Batteries in Luggage

Professionals traveling on business are encountering new airline restrictions on carrying spare lithium batteries packed away in checked luggage. The lightweight lithium batteries, which power all kinds of consumer electronics including laptop computers, PDAs, cell phones and digital cameras, can be unstable and hazardous if they overheat or are punctured.

New US Department of Transportation (DOT) rules continue to allow lithium batteries on board or in carry-on luggage if they are installed in electronic devices. Beginning Jan. 1, however, passengers can no longer pack loose, spare lithium batteries in checked luggage. A spare battery below 8 grams of lithium content may be packed in a carry-on bag, but DOT recommends keeping the battery in its original retail packaging or a plastic zip-lock bag to prevent unintentional short-circuiting. To view the new rules visit <http://safetravel.dot.gov/>

**gov/**

*SOURCE: ASAE InRoads Newsletter*

## Results of 2007 China Business Travel Survey

American Express Business Travel has released its annual China Business Travel Barometer. Taking a detailed look at one of the fastest growing business travel markets in the world, the Barometer includes information from 230 Chinese and foreign companies in six key industries in Shanghai, Beijing and Guangzhou.

Some of the most interesting findings from the report include these:

- More than half of the companies surveyed (53%) expect an increase in business travel expenses in 2008.
- Almost half of the companies surveyed used a travel agency for business travel in 2007, compared to 34% in 2006.
- The number of companies using online tools to book business travel via the Internet increased 24 percentage points (61% this year, up from 37% last year).
- Nearly half (46%) of companies surveyed experienced an increase in their Travel and Entertainment budgets, an 18% point increase over last year's 28% finding.

*SOURCE: Successful Meetings*

## LA Story: Fewer Arrivals Causes Jitters

Recession fears in the US have manifested themselves in fewer annual ship arrivals at the two gateway southern California ports of Los Angeles and Long Beach. Statistics released by the Marine Exchange of Southern California showed that vessel arrivals in LA/LB harbor fell 3% in 2007 to 5,881.

*SOURCE: Lloyds List*

## Going to Ground

Air freight trucking is on its way to becoming a nearly \$5 billion business as forwarders and shippers look for lower priced alternatives to domestic air freight. SJ Consulting Group says the airport-to-airport portion has become a \$1.4 billion industry and grew 5% last year over 2006. Pickup and delivery of air freight shipments was estimated at \$3.5 billion in 2007.

*SOURCE: Air Cargo World*

## Air Transport Association Releases 2008 Economic Outlook

Air Transport Association (ATA) Vice President and Chief Economist John Heimlich recently released the US airline industry 2008 economic outlook. The Air Transport Association (ATA) is the industry trade organization representing leading US airlines. ATA airline members and their affiliates transport more than 90% of all US airline passenger and cargo traffic. Heimlich's full article can be viewed at [www.airlines.org/economics/review\\_and\\_outlook/ATA2008EconOutlookOpEd.htm](http://www.airlines.org/economics/review_and_outlook/ATA2008EconOutlookOpEd.htm) or in the Web version of this issue of **The Portal**. Some of the highlights of the report are as follows:

- For 2006-2007, the US airline industry is expected to show the first back-to-back net profit since 1999-2000. While the profit margin will undoubtedly be subpar by typical corporate America standards, the two consecutive years of profitability come as welcome relief after an unprecedented five-year loss of \$35 billion.
- Of the 10 US passenger airlines currently rated by Standard & Poor's (S&P), only one enjoys investment-grade status (i.e., a corporate rating of BBB- or higher). Consequently, renewing fleets, upgrading facilities, improving customer experience, enhancing fuel efficiency and making other prudent business investments all remain difficult, at best, at a time when the need for those investments is clear.
- Among the credit concerns the industry currently faces is its unique vulnerability to large demand and fuel price shocks, a fragmented structure that "makes rational capacity planning and sustained pricing power improvement very difficult to achieve," operational bottlenecks in the US air travel system and undue pressure on capital budgets fueled by the need to replace aging aircraft, especially in 2010 and beyond. Attaining, or reattaining, investment-grade status is necessary for the industry to make the critical investments that ultimately will enable US airlines to compete effectively in the expanding international arena.
- In 2008, ongoing passenger and cargo revenue strength—particularly in the international arena—will help offset a sizeable increase in fuel expenses and a modest increase in nonfuel expense, enabling the industry to post a \$3.5 to \$4.5 billion net profit. With crude-oil prices going up, US carriers have moved aggressively to redeploy assets and trim unprofitable flying. All signs point to another year of improving fuel efficiency, despite air traffic congestion and resultant taxi-out and airborne

delays. Comparable load factors are likely to be accompanied by individual airline efforts to realize higher yields by increasing business travel as a share of total traffic.

- Passenger and cargo demand is surging outside the United States, making the airline business increasingly global. US airlines must be able to compete head-to-head on that stage with powerful international competitors. The world economy, led by China, India, and other developing economies, is growing at twice the rate of the US economy. In 2008, US carriers will seek to capitalize on projected growth in these regions.
- In the domestic marketplace, airlines are competing with new carriers as well as other forms of aviation, such as air taxis or business jets, which continue to benefit from an outdated tax scheme.
- US airlines have done an exceptional job of positioning their companies to weather record-high fuel prices. Even with oil likely to average \$80 per barrel, the industry is projecting a third consecutive year of net profits.

### **EVERYTHING ABOUT FLIGHT AT AIRTIMETABLE.COM All You Need Before You Fly [www.airtimetable.com](http://www.airtimetable.com)**

There are plenty of sites on the Web with flight information, but Airtimetable.com ([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*

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

## APPOINTMENTS

**Interdean** has named **Bart Benke** manager of the Warsaw office. Benke joined Interdean in the summer and has made substantial contributions in sales, customer service, and general management, said the company.

**Steve Csontos**, who had managed the Warsaw office for the last 18 months, moved to Bratislava to manage and further promote Interdean Slovakia's services.



**Brian Iles** has been named vice president of international relocations for **UniGroup Worldwide UTS**, a global mobility management company.

Most recently, Iles served as managing director of international operations for UniGroup Worldwide UTS. In his new position, Iles is responsible for the profit and loss, as well as day-to-day activities, of UniGroup Worldwide UTS's international relocations department and the company's Non-Vessel Operating Common Carrier (NVOCC). With UniGroup Worldwide's acquisition of 10 locations in China, Hong Kong, Singapore, Malaysia, Vietnam, Philippines, and Thailand earlier this year, Iles' expanded role in the UniGroup organization continues to provide consistent and quality service to customers worldwide, the company said.

Iles has more than 25 years' experience in the international transportation industry.

Also, **John Harrison**, sales director of international fairs and exhibition forwarding for UniGroup Worldwide UTS, was appointed chairman of the IELA (International Exhibition Logistics Associates) Organizer Committee at their annual convention in Santiago, Chile.

IELA is an association of 113 companies in 47 countries that specialize in international exhibition forwarding/on-site logistics, and customs brokerage at trade fair venues worldwide. IELA, through the Organizer Committee, seeks to establish, maintain and promote consistent relations with all professional exhibition associations and international fair organizers within the 47 countries. Harrison will coordinate the committee's efforts.

In his position at UniGroup Worldwide UTS, Harrison is responsible for the development and maintenance of international exhibition and display forwarding business with fair organizers, governmental, professional association, and individual exhibition clients.



**Sikora**



**DiBartolo**

This includes full support to UniGroup's agency international exhibition sales efforts.

Since 1993, worldwide fair organizers have appointed the UniGroup exhibition staff as "Official U.S. Forwarder" for their events. These events occur throughout Europe, Asia, South America, Africa as well as in the United States. During that time, UniGroup staff have been on site to provide professional, personal service to its clients at numerous fairs worldwide every year.



**Bolliger**, headquartered in Stamford, Conn., has hired **Lucrecia Sikora** and **Marcella DiBartolo** as relocation managers on the company's international team. They will be working with Bolliger's international partners, handling all account and agent business outside the New York Metro area.

Both Sikora and DiBartolo are well known industry professionals with many years in the international moving business.

Sikora began her moving career with Atlas, later joining Allied International in 1986, ultimately rising to director, international military/government moving services. She joined the Pasha Group in 2002 where she operated as Director of International Moving Services. Sikora is the Commissioner for LACMA's (Latin American and Caribbean International Movers Association) Coordinating Committee for North America and Canada. In this position she is the Associate Members' representative for US agents.

DiBartolo, who began her career in 1982, joined Allied in 1990, initially working in account and foreign agent booked moving services. She then worked with Sikora as a supervisor of government and military services. She left Allied to join the Pasha Group, where she served as operations manager for the commercial division.



**Gancayco**

**John Tate**, with over a decade of experience in the moving industry, has joined **Interconex** as vice president, business development, in the company's Dallas/Fort Worth office. Tate has spent the past 11 years quickly moving up the ranks to vice president with a leading forwarder. His primary responsibility will be growing sales in the vast Texas market.



**Arpin International Group** has hired **Victoria Gancayco** as the general manager of Arpin California.

Gancayco will direct and coordinate the operations of Arpin California, set and carry out business goals and streamline systems to improve sales on the West Coast.

Gancayco is a seasoned transportation industry professional with over 15 years of experience. She comes to Arpin from Jensen Relocation, where she was employed as a controller/officer manager. Previously, she conducted consulting work for an investment advisory firm performing industry and project feasibility studies.



Also at **Arpin International Group**, **Tracy Cole** has been promoted to the position of operations manager, commercial division, Arpin International Group—Rhode Island.

Cole will be responsible for overseeing the operations team in Rhode Island and managing the overall service delivery process of key commercial clients.

She has also been appointed to the role of Cartus Global Team Leader, responsible for overseeing the management of one of Arpin's largest client accounts with teams situated in the United States, Canada, the United Kingdom and Singapore. She will manage the global account, maintain relationships and develop growth strategies with the Cartus account team.

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**Interconex, Inc.**, has returned to the San Francisco area. A new office and warehouse is opening in San Leandro, Calif., to serve clients in northern California and the Pacific Northwest. The facility, which will focus on international household goods moving, will be managed by Cher Johnson. Johnson comes to Interconex with over 29 years in the industry and experience working with three major international forwarders.

Interconex also has opened a sales office in Alpharetta, Ga., which will focus on acquiring new business in the southeastern states. Sales in the region will be managed by Vicky Meyer, who has over 20 years of relocation experience in the international and domestic household goods corporate market.

## The New Trilogy



**Davis**

On Jan. 1, Catherine Goodrum, principal of **The Trilogy Group** of Fairfax, Va., announced the expansion of her consulting team and its services.

Joining her is **Erin C. Davis**, who currently is the Families First/DPS project manager for HHGFAA. A veteran of relocation and project management, Davis brings direct experience in military household goods operations, event logistics, transition planning, and training programs. As a senior consultant at Trilogy, she will lead the practice areas dedicated to military and government services.

Founded in 2002, The Trilogy Group focuses on the needs of relocation and transportation companies but has expanded its menu of services to include creative services and training.

Phone: 703/934-6107. E-mail: [info@thetrilogygroup.com](mailto:info@thetrilogygroup.com)



## Albert Employees Take Time Out for R&R

Employees of the **Albert Companies** in Wichita Falls, Tex., recently took a few hours out of the workday to build team spirit and enjoy some good hamburgers. It was their annual “Albert Bowling Party.” The event marks the tapering-off of the Summer Rush that demands the most and best out of all moving company employees. It is the seventh year the Albert team took some time to laugh together as bowlers. Although not all the employees wanted to bowl, there were other ways they could enjoy themselves, by being a spectator or a judge.

Each team and individual was judged and awards were given. Among the winners:

- *Most Team Spirit:* The “Lucky Strikes” wearing their sandwich-board costumes appearing to be cigarette cartons
- *High Team Score:* “Bowling for Pinguins” (472)
- *Best Team Name:* “Strike Force”
- *Most Strikes:* John Paul Pena (5)
- *Most Individual Spirit:* Carlito Sison, who captained “Mad Jack”; his team wore pirate regalia
- *Most Dangerous Bowler:* Kyle Andrews
- *High Score:* Dawn Linski (140) and JP Pena (194)
- *Oldest, Stinkiest Shoes:* Bobby Albert, President of the company

“We train our employees to go the extra mile every day to delight our customers” said Bobby Albert, President of Albert Moving. “Since we expect high performance to be the norm around here, we must constantly recognize the exceptional performer or performance. The ‘summer crush season’ demands the best from each employee every day for almost four months. Our annual Bowling Party is a small way for us to say, ‘Job well done!’ We strive to create a culture of recognition at Albert that demonstrates our genuine appreciation of each employee.”



**At left: Before the bowling begins Albert Moving employees put on their bowling shoes and select their bowling balls.**



**Tara Kotulek (operations), Bobby Albert (president) and Kyle Contreras (accounting) wait their turn to bowl.**



**Bob Wiest (crew trainer) and Jason Turner (COO) celebrate a fun day bowling. Photos: Randy Lanford/Albert Moving**

## Mallory Alexander Launches M-Pact Solutions

Memphis-based **Mallory Alexander International Logistics** has announced the formation of a new supply chain management group—M-Pact Solutions. Its director, John Huggins, is an executive with 21 years of experience designing and implementing supply chain solutions for manufacturing and logistics management clients.

“Our deep international supply chain expertise,” says Huggins, “is a solid foundation for objective, practical, executable supply chain solutions for shippers, receivers, 3PLs and distributors.”

M-Pact Solutions’ supply chain experts develop strategies and provide the services and architecture needed by companies engaged in global commerce. In concert with the experience associated with daily execution in the international arena, M-Pact Solutions provides strategic and tactical answers to today’s complex international supply chain problems.

“In today’s world, companies must be concerned with much more than simply delivering products to domestic and international markets,” Huggins says. “CEOs and other top management are now required to develop and maintain compliance and security strategies to protect not only stockholder interests, but the general population at any point along the transit. M-Pact Solutions client teams assess complicated situations, maneuver through regulatory hurdles, and implement solutions that meet both the letter of the law and the spirit of our clients’ businesses.”

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



**Asian Tigers' Lewis Turner and his wife, Ningsih, in Raggedy Andy and Raggedy Ann costumes, entertain children at Beijing hospitals.**

## Asian Tigers' Turner Brings Smiles to Sick Children

**Lewis Turner**, manager of **Asian Tigers Beijing**, and his wife, Ningsih, were recently seen at various locations across Beijing as they formed part of a volunteer group called Magic Hospital. Their aim was to visit schools for underprivileged migrant children and abandoned children to spread the word of Christmas and hand out donated toys.

Ningsih, who is originally from Indonesia, is an avid collector of Americana relating to Raggedy Ann and Raggedy Andy—so much so that she and her husband dress in costumes to entertain children at schools and sick children in hospitals. Turner commented that the smiles that they bring to these poor children are worth more than words can say. They were joined by their daughters, Cassie and Vicky.

Magic Hospitals operate in various cities across China. Web site: [www.magichospital.org/](http://www.magichospital.org/).



**Les Wyatt, shown with his wife, recently wrapped up a 39-year career at Bishop's Move in the UK.**

## **MILESTONES**

### **Bishop's Bids Farewell To 39-Year Employee**

One of **Bishop's Move's** longest standing employees is leaving after 39 years of service. **Les Wyatt** left as group shipping manager of the UK's largest independent removals company at the end of 2007.

Wyatt started his career as a shipping clerk in 1968 with the Bishop's Move Group in the old offices of Bishop & Sons' Depositories in Pimlico. He helped set up a specialist overseas division with Nigel Bishop and together they laid the foundation for Bishop's Move Overseas.

Wyatt is a well-known figure in the international trade, having attended HHGFAA, FIDI, and other conferences on behalf of Bishop's Move over the years.

Commenting on his departure, Wyatt said: "I have been touched by all the kind words received from trade colleagues during my last few weeks. I've seen many changes in the industry since I first started. There were no PCs, e-mail, fax or Internet, and more pertinent to international removals, no 20-foot standard metal containers. But not all things have changed, my beloved Leyton Orient is still in the equivalent of the 3rd division!"

The move prompts a new era of change for Bishop's Move's international division. **Julie Knaption** assumes the role of international manager, and **Sue Preece**, with 17 years shipping experience, has been brought in as shipping operator to look after outbound bookings.

Grant Bishop, international director of Bishop's Move, commented on Wyatt's departure, saying: "Les is a valued staff member, praised for his hard work, reliability and conscientious work ethic—39 years with one company shows a great commitment. I doubt we will see many of our peers hit similar milestones in the future. Les is well liked and respected amongst his colleagues and customers. He has been a role model for younger staff members of Bishop's Move, myself included, with his strong work and play balance. He will be missed."

Wyatt moves to a position unrelated to the removals and storage industry, closer to his home in Hemel Hempstead.



**Steve Scheiwiller chats with the alphorn player at Harsh Transports's 50th anniversary party.**



**Harsch Transports Relocation Manager Jérôme Savary serves the traditional Swiss dish, raclette. Savary had to take over from the hotel waitress, who was unfamiliar with how to serve this piece of cheese.**

### **Harsch Transports Marks Golden Anniversary**

**Harsch Transports** recently had its 50th anniversary party, attended by HHGFAA President Terry Head and General Manager Bel Carrington. The event, held in New York City, coincided with HHGFAA's Annual Meeting in October.

## HONORS AND AWARDS

**Arpin Van Lines**, headquartered in East Greenwich, R.I., held its Annual Agent Convention at the Westin La Paloma Resort & Spa in Tucson, Arizona, in October. Several international agents joined the domestic agents as members of Arpin's Prime Agency Family and were honored for their accomplishments.

Eleven agents were recognized for their dedicated and faithful relationship of between 10 and 25 years with Arpin Van Lines. Several agents also received awards for their hauling and booking accomplishments. In addition, awards were distributed to agents with top national account, military and COD sales volumes.

Several special awards were presented to Arpin Prime Agents.

- *Best New Prime Agent of the Year*: **McLure Moving and Storage**, Essex Junction, Vt.,
- *Best Military Agents, Eastern Region and Western Region*, respectively: **Hampton Roads Moving & Storage**, Chesapeake and Hampton, Va., and **Arpin of San Francisco**, Livermore, Calif.
- *2007 Humanitarian Award*: **Red Byboth**, Dallas Moving & Storage, Wylie, Texas
- *Paul Arpin Award*: **P & S Moving & Storage** of Westland, Mich.
- *2007 Prime Agent of the Year*: **Capitol Moving & Storage**, Lakewood, Wash

Some 38 members of Arpin's agency family were recognized as Quality Agents for the high level of professional service provided to customers. In addition, 9 agents were designated as Arpin ACES (Agents Committed to Excellent Service) at this year's convention.

## Atlas Int'l Wins C-TPAT Certification

In partnership with US Customs and Border Protection (CBP), **Atlas Van Lines International** is one of the few household goods forwarders to win C-TPAT certification. C-TPAT, or Customs-Trade Partnership Against Terrorism, is a worldwide supply chain security initiative aimed at ensuring a more secure and expeditious supply chain for employees, suppliers, and customers. Beyond these essential security benefits, potential benefits of certified C-TPAT companies include:

- A reduced number of US Customs inspections (reduced border delay times).
- Priority processing for customs inspections (front-of-the-line processing for inspections when possible).
- Assignment of a C-TPAT Supply Chain Security Specialist (SCSS) who will work with the company to validate and enhance security throughout the company's international supply chain.

For more information: [www.cbp.gov](http://www.cbp.gov)

# WELCOME NEW MEMBERS



**Randall Groger**  
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.

## ACTIVE MEMBERS

### A Arrow Relocation Service

1770 NE Fuson Road NW, Suite C  
Bremerton WA 98311  
Tel: (360) 479-3181 \* Fax: (360) 373-2751  
E-mail: aarow@united-moving.com  
P.O.C: Shayna Washburn and Craig Loihamer

### American Intercoastal Movers, Inc.

308 S. 7th Street • Norfolk, NE 68702  
Tel: (402) 371-5440 \* Toll-free: (800) 228-8146  
Fax: (402) 371-7013  
E-mail: dispatch@moveaism.com  
P.O.C: Marlene Butterfield and Laurie Hanna

### American Relocation Services

1531 Michael Lane  
Pacific Palisades, CA 90272  
Tel: (310) 459-1488 \* Toll-free: (800) 494-9251  
Fax: (310) 943-1756  
E-mail: kirkatars@aol.com  
P.O.C: Kirk Gowey and Dolores Johnson

### Clark Forwarders, Inc.

PO Box 389  
Norfolk, NE 68707  
Tel: (402) 371-7395  
Toll-free: (800) 669-3057  
Fax: (402) 371-5805  
E-mail: dispatch@clarkforwarders.com  
P.O.C: Arlis Meyer and Marlene Butterfield

### Cook's Moving Services, Inc.

61 Basil Sawyer Drive  
Hampton, VA 23666  
Tel: (757) 766-8100 • Fax: (757) 766-0682  
E-mail: hcook@cooksmoving.com  
P.O.C: Harrell W. Cook

### Lippincott Van Lines

171 Rowley Street  
Winsted, CT 06098  
Tel: (860) 397-9827 • Toll Free: (800) 245-8563  
Fax: (860) 738-3118  
E-mail: jlippincott@lippincottvanlines.com  
P.O.C: Jeff Lippincott and Nils Johnson

## ASSOCIATE MEMBERS

### Alero International

4080 A Sladeview Cres.  
Mississauga, Ontario L5L 5Y5 Canada  
Tel: (905) 607-7990 • Toll-free: (888) 668-3668  
Fax: (905) 607-7919  
E-mail: janet.moyer@alerotoronto.com  
Website: www.alerotoronto.com  
P.O.C: Janet Moyer  
Sponsors: CAM, Canada  
Mover's Equipment & Supplies Ltd, Canada

### Alison's Relocations, Inc.

1524 Ship Avenue • Anchorage, AK 99501  
Tel: (907) 345-9934 • Fax: (907) 344-4504  
E-mail: alisonrelo@pci.net  
P.O.C: Alison McDaniel and Christina Spencer  
Sponsors: Worldpack, WA  
Bekins Van Lines, IL

### Best Shipping Ever, Inc.

734 Grand Avenue Unit C  
Ridgefield, NJ 07657  
Tel: (201) 941-5540 • Toll-free: 877-639-4010  
E-mail: main.best@verizon.net  
P.O.C: Youngsoo Kim  
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18, Triq Hal-Warda  
Attard, ATD 1406, Malta  
Tel: (356) 2721 2721 • Fax: (356) 2142 1197  
E-mail: sales@cuberelocations.com  
chris@cuberelocations.com  
Website: www.cuberelocations.com  
P.O.C: Chris Vassallo  
Sponsors: Gosselin Moving, Belgium  
F+N Worldwide Moving, England

### DCS Dynamic Cargo Services Ltd.

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GR-11742 Makrigianni  
Athens, Greece  
Tel: (30) 210-899 4747 • Fax: (30) 210-899 4746  
E-mail: costasv@dcsdynamic.gr  
Website: www.dcsdynamic.gr  
P.O.C: Costas Vassilopoulos  
Sponsors: Executive Moving Systems, Inc., VA  
Advance Moving Systems, Inc., MD

### EKM Speditions GmbH

Lastenstrasse 37  
Graz A 8020 Austria  
Tel: (43) 316 713 969-0 • Fax: (43) 316 713 969-4  
E-mail: ekm.graz@netway.at  
Website: www.ekm-graz.at  
P.O.C: Mr. Wolfgang Hyden  
Sponsors: Sobolak International, Austria  
Geschwandtner GmbH, Austria

### Felix Relocations (M) SDN BHD

No. 2, Jalan PJS 7/16A  
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Selangor, Malaysia  
Tel: (60) 3 5636 5511 • Fax: (60) 3 5632 7795  
E-mail: alberto@felixrelo.com  
P.O.C: Alberto Perianayagam  
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Malaysia  
Unigroup UTS Worldwide, Malaysia

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Tel: (55) 21 3867 1057  
Fax: (55) 213867 1063  
E-mail: comercial@globalpacking.com.br  
P.O.C: Cristiano Vaz and Ana Maria Niachado  
Sponsors: Diamond Worldwide Relocation, NC  
Argeovilla Srl, Brazil

### Jay Logistics (Pvt) Ltd.

Suite #8, 22nd Floor  
Rehman Business Centre, #32-B/III,  
Gulberg-III  
Lahore, Punjab 54660, Pakistan  
Tel: (92) 42 578 0157 • Fax: (92) 42 575 8657  
E-mail: ho@jaylogistics.com  
Website: www.jaylogistics.com  
P.O.C: Muhammad Javed Iqbal  
Sponsors: Classic Movers & Logistics, Pakistan  
Worldwide Movers (Pvt) Limited, Pakistan

### Jordan River Moving & Storage

11801 NE 116th Street, Suite A  
Kirkland, WA 98034  
Tel: (425) 450-0808  
Toll-free: (877) 611-0808  
Fax: (425) 814-9411  
E-mail: sjoseph@jordanrivermoving.com  
Website: www.jordanrivermoving.com  
P.O.C: Jack (Kobi) Bracha  
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Isaacs Moving and Storage, MD

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Website: www.leuropeatraslochi.it  
P.O.C: Mr. Antonio Scarpati  
Sponsors: International Transport Company, Italy  
Covan International, WA

### Mallory Alexander International Logisitics

(7M Transport)  
4294 Swinnea Road  
Memphis, TN 38118  
Tel: (901) 367-9400  
Fax: (901) 370-4288  
E-mail: tonyb@mallorygroup.com  
P.O.C: Anthony M. Brokensha and Steven Leff

### Meridian Moving & Storage Ltd

Unit 34 Station Road Industrial Estate  
Hailsham,  
East Sussex, BN27 2EY, England  
Tel: (13) 23 848 848 • Fax: (13) 23 849 682  
E-mail: sales@meridan.moves.co.uk  
Website: www.meridanmovers.co.uk  
P.O.C: Reason Global, England  
Robinsons International Moving and Storage,  
England

### Midwest Moving & Storage, Inc.

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Elkgrove, IL 60007  
Tel: (847) 593-7201 • Toll-free: (888) 722-6683  
Fax: (847) 593-7618  
E-mail: sbassin@midwestmoving.com  
P.O.C: Samuel Bassin and Luis Toledo  
Sponsors: Wisenterprises, Inc., NY  
Eagle Relocations Ltd, England

### Mudancas Gentileza Ltda

Rua Dr Abel Walter Bronquiel 446  
Curitiba PR 81870-270 Brazil  
Tel: (55) 41 3349 4664 • Fax: (55) 41 3349 3710  
E-mail: luiz.c@mudancasgentileza.com.br  
mg@mudancasgentileza.com.br  
Website: www.mudancasgentileza.com.br  
P.O.C: Rita Rodrigues and Luiz Carlos  
Sponsors: Rainier Overseas Movers, WA  
AAAA Forwarding, Inc., FL

### Sea Horse Worldwide Movers

Div. of Sea Horse Shipping & Logistics Co.  
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Farwaniya 22021, Kuwait  
Tel: (965) 431 9112 • Fax: (965) 431 9229  
E-mail: anooj@seahorseq8.com  
E-mail: uday@seahorseq8.com  
P.O.C: Mr. Uday Kumar and Mr. Anooj  
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Executive Moving Systems, Inc., VA

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Unit 15-19 Mountney Bridge Business Park  
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East Sussex BN24 5NW, England  
Tel: (44) 1323 741 122 • Fax: (44) 1323 741 133  
E-mail: specialized@hotmail.co.uk  
paul@smsmovers.co.uk  
P.O.Cs: Brian Knox and Paul Zeitlin  
Sponsors: Global Relocators, England  
Simpsons Removals & Storage Ltd, England

### U.N. Cargo & Logistics L.L.C.

Gold & Diamond Park Building  
Bldg, 5 Suite #218, Sheikh Zayed Road  
Dubai, United Arab Emirates  
Tel: (971) 4 341 6339 • Fax: (971) 4 341 6934  
E-mail: infodubai@uncargo.com  
Website: www.uncargo.com  
P.O.C: Mo Shah  
Sponsors: Executive Moving Systems, Inc., VA  
Advance Relocation Services, MD

### Universal Relocations, LLC

1796 Corte Vista Street  
Brentwood, CA 94513  
Tel: (510) 816-0172 \* Fax: (925) 510 2555  
E-mail: adattani@uniersalrelocations.comn  
Website: www.uiversalrelocations.com  
P.O.C: Adarsh Dattani and Richa Dattani

### Writer Relocation and Partners, LLC

P.O. Box 3380, Postal Code 111  
Muscat, Sultanate of Oman  
Tel: (968) 2459-7899 \* Fax: (968) 2459-3799  
E-mail: manoj.sharma@writercorporation.com  
P.O.C. Manoj Sharma

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## Price List for Selected HHGFAA Publications and Miscellaneous Items

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Defense Transportation Regulations Part IV (replaces the PPTMR)	120.00	150.00
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OR, fax with credit card information to (703) 317-9960**

## DHS Continues to Oppose 100% Cargo Screening

Customs and Border Protection is pressing on with congressionally mandated pilot projects that will show whether it is feasible to screen all shipping containers for nuclear materials before they arrive at US ports. CBP will share the results of these operational tests with Congress in April; however, CBP Commissioner R. Ralph Basham hopes lawmakers will scrap the idea, which calls for 100% screening of sea and air cargo by 2012. CBP has a manifest data mining system that is supposed to designate high-risk containers to be separated out for special screening. Low-risk containers would be speeded through. DHS's opposition to the idea was well known on Capitol Hill last summer, but the 9/11 bill reiterated Congress's support for the idea when it passed by an overwhelming margin. The pilot projects are ongoing in Qasim, Pakistan, Cortes, Honduras, and Southampton, U.K. "Modified versions" of the pilots will be kicking off early this year in Singapore, Hong Kong, Salalah, Oman, and Pusan, South Korea. The Department of Homeland Security warns that the United States needs to consider carefully the implications of 100% container screening relative to a risk-based system targeted at shipments that are higher risk on the global supply chain, and whether the benefits will justify the very significant costs.

## GAO to Review New Air Cargo Screening Requirements

Rep. Edward J. Markey (D-MA), senior member of the House Homeland Security Committee and a persistent champion of 100% air and ship cargo screening, and Committee Chairman Rep. Bennie G. Thompson (D-MS) have asked the Government Accountability Office (GAO) to initiate a full review of the Transportation Security Administration's implementation of congressionally-mandated screening of 100% of the air cargo carried on passenger planes. At the end of 2007, President Bush signed into law legislation that is supposed to implement the recommendations of the 9/11 Commission. The law included a provision requiring screening of 100% of air cargo carried on passenger planes by 2010, with 50% of such cargo screened within 18 months from the date of enactment. Homeland Security Secretary Michael Chertoff criticized lawmakers who pushed for the scanning, saying he would like to take certain members to ports and show them what would happen once their plan is implemented. Rather than begin to fully implement the new law, TSA instead has relied on data checks, rather than examination of the contents of cargo, as its primary means for determining whether cargo posed a threat to transportation security. The GAO's review will help Congress ensure that TSA's system will meet the strong security safeguards required in the new law that are needed to protect airline passengers and crew members. Markey's request asks the GAO specifically to help ensure that the 100% screening mandate is fulfilled "in a manner consistent with Congressional intent." The request poses several specific questions, including:

- To what extent is TSA's approach to meeting the law's air cargo mandates designed to provide a level of security for air cargo

- screening that is commensurate with the level of security for the screening of passenger-checked baggage, as required by the Act?
- What challenges, if any, does TSA face in meeting the legislative mandates within the timelines set forth in the Act?
- Identify the milestones and estimated costs associated with meeting the requirement of screening 100% of air cargo, as established by TSA and the Department of Homeland Security.

By Jim Wise  
PACE, LLP



## Growing Calls for Infrastructure Spending in Stimulus Packages

The next economic stimulus bill is likely to propose billions of dollars for highway and other infrastructure projects, but economists are skeptical about such spending. James L. Oberstar (D-MN), the chairman of the House Transportation and Infrastructure Committee, wanted to add \$15 billion in projects to the stimulus bill. His proposal was put aside to keep the bill streamlined, but House leaders say they eventually want to pass an aid package for the nation's infrastructure.

Lawmakers in both chambers, on both sides of the aisle, have wish lists similar to Oberstar's. Industry insiders and many lawmakers argue that it would be the most effective way to jump-start an ailing economy. Economists are not convinced, however, that pumping money into infrastructure actually can be an impetus for quick economic growth.

The perceptions on Capitol Hill will be tough to change. According to the Department of Transportation, every \$1 billion invested in highways and other infrastructure creates 47,500 jobs. Peter A. DeFazio (D-OR), chairman of the Highways and Transit Subcommittee, believes such spending can be better justified than giving Americans tax rebates to buy products made in China and elsewhere.

Oberstar's proposal would focus on projects that are ready to go, including wastewater treatment plants, rail project investments and improvements to roads, ports and bridges. Most politicians like the tangibility of highway and infrastructure projects. Industry organizations are gearing up to lobby Congress on the issue. They are arguing that the way to get money into the hands of working people is to make sure there are more good jobs with good wages.

House and Senate leadership have listed infrastructure investments as a legislative priority for the coming year, and they have bipartisan support. In early September 2007, Ron Wyden (D-OR) and John Thune (R-SD) introduced a bill in the Senate (S 2021) that would provide \$50 billion in new transportation infrastructure funding through bonding to help states and local governments complete significant infrastructure projects.

Rep. John L. Mica (R-FL), the Transportation and Infrastructure panel's ranking minority member, supports such spending in future stimulus bills. While Oberstar was unable to insert his \$15 billion proposal into the year's first stimulus bill, lawmakers from both chambers



and both sides of the aisle are in agreement that transportation spending should be part of any future package. Beyond any immediate boost in highway and infrastructure spending, House Speaker Nancy Pelosi (D-CA) has promised to make a long-term effort to overhaul the nation's infrastructure. That means reinvesting in our crumbling highways and bridges and renewing our commitment to mass transit, solutions that will create jobs

## **Sens. Boxer, Inhofe Oppose Use of GPS as a Tax Device**

Barbara Boxer (D-CA) and James M. Inhofe (R-OK) shared a moment of solidarity when they scoffed at a proposal that the global positioning system be used to track and tax drivers according to the miles they drive. Jack Schenendorf, vice chairman of the National Surface Transportation Policy and Revenue Study Committee, testified before the Senate Environment and Public Works panel about a new report suggesting ways to pay for improving the country's deteriorating infrastructure. His idea: Replace the current gasoline tax with a vehicle mileage tax to help fund highway projects. Committee Chairwoman Boxer and Sen. Inhofe, the panel's ranking minority member, seemed curious at first but both shut Schenendorf down when he mentioned using GPS tracking devices to enforce the tax.

## **Bill Calls for New Tunnel Inspection Program**

The House passed bipartisan legislation that would establish an inspection program for highway tunnels in response to a 2006 collapse in Boston. A concrete ceiling panel in the I-90 tunnel collapsed on July 10, 2006, killing a passenger and injuring the vehicle's driver.

After several investigations, the National Transportation Safety Board (NTSB) concluded there were insufficient regulations for inspecting such tunnels. The bill (HR 409), passed by voice vote, would require the Department of Transportation to create federal inspection standards for highway tunnels. The administration would work with state officials and interested private parties to develop the standards. States would be required to provide written reports of their tunnel inspections to the department when requested. There are currently no national standards for inspecting highway tunnels. The bill also would require the standards to specify the maximum time period between inspections, based on risk management. It would establish a program to train and certify highway tunnel inspectors.

## **Spending Bill Would End TSA's Special Procurement Rules**

The fiscal 2008 omnibus spending package contains a provision to pull the Transportation Security Administration out of its set of special procurement rules, a move many small businesses say will give them a leg up in contract bidding. Supporters of the move and advocates for small security-related businesses say it will reduce TSA's sole-source contracting, increase competition by making it easier to bid on TSA contracts, and simplify oversight. TSA was formed in 2001 as a part of the Transportation Department. It was set up to use the Federal Aviation Administration's Acquisition Management System and remained exempt from the Federal Acquisition Regulation (FAR) and most federal procurement laws. The justification for the arrangement was that it gave TSA the ability to expedite the procurement of critical transportation security needs. TSA kept the system when it became part of the Homeland Security Department. The agency says the system is still appropriate for its mission, because relatively easy sole-source contracting and the ability to narrow down contract competition allow it to respond quickly to emerging threats and other critical security issues.

## **Oberstar to Seek Investigations of Future Airline Mergers**

James L. Oberstar (D-MN), chairman of the House Transportation and Infrastructure Committee, had a blunt warning for major US airlines exploring potential mergers: Expect detailed scrutiny. With Delta Air Lines Inc. discussing potential mergers with Northwest Airlines Corp. or UAL Corp.'s United Airlines, the Oberstar will press the Justice Department to scrutinize any further consolidation in the industry. If Atlanta-based Delta were to purchase either Northwest or United, it would become the world's largest carrier. Delta's management is expected to present its recommendation to its board of directors in the next months. Airline mergers often generate strong opposition in Congress. Consolidation can result in the elimination of jobs, the closing of airport hubs important to local communities, and fewer choices for air travelers. In addition, rural lawmakers have long expressed concern that mergers have an adverse impact on the availability of flights to small and rural areas, which tend to be less profitable to serve. Although Congress has no formal role in approving or rejecting an airline merger, Jerry F. Costello (D-IL), chairman of the Aviation Subcommittee, said the carriers can expect vigorous oversight.

## **Satellite to Demonstrate Maritime Surveillance for Coast Guard**

The Coast Guard entered the Space Age when a rocket carrying an experimental payload lifted off at the end of 2007 from the Kapustin Yar launch site in Russia. Designed to track vessels far from US shores, the payload is outfitted with a receiver that is collecting ship identification data and transmitting it to ground-based Coast Guard stations. Significant ship-tracking capabilities are being used far out to sea because the receiver is on a spacecraft. The unnamed concept demonstration payload—built by ORBCOMM Inc. of Fort Lee, N.J.—was launched in late December 2007 aboard a Cosmos rocket. The Coast Guard awarded ORBCOMM a \$7.9 million contract in 2004 to develop and demonstrate the ship-tracking technology aboard a spacecraft. The payload was placed on one of ORBCOMM's new satellites. While in low-Earth orbit, the receiver will collect information from ships equipped with the automatic identification system (AIS), which is a vessel tracking system that all large vessels are required to use. The information is transmitted via the Global Positioning System, sensors and digital radio signals, to the Coast Guard Navigation Center. The Coast Guard hopes to use the technology for its future nationwide automatic identification system (NAIS), which is the service's three-stage plan to extend its ability to track and identify vessels. The first stage will track ships near 55 critical ports. The second stage calls for AIS tracking as far out as 50 nautical miles. Satellites will be added in the final stage, and along with a network of offshore platforms and buoys, are expected to identify ships as far as 2,000 nautical miles. The system is expected to be operational in 2014, according to the service.

## **Chertoff Complains of Heavy Congressional Oversight**

During 2007, Department of Homeland Security officials testified before Congress 224 times. That averages to about four times a week, Secretary Michael Chertoff pointed out in his annual end-of-year speech that touted the department's accomplishments. The problem is that DHS answers to 86 different congressional committees and subcommittees. The department was created from 22 legacy agencies, and each fell under several committees. For example, the Coast Guard still answers to transportation, commerce, natural resources, and appropriations committees as well as the homeland security committees that were created after 9/11. The 9/11 Commission recommended that Congress pare down the number of committees that have oversight responsibilities, but since its report came out in 2004, nothing has happened, Chertoff complained. Since its creation, DHS officials have testified 761 times, provided roughly 7,800 written reports and answered more than 13,000 questions for the record.

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 July/August Issue..... July 16, 2008  
**September/October Issue.....September 3, 2008**  
**(ANNUAL MEETING ISSUE)**  
 November/December Issue.....November 12, 2008  
 January/February 2009 Issue..... January 22, 2009

### IMPORTANT NOTICE ABOUT ELECTRONIC ADS

**The Portal** now accepts computer-generated files, graphics, and ads supplied on PC- or Mac-compatible Zip disks or CD-ROMs. **ADS SENT BY E-MAIL MUST BE .PDF FILES.**

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

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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 13-16, 2008

LACMA Convention  
Playa del Carmen, Mexico

### 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 29-31, 2008

ERC Global Workforce Symposium  
Washington, DC

### 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.