



THE PORTAL

VOLUME XL

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

SEPTEMBER/OCTOBER 2008

ALOHA! **Welcome to Paradise**

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By Terry R. Head
HHGFAA President

‘Riding the Waves of Change’

This year’s surf-based theme acknowledges the fact that we’re holding the Annual Meeting in Hawaii, the birthplace of surfing, as well as the fact that our industry and the Association are consistently challenged to respond effectively and creatively to a shifting environment. Wave after wave of change seems to constantly pound our shores.

Like the surfers of old, we’ve found a way to ride the crest of those waves.

The sport (or, as I like to think of it, the “art”) of surfing has not really changed over the years, nor has the art of moving. Nonetheless, the means by which those two endeavors are accomplished have changed.

The surfboards have evolved to become smaller and more nimble, as have the staffs of most moving companies. The technology and material used to make the surfboards, and even the swimwear worn by surfers, have adapted to changing needs and a keener understanding of the conditions in which they work, as have the technological tools used by the moving industry. The analogies between the two “arts” are many.

When I first started surfing in the late 1960s the surfboards were well over 11 feet long. Then, in 1967, I bought one of the first “radical” short boards, which was just under seven feet long and sported the very first adjustable fin. My surfing buddies predicted that it would be hard to ride, but I proved them wrong. To this day, that 1967 Harbor “Spherical Revolver” board still hangs proudly in my house.

Modern surfboards average only 4 to 5 feet and have not only adjustable fins, but multiple fins that can be repositioned for various wave conditions. Moreover, the sport of surfing itself has evolved to embrace not only what we think of as “regular” board surfing, but variations like wind-surfing, kite-surfing, skim-boarding, and paddle surfing, and now big-wave surfers are assisted into huge wave conditions by being pulled on personal (Jet Ski) watercraft.

I guess an analogy could be made that the Association is assisting its members as they navigate these “big wave” conditions.

The art of surfing and the surfers themselves have evolved and adapted — and so shall our industry and our Association.

This year’s Annual Meeting program offers a number of great educational, networking, and entertainment opportunities for everyone. And who knows? Maybe we’ll even find the time to grab some surfboards and ride the waves together!

MEET THE CANDIDATES

Randy Groger has over 40 years' experience in the transportation field, including 5 years of military services as an officer in the Army Transportation Corps serving in Europe, the Far East, and CONUS. He began his career in the moving industry in 1983 with Suddath Van Lines affiliate AirLand Forwarders, Inc., where he has been operations manager, general manager, vice president, and president over the past 25 years. He is currently a member of the board of directors of Airland. As president of Airland he had overall responsibility for the management and administration of several companies serving the industry. Those companies include Suddath Relocation Services (SDHR) as a TSP in the international GSA household goods program; AirLand Forwarders, Inc. (ALFI), a domestic and international forwarder; Suddath Container Service, a flatbed trucking fleet specializing in hauling containerized household goods; Military Relocation Services, an ocean freight forwarder; and Relocation Assurance Corporation, a financial and claims service.

"Over the years," says Groger, "I have been fortunate to have had the opportunity to meet and work with many fine people in our industry, including the professional staffs of HHGFAA, AMSA, and DoD, and Administration leaders who have worked hard to improve the delivery of our services to the military through discussion groups, program reviews, and problem resolution activities."

As vice chairman of HHGFAA, Groger was heavily involved with the Families First Program and served on several Business Process Working Groups (BPWS) and addressed several Transcon Committees/SDDC task forces and committees explaining the industry's positions concerning freight forwarding and other program issues to the DOD leadership and staff.

Since being elected chairman at last year's Annual Meeting, Groger has continued to direct the Association's efforts aimed toward addressing re-engineering of the DoD Personal Property Program under Families First/DPS, in addition to working closely with the boards and professional staff to ensure that the interests and needs of the commercial (Associate Member) sector of HHGFAA are well served.

"I believe the HHGFAA board must provide the leadership necessary to maintain DoD's focus on an international program that rewards quality at a fair price," says Groger, "a system that is capable of accurately evaluating carrier service, and then cost-effectively applying that evaluation to a quality-based shipment distribution system. At the same time, we must maintain the same traditional opportunity for small businesses to fully participate in all DoD Personal Property Programs." Groger also recognizes that our Association has evolved over the years to become one of the foremost associations of worldwide commercial transportation and relocation providers. "The Association board and staff must continue to build upon this broad constituency and strive for the proper recognition as a diverse organization of global significance," he adds.



Jeffrey Coleman, CEO and president of Covan International, Inc., headquartered in Dothan, Ala., served on the HHGFAA Board from 1993 through 2005, and was HHGFAA's chairman for three terms, beginning in 2000. Over the years he has been active on several HHGFAA committees, including serving as chairman of the Claims Committee, Carrier Relations Committee, and Government & Congressional Affairs Committee.

In 1999–2001, he served as HHGFAA Chairman. In January 2006 he rejoined the Executive Committee when he was named interim Member at Large to fill a mid-term vacancy. He was elected HHGFAA Vice Chairman in 2007. In college Coleman won awards for scholastic achievement, leadership, and service and earned an MBA to prepare him to head the family business. His 22 years in the industry and 18 years as a Certified Moving Consultant gave him experience in international and domestic freight forwarding, van line services, and moving and storage agency management. He has worked within and managed all functional areas of the business, including operations, sales, and administration.

Outside the office, he is active in a number of professional, church, and civic groups.



Craig Crawford is the owner and president of Silver Ridge Forwarding, an international transportation service provider that has been serving military personnel since 2001. Previously, he worked in the strategic alliances division at Siebel Systems (acquired by Oracle Corporation), which at the time was the world's leading provider of customer relationship management software (the Siebel application is a primary component of the DPS system). In that capacity, he negotiated, managed, and grew partner relationships with many of the leading hardware, software, and consulting companies in the technology industry.

"I am eager to join the Executive Committee of the Household Good Forwarders Association to try and forge a stronger, more collaborative relationship with our customer," Crawford said. "Managing a strategic alliance between two organizations is never easy and no two relationships are exactly alike. Representing thousands of organizations around the world, the partnership between SDDC, JPMO HHGS, and the transportation industry is an exponentially more complex proposition."

Over the past 18 months, Crawford has participated in SAT and JSAT testing of the DPS system and served as a member of the HHGFAA Technology committee. "While I've witnessed some tension between services and industry," he said, "I have also come to understand that both sides share a passionate interest in the well-being of the service member. In that common ground, I see an opportunity that



can be exploited to foster a stronger partnership.

“With dramatic changes in personnel on the military side, this is an opportune time to create enduring relationships that will help the TSP community prosper in the Families First program. I am confident that I have the commitment, experience, and ambition to attack this challenge and drive solutions that will benefit industry, services, and the service member.”



Jim Gaw is the vice president of Bekins Independence Forwarders, Inc. based in suburban Chicago, Ill. A graduate of Elmhurst College, he joined Bekins in March 2004. As a vice president for Bekins, he acts as an integral part of the Bekins management team overseeing the international product line. His key focus has been on developing the infrastructure to facilitate international household goods and commodity freight forwarding services. In addition, he has responsibility for all domestic and international DOD and GSA services, third-party transportation services, sales, and marketing, as well as pricing and tonnage optimization for Bekins International Group. He has managed the development of Bekins Web/IT capabilities to facilitate pricing, move management, and shipment tracking, as well as developing household goods, commodities, and government business for Bekins Van Lines, LLC. Previous to his role at Bekins, he held other management positions with National Van Lines and Allied Van Lines.



In March 2008, Gaw was named as an interim Member-at-Large to the HHGFAA Executive Committee to fill a mid-term vacancy. Currently, he serves as the chairman of the Accessorial Committee and is working toward the resolution of several issues, foremost among them the implementation of an overseas fuel surcharge and periodic rate reviews with planned rate increases. Additionally, Gaw serves as a member of the international committee for the American Moving and Storage Association and was recently appointed vice chairman of that committee.



Gordon Keene has owned and operated Abba International Inc., an international military freight forwarding company (TSP), since 1988. Previous to that, he worked within the transportation industry as a warehouseman, hostler for the railroad, and account executive for several transportation-related pension and health and welfare trust funds. He has 34 years of experience in the transportation industry. In addition, Keene was, until last year, co-owner of a software company that provides automated solutions to numerous forwarders within the HHGFAA.



“In the past 19 years working with international and CONUS agents as a TSP, I have learned a great deal related to the movement of our service members and their personal effects,” said Keene. “I would like to think that someday I would be able to answer all the questions that can surface in moving our service member’s personal effects; however, I have come to learn that this may never happen. I am actually relieved, as this industry has kept me interested by presenting new challenges on a consistent basis. I do believe that each year I become better equipped to contribute to our industry and take pride in assisting where I am qualified. I have participated in several of the SDDC test programs, as well as the PowerTrack, CWA and now

DPS system review and implementation. I think this participation has allowed me to better understand our customer and when appropriate, to help them understand some of our challenges.

“In addition, my background with software design and development has given me an understanding of some of those concepts and processes that SDDC is using to move their systems into what they believe will be a more stable and manageable environment. I enjoy this evolving area of our business and have been able to contribute in several meetings with SDDC.

“Our customer, SDDC, is in my opinion a very good customer, which I am grateful to have as a partner. If I am re-elected to the board, I would make every effort to enhance the level of trust SDDC has with our industry. The SDDC move to Scott AFB will result in a large number of new SDDC personnel, who I believe will require our assistance more than ever. I want to give SDDC the complete confidence that they can contact the HHGFAA and get the information/assistance they need. This will in time increase the level of trust that, in my opinion, is necessary to move forward with implementation of the Families First program or some variation of those concepts.”



Active Member Elections: Slate of Candidates

Please be advised that the Elections for Active Members to serve on the 2008/2009 HHGFAA Executive Committee will take place during the Active Members’ Meeting scheduled for Tuesday, Oct. 7, 2008, 9:30 AM–12:00 noon. Shown below is the official Slate of Candidates as presented by the 2008 Nominations Committee.

CHAIRMAN:

Randall Groger AirLand Forwarders, Inc.

VICE CHAIRMAN:

Jeffrey Coleman Covan International Inc.

MEMBER(S) AT LARGE:

Craig Crawford.....Silver Ridge Forwarding, Incorporated
Jim Gaw.....Bekins Independence Forwarding
Gordon Keene Abba International Inc.
Jan Moore..... BINL, Inc.
Michael Richardson Senate Forwarding Inc.
(There will be *four* Member At Large positions to fill)

The HHGFAA By-Laws provide for “nominations from the floor,” as long as those candidates meet all criteria for election and service on the Executive Committee, as detailed in the Association’s By-Laws under Articles VII, VIII, and IX, which can be found at the back of your HHGFAA Membership Directory.

Note: The two Associate Member Representatives and the one YP-35 Representative on the Executive Committee serve for two-year terms and will also be voted upon this year by the respective bodies whom they represent on the board. Those elections will be run separately from the Active Elections.

Jan Moore, president of BINL, Incorporated, has been in the transportation industry for 38 years. With the exception of a short stint at Pacific Van Lines and a little over a year spent painting tractors and trailers, her entire career has been with BINL (formerly Bekins International Lines).

Moore has served on several HHGFAA committees and currently serves on the Executive Committee as a Member at Large and as Chair of the Claims Committee.

Having grown up in the military and moving so often, attending 10 schools in 12 years, she understands the trauma, frustration, and anxiety that each family experiences. "I make sure that everyone in my office understands that we are not just moving household goods, we are moving people's homes, their every possession," she says.

"Being a part of the Board and Claims Committee makes me feel like I'm doing something to ensure that each service member receives the type of move that they deserve. Serving on the Board, meeting so many people who give so much of their time to the HHGFAA to make sure that our Association is strong and well respected has been very exciting and fulfilling, and I hope to continue to serve both the Active and Associate membership."



Michael Richardson began his career in the Moving and Storage industry 16 years ago in the United Van Lines system working in both sales and operations at the corporate and local levels. During that time he relocated to several markets including New York, Atlanta, Pensacola, and Jacksonville, Fla., servicing corporate and government business.

Richardson is the vice president and general manager of Senate Forwarding, Inc. and is in his eighth year with the Florida-based company. His duties at Senate include all day-to-day operations, including shipment management, rate filing, claims/customer service, and billing as Senate continues to be an active participant and top revenue producer in both the international thru rate and domestic personal property programs for the DOD.

"I believe my experience in our industry from the trenches on the local agency level to my current role in the servicing of government and military customers will continue to be a benefit to this Executive Committee and the Membership if re-elected," said Richardson. "I am committed to this industry for the long haul and wish to continue to help strengthen our Association in any way possible. I have gained valuable experience on the Executive Committee by chairing the Accessorial Services Committee the past five years and look forward to my new challenge of chairing the Carrier Relations Committee."



AMMB Candidates

Jackie Agner has over 34 years of experience in the transportation industry. Having had the opportunity to manage all functional areas of the moving and storage business, including operations, sales, and administration for ITGBL and commercial movement has afforded her the knowledge and connections needed to sell linehaul and inbound port services for Puget Sound International located in Tacoma, Wash.

"It has also given me the ability to serve the Associate Members as their Representative these last four years," Agner explains. "It has been a fun and rewarding experience for me. I have sincerely enjoyed working with the AMMB board members and it has been exciting to give them opportunities to participate as an active board."

Over this past year several of the board members have submitted exceptional articles for **The Portal** magazine discussing the challenges they face in their countries. "With all the changes that have been made over the last several years," says Agner, "this year's theme for the convention certainly fits your Associate Members Management Board, which I am honored to represent.

"I assure you that given the opportunity to continue on as the Associate Members' Representative, as a team we will be instrumental in addressing the needs of our associate members. Team work is working together, even when apart."



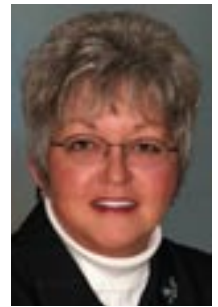
Doug Finke is president of Sterling International, an international freight forwarding company that he established in 1989 in Mt. Laurel, N.J. In September 2002, Sterling International merged with A. Arnold World Class Relocation and moved its administrative offices to Louisville, Ky., where Finke remains president of Sterling International, a Division of A. Arnold Moving.

Prior to establishing Sterling International, Finke was vice president of Mayflower Transit's international division in Carmel, Ind., for eight years. His industry experience began on the trucks in 1958 with Bekins Van Lines in Hillside, Ill. He entered sales with Bekins Moving & Storage in Elmhurst, Ill., in 1969 following service in the US Marine Corps. In 1971 he joined the Federal Companies, agent for Allied Van Lines with locations in several Midwestern cities. Eventually he became General Manager of Federal's Elmhurst agency, where he remained until joining Mayflower in 1981.

Finke began his service to the Household Goods Forwarders Association as the Eastern Zone and Canadian representative of the Associate Members Management Board. He is currently the Associate Members' Representative At Large and chairs the Commercial Affairs Committee.

"The Commercial Affairs Committee has taken on several important issues," says Finke. "Arbitrary port costs; damage due to unprofessional handling during customs inspections; container availability. All are important issues to our members, and especially those on the commercial side of the business. Congress has been engaged in the damage issue and progress is being made. The Committee is continuing the updating of country/customs information in the HHGFAA Web site for the benefit of the entire membership.

"Arising issues include high security bolt seals required of over-



seas agents, and new rules for export documentation. The Commercial Affairs Committee is making important strides and I look forward to extending our progress through continuing efforts as the Associate Members' Representative At Large."



Holger Thomas Juchum grew up in Idar-Oberstein, Germany in an area that was home to families that were posted at US military installations there.



After completing his studies in commercial business in 1981, he was employed with the US Army, 7th Combat Equipment Company (M&S), NSA, in Idar-Oberstein, working in several clerical positions, his last one as supply clerk, Pomcus Property Control. During that time, he assisted the company's mission to maintain and store Army equipment and material, and to issue wheeled and tracked vehicles and equipment to the units for REFORGER as needed.

In 1985, Juchum was assigned to the Reserve Storage Activity (SAN), at the same installation. There he served as chief of the Transportation Branch, a position he held until 1990, when he resigned and relocated to Bitburg to begin his career in the moving industry.

Juchum was hired by Norek Transportation Services in Bitburg, where until 1994 he worked in centralized operations and as quality assurance manager. He also was a designated trainer for movers and packing crews. His primary roles were to handle moves for the US (ITGBL and intra-theater) and Canadian forces and commercial business (both domestic and overseas). Over his four-year tenure at Norek, he managed up to 18 packing crews and as many as 55 blue-collar personnel during the summer seasons.

In 1994, Juchum moved to Bitburg-based Transco, former franchise partner of Rubino Transports, and later a franchise partner of Gosselin World Wide Moving. From 1994 until 2000, he worked for Transco and, for a year during that period, with Transco's sister company in the Mannheim area as manager of operations.

In 2000 Juchum relocated to Bonn, the former capital of Germany, where he began his new duty assignment as sales manager and ISO quality assurance manager at Euromovers Germany. The follow-

ing year, he was promoted to procurator of the company. Drawing on his training skills and experience, he planned and developed courses for administration employees, sales representatives, and packing crews, based upon Euromovers clients' needs and international policies. In 2005, Juchum was promoted to general manager of Euromovers Germany.

The following year, Juchum was reassigned to serve as general manager of Euromovers International, in Contern, Luxembourg, the position he holds today.

Juchum has a broad familiarity with US military business (IT-GBL and intra-theater) and its needs, problems, and requirements, as well as a thorough understanding of commercial clients' business, specifications, needs, and concerns. His understanding of those segments enables him to offer leadership and assistance to his colleagues and crews in finding solutions that satisfy customers, moving companies, and their employees.

On a daily basis, says Juchum, "We are dealing with people, mentalities, and cultures, and we are providing a great service. The executive board of our association needs people with a sense of understanding and integrity, people who know their job and who respect all parts of the business, the clients, the moving companies and the individuals involved."

Juchum says he has adopted the motto of his father, a general foreman employed with the US Army for 40 years: "Always be honest and true and work hard. Integrity is the door to your success."

Lewis Appointed to AMMB

Jackie Agner, the Associate Members' Representative to the Executive Committee, has appointed **Steve Lewis** of Santa Fe Relocation Services, Malaysia to succeed Chad Forrest as one of the two Regional Representatives to the AMMB for Eastern and Southeastern Asia (Region 3). Forrest recently retired from the AMMB due to a promotion and changes in his position at his own company.



Lewis hails from South Wales in the UK. He has lived and worked in Asia for the last 17 years. He started out in Hong Kong in 1991 with short stints in Thailand before moving to Beijing, China, in 1995. In 1998 he moved to Shanghai, and then on to Guangzhou in Guangdong province in 2000, and finally to Malaysia in Southeast Asia in 2003.

Lewis has been working for over 8 years with Santa Fe Relocation Services, where he is currently the managing director of Santa Fe Relocation Services, Malaysia.

Lewis is an international trainer with the FIDI academy and a certified Global Mobility Specialist. He serves as a board director with the British Chamber of commerce in Malaysia, and sits on the European Chamber of Commerce Logistics Committee. He is the current president of the St. David's Society of Malaysia.

A keen rugby player and coach, he is presently turning out (albeit very slowly, he says) for the Royal Selangor Club in Kuala Lumpur, where he also serves as the club secretary.

Associate Member Elections Slate of Candidates

The elections for Associate Members to serve in 2008/2009 will take place during the Associate Members' Meeting scheduled for Monday, Oct. 6, 2008, 9:00–10:30 AM. Shown below is the official Slate of Candidates.

AMMB REPRESENTATIVE

Jackie Agner..... Puget Sound International

AMMB REPRESENTATIVES AT LARGE

Doug Finke Sterling International
Holger Thomas Juchum..... Euromovers International

International Shippers Association (ISA)

The Annual Meeting of the ISA membership will be held on Sunday, October 5, 2:30 PM–3:30 PM, at the Hilton Hawaiian Village Resort and Spa.

During the ISA membership meeting formal elections will be held for the positions of Secretary and Member-At-Large, both of which are two-year terms.

International Shippers Association Slate of Candidates

TREASURER

Han Helder..... Crystal Forwarding, Inc.

MEMBER-AT-LARGE

Manny Rojas..... LTV International Removals

(Note: The ISA By-Laws do provide for the ability to present nominations from the floor; however, candidates must be qualified for the positions to which they are nominated. Each member of the ISA Board of Directors must be a member of the Household Goods Forwarders Association (HHGFAA), and the board must consist of a balance of no fewer than two HHGFAA Active members and two HHGFAA Associate members. The position of Chairman shall rotate every two years between an Active and Associate member.)

New ISA Chairman Named

The ISA Board of Directors recently met and has appointed **Mike Richardson** of Senate Forwarding, Inc. to replace Mario Rizzo as ISA Chairman. Due to change in employment status, Rizzo resigned from his position on the ISA Board earlier this year and Richardson will serve out the remainder of the two-year term.

Richardson is a Member-At-Large Representative on the HHGFAA Executive Committee and also serves as the chair of the HHGFAA Carrier Relations Committee. “The synergies between these two organizations will be well served with Mr. Richardson in his dual leadership roles,” said HHGFAA President Terry R. Head.

NOTICE

Proposed HHGFAA By-Law Amendment

Subject: Proposed formal name change for the Association

Amendment Proposer: HHGFAA Executive Committee and Associate Members' Management Board

Presenter: Randall Groger, HHGFAA Chairman

Objective of Proposal: To adopt a new name and resulting acronym for the Association and use by the Membership. A new name that better reflects the 46 years of evolution and now modern role the organization has achieved as an advocate, as well as an information and educational source for the international moving industry.

The Executive Committee and the Association's professional staff have devoted a great deal of time to researching and considering a new name. They considered over 50 possibilities and variations, including the resulting acronyms for each. A controlled survey group of members revealed that 65% responded positively to a name change that would more accurately depict an organization whose focus is centered on moving and not just forwarding and whose scope was international, rather than an "of America"-type entity, as the current name would suggest.

It should be recognized and acknowledged that in the beginning, several (military) forwarders (now known as Active Members) had the wisdom and foresight to form the Household Goods Forwarders Association of America (HHGFAA). Little did they realize then that, nearly a half-century later, the HHGFAA would grow from a handful of forwarders to nearly 2100 member companies located in almost 170 countries — an unparalleled expansion in the size, scope of activities, locations, and interests of its collective members.

The organization's ever-expanding Associate Membership is made up of almost 450 US companies across the Continental United States, 1400- plus companies located in 167 foreign countries, along with over 100 YP-35 Members and, more recently, adjunct members representing Students and Industry Veterans from all over the world.

The Membership now represent a broad spectrum of services, cultures, governments, currencies, ages, genders, and company operating structures. Their collective products and services include full local moving and storage services, port services, inland transportation, customs clearance, packing supplies, equipment and lift-vans, insurance, claims management, rate filing, commercial and general commodity forwarding, ocean carrier and NVOCC services, air and inter-modal transport, express document services, billing, and many third-party specialized services.

The Association's Annual Meeting is an unrivaled event in the moving industry. It draws from 1700 to 2100 registered attendees/

guests and is supported by over 100 exhibits sponsored by moving-related services companies from all corners of the globe. It has become the moving industry's largest trade show and networking event in the world.

We are an Association of over 2000 member companies and individuals from all corners of the globe who are involved in commercial and government moving programs in the United States and abroad, whose scope and activities should be easily recognized in an appropriate name that clearly and effectively brands what we do and whom we represent.

We've become the

International Association of Movers (IAM)

"International"—describes the worldwide scope of our membership.

"Association"—conveys the unity of common purpose within the moving industry, including all those who provide support goods and services.

"Of"—denotes belonging to the community of movers and related service providers.

"Movers"—identifies who we are to the world - companies or individuals who support or directly remove and transfer furniture, personal effects and equipment from one residence or business to another.

Proposed: That the name of the Association is formally changed from The Household Goods Forwarders Association (HHGFAA) to the International Association of Movers (IAM).

Specifically, (Article I, NAME), which currently reads —
"The organization shall be known as the Household Goods Forwarders Association of America, (Inc.)"

will be revised and amended to read —

"The organization shall be known as the International Association of Movers."

The proposal will be for the consideration of the Associate and YP-35 Memberships, ultimately requiring two-thirds vote of approval by the ACTIVE Membership for formal adoption.

(Should the name change proposal be adopted, the Executive Committee and staff will continue development of a transitional timeline for adoption and use of the new name, acronym and logos. Material requiring revision will be identified and all members will be provided the necessary details and information to affect the change within their own operations, as well as their own printed/electronic material.)

HHGFAA 46th Annual Meeting

Tentative Schedule-At-A-Glance

Saturday, October 4	Sunday, October 5	Monday, October 6	Tuesday, October 7
10:00am–6:00pm Registration	7:30am–5:00pm Registration	7:30am–5:00pm Registration	7:30am–12:00 noon Registration
10:00am–5:00pm Exhibit Setup	7:30am–9:30am Breakfast	7:30am–9:30am Breakfast	7:30am–12:00 noon Network Central & Exhibits Open
9:00am–11:00am AMMB/Executive Committee Breakfast Meeting	9:00am–5:00pm Network Central & Exhibits Open	7:30am–8:30am AFW Scholarship Board Breakfast	7:30am–10:00am Exhibitors Breakfast
11:00am–4:30pm Executive Committee Meeting	9:30am–11:30am Claims Workshop	9:00am–10:30am Associate Membership Meeting and Elections	9:00am–12:00 noon Active Membership Meeting and Elections
1:00pm–2:00pm Executive Committee Lunch	11:30am–1:00pm Exhibitors Reception	10:45am–12:30pm Network Central & Exhibits Open	12:00 noon–2:30pm Exhibit Teardown
2:00pm–4:00pm Workshop: Ride the PowerTrack Payment Wave	12:00 noon–2:00pm ISA Board Meeting and Lunch	11:30am–12:30pm Cocktail Reception	12:00 noon–1:30pm LUNCH ON YOUR OWN
5:15pm–6:15pm New Members' Reception	1:00pm–2:00pm YP-35 Board Meeting	1:00pm–3:00pm Luncheon & Hall of Honor Inductions	1:30pm–4:00pm Waves of Change in the DOD Program
6:15pm–8:30pm Opening Reception	2:00pm–3:30pm YP-35 Membership Meeting	3:15pm–5:15pm Network Central and Exhibits Reopen	6:30pm–7:30pm Reception
	2:30pm–3:30pm ISA Membership Meeting	3:30pm–5:30pm Military and Government Affairs Workshop	7:30pm–9:30pm Closing Dinner and Entertainment
	4:00pm–5:00pm ISA Board Meeting	5:30pm–6:30pm Congressional Reception for Rep. Neil Abercrombie	9:30pm–11:30am Post-Banquet Entertainment
		9:00pm–11:30pm YP-35 Mixer	

What to Wear

Here are some guidelines for appropriate dress at the 46th Annual Meeting events to help you pack for your trip to Hawaii.

HHGFAA Meetings: Business Casual

Men: Collared shirt, khakis, slacks

Women: Pants, skirts, business dresses

Opening Reception (outside on lawn): Resort Casual

Men: Collared shirts, golf shirts, khakis, slacks, knee-length shorts

Women: Casual skirts, pants, sundresses, sheaths

Closing Dinner: Business Attire and Traditional Dress

Men: Blazers, tie and slacks, business suits, or traditional dress

Women: Pant suits, cocktail dresses, or traditional dress

Don't Miss the 5th Annual 5K Charity Fun Run

For the fifth consecutive year, Santa Fe Relocation Services has organized a 5K Charity Fun Run during the HHGFAA Annual Meeting. Proceeds from the event will benefit breast cancer research at Johns Hopkins Medical International in Hong Kong. The 5K Fun Run has become a popular event at HHGFAA Annual Meetings.

Date: Friday, October 3

Time: 3 p.m. start time; race day registration opens at 9 a.m. in the lobby of the Hilton Hawaiian Village

Location: Transport will be arranged to and from the race location; all participants must meet at the Hilton Hawaiian Village at 2:15 p.m.

Cost: US\$50 per person

For more information, visit www.santaferelo.com or e-mail JHSCharityRun@santafe.com.hk

46th Annual Meeting Sponsors

We are indebted to the following companies, which have signed on as sponsors of this year's Annual Meeting.

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DAS Global Services, Inc.
Royal Hawaiian Movers, Inc.
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Continental Paper Company
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Ability Moving And Storage
Appliances and Video Overseas Inc.
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Asian Tigers K C DAT (S) Pte Ltd.
Atlas International Service, S.A.
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M. Dyer & Sons Inc.
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Milburn Printing
Mudanjiang Bailida Overseas Trading Limited
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O'Neil Software, Inc.
Orient Express Forwarding Pte Ltd.
Orient International Relocations
Orphee Beinoglou Int'l Forwarders S.A.
P.M. Relocations Pvt Ltd.
Pacific Island Movers, Inc.
Rainier Overseas Movers Inc.
Sea Road Global Logistics
Shipco Transport
Speedy Moving SRL
Stephen Morris Shipping PLC
TechMate International
TG International Insurance Brokerage, Inc.
Transport Management Int'l Ltd
United Software Solutions, Inc.
U-Storage/Intl Moving Co.
Vehicle Registration Services
Voxme Software Inc.
West Point Relocation, Inc.
YP-35
YRC Worldwide



Young Professionals

“Leadership Through Innovation”

Aloha! Join Us in Honolulu at These Exciting Events

Sunday, October 5

1–2 pm

Board Meeting

2–3:30 pm

Membership Meeting

Roll Call

Regional Representatives Introduction

Elections Results 2008-2010

Guest Speaker:

Mr. John Rowan, Matson Navigation Company, Hawaii

Monday, October 6

9-11:30 pm

Mixer

Please be sure to stop by the YP-35 booth in the Exhibit Hall. It's a great opportunity to meet YP-35 members and to learn how you can become involved in our fundraising activities for the Alan F. Wohlstetter Scholarship Fund.

For more and interesting information about Hawaii, visit

<http://www.gohawaii.com/oahu/>

ATTENTION YP-35 MEMBERS: Please check your contact details and e-mail address on the YP-35 Website (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 Web site, or if you have questions or ideas concerning YP-35, and to supply your updated contact information, please e-mail pcolmenares@portan.com

Website: www.yp-35.org

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

Meet the Candidates

Stephan Guerts Jr., who is a candidate for for his second term as YP-35 Chairman, was born and raised in the northern part of Belgium, about 50 miles from Antwerp. His first experience with the moving industry, however, was not in Belgium. In 1996, Gosselin World Wide Moving NV offered Guerts the opportunity to spend his summer vacation in a three-month training program with one of the company's customers in the southeastern United States. There, he gained packing and warehousing skills and his first experience in administrative functions.



After earning a bachelor's degree in business administration at the European University in Antwerp, Guerts left for additional training on the US West Coast. There he spent a year and a half receiving in-depth training focused on military household goods forwarding.

Back in Europe, Guerts spent another six months with a Bremerhaven port agent before settling at Gosselin Headquarters in Antwerp.

"The interesting and exciting part of this industry," said Guerts, "is that you meet and deal with people from all over the world, and the good thing about an organization as YP-35 is that you can share your thoughts with people of the same age."

In 2007 an important restructuring of the Gosselin Group provided a challenging opportunity for Guerts and two of his colleagues through an MBO to form Government Logistics NV and take over the US Government business for both the US Department of Defense and the Department of State from the Gosselin Group.

"Today," says Guerts, "we are running this business with a staff of 23 experienced people and through some specific service and facilities agreements we are able to use some of the logistical underlying infrastructure of the companies within the Gosselin Group."

"These will be my last two years as a YP-35 member and I will make them worthwhile."



Paula Colmenares was born in Bogota, Colombia. Her first experience in the moving industry came very early, when her father "hired" her and her sister during the Christmas holidays to make photocopies and wrap Christmas gifts for the company's employees.

Years later, when she was studying business administration at the CESA Business School in Bogota, most of the reports had to be based on real company cases, and Portan provided the opportunity to do so. "At that time," she says, "I really started to get interested in the moving business."

After her graduation in 1997, she began to work for a Colombian multinational publishing company. But after 6 years working in the publishing and IT markets, she went to Barcelona and earned her MBA before joining Portan Colombia in 2003. During her year as a trainee, she says, "I had the privilege to experience, enjoy and learn the different facets of this business. I never imagined that a move involved so much."

Following the training period, Colmenares joined the commercial area, becoming the sales director in 2007, mainly focused on the international market. "I have really enjoyed working in the moving industry, despite of the stressful situations that movers have to deal with," she says.

"The thing I like most about this business is the opportunity to work with people, and in assisting them in a special moment of their lives. Moving overseas brings a mixture of feelings and expectations that we, as movers, have to be aware of."

Colmenares reports that another interesting aspect of her work is that working with international agents gives her the opportunity to learn, share and deal with cultural diversity and different ways of conducting businesses. "The YP-35," she says, "gives young people the opportunity to share all this aspects among the industry's new generations. With the YP-35 members' support, I hope to be reelected as vice chair for the 2008-2010 period and represent the industry's new generation."



Cedric Zibi worked three summers in the moving industry while attending college from 1994 to 1996. After earning his university degree, In 1997 he joined the family company, NEER Service France, headquartered near Paris. Over time, he says, "I increased our international presence and we became a member of most international moving industry associations."



The company became RIM and FAIM certified, and Zibi is also individually RIM and GMS certified. Today he is international manager of NEER Service, headquartered in France.

Zibi attended his first HHGFAA Annual Meeting in 1998, and he has participated in each Annual Meeting since then.

During the 2000 HHGFAA gathering in Anchorage in 2000 Heather Engel discussed the YP-35 with Zibi, and a couple of years later he become a member of the YP-35 management board representing Europe. He is among those who have served longest on the YP-35 board.

Recently, Zibi also has been involved in HHGFAA's new Hall of Honor program, through his service on the Selection Committee.

YP-35 Slate of Candidates

CHAIRMAN

Stephan Guerts Jr..... Government Logistics NV

VICE CHAIRMAN

Paula ColmenaresPortan Colombia

Cedric Zibi NEER Service France

ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone for the HHGFAA Scholastic Assistance Program, which is aimed at promoting and supporting individuals engaged in higher education involved in the areas of transportation and logistics. Donations (by major annual giving levels) to the Alan F. Wohlstetter Scholarship Fund received in the last 12 months are as follows:

Platinum (\$5,000 or more)

Matson Navigation Company, Inc.

*National Van Lines, Inc. and

National Forwarding Co., Inc.

Royal Hawaiian Movers, Inc.

Gold (\$2,500–\$4,999)

Approved Forwarders

Silver (\$1,000–\$2,499)

Adele Forwarding

Arven Freight Forwarding, Inc.

Deseret Forwarders

*DeWitt Transportation Services of Guam

Evergreen Forwarding, Inc.

*Gateways International

Interstate Worldwide Relocation

*P&F Safepac Company

*True North Relocation, LLC

World International Forwarding, Inc.

Bronze (\$500–\$999)

American Red Ball International, Inc.

Terry Bell

*Blonde International Services, Inc.

*Dell Forwarding, Inc.

H&B Forwarding, Inc. (dba Axis International)

Terry R. Head

*Logistics International, Inc.

Sandra Rowe Maier

In Kind or Other

Jackie and George Agner

*Jackie Agner (in Memory of Cheryl Baker)

*Jackie Agner (in Memory of Chuck Fuller)

*Jackie Agner (in Memory of Ken Garrison)

Belvian and Gloria Carrington

Claims Adjustment Technology

Dell Forwarding

*Jones & McIntyre, PLLC

Pearl Forwarding Inc.

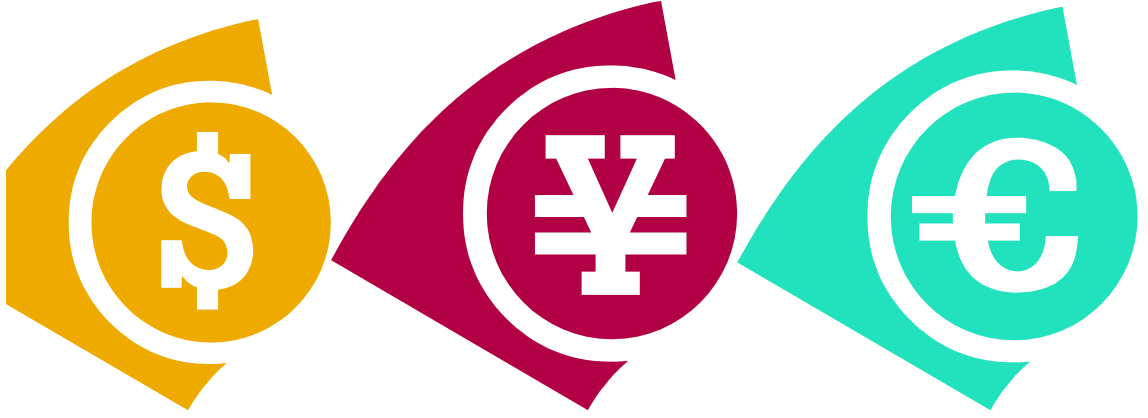
*The Trilogy Group

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

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

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

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



Is someone in your company attending college?

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

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

Alan F. Wohlstetter Scholarship Fund

offers to qualifying individuals

5 Annual Scholarships

in areas of academic study relating to

**Transportation • Physical Distribution
Logistics • Information Technologies
Business • Accounting and Finance**

\$4,000 Scholarships

FEELING LUCKY?

Alan F. Wohlstetter Scholarship Fund
& YP-35 present

**2008
Aloha Raffle**

4th Prize
IPOD

3rd Prize
\$250.00 Cash

2nd Prize
**Hilton Hawaiian Village
Hotel Credit (2 nights, \$400 value)**

1st Prize
**2009 Orlando Meeting
Registration**

Tickets \$5 each or 5 for \$20
**Winning tickets pulled at the
Closing Banquet October 7, 2008**
Need not be present to win

No. 1000

Name: _____

Company: _____

No. 1000

*The Alan F. Wohlstetter
Scholarship Fund and YP-35
Present the*

2008 Aloha Raffle

Take a chance! You can support the Alan F. Wohlstetter Scholarship Fund and win one of these exciting prizes:

4th Prize

iPOD

(donated by Puget Sound International)

3rd Prize

\$250.00 in cash

2nd Prize

2 nights Hawaiian Hilton Village Hotel Credit
(\$400 value)

1st Prize

Registration for the 47th Annual Meeting in
Orlando, Florida in 2009

Purchase your Aloha Raffle tickets at the YP-35 booth or from Associate Members Management Board Members, YP-35 Board Members, or Alan F. Wohlstetter Scholarship Board Members.

Cost: \$5 each, or 5 for \$20.

Winning tickets will be drawn during the Closing Dinner. You need not be present to win.

Sponsored by



Getting Acquainted: HHGFAA Members in Hawaii

Royal Hawaiian Movers

By Edward Wong

It is with great pleasure that we welcome the members of the Household Goods Forwarders Association to Hawaii. For those who may not have traveled to Hawaii before we hope you have the time to extend your stay and visit more than Waikiki. Those who have visited before are sure to find plenty of new adventures still waiting.

Having served our Hawaii customers for over 25 years, Royal Hawaiian Movers has been an industry leader through its commitment to superior customer service and decades of experience in the state's challenging transportation industry. With offices on the islands of Oahu, Maui, Kauai, and the Big Island, Royal Hawaiian Movers is Hawaii's only full service moving company statewide.

Standing alone in the mid-Pacific, the Hawaiian Islands present many geographic challenges to every business, as supply chains and distribution processes are typically removed from the hustle and bustle in which most metropolitan businesses operate. In facing these challenges, Hawaii businesses extend a subtle and friendly approach to the manner in which they do business. This is often referred to as an "Aloha Spirit." You often will see, feel, and hear this approach in your business contacts and dealings throughout the state.

Our company has focused over the years on incorporating many of these Hawaiian values in our approach to serving our customers. It is our focus to extend to each customer the warmth of "Aloha Spirit" that we hope you will experience during your stay.

Over the course of the last two years our company has worked to develop new services, and an accomplishment we are most proud of is the expansion of our general freight forwarding operations to the State of Hawaii. Our sister company, Approved Freight Forwarders, had been offering weekly general freight consolidations to Guam for 15 years and it was a natural fit to service Hawaii. With complete



ownership interest in our Hawaii terminal operations, Approved Freight Forwarders works in partnership with Royal Hawaiian Movers to offer customers a one-stop, seamless, and quality general freight transportation service.

Locally, interstate, and internationally, Royal Hawaiian Movers and Approved Freight Forwarders have the professional expertise and comprehensive equipment to provide exceptional transportation services for personal relocation of household goods, corporate office moves and general freight shipping. The locally based company attributes its long and continued success on the dedication and care of its staff of transportation professionals.

With a full range of standard equipment we can meet any transportation need. We maintain a fleet of 25 tractors for container hauling between loading dock and business site. Our moving and delivery service fleet consists of over 100 trucks, flatbeds, box trucks and trailers and is designed to match the right equipment to each customer's unique needs. Royal Hawaiian Movers provides warehousing and distribution services, with four Oahu warehouses and two each on Maui, Kauai, and the Big Island for short- and long-term storage needs.

As a Gold Sponsor at this year's Annual Meeting, we plan to have our island representatives available at our booth to meet and discuss our ability to service your moving clientele throughout the Hawaiian Islands. We look forward to sharing more about our islands and the "Aloha Spirit," so please take the time to visit us at our booth.

Providing transportation services that exceed our customers' demands, Royal Hawaiian Movers brings a quarter-century of service excellence as Hawaii's premier, full-service transportation company. We make moving fun, and we'll look forward to seeing you soon.



Royal Hawaiian Movers

E-mail: Edward.wong@royalhawaiianmovers.com

Web site: www.royalhawaiianmovers.com

Matson Navigation Company

By John S. Rowan, Manager, National Accounts/Household Goods

Matson Navigation Company is one of the leading US-flag carriers operating in the Pacific, with a longstanding reputation for quality service in the transportation industry. Founded in 1882 and incorporated in 1901, Matson is the principal carrier of containerized freight and automobiles between the West Coast and Hawaii, Guam and Mid-Pacific, and is the largest subsidiary of Honolulu-based Alexander & Baldwin, Inc. In 2006, Matson introduced a new weekly service from Ningbo and Shanghai to Long Beach, California. In its 125-year history, Matson has been involved in the development of tourism in Hawaii through its luxury liners and Waikiki hotels, wartime duty during World War II and the introduction of containerization in the Pacific. The company is headquartered in Oakland and also has offices in Atlanta, Chicago, Detroit, Guam, Hilo (Hawaii), Honolulu, Kahului (Maui), Long Beach, Nawiliwili (Kauai), Ningbo, Phoenix, Portland, Salt Lake City, Seattle, Shanghai and Washington, D.C.

Matson offer a wide variety of transportation solutions through its subsidiaries Matson Integrated Logistics (MIL), Matson Terminals, Inc. and the newly created Matson Global Logistics. Beyond offering customers a wide variety of transportation services, Matson is recognized for its industry-leading Customer Support Center and online services via the Internet, allowing customers to efficiently and effectively manage their shipment information. In recent years, Matson and MIL have received a number of industry honors for their quality service, including Logistics Management magazine's prestigious Quest for Quality award. All of Matson's operations are certified to the ISO 14001 Environmental Management System Standard, and the company's automotive operations and Customer Support Center are certified to the strict ISO 9001 Quality Management Standards.

An ISO14001 (Environmental Management) certified company, we are still the only container carrier that observes a "zero solid waste" overboard discharge policy for our vessels (the "greentainer" program); at a time when most vessels still discharge most of their trash at sea. Matson was a party to the first terminal "green lease"



Pictured from left: Ron Barrett, vice president, sales, US mainland; John S. Rowan, manager, national accounts/household goods; and Gary Nakamatsu, vice president, sales Hawaii) responsible for household goods.

in the Port of Long Beach, committing our company to reducing air emissions from our vessels. We recently received word that the experimental ballast water treatment system installed on Moku Pahu has moved one step closer to being approved by the USCG for testing. Matson also received the prestigious United States Coast Guard Rear Admiral Benkert Award created to recognize outstanding achievements in marine environmental protection that go beyond mere compliance with industrial and regulatory standards. Matson was the only containership operator recognized in the 2006 award process, which is conducted every two years. Matson recently completed a \$500 million fleet expansion program, deploying state-of-the-art technology and environmentally friendly features on the newest four vessels in the Jones Act US fleet.

Aloha International Moving Services, Inc.

By Marilyn Sargent, President

Lying in the middle of the tropics of the beautiful, blue Pacific Ocean approximately 2500 miles southwest of Los Angeles and 3900 miles southeast of Tokyo are the eight major Hawaiian Islands. Aloha International Moving Services, Inc. was started in Hawaii in the 1990s by several investors with extensive experience in the international moving services arena. We began with company warehouses on two of islands. The first was near Honolulu on Oahu; the most populous of the islands and the second was on Kauai near Lihue. We began by offering local, inter-island, Mainland, and international moving services. We also provided secure vaulted storage in government-approved warehouses, trucking and port services.

Since then, we have experienced such tremendous growth that we are now one of the largest moving companies in Hawaii. Through our multiple locations and our strategic partner agents, we now provide moving and other services to and from all the major Hawaiian Islands. Our growth can be attributed to our investment in equipment, warehouses, training and technology, our experienced employees, our innovative approach to systems and logistics, our trading partners, a strong financial position and a bit of luck.

Most areas of the Hawaiian Islands are accessible by truck. Although it is very rare, we have even been known to arrange for a helicopter or mule teams to service the most remote areas. In addition to moving and storage, our value-added services now include freight forwarding, auto shipping, packing and crating, small shipment consolidations, air freight service, container hauling, estate services, retirement home relocations, industrial and corporate moves, consulting, claims inspections, repairs, short- and long-term warehousing and distribution, convention and tradeshow services, movie crew hauling and staging, and many others.

Approximately 60% of our business is commercial and 40% involves moves for employees and families of the US and foreign governments. We are licensed, insured, bonded, and FAIM-certified, and we have the financial strength to give our trading partners and customers peace of mind that their goods will move without any hitches.

We employ a staff of 100 and our professional staff has an average of over 18 years' experience in the industry. Our warehouses

are used for long-term and short-term secured storage and total approximately 100,000 square feet. The buildings and yards are fenced, alarmed and patrolled. Our packing school is located in an actual 3000-square-foot company-owned house.

We moved into new offices encompassing 2500 square feet at the turn of the millennium. Our software, hardware, Internet and Intranet systems are updated every 4 years to state-of-the-art technology.

Aloha International is one of only two



moving companies in Hawaii that have passed all the rigorous requirements to be admitted into FIDI, and we are recognized by FIDI as an Accredited International Mover (FAIM). We are the only moving company in Hawaii that is a member of OMNI. We are also members of HHGFAA, AMSA, PAIMA,

BAR, Hawaii Transportation Association (HTA) and the Moving and Storage Association of Hawaii (MSAH).

We believe strongly in giving back to the community through our contributions and support of several civic and charitable organizations. We also are committed to being "green" and protecting the environment through our daily business practices.

Doing business in Hawaii presents unique geographical challenges. Hawaii lies over 2,500 miles from the nearest landfall and sprawls across the Pacific for over 1,500 miles, making it the widest state in the United States although it is the fourth smallest in land area.

Ocean-shipping companies transport 98% of all goods sold in Hawaii. Higher fuel costs translate into higher prices. Because of high ocean transport costs, equipment is used longer in Hawaii than elsewhere. Our fleet of 40 vans and flatbeds are used on a five-year rotational replacement basis. It is not unusual to see businesses in Hawaii using trucks and forklifts that are 20 or more years old versus the newer, more fuel efficient models.

This past summer we experienced fuel surcharges as high as 35% on shipments transiting on Mainland trucks and rail. This is on top of 42.5% fuel surcharges assessed by the ocean shipping companies that service Hawaii. Although we counsel our customers in advance, many of them are shocked to learn how much more fuel surcharges add to the cost of their move.



Hawaii has no oil, coal or natural gas of its own. Almost all electricity in Hawaii is generated by coal and oil and cannot be interconnected on a grid. No other state in the US is as dependent upon oil. Thus, Hawaii's energy vulnerability is extremely high.

In terms of customers, Hawaii is a small market. Some 1.3 million people populate the major islands of Hawaii, making it one of the least populated states (42 out of 50). About 900,000 people live on the Island of Oahu. Most moves are private transferees. They are heavily affected by the current housing crisis and are very price sensitive. To succeed in this small market, we have found it important to diversify and expand our services. The three largest sectors of the economy in Hawaii are tourism, government, and military. Fourteen percent of the population of Oahu are US military. Deployments have had a significant impact on the economy.

Every packer and driver we hire must obtain a separate ID card for each military installation in Hawaii. It can take several days for a new employee to go through the in-person process on each base just to be eligible to work.

Since Aloha and many moving companies in Hawaii also perform port agent functions, we are keenly aware of the new security procedures that have been put in place for the safe handling of shipments to and from the docks and airports. All our pier drivers have been required to submit fingerprints, to undergo criminal record, terrorism watch-list and immigration status background checks and to attend mandatory security training to have a Transportation Worker Identity Credential issued. You cannot access docks and airports without this card.

People love to hear about the special jobs we've handled. For example, we've moved a number of famous people from television, movies, theater, rock bands, and sports, well-known business figures, and high-ranking government personnel. These are often very large moves that require extensive logistics. One even required two 40-foot ocean-going containers for clothes. Some of these moves have required us to meet private aircraft late at night to receive and deliver these high-value shipments. We also arrange for security as needed. We have handled the inventory, packing, crating, transport and storage of household goods and personal effects from some major multi-million dollar estates.

Aloha received a lucrative contract to crate and ship an entire satellite receiving station farm. We also received a multi-million-dollar



contract to hoist imaging and magnetic resonance equipment into a local hospital. We have a contract to deliver MREs (meals-ready-to-eat) to all the police stations on the Islands.

Most of the moves we handle are very normal. We pride ourselves with giving the same great service with the same crews to these moves as we give to the unique moves. We are very aware that our success has come from customer referrals and repeat business that exemplifies our Aloha spirit.

Aloha International Moving Services, Inc.

E-mail: msargent@hawaiimovers.com

Web site: www.hawaiimovers.com

Pacific Transfer

By Christopher Redlew, Vice President, Transportation Services

Founded in 1978, Pacific Transfer is one of Hawaii's leading professional transportation/relocation companies. Located on the Island of Oahu, we are a full-service company that operates four divisions servicing major segments of the transportation industry:

Pacific Transfer over the last 30 years has been the only authorized Atlas Van Lines agent in the State of Hawaii.

We represent 12 military household goods forwarders and services all O'ahu-based military facilities. Annually, we handle millions of pounds of military household goods to and from the island of O'ahu. We pride ourselves in achieving the highest possible quality control scores for our forwarders as awarded by the military's Joint Personal Property Shipping Office (JPPSO).

We have 30 years of local and commercial relocation experience. We believe successful home, office, or industrial moves combine efficiency and communication with planning and professional assistance. We offer pre-planning consulting services with every move - even the most complex relocation. From furniture and files to computers and cabinets, to machinery and equipment, Pacific Transfer will help you move your home or business with as little disruption, lost time, and expense as possible.

Pacific Transfer represents some of the largest retail companies in the world, providing more than 700 container hauls to and from the Port of Honolulu. Our Freight Division provides local consolidation, deconsolidation, pickup, and delivery services to national freight forwarders and local customers. Acting as the Oahu agents for national LTL carriers and regional freight forwarders, Pacific Transfer handles deliveries and pickups of less-than-container load cargo to or from any location on the island of Oahu. Additionally, our convenient 15,000-square-foot freight facility handles local pickup and delivery for our freight customers.

We have a fleet of over 25 vans, flatbed trucks, tractors, and trailers. Our freight service covers all areas of Oahu each workday,



Kaneohe Bay, Island of Oahu.

providing same-day freight pickup and delivery.

Our Distribution Division provides consolidation and distribution services to major retailers on Oahu. We are the exclusive consolidation and distribution agent for Wal-Mart Stores, Inc. Operating from our 35,000-square-foot Waipio-Gentry facility, Pacific Transfer receives and consolidates all Oahu-sourced products for all of Wal-Mart's Hawaii facilities.

Pacific Transfer is committed to providing safe and efficient transportation services to our customers at competitive prices. In planning each haul, delivery, pick-up, or move, the customer's needs come first. Pacific Transfer is a licensed and fully insured carrier.

Pacific Transfer's tradition of customer service excellence lies in its people. Our management team averages over 20 years of experience with Pacific Transfer and many members of our office staff, drivers, packers, and warehouse personnel possess well over 15 years of service with the company. This low turnover rate strengthens our ability to provide a high level of service to the customer.

Pacific Transfer's workforce is a tight knit group numbering over 100 dedicated employees who value the family environment that is incorporated into every aspect of our operation. Our customers find Pacific Transfer's staff to be knowledgeable, helpful, and responsive to their needs and requirements.

Pacific Transfer has invested heavily in technologies that enhance our capabilities while increasing our operational efficiencies. Customers can take advantage of our web based tracking and confirmation tools. Additionally, most of our fleet is equipped with mobile dispatching tools and GPS technology allowing our drivers and dispatchers to share up to the minute scheduling information via wireless technology.

Our Web page (www.pacifictransfer.com) not only offers on-line tracking for all commercial overseas moves but provides a one-stop information source to guide our customers through every step of their relocation.

Our constant push to be on the leading edge of information technology gives our company an extremely valuable competitive advantage in Hawaii's marketplace.

With three facilities in Hawaii, we can provide customers with a wide range of options and resources to service their transportation needs. Our Waipio facility is located in the geographic center of Oahu and is conveniently positioned within a few miles of all of Oahu's major industrial and retail centers. This 35,000-square-foot warehouse features 10 receiving and loading doors, a 24-hour monitored security and fire system equipped with a closed circuit camera system, over 3,000 square feet of office space, and a large work yard for truck parking and queuing.

In addition, Pacific Transfer operates an additional 15,000 square foot freight facility and corporate office located conveniently within minutes of the Port of Honolulu.



Robby Gamponia (on ramp) and Brandon Lobitos of Pacific Transfer.

Finally, Pacific Transfer's Kenai Industrial Park facility is a 17,000-square-foot household goods warehouse on 3 acres of property located within a mile of the Barber's Point Harbor and is primed to service growth in West Oahu.

The Hawaiian word for family is ohana. In Hawaii, ohana is more than just a word - it is a philosophy, a feeling, and a guiding principle by which to manage your company and service your customers. Pacific Transfer is a locally owned, family-run business that deeply embraces this concept. This feeling of ohana guides us and provides a direction to every employee to ensure our customers' ohana and their valued possessions benefit from a pleasant and professional relocation. Our company's 30 years of experience and our island roots give us a unique understanding of how to service relocations on, to, and from the Island of Oahu.

Pacific Transfer LLC

E-mail: tnekota@pacificttransfer.com

Web site: www.pacificttransfer.com

Kauai Commercial Company

Kauai Commercial Company has a long and colorful history that has taken it a long way from its inception in 1906 as the Hawaii Railway Company, which was a hauler of sugar and supplies between plantations and ports, and conducting terminal operations at Eleele Landing. The following year, Kauai Railway Company began building breakwater, wharf, and other improvements at Eleele Landing, which was later renamed Port Allen.

In 1936, the company changed its name to Kauai Terminal, Ltd. Over the next 11 years, its remaining railway operations were taken over by trucks; the company divested itself of terminal (stevedoring) operations and in 1951 it changed its name to Kauai Commercial Company, as it is known today. Kauai Commercial Company moved in 1985 into its modern facility at its present site in Puhii. Its long history clearly supports the company's slogan, "Our experience makes the difference."

Today Kauai Commercial Company, 67 employees strong, offers a variety of services, including general freight/container hauling, freight forwarding, container loading and unloading, self-storage (as Lihue Security Storage), public warehousing, and worldwide household goods moving services. It also provides mechanical and automotive repair service (including brake, transmission, air conditioning, and radiator repair, safety checks, tune-ups, and oil changes) as well as operating construction dump trucks and low bed to transport construction materials and heavy equipment.

Within Kauai Commercial Company "The household goods department is known as the Hawaiian Household Goods Movers," says Peter Kruse, household goods supervisor. "We all have Hawaiian blood."

Kauai Commercial Company

E-mail: kauaicomm@abinc.com • Web site: www.kauaicommercial.com



Covan World-Wide Moving—Hawaii employees, from left to right: Evelyn Hanamaikai (inbound clerk), Chantal Basconis (outbound clerk), Maylene Tabangcura (inbound clerk), Neal Tamanaha (general manager), Addie Rosa (outbound clerk), George Smith (quality control), and Kimberly Pajarillo (inbound and outbound supervisor).

Covan World-Wide Moving—Hawaii

Covan World-Wide Moving—Hawaii has been operating in Kapolei for 15 years. We specialize in the shipping, packing and transportation of household goods locally, inter-island, to the Mainland, and internationally. Covan offers a wide variety of services, including residential and office moves, along with corporate account relocations. Covan Hawaii provides service to the Department of Defense through eight military installations in Hawaii. Because of its strategic location, Hawaii is home to the largest combined US military presence in the world. The military installations in the state have grown over the years, while other bases around the world have faced realignment or closings. Our 70,000-square-foot state-of-the-art facility at the Kapolei Business Park has two warehouses with the capability of stacking four high. General Manager Neal Tamanaha oversees the day-to-day operations with 30 pieces of equipment and leads a staff of over 75 associates. Every shipment, whether by air, ground, or ocean, is carefully planned and managed from door to door. Each step in the relocation process is managed by Covan, guaranteeing total control and providing comfort for the relocating family. Covan associates are experienced professionals who are trained to help make every move as easy as possible. Covan Hawaii is proud to be a long time member of the HHGFAA. Our staff is dedicated to 100% customer satisfaction. Our highly trained and knowledgeable staff are committed to excellent quality sales and service.

Covan World-Wide Moving—Hawaii

Web site: www.covan.com



Bekins Hawaiian Movers employees (left to right): Johnny Arriola, Sally Alfaro, Natasha Crace, Malia Kalima, Tom Freeman, Amaris Peneku, Sheri Fuiava, Cheryl Reyes, and Charles Reis.

Bekins Hawaiian Movers

Bekins Hawaiian Movers is located in Kapolei, popularly referred to as the “second city,” about 25 miles from Honolulu. We perform household good moves locally, inter-island, to the Mainland and internationally. Our experienced and knowledgeable staff performs moving services for corporate clients, office moves, relocations for the Department of Defense, residential moves, containerized service, customs clearance and high-value special products.

Bekins Hawaiian Movers is located in the Campbell Industrial Park, Hawaii’s largest industrial park. We operate 25 pieces of equipment and employ over 50 associates. Our 40,000 square foot office and warehouse is a military approved facility. Our assorted transportation services include warehousing and distribution services to local companies and organizations, and to the general public.

Bekins Hawaiian Movers

E-mail: sales@bekinshawaiian.com

HHGFAA Announces 2008 Hall of Honor Inductees



Barnes



Beere



Borta



Carrington



Darmanin



DeWitt



Goates



Johnson



Kagan



Klein



Pasha



Rowe



Stein



Summer



Wohlstetter

Sixteen individuals with a long history of service or contribution to the forwarding and moving industry will be honored during the Annual Meeting as inductees into the HHGFAA's newly established Hall of Honor.

"The inductees," said HHGFAA President Terry Head. "In every case, the individuals our Committee selected comprise a balanced group of exceptional people who during their careers have gone above and beyond and deserve acknowledgment."

"We are happy to have the opportunity to honor each of them with this special award," added HoH Chairman John Day.

The HoH was founded by HHGFAA in early 2008. Its objectives include recognition of individuals, companies, products or services that have made outstanding contributions to the Association and/or have had a profound effect on the moving, transportation, forwarding or relocation industries.

The first group of inductees includes the following: **Douglas B. Barnes, David P. Beere, Frank W. Borta, Belvian W. Carrington, Charles M. Darmanin, Woody DeWitt, Richard F. B. Goates, Ralph W. Johnson, Jack Kagan, Donald G. Klein, George W. Pasha IV, Donald E. Rowe, Calvin W. Stein, Joel Summer, Frank Swope** [photo not available], and **Alan F. Wohlstetter**.

Over the coming year, each issue of **The Portal** will feature profiles of several the inductees honored in 2008.

Nomination forms and procedures will be updated and the call for nominations for 2009 will be announced in a future issue of **The Portal** as well as on the Association's Web site.

Industry to Honor Abercrombie with 2008 'Movers & Shakers Award'

When HHGFAA members meet in Hawaii for the Association's 46th Annual Meeting, they will have a unique opportunity to thank and support a Member of Congress who has fought tirelessly and aggressively on behalf of our industry. **Rep. Neil Abercrombie**, who represents the 1st Congressional District of Hawaii (which includes Oahu) will be on hand to accept the Association's **Movers & Shakers Award**. This award is presented to the Member of Congress who has done the most to support our industry and advance the concerns that we have in our dealings throughout the United States government.

In honoring Abercrombie, the HHGFAA leadership recognizes a Member of Congress for the second time with this prestigious award. Rep. Abercrombie has been the most stalwart champion of our industry's causes and concerns year after year. We encourage all of you to join us in honoring and thanking Rep. Abercrombie for his tireless support for our industry and our Association.

In the July-August issue of **The Portal**, Rep. Abercrombie reiterated that his top concerns are support for the members of the armed forces and their families, with an equal concern for the businesses that help support military families. He recognized the support that our members companies have provided to the military over the past 50 years and the unique relationship they have established with their military customers.

With that in mind, Rep. Abercrombie was concerned about the rollout of the DPS system past the original 18 installations that



Congressman Neil Abercrombie

were outlined in the implementation plan for the Families First Program. Abercrombie stressed to the SDDC that if the problems with the system were not completely solved, then rollout of the program past the first 18 installations should not be pursued. He contacted Maj. Gen. Kathleen M. Gainey, SDDC Commander, to express this concern. In particular he stressed his concerns about numerous connectivity and software compatibility issues, which prevented scheduled and much needed hands-on training by the

business users.

Abercrombie also was deeply concerned that the DPS system could have an especially hard-felt impact on small businesses. If small companies move shipments utilizing these substandard software provisions, TSP delivery performance — and, most important, our military customers — will be adversely affected. He said he could support fielding and utilizing the new DPS software for the remaining DoD installations only after an adequate number of PCS test cases had been tracked to successful completion.

This proactive approach underscores the type of support and concern that Rep. Abercrombie has consistently demonstrated for our industry over the years. He has urged the DoD to work cooperatively with the industry to develop a re-engineered program that works for everyone, and yet continues to move the PCS program closer to commercial practices. He has fought to ensure that the true costs of various pilot programs were evaluated so that the genuine impact on all elements of the industry would be analyzed. There really has not been a greater champion for our industry over the past several years than Rep. Neil Abercrombie.

That is why we will honor him in Honolulu and hope that all HHGFAA members will similarly demonstrate their support for his tremendous advocacy on our behalf. Please join us on **Monday, October 6, from 5:30–6:30 P.M.** in celebrating the recipient of the 2008 Movers & Shakers Award, Congressman Neil Abercrombie.

HHGFAA Staffers Prepare to 'Ride the Waves of Change' in Hawaii



HHGFAA Staff members, decked out in their new Hawaiian shirts, prepare to embark on their journey to the eagerly anticipated 46th Annual Meeting in beautiful Honolulu, Hawaii. Pictured, from left to right: Charles L. (Chuck) White, Jean Mathis, Terry R. Head, Jamila Kenney, Boris A. Populoh, and Belvian W. Carrington.

See More, Spend Less in the Honolulu Area

The Go Oahu Card is your all-access pass to the time of your life in Oahu. You'll get:

- Prepaid admission to the most popular attractions, activities and tours
- Exclusive deals at local shops and restaurants
- A free full-color, pocket-sized guidebook

Admissions to over 25 of the best attractions, activities, and tours are included with your Go Oahu Card.

Do as much as you like each day for one low, affordable price. Tailor your own custom itineraries, allowing each person to do what is most appealing. And with unlimited flexibility, you can change your plans on the fly. Just use the card once to activate it, then take up to two weeks to use the days you have purchased and see as many attractions as you want. You can even change plans on the fly, and you have many options to choose from.

You just carry (under).



For more information visit

www.gooahucard.com/?GCID=S18000x012-31&KEYWORD=honolulu%20attractions&MATCHTYPE=search

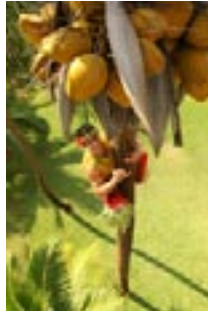
Attractions In and Near Honolulu

Polynesian Cultural Center

At the 42-acre Polynesian Cultural Center, one of Oahu's most popular attractions, you'll immerse yourself in the customs of the real Polynesia as natives demonstrate the arts of dancing with fire, making jewelry from plants, climbing 50-foot trees in bare feet and more with the new "Go Native!" activities. You can also take a leisurely canoe ride through the Center, learn Tongan spear throwing, do the Haka war dance of New Zealand, swim with hundreds of sharks in an awe-inspiring IMAX movie and visit ancient carvings at the Easter Island exhibit. Located near the northern tip of Oahu, about an hour's scenic drive from Waikiki.

Phone: (800) 367-7060 or (808) 293-3333

www.Polynesia.com



Dole Plantation

Pineapple Express Train Tour: The two-mile, 20-minute fully narrated train tour is educational and informative. Along the route, you'll learn about the history of pineapple and hear the story of James Dole, who pioneered the pineapple industry in Hawaii. Trains depart every half-hour between 9:00 am and 5:00 pm, weather permitting.



Plantation Garden Tour: Here, you'll get an up close and personal look at the wide variety of crops being grown on the North Shore—such as pineapple, bananas, coffee, cacao, mango, papaya, and many others. You'll also learn about the plantation villages and the contract laborers who came from all over the world to work in Hawaii's sugar-cane and pineapple fields.

Hours: Daily, weather permitting: 9:00 am-5:00 pm;

Address: 64-1550 Kamehameha Highway, Wahiawa

Phone: (808) 621 5552

Web: www.pineappleexpress.com

Diamond Head State Monument

Diamond Head Road and 18th Avenue
Honolulu, HI 96816

(808) 587 0285 (State Parks)

Hours: 6am-6pm daily

www.hawaii.gov/dlnr/dsp/oahu.html

Overview: This crater of an extinct volcano got its name when Western explorers mistook calcite crystals they found for diamonds.



Hanauma Bay Marine Preserve

7455 Kalaniana'ole Highway
Honolulu, HI 96825

(808) 396 4229 / 808 397 5840

Hours: 6a-6p W-M

Overview: Famed for its beautiful horseshoe-shaped sandy beach and clear, calm turquoise waters, this natural marine sanctuary is home to thousands of colorful tropical fish.



Nohea Gallery

2365 Kalakaua Avenue
Honolulu (Waikiki), HI 96815
(808) 923 6644

Hours: 8a-10p M-Su

www.noheagallery.com/

Overview: This is one of the best places to see and purchase the lovely creations of Hawaiian painters, printmakers, woodworkers, jewelers and other artisans.

Tabora Gallery

2005 Kalia Road
Honolulu, HI 96815
(808) 779 4339

Hours: 9a-10p M-Su

www.taboragallery.com

Overview: There are just a few artists represented in this small gallery in the Hilton Hawaiian Village Rainbow Bazaar, but each is a master.

Koko Crater Botanical Garden

50 N Vineyard Blvd
Honolulu, HI 96817
(808) 522 7060

Hours: 9a-4p M-Su

Overview: This 200-acre stretch of Koko Crater was set aside in 1958, with a long-term (as yet only partially realized) plan of turning it into a botanical garden.



Grand Circle Island Tour

Enjoy this narrated Grand Circle Island Tour via air-conditioned buses, taking in highlights of the islands—from East Oahu with its upscale neighborhoods, through Hawaii Kai and along the rugged southeast coastline. Travel along the cliffs of Makapuu with its stunning view of Rabbit Island, through the Hawaiian Homestead lands of Waimanalo, and then into Kailua town. Travel up the Pali Highway for a stop at the Pali Lookout, site of the famous Battle of Nuuanu and its unsurpassed views of the Windward Coast.

You will drive to the North Shore of Oahu, passing through picturesque spots and charming rural towns such as Waimea Bay. Your tour then continues on past the quaint towns of Kahuku and Laie, home of the Mormon Temple and the Polynesian Cultural Center. You will then continue through Punaluu, all the way to Kaneohe town before heading back to Waikiki after a full day of sightseeing.

Go to 307 Lewers Street, Suite 508

(808) 923-4340

Reservations required.

Open daily from 7:00 am to 6:00 pm.

Hours: Departs daily at 8:50 am and returns at approximately 5:00/5:30 pm



National Memorial Cemetery of the Pacific, Punchbowl

2177 Puowaina Drive

Honolulu, HI 96813

(808) 532 3720

Hours: 8a-5:30p M-Su

www.cem.va.gov/nchp/nmcp.htm

Overview: This is the final resting place for 34,000 veterans of World War I, World War II, the Korean War and the Vietnam War, as well as Challenger casualty Ellison Onizuka.



Saint Augustine Church

130 Ohua Avenue

Honolulu, HI 96815

(808) 923 7024

Hours: Office: 7:30a-5p M-F

www.smcenter.org/staugustine/

Overview: Established in 1854 by some of the original Hawaiian settlers, this magnificent edifice stands out among the high rises and condos of Waikiki.



Nuuanu Pali Lookout

Nuuanu Pali Drive

Honolulu, HI 96744s

Hours: 9am-4pm daily

Overview: For an experience that will give you goose bumps, take the Pali Highway to this spectacular lookout, one of the windiest spots on Oahu.



Waikiki Aquarium

2777 Kalakaua Avenue

Honolulu, HI 96815

(808) 923 9741

Hours: 9a-5p M-Su

www.waquarium.org

Overview: Located just a few short blocks from Waikiki Beach, this is a great place to learn about Hawaii's amazing ocean world. You can see 400 different species here.



Damien Museum

130 Ohua Avenue

Honolulu, HI 96815

(808) 923 2690

Hours: 9a-3p M-F

www.maxpages.com/damienmuseum

Overview: This small museum is dedicated to Father Damien Joseph De Veuster, a Belgian-born priest-martyr who worked among the victims of Hansen's disease (leprosy) who lived in exile away from the rest of the population of the islands.

Never Eat Alone ... and Other Secrets from a Master Networker

By Keith Ferrazzi

Getting ahead can have as much to do with whom we know as what we know. There's a lot more to building relationships than trading business cards. Here are some networking secrets you can use at HHGFAA's 46th Annual Meeting.

Engage in conversation. It's better to have one or two meaningful conversations per conference than dozens of quick handshake exchanges. Search for topics that interest both you and the people you meet, then speak with passion on those subjects. While you're talking with someone, don't let your eyes wander around the room, looking for other people you want to meet.

Discover the power of vulnerability. The cardinal rule of small talk—avoid the overly personal, the potentially unpleasant and the controversial when speaking with people you don't know well—is exactly wrong. True, you won't offend if you engage only in pleasant banalities, but you also won't make much of an impression.

If you want to be remembered, confound expectations and raise topics that show who you are and what you think.

For example: I once apologized for my sullenness to the woman seated next to me at a conference. I explained that my long-term relationship had just ended. My admission inspired everyone at the table to open up about their own failed relationships. We bonded on a far deeper level than people typically do at business conferences.

Build your network before you need it. The time to make contact with potential employers, employees and clients is before you need them. If you wait to reach out until you need something, your attempt will seem desperate.

To make valuable contacts for the future, take leadership positions in organizations and associations; join your college alumni club and attend its events; or angle for a position with your current employer that lets you interact with decision makers in your company or industry.

Never eat alone. Attend events and conferences whenever possible, and keep your social calendar full. Consider whom you could eat with before you head to lunch; whom you could exercise with before you go for a jog or to the gym; and whom in the area you could meet with while you are traveling on business.

Invest the required time. Years ago, I hired temps to send holiday cards to the thousands of people in my contact database. A friend wrote back to say how nice it was to receive not one but three cards from me, all with different signatures. I learned my lesson. When it comes to relationship maintenance, sincerity matters more than efficiency. Mass e-mails and form letters send only the message that you don't think someone really is worth your time.

Remember health, wealth, and children. The three most reliable ways to turn an acquaintance into an ally ...

- Help him/her through a difficult health situation. *Examples:* Listen to clients' health concerns; share the diet plan that worked for you.
- Find a way to make him money. *Example:* Pass along a lead on a job to an acquaintance who is out of work.
- Take a genuine interest in his kids. *Example:* Help an acquaintance's child get an internship.

"Ping" all the time. You must reach someone at least two or three times each year by e-mail, phone, or in person to avoid being forgotten.

Great ping opportunities include when you come across an article that might be useful to this person, when you're visiting his region and have time to meet, and his birthday.

Keith Ferrazzi is author of Never Eat Alone: And other Secrets of Success, One Relationship at a Time (Currency).

Eight Ways to Make the Most of Your Experience

By David Coleman

Whether you're engaged in the planning of a meeting or just attending it, you can be fairly burned out on conferences by the time you attend one for your own professional development. But don't let burnout stand in the way of success. Take advantage of these simple strategies to get the most from the next conference you attend.

- **Say yes to networking.** Smile and appear interested, interesting, and approachable. Shake hands firmly, with a smile and direct eye contact. Say hello and state your name and where you are from whenever you meet someone new.
- **Be a fat penguin.** Fat penguins break the ice! If two people are going to meet and communicate, one of them has to break the ice and say hello.
- **Respect speakers when they have the podium.** Refrain from multitasking right in front of them. Turn off your computer and cell phone, and give them the respect they deserve.
- **Be picky.** Conferences are too short to sit through a session or listen to a speaker who is not beneficial to you. If you quickly ascertain that a topic or presenter is not meeting your needs, quietly excuse yourself and attend another session. Always identify two or three programs of interest during any scheduled presentation block and sit near the back of the room until you can determine whether a session is going to be outstanding.
- **Get some sleep.** Be as alert and rested as possible.
- **Take advantage of expo opportunities.** Visit every booth in the exhibit area and meet everyone that you can.
- **Be a human sponge.** Take in as much as you can for as long as you can.
- **Don't fear the speaker.** Approach and communicate with the conference presenters and dignitaries, even those who are well respected or have a star quality about them. They are human and put their clothes on the same way that you do.

SOURCE: Associations Now

Lufthansa Cargo Enhances Security in US

By Thomas L. Gallagher

Lufthansa Cargo is adding technology at every destination it serves in the United States to beef up security and scan cargo ahead of the schedule set by the federal government.

The carrier will install explosive trace detection systems by this fall at its facilities in New York, Boston, Philadelphia, Washington, D.C., Miami, Houston, Chicago, Dallas/Ft. Worth, Atlanta, Seattle, Los Angeles, Denver, San Francisco, Newark, N.J., Detroit, Mich., Charlotte, N.C., Orlando, Fla., and Portland, Ore.

In 2007, Congress mandated that within three years, all cargo transported on passenger aircraft must be 100% screened. The regulation is to be implemented in phases: 50% of all shipments must be checked by February 2009 and all shipments by August 2010. Already today freight from unknown shippers is subjected to complete controls.

“By implementing the regulation ahead of schedule, we are already guaranteeing the highest security standards this year,” said Harald Zielinski, security chief at Lufthansa Cargo. The company expects to invest “in the single-digit million Euros,” Zielinski said.

The two bases at Chicago and Los Angeles will be designated as “Security Hubs” with extra security, including physical access barriers, comprehensive video surveillance, the use of explosive detection equipment, biometric checks and security guard patrols. Lufthansa Cargo has already converted its bases in Frankfurt, Munich, New York and Shanghai into Security Hubs.

Thomas L. Gallagher is Web editor at *Traffic World*

GAO: New Law Could Undermine Security

According to a GAO report, a law that would require 100% scanning of US-bound cargo containers at foreign ports by 2012 has the potential to impede progress in identifying and tracking high-risk containers. The report evaluated the Homeland Security Department’s efforts to identify and scan high-risk cargo at foreign seaports under the Container Security Initiative and to set up partnerships with international businesses to enhance security under the Customs-Trade Partnership Against Terrorism (C-TPAT). GAO found indications that the requirement could have a negative impact on the adoption of recently developed security standards that target high-risk cargo. “International partners have expressed to DHS and Congress that 100 percent scanning runs counter to — and could adversely impact the implementation of — international customs security standards,” the report states.

TWIC Plagued with Problems

According to a report from the National Maritime Security Advisory Committee’s TWIC Working Group, the Transportation Workers Identification Credential program continues to be plagued by performance shortcomings, technical glitches, poor communications and other problems. “Though we recognize that steps have been taken to improve card production and delivery times, after nine months of operation, TSA is still not delivering cards within the seven to 10 days after enrollment, which was the time frame industry required and which TSA agreed was a target goal; and the agency is not even reaching the 30 days after enrollment as outlined in the final regulation,” the report said. The panel has identified more than a dozen problems they feel are causing the program to fail, according to a July 22 report obtained by *Federal Computer Week*.

SOURCE: *Federal Computer Week/FCW.com*

HHGFAA Establishes Volume Discount Pricing for Bolt Seals

In the Association’s continual effort to provide our worldwide membership with ways to meet evolving regulatory and security requirements, HHGFAA has established special member pricing with ONE SEAL, a leading manufacturer of High Security Bolt Seals.

As of October 15, 2008, all intermodal ocean containers in transit to the United States will be required to be secured and locked with a High Security Bolt Seals. The seal used to lock the container must meet or exceed the so-called ISO/PAS 17712 standard.

While a substantial number of seals currently produced and sold meet this standard, it is important to note that not all bolt seals produced and sold meet the ISO/PAS 17712 standard.

ONE SEAL, along with a select group of seal manufacturers, are subjected to repeated reviews and verification of production standards to assure that the seal they produce meet or exceed the ISO/PAS 17712 standard.

To purchase seals under the HHGFAA volume pricing discount program, please visit our Web page and download the order form:

www.hhgfaa.org/boltsealform.pdf



Gen. Schwartz Confirmed as USAF Chief of Staff

General Norton A. Schwartz, a 35-year veteran in Special Operations, will be the 19th Air Force Chief of Staff, according to a Senate confirmation vote on Aug. 1.

Schwartz provided testimony to the Senate Armed Services Committee on July 22, before the full Senate voted on his confirmation.

“I intend to embody the Air Force core values of Integrity, Service and Excellence as I lead the Air Force at this critical transition period,” he said.

Schwartz, who recently served as the commander of United States Transportation Command, will assume the position of Air Force Chief of Staff. Gen. Duncan McNabb, also recently confirmed by the Senate, will assume command of United States Transportation Command.

His command experience includes the 1st Special Operations Group and 1st Special Operations Wing both at Hurlburt Field, Fla.; Special Operations Command Pacific, Camp H.M. Smith, Hawaii; Deputy Commander US Special Operations Command, MacDill, Fla.; and Commander, Alaskan Command,



Gen. Norton A. Schwartz was confirmed by the Senate Aug. 1 as Air Force chief of staff.

Elmendorf AFB, Alaska.

Schwartz attended the US Air Force Academy and graduated in 1973. He is an

alumnus of the National War College, a member of the Council on Foreign Relations, and a 1994 Fellow of Massachusetts Institute of Technology’s Seminar XXI.

Schwartz takes over as the 19th Air Force chief of staff at a critical juncture when the service has faced criticism from media, elected officials and the public. The general said he has confidence in Airmen and has established three particular areas of emphasis that are his immediate goals as the chief of staff:

- Reestablish the Air Force’s credibility with its nuclear enterprise
- Provide joint warfighters with as much Air Force capability as possible
- Address acquisition processes.

Air Force requirements to purchase a new tanker and combat search and rescue helicopter “need attention immediately,” Schwartz added.

He said he will be accessible and approachable to Airmen and “lead from the front.” His wife, Suzie, will accompany him on many visits so she can talk with family members and address their concerns as well.

US Defense Transportation, Distribution Expertise Aids Georgian Refugees

By Cynthia Bauer, S. Transportation Command Public Affairs

It is a scene played out in the background of the larger, more dramatic stage of the humanitarian crisis in the Republic of Georgia. In a quieter sense, the global US defense transportation system worked to help get more than 22,000 humanitarian daily rations to a relief organization in the area to help feed a growing number of Georgian refugees.

US Transportation Command and its component Army's Military Surface Deployment and Distribution Command were monitoring a shipment of "Meals Ready to Eat," awaiting transportation to American forces. As the crisis in Georgia developed, members of SDDC, USTRANSCOM, Defense Logistics Agency, US European Command and the State Department worked together to find a way to get the food to where it was needed.

Soon after DLA released the 40-foot container of MREs to the State Department, arrangements were made for Counterpart, a non-government organization, to receive the meals.

Delivery coordination fell to SDDC's 598th Transportation Group in Rotterdam, The Netherlands. Although the meals were destined for a different location, the group quickly reacted and, working with Defense Logistics Agency, US European Command, industry partner Hapag-Lloyd and many others, was able to secure delivery to Counterpart on Aug. 21.

"We stayed in front of this and were able



to use our unique position and enterprise perspective in the EUCOM distribution-based logistics process to execute this critical task in a timely manner," said 598th Group Commander Army Col. Stephen E. Farnen.

"We realized the urgency and importance of the humanitarian crisis and the opportunity a container of MREs could provide. Our team, working with our supported commands and logistics partners in Europe, was able to redirect this container and produce thousands of meals for persons in need," he said.

Under instructions from the Ministry of Finance of Georgia and in coordination with the US Embassy, the container full of MREs was delivered in Kutaisi for subsequent distribution in the Imereti region.

"It's about helping people and doing the right thing. In action such as this amplifies the military and logistics capability to bring 'soft power' to bear on a situation and produce positive effects" said Farnen.

"Whether delivering supplies in support

of a humanitarian mission like this, or getting supplies delivered to troops fighting in the War on Terror, our 598th team is there with the capability and capacity to touch and influence the supply chain networks necessary to put logistics in motion to help," he said.

According to EUCOM officials, after two weeks of high-tempo humanitarian relief operations, the US military has delivered 2 million pounds of aid to Georgia in the wake of conflicts there earlier this month. The US military's role in the overall humanitarian assistance effort, dubbed "Operation Assured Delivery," has delivered 2,174,000 pounds of food, water, bedding, and medical supplies to displaced persons and people in need at the request of the government of Georgia.

In addition to the land shipment, the Defense Transportation System has also been engaged in aerial deliveries. Assets from Air Mobility Command, USTRANSCOM's air component, including C-5 and C-17 aircraft, have delivered about 974,000 pounds of relief supplies from the United States for staging in Europe, or directly into the Republic of Georgia.

In describing support to Georgia, USTRANSCOM's Director of Operations, Air Force Maj. Gen. Mike Gould said, "We work with our customers across the globe, and depending on what needs to be moved and how quickly it needs to be there, we will find the right mode of transportation."

Building Your Company's and Personal Brand in Bits and Bytes

By William Arruda

When was the last time you Googled a colleague or vice versa? It's becoming commonplace for people to research one another, or the companies they represent, online before they ever meet face to face. Learn about the importance of carefully crafting your online identity.

The number of daily Google searches has increased to more than 250 million each day. Googling has become more than just a pastime; it's a phenomenon. And personal Googling is becoming even more prevalent.

Way back in 2003, Faith Popcorn, the renowned futurist, identified a trend she calls "Persona Propaganda." She says, "Google has created the concept of the 'Public Resume' — a new kind of pervasive, emailable DigiTruth. Now, everybody can know everything about almost anyone."

According to a Harris Interactive Poll, 23% of professionals admit to Googling people before meeting them. And a survey by Recruiters World revealed that nearly two-thirds of respondents use Google to research job candidates.

It should come as no surprise that professionals are using the Web to learn about potential job candidates, customers, consultants, and business partners. After all, we use the Web every day in all aspects of our work.

It's no longer a luxury; it's essential for you to build and continuously manage your company's and personal online identity. The personal Googling phenomenon brings with it an incredible opportunity for you to increase your visibility and build your personal brand.

Being Googled is the new-millennium version of the reference check. It provides your colleagues, managers, customers, hiring managers, executive recruiters, and so on with some critical information about you. What they learn from your Google results will color their perception of you.

If you're meeting with a new client, applying for a new job, or running for a board position at your local professional as-

sociation, you can count on being Googled. Therefore, managing your online identity is an integral part of growing your business or managing your career.

The ubiquity of the Web and Google enables you to reach a large number of people

What does your current online identity reveal about you?

with your message and lets you express your brand to those who are seeking to learn about you. It also helps you with the serendipity factor, enabling you to reach out to those whom you don't even know you need to know. When they perform a Web search on the topic about which you are passionate, you will show up in the results, thereby facilitating a connection.

Having your own Web site or blog gives you a multi-layered landscape on which you can build your brand. Through the use of colors, fonts, images, and multimedia, you can more effectively express your unique promise of value and reinforce your brand differentiation. It's a much richer brand communications vehicle than brochures or resumes.

So, what does your current online identity reveal about you?

Right now, open a new browser window, go to www.Google.com (or [Google.\[country extension\]](http://Google.[country extension])) if you are building your brand in a specific country, type your name into the window, in quotes, and see what the world's most popular search engine says about you. How many entries were returned to you? What did those results say about you?

This is your baseline Google result.

Now that you know where your online brand stands, you can proactively build and manage your e-identity to expand the depth and breadth of your Google results. And you

can check back in a few months to measure the change in your Google profile.

Building an online identity is as easy as it is essential. It starts with just one post, one article, or a one-page Web site. Here are six ways to get you started:

- **Write articles** for online portals that relate to your area of expertise or your passions. HR.com, MarketingPros.com, and selfgrowth.com are just three out of thousands of options.
- **Submit content to article banks.** They will make your articles (along with proper attribution) available to others who are seeking content for their newsletters or Web sites.
- **Build your own Web site or career portfolio.** Yahoo is offering small business owners free, customizable, three-page Web sites. Companies like Brandego (www.brandego.com) will build you a custom career portfolio. Remember, one quality page is going to do a lot more for your brand than 10 poorly executed ones.
- **Create a blog.** Blogging gives you an opportunity to express your opinion and will not take up much of your time, because posting can be just two or three lines long. But get in now. Reportedly there's a new blog every six seconds.
- **Participate in online forums and information exchanges.** Share your expertise or passion and increase your visibility at the same time.
- **Review books** at Amazon.com and other online bookstores and link back to your Web site or blog.

William Arruda is a brand strategist, public speaker, author and founder of Reach Communications in New York City. E-mail: williamarruda@reachcc.com.

SOURCE: Executive IdeaLink

Growing Number of Firms Embracing RFID

By Allison Manning

More information technology companies are jumping on the RFID bandwagon, lured by a greater familiarity and affordability, according to a survey by the Computing Technology Industry Association (CompTIA).

Of the 155 companies that responded, 46% said their customers have implemented one or more radio frequency identification (RFID) solutions, either as pilot projects or production deployments. Only 34% claimed to have done so in 2007, 30% in 2006 and 26% in 2005, the first year they conducted the survey.

Steven Ostrowski, director of corporate communications at CompTIA, said as with any new technology, the longer RFID is around, the more familiar and comfortable companies are with using it. **“Things stabilized with some of the standards that have been put in place,” Ostrowski said. “The products mix and match better than they had a few years ago.”**

One respondent to the survey said, “lots of people like the idea [of RFID], but few know what to do with it.”

Most customers are using RFID for asset tracking (32%). Other uses include personal identification (28%), supply chain (25%), retail marketing (15%) and closed-loop manufacturing (9%). Respondents were not asked to quantify how many projects they are using RFID for, just whether or not they were using it.

A respondent said he has been using RFID for a military contractor who was purchasing preprinted labels. The Department of Defense mandates use of RFID in their labels.

Customers are seeing a return on their investment as well, Ostrowski said, providing “real logistics benefits, such as keeping track of stock and improving the process of getting products to the market.

“As the cost diminishes, the use will increase,” another respondent wrote. “There are many applications that are waiting for a more cost effective way of solving problems.”

Allison Manning is associate editor at Modern Materials Handling, from which this article was adapted.

Expat Workers Shipping Goods Face Headaches

By Irwin Speizer

Editor's note: The following article highlights the continuing concern on the increased number of intensive exams by customs using unskilled labor, resulting in higher claims frequencies and elevated costs. HHGFAA Director of Programs and Education Boris Populoh was interviewed and quoted in the article, further demonstrating HHGFAA's role as an advocate and educational source for the industry and the customer base served by our members.

In the recent past, a corporate employee relocating to Europe could expect to get household belongings shipped to the new location in about six weeks. But because of a shortage of shipping containers, it takes twice as long these days, and the process can sometimes drag on for up to six months.

Coming home is no fun either. Containers of household belongings are high on the list of potentially suspicious cargo subject to search by U.S. Customs. Containers packed by household movers get opened, examined and then re packed by dock workers, who are not known for their delicacy. Employees relocating to the U.S. have had their household goods mangled in the new era of heightened security.

"If you saw some of these containers that were examined, the contents look like they have been put back in with a bulldozer," says Boris Populoh, director of programs and education at the Household Goods Forwarders Association of America, based in Alexandria, Virginia.

Populoh relates one recent case in which a household container was shipped with a few pieces of carefully crated and stowed rare art along with furnishings. The container was unpacked, inspected and repacked at a U.S. port. The loose art was then put at the bottom of the container, and chairs, tables and other furniture were tossed on top.

While problems in shipping goods haven't slowed down international relocations, which several surveys indicate are on the rise, the issues have caused headaches for employees moving out of and into the U.S. on assignments.

"It is a logistical nightmare," says Earl Lee, president of Prudential Relocation.

The shipment of household goods out of the United States has run up against the weak U.S. dollar, which has made U.S. products

more competitive worldwide. As a result, U.S. exports are rising. Empty containers that used to stack up at the Port of Long Beach in California waiting to return to China or elsewhere in Asia now are being snatched up by American manufacturers. Even farmers have started getting into the act, piling grain into containers for shipment overseas. The resulting shortage of containers is compounded by a shortage of space on ships.

"If you can find a container, you are having trouble getting it onto a ship," says Thomas Wei mer, who directs global transportation for Prudential Relocation.

When the dollar was high and international trade was mostly heading into the U.S., relocation companies had the luxury of ordering up a container and reserving space on a ship with no advance notice.

"We used to refer to transportation on the international side as a limitless commodity," says Greg Hoover, president and COO of Atlas Van Lines. "These days you have to book three to four months in advance. Some companies reserve space on speculation."

The tight shipping market, coupled with rising fuel prices, has doubled the cost of shipping household goods internationally, Populoh says.

Getting goods back to the U.S. has its own challenges. Thanks to heightened security, household goods shipped through U.S. ports are often searched. The first step is an X-ray of the packed container. Because household goods packed in containers can be difficult to positively identify, officials often require that the containers be opened so everything inside can be examined.

"There is a much higher likelihood that a household container will be pulled aside than other containers," Populoh says. The situation affects not just returning Americans but also foreigners taking up job assignments in the United States. The situation has become bad enough for Populoh's association to appeal to Congress for help—so far without much success.

"What we have been trying to tell members of Congress is that this could directly affect the competitiveness of the U.S.," he says.

Irwin Speizer is a contributing editor at Workforce Management, in which this article originally appeared. Reprinted by permission.

Mexico Starts \$4.88 Billion West Coast Port Project

Mexican President Felipe Calderon opened bidding Thursday for construction of a huge new seaport that could eventually compete with Los Angeles-Long Beach, the largest port complex in the United States. Mexico's \$5 billion Punta Colonet project would transform a wind-swept bay 150 miles south of the US border into a booming port city, creating an estimated 80,000 jobs, drawing freighters from Asia and funneling manufactured goods north. A planned railroad would link Punta Colonet to the United States, allowing freight to skip Southern California traffic and head directly to points across the Midwestern United States, including Chicago. The bidding should conclude late next year, and the port should start operating in 2012 and by 2020, the port should be able to annually handle 6 million TEUs.

SOURCE: Bloomberg.com

MarAd Launches Green Initiatives

It has been reported that the US Maritime Administration has launched several cutting-edge "green" initiatives. MarAd's 2008 "Going Green" programs include an Environmental Excellence Initiative that focuses on strengthening environmental stewardship and developing and implementing green procedures, including establishing an Environmental Management System at the agency's National Defense Reserve Fleet sites and the US Merchant Marine Academy. Another element of the initiative is the Green Awards Program, which will recognize exceptional environmental stewardship by industry members in areas such as carbon-emissions reductions.

SOURCE: MarineLink.com

DP World to Build London Gateway Hub

DP World said it has signed a £400 million (Dh2.7 billion) contract to build the first phase of a new port at London Gateway, being billed by the company as the most technically advanced container port in the world. The contract is over five years, and will see the construction of the first phase of the port's quay providing three berths and over 1.2 kilometers of quay in a joint venture between Laing O'Rourke and Dredging International. The new port will eventually handle 3.5 million TEU (20-foot equivalent units), providing a much-needed increase in capacity for the UK's container terminals.

SOURCE: Traffic World

Don't Rock the Boat on Small Businesses

By Jerry Grossman

Recent Small Business Administration actions aimed at substantial increases in contract awards to small businesses are colliding with market realities and, in many instances, are counterproductive to the government getting its work done efficiently and cost effectively. Identifying and engaging a sufficient number of qualified small companies to meet the current goals have been challenges for government officials and prime contractors alike. Particularly in the services sector, small-business procurement practices are fundamental to business strategy and tactics for large and small companies.

The government and contractors have expended substantial time and energy to pursue existing small-business targets, while ensuring that the government's needs are met. Thus, federal actions that further increase the small-business targets are likely to be counterproductive, forcing the likelihood of contracting with businesses not yet able to perform.

Before establishing higher small-business goals, Congress and the administration should revisit the purposes and objectives of the small-business program. Fostering small-business development requires a more comprehensive assessment of those aspects that will make the contracting environment productive and healthy for buyers and sellers.

For example, the cap on revenues used to qualify businesses as small should be increased significantly. This action would provide an opportunity for proven small businesses to continue to serve their government customers and give them time to mature, expand their infrastructure, win competitive awards and pursue an exit strategy. Arguably, that environment would be better for government buyers and services providers.

Recent discussion at a Deltek industry roundtable highlighted

some current government initiatives that might do more harm than good. Apparently, SBA is increasing its focus on achievement of the 23% small-business spending target, having determined that the actual small-business proportion of 2006 federal spending was about 18%. Much of the shortfall was created by removing contracts held by large companies through acquisitions.

An SBA reauthorization bill, likely to emerge in the next Congress, contains a provision raising the small-business target component to 30 percent. Assuming that annual federal services procurement is about \$220 billion, then to increase the small-business share from 18% to 23% requires an additional \$11 billion in awards to small companies. This is equivalent to adding about 5,500 qualified small companies, quite a burden for an acquisition workforce already challenged. Raising the target to 30% would triple the challenge and create a mismatch between the preference goals of the government and the qualified universe of small businesses on the supply side.

It seems clear that small-business preference programs need some modifications. Changes should be formulated to ensure that three things happen: First, small companies will continue to have good opportunities to participate in federal work. Second, the government will be able to access the inventiveness, capabilities and commitment of small companies to get work done cost effectively. Third, successful small businesses that grow will have avenues to continue to serve government while providing career opportunities for employees and liquidity to investors.

Both the definition of small business and the target small-business share of federal spending must be considered with a view toward fostering a healthy federal services industry, one that matches well with government needs.

Jerry Grossman (jgrossman@hlhz.com) is managing director at Houlihan Lokey Howard and Zukin.

SOURCE: Washington Technology

Agencies Report Progress Toward Review and Reform of r3 Rules

Federal agencies have begun to make progress on the 2008 Top 10 Rules for Review and Reform, according to the first 6-month status report released by the Office of Advocacy of the US Small Business Administration.

The status report is part of the long-term Regulatory Review and Reform (r3) initiative, which encourages federal agencies and small business owners to review and reform regulations that are outdated and ineffective.

“I am pleased that agencies are willing to review and reform of several of the 2008 Top 10 Rules,” said Thomas M. Sullivan, Chief Counsel for Advocacy. “This six-month status update is a direct response to the small business community’s request for transparency in agency review of rules.”

The first 6-month status report (www.sba.gov/advo/r3) underlines the fact that a comprehensive review of some existing rules will be a long-term process.

The Office of Advocacy is committed to helping reduce the \$1.1 trillion yearly cost to Americans of complying with federal regulations, which is more per household than the cost of health insurance.

The smallest of businesses bear the brunt of business regulations. They annually pay 45% more per employee to comply with regulations than big businesses do. The intent of the r3 initiative is to help lighten that load by streamlining and updating outdated and ineffective regulations.

Last year, small businesses and their representatives nominated over 80 rules for review and reform. In February, Advocacy announced the 2008 Top 10 Rules for Review and Reform, which were transmitted to the appropriate agencies for their action.

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SOURCE: BottomLine Personal

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US Container Loadings Up 8.1%

According to a quarterly report published by the Intermodal Association of North America (IANA), domestic intermodal loading are up. *Intermodal Market Trends & Statistics* noted that domestic container loadings for the second quarter came in at 960,950, representing an 8.1% gain from the second quarter of 2007's 889,305. This increase represents the highest growth rate for domestic intermodal loadings since the second quarter of 2004, said IANA. The surge in domestic intermodal has been occurring throughout this year, with the Association of American Railroads reporting that intermodal trailer volumes were up year-over-year for five consecutive weeks from May 10–June 7, prior to the Midwest flooding.

SOURCE: Logistics Management

Bush Administration Unveils Highway Program

The Bush Administration has produced a report on the status of the nation's highway infrastructure in an attempt to influence next year's highway reauthorization. The proposal diagnoses five major problems plaguing the current federal surface transportation program including a loss of a sense of direction, a dramatic decline in system performance, wasteful spending and poor investment decisions, an over-reliance on the fuel tax as a funding source, a looming shortfall in the Highway Trust Fund (HTF). Unfortunately, the proposal falls short in tackling central issues in the looming highway debate, according to the Associated Equipment Distributions (AED) *Washington Insights* newsletter, which analyzed report.

SOURCE: acppubs.com

IANA Backs Trucks Suit

The Intermodal Association of North America said it will support the American Trucking Associations' motion for an injunction against the concession plans of the Ports of Los Angeles and Long Beach. The group said it agrees in principle with ATA's arguments that if enacted, the concession plans would result in the unlawful regulation of the port trucking industry, violate the Federal Aviation Administration Authorization Act of 1994, violate the Commerce Clause of the Constitution, and restrict the ability of the competitive marketplace to determine the way transportation services are delivered.

SOURCE: TrafficWorld.com

NAFTA Surface Trade Up 6.6%

Surface trade among the United States, Canada and Mexico jumped 6.6% in June from a year ago, the Department of Transportation said Thursday.

Trade among the North American Free Trade Agreement partners rose to \$74.1 billion from a year ago, DOT's Bureau of Trade Statistics said in its monthly report.

Truck imports to the United States slipped 0.2% year-over-year to \$24.4 billion, while exports rose 7.9% to \$24.8 billion.

Rail imports declined 1.9% to \$8.2 billion, while exports jumped 25.2% to \$4.6 billion, DOT said.

Pipeline imports jumped 44.9% to \$7.6 billion, while exports declined 19.9% to \$494 million.

Surface transportation consists largely of freight movements by truck, rail and pipeline. About 90% of US trade among NAFTA partners moves by land.

SOURCE: Transport Topics

Highway Trust Fund Running Out of Gas

US Transportation Secretary Mary Peters says the federal highway trust fund will run out of money this month. Peters blames the shortage of funds on the high price of gasoline, which has prompted Americans to drive less. And by driving less, they use less fuel and pay less in federal gasoline tax. At a recent press conference, Peters said the agency will have to delay payments to state road and bridge projects that the federal government is helping finance. At the same time, she wants Congress to pass legislation that includes \$8 billion to help cover the shortfall.

SOURCE: etrucker.com

Can Employees' Internet Activity Damage Your Company?

We are surrounded by technology, and the constant availability to get connected and chat up a storm is addictive. The ability extends from our household, to our school classrooms. People take the Internet with them when they go to their child's soccer game, and when they are grocery shopping. While all of this is quite common practice, and still harmful to society and our public interactions, there is one place where the extent of access is hurting us and our economy.

The office is one place where social media, chatting, file downloading, and image searches should not be taking place, but it is among the top places where people spend their time online. Business estimated that the total loss of production from employees that used the Internet for personal use while on the clock is in the upper 700 BILLIONS of dollars!

If you are a manager or business owner that gives access to their employees to use the Internet, you should realize they will use it even when they aren't supposed to. Allowing employees to browse the net freely during lunch or break is considered a normal activity, however once that bell rings do you know that they will go back to doing their job?

There are lots of things you can do to prevent this kind of behavior while your employees are working. The most obvious of which it to strictly inform your employees that using the Internet for purposes other than completing work tasks is strictly forbidden. This must be enforced as well. **You lose work when employees browse the Internet.** If you slack on this, they will slack on their work.

Many sources offer software that allows you to view any Internet transactions that go between the computers and the company's server. These are excellent monitoring devices that can pinpoint who is using the Internet, what are they viewing, what are they typing, and whether or not your employees are efficiently using their free access to the Internet. Make it be known to your employees that you can see every little move they make with that mouse.

Poor employees that lack drive and spend their time on the Internet rather than completing an important project on schedule only reflect on the type of company they work for. If you let them, they will. Handle the use of Internet in your office building with properness, and give firm punishments to any employees that use it for what they aren't supposed to. It is your money, so why are you paying your employees to play flash games?

Having Trouble Sleeping at Night?

It's not surprising if you are because, according to the 2008 Corporate Issues Survey from The Ken Blanchard Companies, you have a lot to think about. Based on feedback from more than 1800 executives, line managers, and training and human resources leaders, here are some of your hot topics so far for 2008:

- At the management level, your challenges revolve around people development-creating an engaged workforce, managing change, and developing potential leaders. And at the employee development level, the top three issues include performance management, manager/supervisory skills, and interpersonal communication skills.
- Creating an engaged workforce has increased in importance every year since 2003, based on the number of respondents selecting it. Managing change, an issue that was added to the survey in 2008, ranks second, and developing potential leaders ranks third.
- Performance management emerged as the key employee development challenge followed by manager/ supervisory skills, interpersonal communications skills, and teambuilding skills.
- Economic challenges was added as an issue to this year's list of choices, and also was a top issue for organizations surveyed, perhaps mirroring the uncertain economic outlook ahead. Growth and expansion continues not only to surface as a key issue but also has increased in regard to the number of respondents selecting it since 2005.
- The areas of most concern specifically to managers and trainers are the ability to connect training content so it specifically links to and addresses business results for the organization; sustaining training throughout the organization and specific to the individual through follow-up and reinforcement strategies; the ability to align training goals and business initiatives to create strategic alignment; and the need to create and embrace coaching, and to imbued that within the organizational culture.

SOURCE: Inside Training On-Line

Talent Management Magnified

Companies must focus on talent management to gain competitive advantage in tough markets, according to Hewitt Associates, whose research shows companies are risking business performance by failing to manage their talent effectively. While three-quarters of companies have in place a talent management strategy aligned to the business, only a third are proactively implementing it. This has a direct impact on the business as half of the companies surveyed admitted to missing crucial opportunities as a result.

SOURCE: Inside Training Magazine

Air Transport Assn. Issues 2008 Economic Report

The Air Transport Association (ATA), the industry trade organization for the US airlines, recently released its 2008 Economic Report, which has become the definitive source for economic and statistical information about the US passenger and cargo airline industry.

The report concludes that US airlines (passenger and cargo combined) improved their fuel efficiency by 110% from 1978 to 2007, resulting in 2.5 billion metric tons of carbon dioxide (CO₂) savings - roughly equivalent to taking 18.7 million cars off the road each of those years.

“The key to connecting and protecting our planet is investment in new technology,” wrote ATA President and CEO James C. May in the opening letter. While much of the Economic Report is a look back, May notes that the airlines’ ability to invest is critical to the ATA airlines’ forward-looking commitment to improve fuel efficiency by another 30% through 2025. Also critical “is the investment we are seeking in a modern, satellite-based, digitally enabled, vastly more energy-efficient air traffic management system.”

Among the findings from the report:

- US airlines emitted 11.2 billion fewer pounds of carbon dioxide in 2007 than in 2000.
 - In addition to retiring less fuel-efficient aircraft, US airlines retrofitted aircraft with winglets, employed more efficient operational procedures and reduced aircraft weight. Consequently, they were able to carry 20.4% more passenger and cargo traffic while using nearly 3% (538 million) fewer gallons of fuel than in 2000.
 - ATA members expanded on their record of environmental excellence while moving more passengers and freight in 2007. Federal Aviation Administration (FAA) statistics reveal that the number of people in the United States affected by aircraft noise has diminished by 94% since 1975, though passenger boardings have more than tripled.
 - Once again, the aviation sector led all modes by transporting a third of U.S. exports, as measured by value.
 - [In 2007,] 769.2 million passengers took to the skies on U.S. airlines, 3.4% more than in 2006.
 - The ATA Board of Directors approved a comprehensive plan to further limit aircraft emissions with a commitment to improve fuel efficiency another 30% through 2025, on top of prior improvements. That equates to an additional 1.2 billion metric tons of CO₂ saved or another 13 million cars taken off the road each year.
 - The airline industry is working in partnership with government, industry, academia and others to stimulate the development of commercially viable, environmentally friendly alternatives to today’s petroleum-based jet fuel. Achieving our goal will mean not only reduced emissions on a lifecycle basis, but also enhanced energy security for America.
- ATA airline members and their affiliates transport more than 90% of all US airline passenger and cargo traffic.
- The report is available at www.airlines.org/NR/rdonlyres/770B5715-5C6F-44AA-AA8C-DC9AEB4E7E12/0/2008AnnualReport.pdf

Travel Tips

- ❑ **Avoid being bumped from overbooked flights** by checking in on-line within 24 hours of flight time. Compensation for bumped passengers has been doubled — up to \$800, depending on the ticket price and the length of the delay.
- ❑ **Find out about airport amenities** — massages, nail salons, children’s play areas, game rooms, chapels, etc. — before you go so that you are better prepared for a long delay. Airport lookup: www.aci-na-org/index/airportsyou_list
- ❑ **Watch your books travel the world.** Register favorite books at BookCrossing.com and write the identifying number on the inside cover of each book. Then leave the books in public places for other book lovers to find. When people find these books and go to the Web site, you can watch as the books travel across the country and around the world.
- ❑ **Foreign airlines offer the best in-seat entertainment.** They typically have the best seat-back monitors with digital picture transmission, on-demand movie delivery, games, seat-to-seat text messaging, e-mail, and more. Airlines rated highest for such amenities include Air Canada, British Airways, Emirates (UAE), Etihad Airways (UAE), Qantas, Singapore Airlines, and Virgin Atlantic.
- ❑ **The best time to book most airline seats is around midnight** Eastern time any day of the week. That’s when most airlines update availabilities. If you’re looking for weekend specials, check airline sites.

SOURCE: BottomLine Personal

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If you’re researching trade opportunities in a foreign market or just trying to stay abreast of what going on in a certain area of the world, it helps to read the news coming from that country. Unfortunately, many people, particularly in the USA, only read one language. Newstran.com solves that problem with its Multilingual MetaNews Translator™. This site has free translations of 10,000 newspapers, and it’s easy to use. You just select the category you want (e.g., Arabic news in English, English news in Chinese, etc.) and Newstran.com will give you a page with links to translations of newspapers. You can click on a link to read that newspaper. It’s a great way to get other perspectives on major news stories, and to see what’s happening on the local level around the world.

This item is copied from the newsletter Really Useful Sites for International Trade Professionals, a free, biweekly e-mail publication of FITA—The Federation of International Trade Associations.

A look at the people and events shaping HHGFAA member companies

APPOINTMENTS



Davies



Cruz

UK-based **Doree Bonner International** has named **Steve Davies** national sales development manager responsible for the development of sales and new business across the United Kingdom. Davies has a solid background in the removals industry, which includes over 20 years' experience in both domestic and international removals.

He joins Doree Bonner from McCarthy's, where, as general manager, he was charged with responsibility for business development. Prior to that Davies spent over a decade at Bishops Removals as corporate business manager responsible for corporate UK and international accounts across the North of England, the Midlands, and Scotland.

Aloha International Moving Services, Inc., one of Hawaii's largest providers of international, interisland and local household goods moving and relocation services for all the Hawaiian Islands, has appointed **Sunee Cruz** as director of logistics and business development. Cruz will be responsible for quote administration, logistics management, and new business development for the company.

Prior to coming to Aloha, Cruz was the international moving manager at Werner Donaldson in Tampa, Fla. She previously worked in Hawaii as director of Allied International Hawaiian Islands. She began her moving career in Guam.

Cruz was born in Korea, graduated from Leilehua High School in Hawaii, and received her business management degree in Guam.

Rhode Island-based **Arpin International Group** has named **Beverly Sheldon** to the newly created position of senior pricing analyst.

Sheldon will oversee the group's household goods pricing entry and strategy of approximately 30,000 worldwide traffic lanes and work with all overseas locations and supply chain partners.

Sheldon, who has over 28 years experience in the relocations industry and has extensive knowledge of international household goods transportation, previously was procurement specialist at AIREs in Broomfield, Colo. There she maintained partnerships with domestic and international vendors, monitored pricing structure and assisted with the preparation of worldwide RFQs for international relocation.

Sheldon holds an OMNI Operations Certification from London and successfully completed FIDI Managers Training in Brussels, Belgium.

The **Crown Worldwide Group** has named **Jennifer Harvey** the company's first director of Corporate Social Responsibility (CSR).

Harvey's primary responsibility will be to work with Crown's business heads to create a unified, innovative approach to green and community impact initiatives. She will develop and execute a standardized global strategy to further support Crown's objectives of extending environmental conservation policies, recognizing responsible service partners and expanding Crown's "Charity in Motion" program.

Crown's executive board has supported many charitable, community and environmental initiatives in the 50 countries in which Crown operates, but now has a full-time resource to pull those efforts together and focus on specific areas that will have a significant impact in the world, said the company.

Harvey has been with Crown Worldwide for almost 20 years, during which she has held various management roles and participated in the company's local environmental- and community-impact efforts. She has lived and worked in various locations throughout Asia and the United States including Japan, Hong Kong, Singapore and New York. Harvey's wealth of industry experience makes her uniquely qualified to manage this new post.

Harvey noted that CSR efforts are "of increasing importance to customers who today recognize that consuming global transportation services impacts both the environment and the worldwide communities in need. With its large global network, Crown is in a unique position to make a difference by optimizing its own operations and leading charitable efforts, thereby educating and inspiring customers and staff around the world."

Crown is accredited with the ISO 14000 environmental management standards certification in its larger regions and Harvey's goals include expanding this certification to Crown's other facilities worldwide. Her other objectives include growing Crown's involvement in the Clinton AIDS initiative, evaluating existing programs such as the purchase of eco-friendly hybrid and electric vehicles, switching to packing materials made from at least 80% recycled materials, and working with suppliers to improve their environmental performance.

Pennsylvania-based **Starck Van Lines, Inc.** announced that **Dave Jensen** has joined its military business team as manager of business development.

Jensen brings an extensive background in handling household goods moves for the Department of Defense. He spent 23 years in the Coast Guard, during which time he spent 12 years as a transportation officer. Most recently he has spent the last 10 years as the military marketing manager for Gateways International, where he was responsible for developing the domestic military program and agency network.

Arpin International Group's GSA division promoted **Scott Balint** and **Matthew Somweber** to the position of GSA supervisor this month.

In their new roles Balint and Somweber will assist in the day-to-

day management of staff, ensuring that shipment details are current using management reports. They will follow up with employees and bring necessary issues to upper management. They will also assist in the database management for the division and identify trends that will help in ocean consolidation, vendor management and static routine rules.

Balint and Somweber previously were senior GSA coordinators, responsible for handling moves for employees of the US government.



Kelly



Woodall

Suddath's domestic military and government business unit, as well as its international sister unit, **AirLand Forwarders**, have celebrated tremendous growth over the years and as with any company on a path to excel, it is vital to have a strategy and the leadership to direct and facilitate these successes.

Effective immediately AirLand Forwarders will fall under the Suddath Government Services business unit, which will encompass all of the military and government's international and domestic relocation business.

"In examining the market, opportunities and the Suddath culture, we believe that creating a single operating unit for the all government and military business would give us the best opportunity for continued growth and operating efficiency," said Barry Vaughn, CEO of **The Suddath Companies**.

To pilot this charge, **Scott Kelly** has been promoted to president of this combined business unit. As president, Kelly will lead Suddath Government Services' domestic and international teams, providing direct oversight for all aspects of sales, quality, operating procedures, customer service and fiscal performance.

The business unit will have two key vice president positions heading up international and domestic services, respectively. **Deborah Woodall** is being promoted to senior vice president and will manage the international services for this newly formed group.

Woodall has been serving as vice president of operations since 2004 and just celebrated her 20-year anniversary with the company. She brings to this position strong

leadership skills and a passion for the business, said the company.



Pacer International has announced that **Brian Kane** will be promoted to chief financial officer. Kane succeeds Larry Yarberry, who will continue to serve in a senior executive capacity through Dec. 31.

Kane has held key operations and finance positions with the company over the past decade. In June, he was named senior vice president, corporate finance, after serving as executive vice president and chief operating officer of Pacer's intermodal segment since October 2006. Previously he was vice president and corporate controller and principal accounting officer of Pacer International; vice president and controller of Pacer Stacktrain; and director of financial reporting of Pacer

International.

Before joining Pacer, Kane was vice president of finance for the Shell Martinez Refining Company and controller for Southern Pacific Transportation Company.

Pacer also announced the promotion of **Joseph Doherty** to executive vice president, investor relations. In addition to his existing duties as treasurer, he will be responsible for investor communications.

Prior to joining Pacer, Doherty was vice president and treasurer for Rail America, Inc. He held various positions at Southern Pacific Transportation Company, including assistant vice president finance, and assistant treasurer.

Yarberry will retire at the end of the year, having as executive vice president and chief financial officer since May 1999.

EXPANSIONS

UK-based **The Doree Bonner International Group** has acquired **S & R Removals** of Aylesbury, which further increases their strength in the Home Counties.

S & R, a well-known and highly respected local family-run removal company in the Aylesbury area, was established in 1980 by local businessman John Plumridge.

S & R will continue trading under the S&R brand name for local removals for the foreseeable future.

John Plumridge, proprietor of S&R Removals, will remain with the company in a sales and development capacity and his son, Nick Plumridge, will be put through Doree Bonner's fast-track management trainee program.



John Duncan Removals, part of the **Doree Bonner Group of Companies**, announced recently that its new state-of-the-art, one-acre storage facility at Prestonfield Park in Edinburgh is now open. The company called the new premises "one of the most advanced removal and storage facilities in Scotland and they will hold over 700 standard furniture containers with ample parking for both commercial vehicles and cars."

John Duncan Removals was previously based in Wester Hailes and Loanhead. Prestonfield Park is located adjacent to Peffermill Industrial Estate and is sandwiched between the famous Duddingston Village and in the shadow of Arthur's Seat, adjacent to Edin-



burgh Castle, southeast of the City Centre.

Geoff Watson, joint managing director of Doree Bonner called the facility "a considerable investment for us, [and] also a visible representation of the ambitious expansion plans we have for our Scottish businesses and Edinburgh in particular. We are ideally positioned to take advantage of the removals and storage market once the economy recovers."



Lane Moving & Storage, part of the **Asian Tigers Group**, has outgrown its facility in Jakarta, Indonesia, and moved into a new location in August.



Who Will Pack Your Dinosaur Bones? Asian Tigers, of Course!

Antiques? Valuables? Unusual shapes and sizes?

Look no further than **Asian Tigers Premier Worldwide Movers** as the company to pack just about anything, including for one customer a Triceratops skull and dinosaur eggs in their nest!

When one of Japan's leading museums sold its collection of two dinosaur skeletons and 24 fossils of various sizes to an auction house in North America for display and future on-selling they contacted Asian Tigers, the international relocation company with the experience and skills to pack and freight these valuable and fragile articles.

A team of 15 experienced packers took 5 days to dismantle and pack these bones and fossils into crates and then into 20' and 40' containers.

After careful dismantling, the bones and fossils are packed in foam sheets cut to size then into individual crates. This crate holds part of the tail of the dinosaur in the pictures.



Eagles WW to Assist Earthquake Victims

HGFAA member **Eagles Worldwide Moving (Shanghai) Co. Ltd.** has announced that its top management has decided that the company will donate half of its profit from the past two years to Red Cross China to help the victims of the massive earthquake earlier this year, which displaced thousands of victims. The funds will be used to help the survivors rebuild their homes.

Asia-Trans WW Renamed Geometra Worldwide Movers Pte Ltd.

Singapore-based **Asia-Trans Worldwide Moving (S) Pte Ltd.** has changed its name to **Geometra Worldwide Movers Pte Ltd.**, effective Feb. 27, 2008. The 13-year-old company's managing director, Mr. Rajamohan, called the change "a move that will enable us to build Geometra Worldwide Movers Pte Ltd. into a trusted brand and reinforce our reputation as a company that provides premium moving services to the local and global market." In addition, he said, it "will enable us to disassociate ourselves from organizations that bear similar names to Asia Trans" but with which the company is not affiliated.

Arpin Int'l Group Partners with TerraPass in Green Initiative

Rhode Island-based **Arpin International Group** has partnered with TerraPass, a consumer retailer and marketer of greenhouse gas reduction offsets, to sponsor clean energy and carbon reduction projects that result in a verified, measurable reduction in carbon emissions.

"We are currently working with the Environmental Protection Agency's SmartWay program and other organizations to substantially reduce truck emissions," said Peter Arpin, partner of Arpin Group. "Our newest partnership with TerraPass will assist us in offsetting the rest of the emissions we produce from office utilities, domestic and overseas employee travel and commuting."

Arpin International Group has reduced up to 1,000 metric tons of carbon emissions in the current year.

Carbon dioxide emissions, the principal cause of global warming, are an inevitable consequence of energy use. Every time an individual or organization uses electricity for lighting, fuel for transport, etc., additional carbon emissions are released into the atmosphere.

Arpin Group and its subsidiary and affiliated companies are in the process of adopting environmentally friendly technologies and practices in an effort to reduce the firm's carbon footprint. The program involves a wide variety of initiatives and the results are visible in the company's newly renovated offices.



Pictured, left to right: Molly Giles, PMCH; Tim and Jo Donnar, Reindeer principals; and Michele Spencer, PMCH.

Reindeer Supports Children's Hospital

Beginning in September, **Reindeer Auto Relocation**, headquartered in Zionsville, Ind., will donate \$1 for every survey returned from Reindeer customers. Reindeer Auto Relocation works with third party relocation and moving and storage companies to move over 20,000 vehicles a year. To monitor performance, a follow-up survey is sent. Now there will be an incentive for customers to return the surveys to benefit a good cause.

The Peyton Manning Children's Hospital (PMCH) at St. Vincent in Indianapolis, Ind., helps kids get back to being kids by providing an extraordinary experience of holistic physical, emotional and spiritual care for children, which makes the child and family as the focus of the comprehensive health care team.

Reindeer's goal is to donate \$10,000 to the Peyton Manning Children's Hospital to support the Child Life Program. The team of Child Life Specialists provide social, emotional, and developmental support to patients and families during illness and hospitalization, including supervising therapeutic play activities and rehearsing steps of upcoming medical procedures through the use of interactive dolls and equipment.

Reindeer Auto Relocation hopes that its program will inspire others to donate to the hospital. For more information, contact Molly Giles at (317) 338-7193 or mmgiles@stvincent.org.

Coming Up Next Time in

THE PORTAL

As always, we'll include a 46th Annual Meeting photo album and a report on the week's activities.

We'd also like to hear about your favorite memories of your time in Hawaii. Send us a paragraph telling us about your most memorable experience. Include a photo if you like. E-mail it to

bel.carrington@hhgfaa.org

and

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Clark & Rose Help Put Unemployed Back to Work

International removals and storage firm **Clark & Rose** is offering young adults a kick-start back into employment as part of the Jobcentre's New Deal scheme.

Clark & Rose is participating in the program for the sixth year, in which time it has taken on over 20 employees, at least seven of whom have remained as permanent members of staff.

The New Deal scheme aims to give those out of work the chance to train and learn in a work environment, and help build confidence and gain new skills, while at the same time helping out the company in which they are placed.

The New Deal employees are fully inducted into the company including receiving a three-day removals training course provided by the Clark & Rose qualified in-house trainer.

From there the employees are assigned a mentor and receive further training outside the office environment. If a trainee's performance over the 13-week training period is of an appropriate standard, Clark & Rose would try to offer him or her a permanent position.

Phil Stewart, Manager of Clark & Rose's Stirling, U.K., office, believes the program is of great benefit to both parties involved.

"I am a huge supporter of this scheme and we will hopefully continue to be part of it for years to come," he said. "Throughout the time we have been involved with it we have recruited a broad cross-section of candidates from a wide variety of backgrounds.

"Some of the staff we have recruited have progressed extremely well and some have gone on to become very competent export packers and supervisors."

One such employee is Dale Farquharson, who recently completed his initial training period and has since been employed full time permanent by Clark & Rose, said, "I thoroughly enjoy working within Clark & Rose and am extremely grateful for the opportunity which arose as part of the New Deal scheme. I worked hard throughout my training period and was lucky enough to be offered a full-time position within the company. I would advise anyone who is out of work to sign up to New Deal as it has successfully found myself, and many others, a great job."

Clark & Rose, founded in 1906, originally was a bicycle and van hire operation, which subsequently branched out into deliveries, then haulage and removals. Today, the company employs 90 staff and has bases in London, Paris and Aberdeen in addition to its office in Stirling.

IN MEMORIAM

Trish Robinson

UK-based Doree Bonner recently reported that Import Coordinator Trish Robinson passed away at the end of June.

Geoff Watson, the company's joint managing director, said, "All who knew Trish Robinson will be deeply saddened at her recent passing. For the last eight months Trish had battled a cancerous brain tumor, with all the strength, humor and determination that she was renowned for.

"Trish will be deeply missed by all at Doree Bonner. Trish's passing was felt across the globe with flowers, cards and countless messages of sympathy being received from colleagues, agents and friends worldwide. Trish's untimely passing has left Brian, her husband, son Mat-



thew, and daughter Dawn. Our sincerest condolences and thoughts are with them at this very sad time."

HONORS AND AWARDS



Atkinson

The British Association of Removers (BAR) has honored **Doree Bonner** **Dartford** employee **Jonathan Atkinson** with the prestigious Devereux Medal, awarded for highest marks achieved in the Higher & International Certificate in Removals Management.

Atkinson also passed the Certificate in Practical Estimating and the Foundation Certificate in Removals Management.

This is not the first time a Doree Bonner employee has received such a prestigious medal; three years ago, Paul Marchant, branch manager of Jordon & Jarrett in Canterbury, won the very same award. At the same time, Ben Podd and Charlotte Aherne earned their Certificate in Practical Estimating. Aherne, along with Stuart Knights, also passed the Foundation Certificate in Removals Management and Paul Schofield passed the Higher & International Certificate in Removals Management.



In conjunction with **Trans-Link Relocation**'s dedication to keep its service in line with the standards of ISO 9001:2000, the company went through an intensive accreditation process in the second quarter of this year to renew its certificate. Trans-Link is in fact the first ISO accredited relocation company in Thailand that consistently demonstrates quality service resulting from keen supervision of every factor that affects service performance," said **T.S. Tiddy**, Director of Trans-Link Relocation (pictured with **C. Jennifer** in photo).

The company successfully met ISO 9001:2000 requirements in July 2008 with registration no. 0400 1999 0965, which certifies that Trans-Link Relocation applies a management system in conformity with ISO requirements.



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.

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Is the DoD Budget Too Small? The 4% Debate

Recently, a number of senior military officers, as well as research groups and advocacy organizations, have been arguing that defense spending needs to be substantially higher in the next few years to avoid drastic cuts in major weapons programs or in the size of the force. Many, including the Chairman of the Joint Chiefs, Adm. Michael Mullen, have called for a baseline defense budget, not including war-related costs, pegged to about 4% of Gross Domestic Product - an amount that would be anywhere from \$70 to \$180 billion per year higher over the next few years than the current Administration plan. These arguments for a substantial increase in the defense budget, however, come at a time when, by historical standards, military spending appears to be very robust. Between FY1998, when the post-Cold War defense spending reached its lowest point, and FY2008, the baseline Department of Defense budget, not including war costs funded through supplemental appropriations, has increased by almost 40% above inflation and is about 20%, greater than the average during the Cold War (measured from the end of the Korean War in FY1954 through FY1990).

The fact that so large a level of spending appears to the military services to be so inadequate has several explanations:

- **Future baseline budgets are widely expected to decline.** The Administration plan to balance the federal budget by FY2012 includes limits on defense spending.
- **Supplemental appropriations are expected to decline as well.** While plans to withdraw from Iraq are uncertain, the military services expect that supplemental appropriations will come down within a few years. Therefore, costs for training and equipment maintenance that have been covered in supplemental appropriations will migrate back into the baseline budget at the expense of other programs.

- **Costs of paying and supporting military personnel have grown dramatically in recent years.**
- **Operating costs continue to grow faster than inflation.**
- **New generations of weapons will be more expensive** than the systems they replace as weapons technology advances.
- **Poor cost estimates:** The GAO has documented frequent, substantial increases in costs of major defense systems compared to original development estimates.
- **The wars in Iraq and Afghanistan** have led to very large

By Jim Wise
PACE, LLP



increases in equipment requirements for ground forces, particularly for force protection, communications, and transportation.

- **A broader range of national security challenges:** Forces must be designed not only for traditional conflicts, but for insurgencies and other irregular wars, support of allies, threats of catastrophic attacks by non-state actors with weapons of mass destruction, and entirely new kinds of disruptive attacks on specific US and allied vulnerabilities.

Certainly, pegging the defense budget to 4% of GDP would result in an increase to the baseline defense spending and could present opportunities for HHGFAA to benefit. Given the looming pressures on the defense budget, it seems likely that this will become a matter of considerable debate in the 111th Congress. As part of this debate, Congress may undertake an extensive review of how defense resources are currently allocated and how they may best be allocated in the future. Therefore, HHGFAA should be prepared to meet any challenges to current programs and advocate for increased resources.

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July/August Issue.....July 16, 2009
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(ANNUAL MEETING ISSUE)

IMPORTANT NOTICE ABOUT ELECTRONIC ADS

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SDDC Pacific Workshop
(Industry Portion: Oct. 8-9)
Honolulu, Hawaii

October 10-13, 2008

American Red Ball Convention
Maui, Hawaii

October 15-16, 2008

Pennsylvania Moving & Storage Associates
Annual Conference and Expo
Harrisonburg, Pennsylvania

October 29-31, 2008

ERC Global Workforce Symposium
Washington, DC

November 17-18, 2008

Canadian Association of Movers
Toronto, Canada

February 8-11, 2009

AMSA Education Conference and Expo
Dallas, Texas

March 15-18, 2009

LACMA Conference
Trinidad & Tobago

April 26-30, 2009

FIDI Global Alliance
City TBA

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 for an expanded list of meetings and events of interest to HHGFAA members.