

# THE PORTAL



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VOLUME XLI

The Journal of the International Association of Movers

SEPTEMBER/OCTOBER 2009

## IAM 47th Annual Meeting

'Moving  
To a New  
Rhythm'



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**TERRY R. HEAD**  
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## Why Do We Come?

I am always amazed how quickly twelve months rolls by and I find myself preparing for yet another Annual Meeting of the Association. This will be my thirteenth conference as your president, although my very first meeting just as a member of the organization was in 1981 in Reno, Nevada. I know there are many of you who have been attending a lot longer than me, with some of you very proud to boast of attending all of the meetings since way before that.

This year, all of us who come to Orlando can say, *“I was there at the very first meeting of the International Association of Movers!”*

But why do we all come year after year? What is the draw? What’s the attraction? Why invest the time and the money? What are the benefits to be gained by hundreds or thousands of IAM members flying in from all parts of the globe, leaving our families and businesses behind, sometimes for weeks at a time?

I guess everyone might have a different answer to those questions. And maybe some would simply say they have to come, because their competitor comes. But I personally think there is more to it than that.

I believe everyone likes to belong to something. Everyone wants to be part of something to which they can make contributions and in which they can invest, watch as it grows, and which, it is hoped, will return to them more than they put in.

Our industry is unlike many others. We compete among ourselves, but we also depend on each other to get the job done. The IAM member in London relies on the person in Rio. The company in Rio counts on his reciprocal partner in Hong Kong.

We’re not just all in the same business—we’re all in business together.

The great thing about our conference is the collaboration that takes place, as well as the information and knowledge that is shared over just four or five days. It is particularly important to continue this meeting of minds at a time when we all have limited resources, particularly in this down economy.

George Bernard Shaw, the great playwright, once viewed collaboration like this: “If you have an apple and I have an apple and we exchange apples, then you and I will still each have one apple. But if you an idea and I have and idea and we exchange those ideas, then each of us will have two ideas.”

Reciprocating partnerships and relationships, whether they are between you and another IAM member or between you and the Association itself, should make good sense. More important, those relationships and strategic partnerships should make good business sense. As Shaw might argue, don’t swap one thing for a similar thing. The exchanges during the IAM Annual Meeting create something new, better, something different, and something of more value—and that definitely makes good sense.

And I think that is why we all come.

**MEET THE CANDIDATES**

**Randy Groger** has over 40 years' experience in the transportation field, including 26 years as a manager and executive in the moving industry. He is currently president of RKG Associates, a consulting and forwarding company focused on the international military and GSA Personal Property Programs. He began his career in the moving industry in 1983 with Suddath Van Lines affiliate AirLand Forwarders, Inc., where he served as operations manager, general manager, vice president, and president until 2008, when he founded RKG Associates LLD.



Groger's experience includes overall responsibility for the management, administration, and executive oversight of several industry services, including a Transportation Service Provider in the military and GSA Personal Property Programs, a flatbed trucking fleet specializing in containerized household goods, an ocean freight forwarder, and a financial planning and claim services company. Most recently he published a book dissecting the new DOD DP3 Program called "Agents and DP3: An Impact Analysis and Information Resource." He also spent five years as an officer in the Army Transportation Corps, serving in Europe and the Far East, where he received the Bronze Star for Meritorious Service, and CONUS.

"Over the years," says Groger, "I have been fortunate to have had the opportunity to meet and interact with many fine people in our industry, including the professional staffs of IAM, AMSA, DOD, GSA, and DOS who have worked hard to improve the delivery of moving services through government programs."

As vice chairman of HHGFAA, Groger was heavily involved with the Families First Program (now DP3) and served on several Business Process Working Groups (BPWGs) examining the requirements and administration of a quality-based DOD personal Property Program. He also represented industry's position in numerous conferences with TRANSCOM and SDDC leaders concerning ongoing programs, issues, and plans through a variety of public forums and committees.

"I believe the IAM Executive Committee must continue its focus on the international and domestic DOD programs and provide the industry leadership to assure they reward quality service at fair market price," says Groger. "The DP3 program must be 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, Groger appreciates that our Association maintains the largest international commercial membership in the industry. In recognition of that honor, last year we adopted our new name, the International Association of Movers, which accurately describes our Association's worldwide scope and unity of common purpose.

Groger believes the Executive Committee and staff must continue to build upon this broad constituency and boldly expand our Active membership base to allow participation in policy and governance by all qualified members, regardless of market participation.



**Jeff 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

**ACTIVE SLATE OF CANDIDATES**

**Chairman**

Randy Groger .....RKG Associates

**Vice Chairman**

Jeffrey Coleman .....Covan International Inc.

**Four (4) Members-At-Large**

Craig Crawford.... Silver Ridge Forwarding, Incorporated

\*Jim Gaw .....Atlas Van Lines International, Inc.

\*Gordon Keene ..... Abba International Inc.

Scott Kelly.....Suddath Government Services/  
AirLand Forwarders Inc.

\*Jan Moore ..... BINL, Inc.

\*Mike Richardson ..... Senate Forwarding Inc.

Peggy Wilken ..... Stevens Worldwide Van Lines/  
Stevens Forwarders Inc.

**\*Incumbents**

The IAM 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 IAM Membership Directory.

**Note:** The two Associate Member positions and the one YP-35 Representative on the IAM Executive Committee are elected under two year terms; and will be voted upon next year by the respective bodies for whom they represent and serve on the board.

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, where he manages the strategy and day-to-day operations for international household goods logistics. As a member of the International Association of Movers he serves on both the Technology and the Military and Government Affairs committees. In January 2007, Crawford participated in the initial SAT testing of the DPS system and since that time he has been actively engaged in industry-sponsored testing initiatives and discussion groups on DPS. Prior to Silver Ridge, Crawford worked for seven years at Siebel Systems, where he developed and managed partnerships between many of the world's leading technology companies.



◆  
**Jim Gaw** is the vice president of Atlas Van Lines International, based in Seattle, Wash. He joined Atlas in January of 2009. As a vice president for Atlas, he acts as an integral part of the Atlas International management team overseeing business development and growth of the brand. In addition, he has responsibility for GSA services, development of third-party transportation services, sales, and marketing, as well as network development and tonnage optimization for Atlas International. He manages the development of Atlas International Web/IT capabilities to facilitate pricing, move management, and shipment tracking, as well as developing household goods, commodities, and government business for Atlas Van Lines International. Previous to his current position, he held other management positions with Bekins Van Lines and National Van Lines.



In March 2008, Gaw was named as an interim Member-at-Large to fill a mid-term vacancy on the IAM Executive Committee. He was subsequently re-elected in October 2008. Currently, he serves as the chairman of the Accessorial Services 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 named vice chairman of that committee in 2007 and again in 2009.

◆  
**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 IAM.



“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 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 has resulted 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 IAM 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 DP3 program or some variation of those concepts.”

◆  
**Scott Kelly** is the president of Suddath Government Services, a division of The Suddath Companies. SGS is comprised of a network of agents and has a worldwide capacity to handle shipments in the military and government services household goods relocation market. This network draws from worldwide and/or unaffiliated agencies as well as from the national van lines industry, including United Van Lines and Suddath's own nationwide services.



Kelly has been with Suddath for over 20 years. He is responsible for the development of Suddath's DOD and General Services Administration business, including customers such as the Center for Disease Control, Bureau of Public Debt, DEA and the Department of State. Kelly was also responsible for Suddath's successful participation in the DOD's Household Goods Re-engineering Project, as well as a move manager under the Full-Service Moving Project.

Kelly is an active member of various industry organizations, including the International Association of Movers and the American Moving and Storage Association. He currently serves on AMSA's Government Affairs Committee and participates in industry/SDDC partnerships and development committees.

◆  
**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 IAM 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 IAM 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 17 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 six years and look forward to the challenge of chairing the Carrier Relations Committee.”



**Margaret (Peggy) Wilken** has been an employee of Saginaw, Mich.-based Stevens Worldwide since July 1981, serving as vice president of government traffic and a member of the executive team. She is currently responsible for all government traffic management for the company and also oversees the management of the commercial and DoD claims departments. Wilken manages Stevens’ relationships with the Department of Defense (DOD), General Services Administration (GSA), and various other federal agencies. She is also responsible for the recruitment of Stevens’ DOD agents, rate filing, training, and regulation adherence.



Wilken has been a contributor of articles to The Moving World and Direction magazine on government traffic and on ISO registration and compliance. She has served as government liaison for the former National Moving & Storage Association, currently serves on the Government Traffic Committee of the American Moving & Storage Association, and has previously served on the board of the Independent Movers Conference. Wilken has been involved in various military/industry task force working groups on the re-engineering of the DOD Personal Property Program. She has been one of the industry representatives who has worked with SDDC, JPMO HHGS, and the program developer for the new DP3 program. She has been recognized within the industry as an expert and spokesperson in the area of DoD regulations and claims practice.

Prior to joining the moving industry, Wilken worked as a legal assistant for several law firms in Saginaw, Mich., and as a paralegal in the area of pension and profit sharing plans. She also worked for a New York-based LTL trucking company, Branch Motor Express.

# International Shippers Association (ISA)

## SLATE OF CANDIDATES

**Chairman** ..... Howard Leff  
**Vice Chairman** ..... Mike Richardson  
**Treasurer** ..... Mike Cazalet

The Annual Meeting of the ISA Membership will be held on Sunday, Oct. 11, 2:30–3:30 PM at the Swan and Dolphin Resort.

During the ISA membership meeting formal elections will be held for the positions of Chairman, Vice Chairman and Treasurer, all of which are two-year terms.

**(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. Members of the ISA Board of Directors must each be a member of the International Association of Movers (IAM) and the board must consist of a balance of no fewer than two IAM Active members and two IAM Associate Members. The position of Chairman shall rotate every two years between an Active and an Associate member.)

# IAM 47TH ANNUAL MEETING

Orlando, Florida • October 10–13, 2009

## Schedule of Events

Friday October 9	Sunday October 11	Monday October 12	Tuesday October 13
<p><b>2:00pm-6:00pm</b> Exhibit Set-up</p>	<p><b>7:30am-5:00pm</b> Registration Open</p>	<p><b>7:00am-7:45am</b> Hall of Honor Selection Committee Business Session</p>	<p><b>7:30am-12:00 noon</b> Registration Open</p>
<p><b>Saturday October 10</b></p>	<p><b>7:30am-9:30am</b> Breakfast</p>	<p><b>7:30am-5:00pm</b> Registration Open</p>	<p><b>7:30am-10:00am</b> Breakfast with Exhibitors</p>
<p><b>7:30am-11:30am</b> Exhibitor Set-up (Continued)</p>	<p><b>7:30am-8:30am</b> AFW Scholarship Board Breakfast</p>	<p><b>7:30am-9:30am</b> Breakfast</p>	<p><b>7:30am-12:00 noon</b> Network Central and Exhibits Open</p>
<p><b>9:00am-11:00am</b> AMMB/YPMB/ Executive Committee Breakfast Meeting</p>	<p><b>9:00am-5:00pm</b> Network Central and Exhibits Open</p>	<p><b>7:45am-8:45am</b> Hall of Honor Honoree Breakfast <i>By Invitation Only</i></p>	<p><b>9:00am-12:00 noon</b> Active Member Meeting</p>
<p><b>11:00am-4:30pm</b> Executive Committee Meeting</p>	<p><b>9:30am-11:30am</b> Claims Workshop</p>	<p><b>9:00am-12:30pm</b> Network Central and Exhibits Open</p>	<p><b>12:00 noon-2:00pm</b> Exhibit Teardown</p>
<p><b>11:30am-6:00pm</b> Registration Open</p>	<p><b>11:30am-1:00pm</b> Exhibitors' Reception</p>	<p><b>9:30am-10:30am</b> Associate Membership Meeting</p>	<p><b>1:30pm-2:15pm</b> Special Program "10+2"</p>
<p><b>11:30am-5:00pm</b> Network Central and Exhibits Open</p>	<p><b>12:00 noon-2:00pm</b> ISA Board Meeting and Luncheon</p>	<p><b>11:00am-12:30pm</b> Exhibitors' Reception</p>	<p><b>2:30pm-4:00pm</b> Special Program DP3 Roundtable</p>
<p><b>1:00pm-2:00pm</b> Executive Committee Luncheon</p>	<p><b>1:00pm-2:00pm</b> YP-35 Board Meeting</p>	<p><b>12:30pm-3:00pm</b> Luncheon and Hall of Honor Inductions</p>	<p><b>6:30pm-7:30pm</b> Closing Reception</p>
<p><b>5:15pm-6:15pm</b> New Members' and First-Time Attendees' Reception</p>	<p><b>2:00pm-3:30pm</b> YP-35 Membership Meeting</p>	<p><b>3:15pm-5:00pm</b> Network Central and Exhibits Re-Open</p>	<p><b>7:30pm-9:30pm</b> Closing Dinner and Entertainment</p>
<p><b>5:15pm-6:15 pm</b> YP-35 Welcome Reception <i>YP-35 Members Only</i></p>	<p><b>2:30pm-3:30pm</b> ISA Membership Meeting</p>	<p><b>3:30pm-5:30pm</b> Military and Government Affairs Workshop</p>	<p><b>9:30pm-11:30pm</b> Post-Dinner Entertainment</p>
<p><b>6:15pm-8:15pm</b> Opening Reception</p>	<p><b>4:00pm-5:00pm</b> ISA Board Meeting</p>	<p><b>5:45pm-7:00pm</b> AFW Scholarship Fund Reception <i>By Invitation Only</i></p>	<p><b>NOTE: Be sure to check the schedule for the Knowledge Lab on page 24</b></p>
		<p><b>9:00pm-11:30pm</b> YP-35 Social Mixer <i>YP-35 Members Only</i></p>	

# NOTICE

## Proposed IAM By-Law Amendment

**SUBJECT:** Proposed Reclassification and new References (Names) for various Categories of Membership in the International Association of Movers

**AMENDMENT PROPOSER:** IAM Executive Committee, Associate Members Management Board and the Young Professionals Management Board.

**PRESENTER:** Terry R. Head, IAM President

**OBJECTIVE OF PROPOSAL:** To reclassify and rename the categories of ACTIVE and ASSOCIATE Membership, as well as create a new category of SUPPLIER to allow for an enhanced level of participation from a larger majority of the IAM worldwide membership who desire to take a leading role in the governance of the Association.

Acting on last year's overwhelming support by the Membership for adopting the new name of the International Association of Movers, the Executive Committee and the Association's professional staff have devoted a great deal of time to researching and considering a reclassification of all membership categories. This effort was focused on creating a membership and governance structure that better represents the true makeup, nature and scope of the Association's global membership.

The undertaking to revise the categories for IAM membership was also supported by the input received from the IAM "Member Needs Survey," wherein seventy percent (70 %) of respondents to the Survey indicated they were either "very" or "somewhat" interested in...reclassifying the Active membership category to include additional information and benefits related to commercial (non-military/government) moving.

**PROPOSED:** That the IAM "Active" Member category is reclassified and renamed to become GOVERNING MEMBER; the "Associate" Member category is reclassified and renamed to become CORE MEMBER; and that a new category is established under the name of SUPPLIER MEMBER.

The Supplier Member category was conceived to set apart those members and companies who are not engaged in the moving and shipping process, yet desire to market and provide products and ancillary services to IAM members and their customers.

Specifically, Article IV (Membership), Section 1 of the IAM By-Laws, will be revised and amended to incorporate the following language:

Membership in the Association shall consist of six classes: Governing Member, Core Member, Supplier Member, Student Member, Industry Veteran Member and Young Professional Member.

**Governing Membership** in the Association shall be open to any person, firm, entity, organization, company or corporation engaged in or with an interest in Moving.

**Core Membership** in the Association shall be open to any person, firm, entity, organization, company or corporation engaged in, or with an interest in Moving, unless that entity is a Transportation Service Provider (TSP) offering door-to-door through bill of lading service capabilities to the U.S. Government, in which case said entity will be required to be a Governing Member of IAM.

**Supplier Membership** in the Association shall be open to any person, firm, entity, organization, company and corporation providing goods or services to the moving industry, without being actively engaged in the moving process.

**Student Membership** in the Association shall be open to all full and part-time students who are actively enrolled in academic study, carrying a minimum of 6 credit hours.

**Industry Veteran Membership** shall be open to an individual who has previously worked within our industry, who is no longer actively employed and who has reached 62 years of age or greater but nonetheless wishes to keep abreast of developments in the industry and to maintain ties with other industry participants, former associates and friends.

**"Young Professionals" (YP-35) Membership** shall be open to individuals who are employees of IAM members and who are thirty-five (35) years or under when they join the group. Once a person has joined YP-35 they are permitted to remain a participant in the group until turning forty (40) years of age.

### NOTES:

As appropriate and necessary, within all Articles and Sections of the IAM By-laws, any and all references to Active and Associate shall be revised to reference Governing and Core. Also, any necessary revisions and/or new verbiage will be added to establish the new category for Supplier member.

Should the proposal be adopted, the Executive Committee and staff will continue development of a transitional timeline for adoption of the affected Articles and Sections of the IAM By-Laws.

Additional information in support of and in relation to the proposed By-Law Amendments/Revisions will be provided either prior to or during the Annual Meeting before the membership is required to render a decision on the proposal.



## IAM 47th Annual Meeting Sponsors

As this issue of **The Portal** went to press, the following IAM member companies had signed on as sponsors of the 47th Annual Meeting. Many thanks to all these companies for their strong support.

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## IAM 47th Annual Meeting Exhibitors

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American Relocation Services  
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Cartwright International Van Lines Inc.  
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China Way International Moving &  
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Coco's International Movers  
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Continental Paper Company  
Contour Logistics, Inc.  
Corstjens Worldwide Movers Group  
Covan International Inc.  
Custom Movers Services  
DeWitt Moving & Storage  
DHS Worldwide Software Solutions  
Echo Trans World Inc.  
end2end logistics global pvt. ltd.  
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Fox Moving & Storage  
Gallagher Transport International Inc.  
Gosselin Moving N.V.  
GTS Group  
Interdean International Relocation  
International Wood Industries Inc.  
ITO Moebeltransport GmbH  
Jacksonville Box & Woodwork Co.  
Joint Program Management Office  
for Household Goods (JPMO HHGs)  
Jordanian Coast Cargo Services

KD Boxes  
L.A.C.M.A.  
Leader Freight Forwarders  
Matson Navigation Co.  
Milburn Printing  
Moves Online  
Moving Home Company Ltd.  
Myanmar Express International Moving  
Services Co. Ltd.  
New Haven Moving Equipment Corp.  
Nilson Van & Storage  
Orient Express Forwarding Pte Ltd.  
Orient International Relocations  
Orphee Beinoglou Int'l Forwarders S.A.  
P.M. Relocations Pvt Ltd.  
Pan American International Movers  
Association (PAIMA)  
Penbroke Marine Services, Inc.  
PowerTrack, U.S. Bank  
Prime Transport Customs Broker  
Prism International  
Rainier Overseas Movers Inc.  
See-Sped USA Inc.  
Shipco Transport  
ShippingQuest  
Sofrapack  
Speedy Moving SRL  
SSH Movers, Inc.  
Suddath International  
TechMate International  
TG International Insurance Brokerage, Inc.  
Toma Moving Ltd  
Totem Ocean Trailer Express, Inc.  
Transport Management Int'l Ltd  
Traslocare.iT SRL  
U-Storage/Intl Moving Co.  
Vehicle Registration Services  
Voerman Russia  
Voxme Software Inc.  
WorldCare Pet Transportation, LLC  
"Young Professionals" (YP-35)  
YRC Worldwide



# International Association of Movers 47th Annual Meeting • Orlando, Florida

Located in the  
Exhibit Hall

## Knowledge Lab Schedule

### Saturday, October 10

1:00 PM

#### ***“Optimize Cash Flow in a Difficult Economy”***

Presented by Cheryl Garcia, U.S. Bank PowerTrack

Whether you're a current PowerTrack customer or just want to learn more about electronic billing and payment, you'll get valuable information on how you can optimize your cash flow in today's challenging economic climate and get an overview of PowerTrack's role with DP3/DPS.

3:00 PM

#### ***“What Does Networking Mean to You?”***

Presented by Ed Cohen, Global HR News

Make the most of your Annual Meeting experience with tips from an expert.

### Sunday, October 11

10:00 AM

#### ***“Making Money by Improving Operations”***

Presented by Kathi Albertini, Management Growth Institute

Learn about Profit Enhancement Groups and how they can improve your operations and boost your bottom line.

11:00 AM

#### ***“Increasing Sales and Profits”***

Presented by Kathi Albertini, Management Growth Institute

A case study of a fictitious moving company in which participants will learn how to get more sales and increase profits in a troubled economy.

1:00 PM

#### ***“Latin America: A Region of Opportunities”***

Presented by Evelyn G. de Jaen, LACMA

An overview of the Latin American & Caribbean International Movers Association (LACMA) and a glimpse at today's Latin America and the challenges of doing business in the region.

3:00 PM

#### ***“Opportunities in Record Storage and Management”***

Presented by John Ulmer, PRISM International (Professional Records & Information Services Management)

What you need to know and understand as you enter the records storage and management industry. Get an overview of the key vertical market segments, financial information, operations basics, service offerings, and an overview of software, equipment and facility needs.

### Monday, October 12

10:45 AM

#### ***“DPS Work-A-Rounds and Workin' Around the System”***

Presented by Charles White, IAM; Brandon Day, Daycos; and C.J. Dabo, Interstate International

The panel discusses issues TSPs must face when using DPS and examines ways to “work around” some of the major DPS pitfalls.

3:30 PM

#### ***“Spotlight on IAM's Receivable Protection Program (RPP)”***

Presented by Brian Limperopulos, IAM; Catherine Goodrum, The Trilogy Group; and Doug Finke, Sterling International

How you can take advantage of one of IAM's most popular membership benefits.

### Tuesday, October 13

8:30 AM

#### ***“BAR: Building for the Future”***

Presented by Stephen Vickers, British Association of Removers

A status report on the organization's new strategic direction and commercial orientation.

10:00 AM

#### ***“Challenges of USA Movers and Spotlight on AMSA's new ‘ProMover’ Certification Program”***

Presented by Linda Bauer Darr, American Moving and Storage Association

How AMSA's new ProMover certification program aims to weed out rogue movers, assist consumers, and improve the industry's image.

### **TUESDAY, OCTOBER 13: MORE FEATURED PROGRAMS OUTSIDE THE KNOWLEDGE LAB**

#### **1:30 PM, Northern Hemisphere E**

##### ***Special Program: “‘10+2’ Importer Security Filings (ISF)”***

Presented by Brian Limperopulos, IAM; Patrick Gallagher, Gallagher Transport International, Inc.; and Doug Finke, Sterling International. How you can avoid penalties under the complex and stringent new ISF requirement known as “10+2.”

#### **2:30–4:00 PM, Northern Hemisphere E**

##### ***“DoD Personal Property/DP3 Roundtable: The Current State of DoD Personal Property and a Look into the Future”***

Moderated by Chuck White. Representatives from SDDC, JPMO HHGS, Army, Navy and Air Force will each offer their perspectives on the current state of the DOD Personal Property Program and take a glimpse into their crystal balls to predict what the future holds for the DOD household goods moving process.

# Knowledge Lab Presenters



**Albertini**



**Cohen**



**Dabo**



**Darr**



**Day**



**de Jaen**



**Finke**



**Gallagher**



**Garcia**



**Goodrum**



**Limperopulos**



**Ulmer**



**Vickers**



**White**

**Kathi Albertini** is CEO at Management Growth Institute. She has worked with over 100 moving companies through Profit Enhancement Groups (PEGs) and workshops.

**Ed Cohen** is president, editor and publisher of Global HR News Media Group ([www.globalhrnews.com](http://www.globalhrnews.com)), which is involved with publishing news and information on global workforce talent management and global mobility management; developing and managing education training conferences and networking events; producing and broadcasting radio shows; and, business consulting services, which now include advertising agency functions and public relations.

**C.J. Dabo**, a U.S. Marine Corps veteran, previously spent 5 years at the Military Surface Deployment and Distribution Command, where he led the Carrier Qualification and Performance Team and facilitated Business Process Working Groups (BPWGs). He now oversees the development and implementation of long-range strategic plans at Interstate International to increase Department of Defense market share and to meet the requirements of the Defense Personal Property System (DPS) supporting the Defense Personal Property Program (DP3).

**Linda Bauer Darr** since 2007 has been the president and CEO of the American Moving and Storage Association (AMSA), executive director of the Moving and Storage Institute, and publisher of *Direction* magazine. She has

almost 20 years' experience in transportation policy, association management, and government relations. Her experience includes senior positions with the American Trucking Associations and the American Bus Association, as well as serving during the Clinton Administration at the U.S. Department of Transportation.

**Brandon Day**, CEO and co-owner of Daycos, has been involved in testing of the Defense Personal Property System since its inception, as part of the System Acceptance Testing (SAT) team, Joint Stakeholder Advisory Team (JSAT), and the DPS Invoicing Test Team. He serves on IAM's Military & Government Affairs Committee and the Technology Committee.

**Evelyn G. de Jaen** worked for 20 years in the moving industry in Panama. She has been general manager of LACMA for the past 10 years.

**Douglas Finke**, president of Sterling International, is IAM's Associate Members' Representative at Large and also chair of the Association's Commercial Affairs Committee. He began his career in the industry in 1958, working on the trucks at Bekins Moving & Storage in Hillside, Ill., and gained operations experience at agencies and van lines before founding Sterling International in 2002.

**Patrick Gallagher** is president of Gallagher Transport International, Inc., the customs brokerage that pioneered the electronic clearance of household goods at every port of entry in the

United States. Having been in the customs brokerage business since 1970, he has seen and been involved with the transition of Customs from a paper-intensive agency to a huge electronic data-driven body.

**Cheryl Garcia**, CPA, PMP, joined U.S. Bank PowerTrack in 2003 as the lead consultant for the implementation of the Defense Personal Property Program. She is now the vice president of government services, leading a team of professionals who are responsible for sales, implementation and relationship management for all of PowerTrack's federal, state and local government customers. Previously, she had founded three moving and storage agencies in San Antonio and Austin, Texas, later selling the company to earn her M.B.A. and become a Certified Public Accountant. As a CPA, she worked with organizations to improve efficiencies in operations, project management, and financial supply chain.

**Catherine Goodrum**, a highly successful consulting sales professional with more than 20 years' experience in the relocation industry, is a founding member of The Trilogy Group, a lead group in retained consulting for relocation and household goods companies. She previously served as corporate relocation director for a real estate network, was a top account executive for two major van line agencies, and single-handedly launched the first Latin American relocation services network in the United States. Since 2002, she has assisted IAM

with numerous commercial and government projects.

**Brian Limperopulos** recently joined IAM as programs manager to coordinate and enhance many of the Association's current and future programs. He previously was an international relocation manager at Security International, where he coordinated annual shipments from origin to destination for the World Bank account.

**John Ulmer** has over 24 years' experience in the media vault and records storage industry. For the past three years, since selling his three very successful operations in Tennessee, he has been a consultant to the industry. His specialty is media vault startups, best practices for operations and selling to IT executives.

**Stephen Vickers** recently completed his first year as director general at the British Association of Removers, as BAR pursues a new, more commercially oriented strategic direction following an extensive governance review by the association. He uses his extensive change management experience over 25 years in the logistics sector in developing and directing BAR's strategic vision.

**Charles L. "Chuck" White**, a former "Army brat," is a former high school teacher who in 2005 became director of government and military relations at IAM (then known as HHGFAA). Previously he had worked at Executive Moving Systems in Woodbridge, Va., where he eventually became director of sales and marketing.



## 6th Annual Charity Run

**S**anta Fe Relocation Services will sponsor the 6th Annual Charity Run on Oct. 9, in Orlando, Fla., site of IAM's 47th Annual Meeting. All proceeds will go to Johns Hopkins Medical International, directed toward research and treatment of breast cancer. Santa Fe, a founding member of the Johns Hopkins Research Fund, contributes \$10 for every move it handles and has contributed US\$750,000 since launching the fund in 2002.

- When:** Friday, Oct. 9, 2009, run start time 3:00 pm.  
**Where:** Orlando Florida, meet in the lobby at 2:15 pm.  
**Registration:** To register, visit [www.santaferelo.com](http://www.santaferelo.com) and click the link "Santa Fe's 6th Annual Charity Fun Run — Orlando 2009" on the company's homepage. You can also sign up in person at the registration desk in the Dolphin & Swan hotel lobby on Oct. 9 from 9:00 a.m. to 2:15 p.m.  
**Fee:** US\$50 per participant.

### Visit These Sites for Discounts and Promotions

[www.orlandoinfo.com/offers/](http://www.orlandoinfo.com/offers/)  
[www.orlandoticketsales.com/oi/](http://www.orlandoticketsales.com/oi/)  
[www.orlandoinfo.com/magicard/index.cfm](http://www.orlandoinfo.com/magicard/index.cfm)



## Orlando Magicard Saves You Money— Just Like Magic

**W**ith more entertainment and fun-in-the-sun activities than anywhere else, Orlando is the place to visit again and again! The Orlando Magicard® offers great savings on a variety of area attractions, accommodations, restaurants and shops. So make your next visit to Orlando the best ever... use the Orlando Magicard and save! Best of all, the Magicard is FREE!

You can download and print a Magicard or request a Magicard online at [www.orlandoinfo.com/magicard/index.cfm](http://www.orlandoinfo.com/magicard/index.cfm) and you will also receive a comprehensive Vacation Guide so you can plan your trip. If you're in town, visit the Official Visitors Center to pick up your free Magicard. The Official Visitors Center will also provide you with all the vacation planning information you need including maps, tickets and more.

All you have to do is present your Magicard to any of the participating members at the time of your purchase. You'll find a variety of offers from which to save, including attractions, dining, golf, shopping, sports and recreation, and transportation.

### On Jan. 1, 2009, HHGFAA became the International Association of Movers



Download the IAM logo and the Users Guide for the rules and instructions for its use on letterhead, advertising, and other marketing tools at

[www.IAMovers.org/logo.html](http://www.IAMovers.org/logo.html)

# Things to See and Do In Orlando

There's something for everyone in Orlando, from the relaxing to the magical. Indoors, outdoors, there are plenty of attractions and activities to satisfy your interests. Here are just a few.



## **Boggy Creek Airboat Rides**

2001 East Southport Road • Kissimmee

[www.bcairboats.com](http://www.bcairboats.com)

E-mail: [info@bcairboats.com](mailto:info@bcairboats.com)

Phone: 407-344-9550

Over a million passengers have visited World Famous Boggy Creek Airboat Rides and closest airboat tour to Orlando attractions. Discover territory that remains unaltered by man in the wilderness of the Central Florida Everglades. Experienced Master Captains will take you into the breathtaking beauty exploring wetlands, viewing alligators and wildlife. Whisk across the surface of the water while shooting between walls of tall grass and cypress trees into one of North America's largest populations of bald eagles.

There are three tours to choose from: A half-hour tour (leaves every 30 minutes); a one-hour night tour (reservations required); and private 45-minute tours



**Ride the Manta at SeaWorld Orlando. (Photo: © SeaWorld Orlando)**

## **SeaWorld Orlando**

7007 SeaWorld Drive • Orlando

[www.SeaWorldOrlando.com](http://www.SeaWorldOrlando.com)

Phone: 407-351-3600 • 888-800-5447

SeaWorld immerses guests in the mysteries of the sea through up-close animal discoveries, amazing attractions and rides and unforgettable performances. Whether riding a flying manta ray, getting drenched by Shamu, meeting dolphins, braving astounding thrill rides, counting the teeth on a shark or feeding seals and sea lions, vacation adventures become lifelong memories at SeaWorld. You can find out what it's like to spin, glide, skim and soar like a giant ray as they experience the only flying roller coaster of its kind in the world. A seamless blend of up-close animal encounters with a head-first, face-down thrill ride, Manta is an adventure only SeaWorld could create. Manta slices the water with 32 brave riders secured safely to the belly of a giant ray. Go to [DiveDeepFlyHigh.com](http://DiveDeepFlyHigh.com) to discover more.



**Photo: © SeaWorld Orlando**

## **SeaWorld—Believe**

7007 SeaWorld Drive • Orlando

[www.seaworldorlando.com](http://www.seaworldorlando.com)

407-351-3600 • 800-327-2424

SeaWorld Orlando has unveiled the most ambitious entertainment project in the park's history—"Believe." Nearly four years in the making, "Believe" showcases SeaWorld's majestic killer whales performing awe-inspiring choreography, an elaborate 3-story tail fluke set including four, 20-foot-wide, panoramic LED screens and an original musical score written exclusively for this show. SeaWorld's creative team collaborated with innovative entertainment icons to develop a show that would not only inspire guests' emotions, but also reignite guests' passions for their own dreams. The intense choreography of this extraordinary show creates a breathtaking "killer whale ballet" of grace

and agility, as every movement of the powerful whales—each weighing 6,000 to 10,000 pounds—is matched to the corresponding beat of a stirring, original musical score performed by the Prague National Symphony Orchestra.



### **SkyVenture Orlando**

6805 Visitors Circle • Orlando  
[www.skyventureorlando.com](http://www.skyventureorlando.com)  
Phone: 407-903-1150 • 800-Sky-Fun1

SkyVenture Orlando Indoor Skydiving gives you all the excitement of skydiving without having to jump out of an airplane. And it's all freefall time—the good stuff! SkyVenture is so realistic that professional skydivers practice their moves here, but safe enough for virtually everyone—from three years to adults of any age. Our professional trainers teach you everything you need to know for your unforgettable experience! No experience needed, just a sense of adventure and an attitude for fun! Rain or shine. Your hour-long adventure includes:

- Training Class
- Flight Gear
- Two Flight Rotations
- Commemorative Flight Certificate



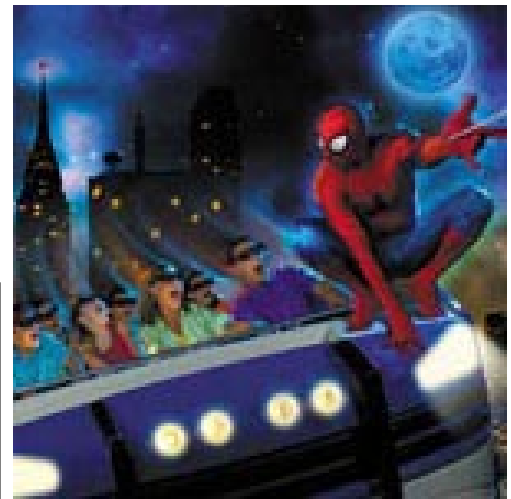
### **Discovery Cove**

6000 Discovery Cove Way • Orlando  
[www.discoverycove.com](http://www.discoverycove.com)  
Phone: 407-370-1280 • 877-557-7404

Come enjoy an unforgettable, luxurious, all-inclusive day experiencing the many wonders of Discovery Cove. Packages available with and without signature dolphin swim. Both packages include unlimited access to our Explorer's Aviary, home to hundreds of species of exotic birds. The carefree currents of the Wind-Away River, and long stretches of white sand beaches along the shores of Serenity Bay and a 14-consecutive day pass to either SeaWorld Orlando or Busch Gardens Tampa. A generous continental breakfast and lunch, as well as all snacks and beverages throughout the day are also included, along with your mask, snorkel, swim vest, towel, locker and sunscreen. All-day self-parking is also included with no additional charge. Just pick your package, and get ready for a day that will live in your heart for years to come.

**Looking for Discount  
Tickets? Visit**

[www.orlandoticketsales.com/oi/](http://www.orlandoticketsales.com/oi/)



### **Universal's Islands of Adventure®**

1000 Universal Studios Plaza  
Orlando, FL 32819  
[www.universalorlando.com](http://www.universalorlando.com)  
407-363-8000 • 877-688-8011

Feel the rush of adrenaline as you experience the innovative thrills and unexpected adventures of Universal's Islands of Adventure(r). At Islands of Adventure, you'll take a journey through five uniquely-themed islands-Seuss Landing™, The Lost Continent®, Jurassic Park®, Toon Lagoon® and Marvel Super Hero Island®—where the world's most cutting edge rides and attractions challenge all your senses. Here timeless myths, legends, children's stories, cartoons and comic books come to life right before your eyes. You'll battle villains in 3-D on the first-of-its-kind thrill ride, The Amazing Adventures of Spider-Man®. Then defy gravity as The Incredible Hulk Coaster® takes you on a high-speed roller coaster rampage. Escape the jaws of a hungry T-rex on the Jurassic Park River Adventure®. Brave white-water rapids on Popeye & Bluto's Bilge-Rat Barges®. Take a spin through the mischievous world of The Cat in the Hat™. Take a ride on The High In The Sky Seuss Trolley Train Ride™! for a bird's eye view of Dr. Seuss's unforgettable stories.

## Gatorland

14501 South Orange Blossom Trail • Orlando

[www.gatorland.com](http://www.gatorland.com)

Phone: 407-855-5496 · 800-393-5297

Gatorland is a 110-acre theme park and wildlife preserve, combining “Old Florida” charm with exciting, new exhibits and entertainment. The park opened as a roadside attraction in 1949. Today, it provides affordable-



priced family fun with thousands of alligators, crocodiles, a children’s water park, aviary, breeding marsh with observation tower, petting zoo, nature walk, educational wildlife programs, gift shop, Florida’s best train-ride, restaurant, and much more. One-of-A-Kind reptilian shows include: the Gator Wrestlin’ Show, Gator Jumparoo, Jungle Crocs of the World and the Up-close Encounters Show.

To find out more about “Orlando’s only Theme Park with Bite and Attitude,” call 1-800-393-JAWS or visit [www.gatorland.com](http://www.gatorland.com).

**Photo:** ©Orlando/ Orange County Convention and Visitors Bureau.

## Epcot

Lake Buena Vista

[www.disneyworld.com](http://www.disneyworld.com)

Phone: 407-824-4321

Blast off on Mission SPACE. Save the world at Disney’s Kim Possible World Showcase Adventure. Take flight on Soarin’. Speed along on Test Track.

## Buena Vista Watersports @ Paradise Cove

13245 Lake Bryan Drive • Orlando

Orlando, FL 32821

[www.bvwatersports.com](http://www.bvwatersports.com)

Sea-Doo rentals, waterski/wakeboard lessons and rides with competition ski boats. Tube rides. We offer watersports parties by day and lakefront dinner parties by night.

## Exotic Car Gallery

4190 Millenia Boulevard • Orlando

Orlando, FL 32839

[www.exoticcargallery.com](http://www.exoticcargallery.com)

Phone: 877-666-6878

The Exotic Car Gallery features a rotating collection of the world’s rarest and most expensive exotic vehicles, interactive racing games and a one-of-a-kind shopping experience.



**Photo:** © Disney

## Disney’s Hollywood Studios™

Lake Buena Vista

[www.disneyworld.com](http://www.disneyworld.com)

407-824-4321

Disney’s Hollywood Studios® celebrates the fascinating world of Hollywood with thrilling attractions and exciting shows inspired by movies, television, theater and music.

## Disney’s Animal Kingdom® Theme Park

Lake Buena Vista, FL 32830

[www.disneyworld.com](http://www.disneyworld.com)

Phone: 407-824-4321

Set off on an adventure that includes an authentic African safari, incredible live entertainment, amazing attractions, Disney characters and the thrilling Expedition Everest®.

## Kissimmee Swamp Tours [NO PIC]

4500 Joe Overstreet Road • Kenansville

[www.kissimmeeswamptours.com](http://www.kissimmeeswamptours.com)

E-mail: [rob@kissimmeeswamptours.com](mailto:rob@kissimmeeswamptours.com)

407-436-1059

Offering narrated wildlife airboat tours through pristine swamps in Orlando area. See the old Florida. Everything else is just an airboat ride. Experience the difference!

## Orlando Science Center

777 East Princeton Street • Orlando

[www.osc.org](http://www.osc.org)

Phone: 407-514-2000 · 888-OSC-4FUN

Explore dynamic hands-on exhibits in themed exhibit halls, enjoy engaging live programs, see a giant-screen film or experience sky-watching in the observatory (at scheduled times).



**Photo:** © Disney

## Magic Kingdom® Park

Post Office Box 10,000

Lake Buena Vista, FL 32830-1000

[www.disneyworld.com](http://www.disneyworld.com)

Phone: 407-824-4321

The world of “make-believe” comes alive in the Magic Kingdom® Park, where new adventures, fantasy, and fun surround you in seven wondrous lands of enchantment.



**Photo:** ©Orlando/Orange County Convention & Visitors Bureau, Inc.

## Ripley’s Believe It Or Not! Orlando Odditorium

8201 International Drive • Orlando

[www.ripleysorlando.com](http://www.ripleysorlando.com)

Phone: 407-345-0501 800-998-4418, x 3

Explore an amazing variety of exhibits, artifacts and displays in 16 galleries featuring odd, bizarre and unbelievable relics and rare treasures. Fun for all ages.

## Titanic —The Experience

7324 International Drive • Orlando

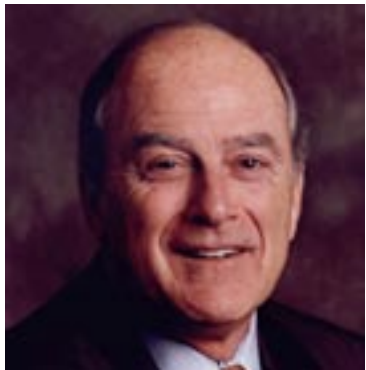
Orlando, FL 32819

[www.titanictheexperience.com](http://www.titanictheexperience.com)

Phone: 407-248-1166

Guided tours led by TITANIC notables. Full-scale re-creation of the Grand Staircase and more. Authentic artifact and historical treasures. Interactive Dive Area and “Captain’s Bridge.”

## IAM Announces 2009 'Hall of Honor' Inductees



**Bell**



**Fouch**



**Garrison**



**Goldberg**



**Helders**



**Maier**



**Richardson**



**Saubert**



**Schlimmer**



**Sommer**



**Thompson**



**Wohlstetter**

Thirteen individuals with a long history of service or contribution to the forwarding and moving industry will be recognized during the Annual Meeting as inductees into the IAM's prestigious "Hall of Honor."

"We are extremely proud to welcome our second class of highly distinguished inductees into the Hall of Honor," said IAM President Terry Head. "With each new inductee, our Selection Committee and membership pay tribute to the collective history of the Association and demonstrate exemplary career paths for our global membership to follow."

The HoH was founded by IAM in 2008. Its objective has been the enshrinement of industry leaders whose careers have reflected

exceptional and distinguished service to either their companies or the Association, or who have worked to elevate the industry as a whole.

The 2009 inductees are **A. Quinn Bell, George Fouch, Kenneth N. Garrison, Jay L. Goldberg, Han Helders, Sandra Rowe Maier, David W. McCreight** (photo not available), **Mike Richardson, Wally Saubert, Dieter O. Schlimmer, Richard F. Sommer, Jack Thompson, and Joyce B. Wohlstetter.**



Nomination forms and procedures are currently being revised and the formal Call for Nominations 2010 will be announced in an upcoming issue of **The Portal**. It will also be announced via the ePortal, as well as on the IAM Web site.



## Orlando, Here We Come!

### NEW EVENT

### Don't Miss the First YP-35 Welcome Reception—A Great Opportunity to Start Networking!

For the first time since the inception of YP-35, there will be a Welcome Event that will provide an opportunity to begin networking and expand your industry relationships from the first day of the Annual Meeting. Please join us for the reception on Saturday, October 10, from 5:15 p.m.–6:15 p.m.

### SPECIAL YP-35 ANNUAL MEETING EDUCATION SESSION Multinational Organizations: “Knowing and Meeting Expectations”

IAM is pleased to announce that during the “Young Professionals” Membership Meeting on Sunday, October 11, the YP-35 membership will hear presentations by representatives from The World Bank as well as the Inter-American Development Bank. Both global organizations, headquartered in Washington, D.C., move a large volume of personnel worldwide.

This special presentation will address the performance levels that multinational accounts with a broad base of experienced transferees expect from their global moving and relocation service providers. This wonderful face-to-face learning opportunity is one that YP-35 members will not want to miss!



### YP-35 SOCIAL MIXER

This year's informal Mixer will be held at Jimmy Buffet's “Margaritaville” on Monday, October 12, from 9:00 p.m.-12:30 a.m.

**You must be a YP-35 member to attend these events.** The “Young Professionals” (YP-35) group is comprised of household goods industry professionals 35 years old or younger who work for IAM member companies and who wish to become more involved in the activities of the Association.

Annual dues are US \$100. You can join YP-35 onsite at the Annual Meeting or visit the IAM Website in advance at [www.IAMovers.org](http://www.IAMovers.org)

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

# ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone of the IAM Scholastic Assistance Program, which is aimed at promoting and supporting individuals engaged in higher education related to 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)

- \*AARE Logistics LLC
- \*Gridiron Forwarding Co., Inc. (in memory of Jay L. Goldberg)
- \*Hilton Hawaiian Village Beach Resort & Spa
- \*National Van Lines, Inc. and National Forwarding Co., Inc. (in memory of F. L. McKee Sr.)

## Gold (\$2,500–\$4,999)

- \*ABBA International
- \*James Thompson Jr. (Crown Worldwide) (in memory of James Thompson Sr.)
- \*Daycos
- \*DeWitt Moving & Storage (in memory of Woodrow W. DeWitt)
- \*Gosselin Group NV
- \*Matson Navigation Company
- \*Royal Hawaiian Movers
- \*Suddath Government Services, Inc. (in honor of Quinn Bell and M. Richardson)
- \*The Pasha Group

## Silver (\$1,000–\$2,499)

- \*A&P Shipping Corp.
- AAAA Forwarding, Inc.
- ABBA International
- \*Acorn International Forwarding Co.
- \*Adele Forwarding, Ltd. (in memory of Woody DeWitt)
- \*Affiliated Transportation Systems, Inc. (in honor of Terry K. Bell)
- \*All Ammerican Moving Group
- Aloha Worldwide Forwarders, Inc.
- \*American Roll-on Roll-off Carriers
- \*Andrew Forwarding, Inc.
- \*Approved Forwarders, Inc. (in memory of Woodrow W. DeWitt)
- \*Arpin International Group, Inc.
- Arrowpak Intl. UK
- Arven Freight Forwarding, Inc.

- \*Axis International
- \*David Beere
- \*BINL Corp.
- Cartwright International Van Lines
- \*Classic Forwarding, Inc.
- \*Covan International, Inc.
- \*Crystal Forwarding, Inc.
- DeWitt Companies
- \*Dyer International, Inc.
- Executive Relocation International Inc.
- \*Frontier Van Lines
- \*Gateways International, Inc.
- \*Government Logistics NV
- Great American Forwarders, Inc.
- \*Interstate Van Lines, Inc. & Morrisette Family Foundation
- \*Island Forwarding Inc. (in memory of Woodrow W. DeWitt)
- Jet Forwarding, Inc.
- \*Bob and Jean Kelly
- \*Logistics International
- \*NEDRAC, Inc.
- \*Nilson Van & Storage
- P&F Safepac Co., Ltd.
- Perfect Pak Company
- \*Rainier Overseas Inc.
- \*Rose Containerline, Inc.
- S&E Transportation, LLC
- \*Senate Forwarding Inc.
- \*R. D. Simmons & Associates, Inc. (in memory of Robert Simmons)
- \*Sancho Ortega International S. A.
- \*Southwest Port Services, Inc.
- \*Total Military Management
- \*Transportes Ferris
- Tri Star Freight System, Inc.
- True North Relocation, LLC
- \*Twin Oaks Moving Company
- \*Westpac International, Inc.
- \*Women's Traffic & Transportation Club of Tacoma

- \*World International Forwarding Co.
- \*Worldwide Moving & Storage, Inc.

## Bronze (\$500–\$999)

- \*AAA Dispatch International, Inc.
- \*American Shipping, Inc.
- \*Blonde International Services, Inc.
- Dell Forwarding, Inc.
- \*Denali Group, Inc.
- \*Foremost Forwarders, Inc.
- \*Logistics International, Inc.
- \*Pac Global Insurance Brokerage
- \*Paul Hanson Partners
- \*Silver Ridge Forwarding Inc.
- \*Sourdough Transfer, Inc. (in honor of Leo Schlotfeldt)

## In Kind or Other

- \*\*"B" Transfer, Inc.
- Jackie and George Agner (in memory of Cheryl Baker)
- \*Jackie and George Agner (in memory of Mariann Bartlett)
- Jackie and George Agner (in memory of Chuck Fuller)
- Jackie and George Agner (in memory of Ken Garrison)
- \*Jackie and George Agner (in memory of Jack Stern)
- Claims Adjustment Technology, LLC (in memory of Mary Reeve)
- \*Coast Transfer Co., Inc.
- \*Denali Group, Inc.
- Douglas Finke
- \*Jim Wise Associates, Inc.
- Jones & McIntyre, PLLC
- \*M. Dyer & Sons, Inc.
- \*Pearl Forwarding, Inc.
- \*Transcoastal Services, 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](http://www.afwscholarship.org). Make checks payable to Alan F. Wohlstetter Scholarship Fund.

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

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

## Why We Chose to Give

By Don Goldberg

President, Gridiron Forwarding Co., Inc.

I chose to contribute to the Alan F. Wohlstetter Scholarship Fund this year to honor my father, Jay L. Goldberg, and celebrate his induction into the IAM Hall of Honor. When doing research about my father for the HOH application, I needed to find out what he actually contributed to IAM. I heard many great stories from some of his old friends, but one I heard often was that he was an integral part of attracting people from the United States and overseas to become members of what was then the Household Goods Forwarders Association. He was a kind of ambassador for the Association during its formative years. I thought to myself, the Alan Wohlstetter Scholarship Fund donation is a great way to honor my father's HOH induction while also thanking IAM for recognizing his achievements. The donation would carry on my father's legacy by giving students financial aid toward their education so that they hopefully one day will become members of IAM. It's our way of nurturing the bright young students who will receive the scholarship funds, to let them know there is a great organization here that will support and guide them if they decide to enter our industry.

My company strongly believes in giving back to the community and helping those who need a hand. We firmly believe that supporting our youth will greatly enhance our community's development and help them achieve their goals. My company makes yearly contributions to various cancer research charities, a local Pop Warner Youth Football & Cheer Association, three local high schools, a 9/11 scholarship fund, and a local hockey program. As you can see, most of our donations are geared toward youth, which is also the aim of the Alan Wohlstetter Scholarship Fund.

If we cannot help support these great young minds in achieving their goals with contributions to the scholarship fund, we just might be passing up our next association president, general counsel, or anyone else who could help take this great association to the next level in years to come.

*[Editor's note: Gridiron Forwarding Co. recently made a \$5,000 contribution to the Alan F. Wohlstetter Scholarship Fund, and many other supporters also have made generous contributions since the July/August issue of **The Portal** was published. You can honor Alan Wohlstetter, who will retire as IAM's general counsel later this year, and support his enduring legacy, by making your own contribution, and helping the Fundraising Committee to meet its goal of \$100,000 before the Annual Meeting commences on Oct. 10.*

*For more information, visit [www.YP-35.org](http://www.YP-35.org) or [www.afwscholarship.org](http://www.afwscholarship.org).]*



### Is someone in your company attending college?

BECAUSE EDUCATION IS THE CORNERSTONE OF OUR INDUSTRY,

The International Association of Movers  
and the "Young Professionals"(YP-35) Group of IAM,  
through the auspices of the

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Or [www.YP-35.org](http://www.YP-35.org)

## A Reception Honoring Alan F. Wohlstetter

In recognition of IAM General Counsel Alan F. Wohlstetter, and in appreciation for his nearly half-century of dedicated service to the International Association of Movers, IAM leaders will honor him at a special reception during our Annual Meeting in Orlando, Fla., on Monday, Oct. 12, at 5:45 p.m. He will also be honored at the luncheon earlier that day.

All 2009 Silver donors (\$1,000) and above will receive two invitations to the Oct. 12 reception. Additional tickets may be purchased in advance of the Annual Meeting for employees of Silver, Gold, and Platinum donors. Tickets will be limited, and will be available on a first-come, first-served basis.

To make a donation, please contact any member of the 2009 Fundraising Committee for the Alan F. Wohlstetter Scholarship Fund (listed in the July/August issue of **The Portal**) for details, or visit [www.YP-35.org](http://www.YP-35.org) or [www.afwscholarship.org](http://www.afwscholarship.org).

## IAM Marches with the Times ... And to a New Rhythm

By Jackie Agner

Is it just me, or does time seem to be going by way too fast? I can hardly believe that almost one year ago we were meeting in Hawaii for the 46th Annual Meeting, and now we will soon be together again for the 47th Annual Meeting in Orlando, Fla. But then it is also hard to believe that this year, after nearly a half century, Alan F. Wohlstetter, our general counsel, will be retiring. I knew this day would someday come; nevertheless, it is still bittersweet.

As you all know, this year's theme is "IAM—Moving To A New Rhythm." What does this mean to you? To me "moving to a rhythm" evokes a flow that is smooth, sequential, and familiar. Moving to a "new" rhythm, on the other hand, means that something is going to change—and change for the good! The first big change of '09 that comes to my mind is our new name: The International Association of Movers. So much planning, research and communication went into determining our new name, and the transition has been remarkably smooth. By now, the name and acronym are familiar to just about every IAM member on the planet. I find that it is now so much easier to explain to clients and potential members who we are and what we do. What about changes for the future? In the July/August 2009 edition of **The Portal** IAM President Terry Head wrote, "Ask and You Shall Receive." In his message he openly shared with us the results from the independent third-party survey on how we perceive the value of our membership, and how we wanted benefits and services enhanced. This obviously will be our new rhythm.

I for one am anxious to learn more, to embrace the results and move forward with the possibility of revamping our membership and governance structure. Moving to a new rhythm also means accepting change, which is greatly needed with today's turbulent economic

roller-coaster ride of constant mergers and acquisitions, upsizing, downsizing, and resizing.

As your Associates Members' Representative, I can attest to the fact that the AMMB board is definitely moving to a new rhythm with new regions and additional representatives! Nearly a decade ago, Terry Head referred to our industry as a "community" characterized by a unique "fellowship" (see **The Portal** of September/October 1999). The article reminds us of the role of the AMMB board.

Your AMMB board is definitely a unique fellowship, in that its members are from different countries around the world, and they all work so well together and support each other. This year, more than at any other time in our history, our AMMB representatives have been busy helping fellow members with questions and concerns. They have tackled everything from non-paying members to finding new members to join IAM. Every edition of **The Portal** contains a contribution made by one of our AMMB board members. Doug Finke, our Associate Members' Representative at Large, was extremely active with increasingly demanding security issues on the commercial side and everyone worked on customs regulations.

I am grateful to be a part of the Associate Members' Management Board, and I thank them for all of their support and contributions over this past year!



*Jackie Agner, IAM's Associate Members' Representative, is with Puget Sound International in Tacoma, Wash.*

## What You Need to Know about '10 + 2'

By Brian Limperopulos, IAM Programs Manager

Since the tragic events of Sept. 11, 2001, US Customs and Border Protection (CBP) has been intensifying security measures nationwide. Although security was strengthened immediately at airports and borders, safety and preventative measures at US seaports were increased but remained relaxed comparatively.

This is set to change on Jan. 26, 2010, with the final implementation of the 10 + 2 interim rule for Importer Security Filings (ISF), whereby an importer will be required to submit a set of 12 data elements to CBP (see sidebar) 24 hours prior to lading (loading on the vessel) regardless of time zone. With the new rule, CBP is trying to establish a comprehensive framework that will enable the agency to screen and identify insecure supply chains and pinpoint potentially hazardous cargo prior to loading at foreign ports.

### **“Twenty-four hours prior to lading! Is that even possible?”**

Due to the overriding security considerations, penalties will be stiff from the beginning. A first-time violator will be assessed between \$1,000 and \$2,500 while second-time violators could see their fines rise to \$5,000. Should violations continue, Customs can impose a maximum financial penalty of \$10,000 or place the container in “General Order.” In certain cases, if CBP suspects the inclusion of any risky cargo at the port of lading, they reserve the right to issue a “Do Not Load” order. CBP did emphasize that this will remain only as a tool of last resort to be

utilized in the event that hazardous material is identified.

These prospective penalties may be mitigated in the following instances:

- CBP sees evidence that the violating company is making progress toward full compliance.
- CBP sees that the violating company has a relatively small numbers of violations compared to other importers.
- If the violating party is a certified Tier 2 or 3 C-TPAT member.

C-TPAT refers to the “Customs-Trade Partnership Against Terrorism.” Under C-TPAT, CBP works in association with various companies engaged in international trade to enhance the security of their global supply chains. Tier 2 and 3 C-TPAT Members are companies that have demonstrated commitments to enforce security measures that exceed the minimum security criteria under the guidelines set forth by CBP. Not surprisingly, these companies have the best chance of having penalties reduced should an ISF be in violation.

Alternatively, CBP may increase fines in the following instances:

- An importer has demonstrated a history of failing to cooperate with CBP.
- An importer has submitted individual ISFs with multiple errors.
- An importer has provided a series of incorrect ISFs in the past.

### **Is it really going to be implemented?**

Although some importers are still hold-

Here are the 10 data elements that importers must report:

1. Manufacturer (supplier) name/address
2. Seller name/address
3. Container stuffing location
4. Consolidator (seller) name/address
5. Buyer name/address
6. Ship to party
7. Importer of record number
8. Consignee number
9. Country of origin
10. Commodity harmonized tariff schedule number

The two data elements carriers must transmit to CBP are:

1. Vessel stow plan
2. Container status messages

ing out hope that the government will relax these restrictions due to the devastating effect it may have on some companies, CBP has confirmed that it will begin enforcing the measures on Jan. 26, 2010, because of the overwhelming need to secure US ports.

In order to avoid any financial penalties, it is imperative that companies begin to implement the following processes now to ensure compliance. If not being done so

already, companies need to start filing ISFs so that they are prepared once compliance is enforced. To provide insight into how they are judging the ISF's, CBP have been providing progress reports to all filing agents charting their progress so companies can see where they are succeeding and where they are failing.

In addition to filing as early and often as possible, importers should educate their overseas partners on these new regulations. The 24-hour time limit requires overseas agents to obtain and communicate the necessary information as soon as possible. Without an effective partner, an importer could potentially be penalized several thousands of dollars.

Another way in which your company can be pro-active is to set up a compliance officer who will monitor the successes and failures in the filing process and will, in turn, recommend methods in which the company will be able to minimize violations in the future. This person should be well-versed on import procedures and possess extensive knowledge regarding CBP and 10 + 2.

Finally, it may be time to re-examine your agency agreements and tasking orders, or renegotiate contracts with your overseas partners (agents) so that responsibilities are clear and ensure that the timely transmission of data is included in your terms and conditions.

These steps, when taken together, will facilitate your company's ability to effectively comply with the new regulations and avoid crippling financial penalties.

CBP has invested time and resources into outreach with the shipping industry on 10 + 2. The agency is also holding information sessions throughout the country in order to educate and prepare importers. The resources and session schedules can be found at the CPB Web site:

**[http://cbp.gov/xp/cgov/trade/cargo\\_security/secure\\_freight\\_initiative/](http://cbp.gov/xp/cgov/trade/cargo_security/secure_freight_initiative/)**



*Brian Limperopulos recently joined IAM as programs manager to coordinate and enhance many of the Association's current and future programs. He previously was an international relocation manager at Security International, where he coordinated annual shipments from origin to destination for the World Bank account.*

**Editor's Note:** In an Aug. 19 seminar in Philadelphia, Pa., hosted by CBP and attended by IAM staff, the agency detailed the importance of compliance and the consequences should there be a failure to submit the necessary paperwork for each shipment. CBP and a global supply chain management company also discussed best practices for complying with the new regulations.

Be sure to attend the session on "10+2" ISF during the IAM Annual Meeting scheduled as part of the Special Program on Tuesday, Oct. 13, from 1:30 to 2:15 PM.

## December Conference To Explore Solutions For Sea Crime

A global conference designed to offer strategies and solutions for ship owners and operators, coast guards, navies and governments to tackle the worrying rise in maritime piracy and crimes at sea, will be held in Dubai.

Organized by the International Quality and Productivity Center (IQPC), Counter-Piracy and Ship Security 2009 is slated for Dec. 6-9.

Developed in collaboration with the commercial shipping industry and the region's coast guards and navies, it will be a forum for the entire maritime community to come together and debate the issues, while not losing sight of the practical solutions that can actually be implemented, said a report.

Recognizing that it is critical for the community to continually exchange intelligence and best practice to tackle the problems, Counter-Piracy and Ship Security 2009 will offer case studies and analyses from shipping operators.

Discussions will include operators' experiences and strategies to mitigate the economic impact of piracy and sea crime, firsthand experience of kidnap and ransom negotiations, updates on current coalition military operations, perspectives from international governing bodies and the region's maritime administrations.

The conference will also feature debates on how the complex issues of piracy and sea crime can really be tackled over the short and longer term.

Joanna Edwards, divisional director, IQPC Middle East said: "With maritime piracy costing the world an estimated \$60-70 million in 2008 and a worrying rise in sea crimes across the MENA region, it is of the utmost importance for the maritime community to collaborate and cooperate across the military civilian divide to find strategies that can mitigate the risks and minimize the economic impact on the region."

*SOURCE: TradeArabia News Service*

## Feds To Use Wiki for Cybersecurity Collaboration

The Department of Homeland Security is in the process of having a so-called cyber ops wiki developed to facilitate collaboration among staffers at its National Cybersecurity Center locales scattered around the country. DHS, in a notice posted recently on **FedBizOpps.gov**, said the contractor developing the wiki is an Austin, Texas, firm called Wiikno, under a program aimed at furnishing government contracts to businesses owned by disabled veterans. According to the notice, the cyber ops wiki would be used by DHS's six National Cybersecurity Center locations and other government agencies as a collaboration tool, development platform for improved situational awareness and means to communicate and share information. DHS expects the wiki to be deployed in the next fiscal year, which begins Oct. 1.

*SOURCE: informationweek.com*

## DHS Starts Social Network about Southwestern Border

As part of President Barack Obama's pledge to use technology to engage the public, the Department of Homeland Security has launched a social network focused on border-security policy. "Our Border" is open to anyone that wishes to discuss immigration reform, citizenship services, customs enforcement and border protection. The department says it will moderate content before it is posted, but it will not collect personal data for its records.

*SOURCE: FCW.com*

## Change of Charter at Transcom

On Aug. 28, the Joint Program Management Office for Household Systems (JPMO HHGS), the office within the US Transportation Command that is responsible for the Defense Personal Property System (DPS), held a Change of Charter ceremony. At that ceremony, similar to a "Change of Command," LTC William Carberry officially turned over the Program Manager position to Col. Michael Miller (USAF). Margaret Leclaire, director of acquisition at Transcom, officiated the ceremony. Charles White, IAM's director of government & military relations, attended the ceremony. LTC Carberry had been the JPMO HHGS Program Manager for the last two years but is set to retire from the US Army in December. IAM had a positive working relationship with LTC Carberry and wishes him the very best in his next endeavor.



Left to right: LTC William Carberry (USA), outgoing JPMO HHGS Program Manager; Margaret Leclaire, Director of Acquisition, Transcom; Col. Michael Miller (USAF), incoming JPMO HHGS Program Manager; and Ralph Meacham, Civilian Deputy Program Manager.

## Iraq Drawdown a Logistical Quandary

The US military faces an immense logistical operation in moving nearly 130,000 US troops and their equipment out of Iraq by the end of 2011, a deadline set by President Obama. The military has identified more than 1.5 million pieces of equipment, from tanks to antennas, that must be shipped out of Iraq. Although the Pentagon has not calculated exactly how much the drawdown will cost, the Government Accountability Office (GAO) said earlier this year that the withdrawal would be a "massive and expensive effort" that would likely increase war costs by billions. It also estimated an additional \$12 billion to \$13 billion a year would be needed for two years following the withdrawal for maintenance, repairs and replacement of equipment returned from Iraq.

*SOURCE: Politico.com*

## Under New Rules, Spouses Will Have Federal Jobs Preference

US Federal agencies will soon have the option of hiring certain military spouses without having them compete for federal jobs, under new guidelines from the Obama administration.

The rules apply to the spouses of military service members relocating for a new assignment, some physically disabled spouses, and those whose husband or wife was killed in the line of duty. The widow or widower must remain unmarried before getting a job.

Under the guidelines, issued by the Office of Personnel Management, eligible spouses will be able to apply for a federal job and ask that recruiters allow them to bypass the traditional hiring process. OPM said the policy provides employment opportunities for individuals and a measure of economic stability to military families.

It is unclear how many federal agencies will use the new optional hiring authority when it takes effect in September 2009. But hundreds of thousands of spouses could reap its benefits, since roughly half of the 400,000 and 500,000 active-duty service members restationed each year are married. Not every spouse wants or needs a job, he said, but military surveys suggest that 70% want to work.

According to CinCHouse.com, a popular Web site for military families, approximately 50% of military spouses earn as much or more income than their husband or wife, meaning the new hiring authority will ensure financial security for many families.

President George W. Bush issued an executive order establishing the guidelines last year, but the Obama administration delayed them as part of a review of all Bush-era regulations not implemented before the transition.

*SOURCE: Washington Post*

## US Bank, VISA Form SYNCADA Joint-Venture

Visa Inc. and U.S. Bank, the lead bank of U.S. Bancorp, recently announced the creation of Syncada, a joint venture that provides a business-to-business (B2B) network for corporations and governments to process and track invoices, make and receive payments around the world, and have payables or receivables financed through local and global financial institutions.

IAM has been assured by our contacts at US Bank that there should be no impact on the operations of PowerTrack and payments for military or other government shipments.



## JCS Chairman Taps New Social Media

The chairman of the Joint Chiefs of Staff, Adm. Mike Mullen, has launched a YouTube channel to answer questions from members of the military and a broad public audience.

Mullen is the first chairman of the Joint Chiefs of Staff to use social media sites in an effort to open access to Pentagon brass.

Mullen, President Barack Obama's top military adviser, already has a Twitter page and has joined Facebook. The Pentagon is also in the process of setting up a Flickr page for Mullen to store photographs, reports the *Army Times*.

The call for a video dialogue with the nation's top military officer comes at a time when the American public is showing declining support for the war in Afghanistan. Mullen said he wants Americans to examine the country's fight and the reasons behind it. "I'd rather see us, as a nation, argue about the war—struggling to get it right—than ignore it," he told the *Army Times*.

Mullen also said that the military is focused on preventing another terrorist attack on the United States and that the strategy in Afghanistan is intended to disrupt and defeat al Qaeda, the Taliban and its extremist allies.

## Pearl Harbor, Hickam to Merge

In Hawaii Pearl Harbor and Hickam Air Force Base next door are due to become a single installation next year as the military strives to become more efficient. Pentagon, Navy, and Air Force officials recently signed an agreement finalizing the long-planned move. The transition to Pearl Harbor-Hickam is due to begin in January. By October 2010, the bases will be united.

The bases are among 26 installations across the country that are being combined into 12 joint bases. They were singled out for consolidation in 2005 during the military's Base Realignment and Closure (BRAC) process.

In Alaska, Elmendorf Air Force Base is to merge with the Army's Fort Richardson. In Washington state, Fort Lewis and McChord Air Force Base will join forces.

Naval Station Pearl Harbor commander Capt. Richard W. Kitchens will lead the combined Pearl Harbor-Hickam base. Kitchens said the military hasn't identified any positions that would be cut after the merger. Mission readiness will guide the merger, along with supporting service members and their families, he said.

*SOURCE: The Associated Press/Washington Post*

# DP3/DPS Update

By Charles L. White,  
IAM Director of Government & Military Relations

As the peak season winds down we have seen a significant drop in DOD shipment volumes and this has then translated into a noticeable drop in the number of shipments moving through DPS. Many within the industry have looked at the drop in DP3 shipments as a positive. This has enabled JPMO HHGS and the DPS developer, SRA, to play a little catch-up and solve some of the problems identified earlier in the summer.

The slowdown has also allowed JPMO HHGS a chance to work on the system performance issues that had plagued the system earlier this summer before “Short Fuse” shipments were moved back into the TOPS program. A new data server has been added to the system increasing its capacity by 50%. JPMO HHGS continues to work on other enhancements which it hopes will not allow a repeat of the performance issues when new capabilities are added to the system.

IAM staff recently held a meeting at our offices with, among others, the new Program Manager for JPMO HHGS, Col. Michael Miller. It was learned that Short Fuse shipments and the Personally Procured Move (PPM) capability will not move into DPS until the October/November timeframe. But it was also made clear that the introduction/re-introduction of these capabilities will not be “date driven,” but rather “milestone driven.” In other words, these capabilities will not go into the system until the system has proven it is ready to handle them.

Other information coming out of the Sept. 3 meeting included:

- **Funding is still a key issue.** Transcom has committed to fully fund the program in FY10.
- **The Helpdesk remains an issue.** JPMO HHGS may take on the “Tier II” functionality which currently resides with the developer SRA. JPMO HHGS feels that they have made some very good progress on the Tier II helpdesk tickets and a number of “fixes” are tied to the PPM update that will be coming in Oct/Nov timeframe.
- **Two-way interface.** They believe this is on the horizon. Their current timeline is to start working a solution in FY10 and finish sometime in FY11. Funding is always the key. A good deal of discussion also took place on adding a General Agent User Role to the system.
- **JPMO HHGS plans to do an “end-to-end” regression test of DPS in October.** They have not done a full end-to-end test since program inception.
- **Customer Satisfaction Survey (CSS).** They realize that the poor survey return rate and the lack of TSPs with a statistically valid survey sample is still a MAJOR issue. There has been a nominal

increase recently in the number of surveys captured but there is discussion about taking the CSS capability out of DPS and move all surveys through the ICSS process. This is much easier for the members to get to. The Services are making a concerted effort on this front. Air Force has finally agreed to make this part of the checklist for their personnel when they check in at a new duty station.

- **The Military Services want to find some way to bring Best Value into the Short Fuse process.** SDDC is not sure when a change of this nature can happen due to funding (need for system change) and timing for a business rules change (must be timed around the rate filing).

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## Don't Miss These Important Programs at the IAM Annual Meeting in Orlando on Tuesday, October 13:

### 1:30 PM—*Special Program: “ '10+2' Importer Security Filings (ISF)”*

Presented by Brian Limperopulos, IAM; Patrick Gallagher, Gallagher Transport International, Inc.; and Doug Finke, Sterling International

How you can avoid penalties under the complex and stringent new ISF requirement known as “10+2.”

### 2:30–4:00 PM *“DoD Personal Property/DP3 Roundtable: The Current State of DoD Personal Property and a Look into the Future”*

Presented by Chuck White, Moderator

Representatives from SDDC, JPMO HHGS, Army, Navy, and Air Force will each offer their perspectives on the current state of the DoD Personal Property Program and take a glimpse into their crystal balls to predict what the future holds for the DoD household goods moving process.

## The Latest DP3 Shipment Numbers

### As of 24 August 2009:

- 113 of 116 GBLOCs are participating in DPS
- 65,316 members have been counseled
- 55,888 shipments have been booked (37% Domestic, 28% International, and 35% UAB)
- 27,677 shipments have been delivered
- 30,150 invoices paid via DPS

## DP3: A Reality Check

By Randall M. Groger, IAM Chairman

There is an adage here in Florida with which most of us are familiar. In essence, it goes like this: “When you are up to your rear end in alligators, it is difficult to remember that the original objective was to drain the swamp.” DP3 reminds me of this adage, with DPS being the alligators and quality service as the original objectives.

I attended the meeting of MTMC and members of the household goods industry in 2002 when the MTMC staff unveiled the “DoD Future Personal Property Program” in a report published on Aug. 26, 2002. On page 2, under the heading “Purpose,” is the following: *“The goal to use cutting edge technology and best practices to build a single paperless Joint Personal Property Program that integrates and automates all process that support a personal property move. The Program will be customer focused, simple to use, and contain features to continually assess customer satisfaction and promote metrics.”*

As far as I can tell, this goal has not changed over the years of DP3 development, which along the way experienced high SDDC and TRANSCOM leadership and staff turnover, a strategic pause, reorganization of program responsibilities, a name change, SDDC staff reduction, and relocation to Scott AFB, Ill., the initial rollout of 18 sites, the expansion of scope over this past summer, and a recent announcement by SDDC of anticipated full and complete rollout no later than spring of 2010.

The initial review of the deployed program by both industry and DoD has been mixed. Industry felt the program was inadequately tested and that it had been rushed to deployment before it was ready. Indeed, DPS, the keystone of the program, had (and still has) many bugs to work out, and all did not go smoothly. However, that was not unexpected in such a complex and innovative program, and how better to test then get it into use? For the most part, industry participants and DoD staff seem in general agreement that over time DPS will technologically succeed. Meanwhile, however, there remains a question among many in industry concerning the DP3 program managers’ commitment to the last sentence of the above stated purpose become a reality, specifically: “The Program will be customer focused, simple to use, and contain features to continually assess customer satisfaction and promote metrics.” The Customer Satisfaction Survey (CSS) recovery rate of less than 3% of all DP3 shipments is cause for alarm.

First let’s examine the DP3 statistics through 24 August 2009

- 113 of 116 GBLOCs are participating in DPS
- 65,316 members have been counseled
- 55,888 shipments have been booked (37% Domestic, 28% International, and 35% UAB)
- 27,677 shipments have been delivered
- 30,150 invoices paid via DPS.

**At a 3% return rate, 27,677 delivered shipments would result in 830 completed surveys. That averages less the one per participating TSP.** In order to place this in proper context, you first must understand the impact the CSS has on the quality of service and traffic distribution under DP3. Competitive rates in all DP3 markets are determined by a Best Value Rate Methodology whereby the TSP distribution position is determined by a formula of 30% filed rates and 70% performance score (PS). The PS is comprised of 50% customer survey and 20% claims score. However, the claims score is currently inactive and questions remain whether it will ever be included. In essence, current PS scores now and in the foreseeable future will consist only of the customer survey score. In accordance with the above, 70% of the of the aggregate best value score for each TSP is determined

by one survey per 27 shipments.

In contrast, the Minimum Survey Requirement Table published in the DP3 business rules requires 21 surveys out of 27 shipments in order to statistically validate a TSP’s CSS average score. According to the Survey Table, one survey would validate a score only when it was the only shipment delivered during the performance period. The improbability of most TSPs receiving the minimum number on surveys became apparent to SDDC prior to DPS deployment, when scores were collected and maintained under the Interim Customer Satisfaction Survey (ICSS), where recovery reached 17% but still could not qualify 50% of the TSPs using the matrix from the table. Below are examples of the Minimum Survey Requirements listed in the business rules

Shipments	Surveys	Percentage
10	9	90%
27	21	77%
50	31	62%
100	45	45%
200	58	29%
300	64	21%
500	70	14%
700+70	10%	

According to Dr. A. Richard Bolstein of George Mason University in a report commissioned by IAM, the customer survey in DP3 “is called a “census” design survey, where all shippers are asked to respond. The usual formulas used to calculate the margins of error or confidence intervals do not apply in a census design and has no statistical validity). SDDC commissioned statistician Dr. Glenn Galfond of IBM, who countered that notion by observing that technical statistical validity is unnecessary and a 10-15% survey results rate “provides a reliable tool for awarding DOD shipments to better performing TSPs.”

However, he warned that “SDDC should recognize that the further the pattern of non-response is from random sampling the less accurate the confidence interval approximations will be.” In other words, the lower the response rate from 100% the less confidence can be assigned to its accuracy.

Regardless of whether one agrees with Galfond or Bolstein on the validity of the survey’s design and the statistical results, most would agree that **the current rate of survey results is way below statistical standard under any design or expectation** including those published in the Business Rules. In addition, both Galfond and Bolstein were critical of the survey questions and made several suggestions for improving the process. However, to date there is no evidence that those suggestions have been evaluated.

Why has the quality component been falling so far behind? Is it because the DoD focus and investment in DP3 has been on DPS process at the expense of customer service, customer satisfaction, and quality performance? Regardless of what the reason may be, it is readily apparent that the customer survey process so far has failed under DPS, and the way forward has to establish the credibility of the resulting performance scores quickly. Only then can SDDC reasonably expect TSPs to substantially increase their investment in quality. The status quo will quickly convert the DP3 into just another cost-driven program like the one it replaced.

The Customer Satisfaction Survey process must receive the focus and investment that will bring it up to at least the minimum Standards required by the business rules. While we all recognize that DPS “alligators” continue to demand attention but SDDC must get serious and invest in draining the swamp and reestablish the drive for quality by accurately and quickly measuring results. ■

## Active Container Fleet Shrinks 4%

After years spent boosting their fleets and adding new services, ocean container carriers are reducing the number of ships in service as cargo volumes shrink across their global liner networks.

The combined active fleet operated by the top 24 container shipping lines has declined by 4% over the past 12 months, according to Alphaliner, the Paris-based analyst.

The active fleet has fallen to 10.43 million TEUs from 10.86 million TEUs last September before the container shipping market started its “precipitous” decline.

If ships idled by the top 24 carriers are included the operating fleet has risen to 11.1 million TEUs, Alphaliner noted.

Despite the reduction in the overall active fleet, seven carriers have increased their capacity, led by Geneva-based Mediterranean Shipping Co. and France’s CMA CGM, the world’s second and third largest operators, whose fleets grew by eleven percent and six percent respectively. United Arab Shipping Co.’s fleet has gained 16% over the past year.

However, the gains were “forced” on the carriers due to the delivery of new owned tonnage and chartered ships that were fixed before the start of the current crisis, Alphaliner points out.

“These carriers have little or no idle capacity and have managed

to increase their market share in the process,” the analyst says.

Maersk Line, the biggest carrier, has trimmed its fleet by 5% since September. China’s CSCL is down 18 percent, Hong Kong-based OOCL 16%, Mitsui OSK Line of Japan 14% and Taiwanese carrier Evergreen 13%.

Malaysia’s MISC has slashed its active fleet by 39% and Israeli carrier Zim has taken out 19% of its capacity.

*SOURCE: Journal of Commerce*

## Port of Miami Considers Short-Sea Shipping

The Port of Miami is considering short-sea shipping to reduce road traffic and also plans to build two new tunnels for trucks traveling to the port. Short-sea shipping offloads cargo at ports and transports it via river barges, instead of using rails or trucks. The Miami River Commission estimates short-sea shipping could transport 1,200 containers per day in the region.

*SOURCE: MiamiTodayNews.com*

## Calderon Presses US on NAFTA

The United States is committed to resolving a festering cross-border trucking dispute with Mexico, President Barack Obama told Mexican President Felipe Calderón at the North American Leaders' Summit in Guadalajara, Mexico.

Trucking was one of several issues raised at the summit, which focused on Mexico's drug war, the economy and health and energy issues.

While it's not high on Washington's agenda, cross-border trucking is a hot topic in Mexico, which imposed \$2.4 billion in retaliatory tariffs when Congress canceled a Bush-era pilot project that gave a select group of Mexican carriers access to US highways beyond the border commercial zone.

Mexico's ambassador to the United States said his government wants a resolution by the end of the year. Obama said the White House would work with Congress to address concerns over Mexican safety requirements.

The White House and Department of Transportation have been working on a new cross-border trucking program since March, but face a tough audience in Congress. The Teamsters and consumer groups also oppose allowing Mexican trucks to operate beyond the border commercial zone.

Meanwhile, US food producers and manufacturers say Mexico's tariffs could cost them millions of dollars and eliminate US jobs.

The 1993 North American Free Trade Agreement required the United States, Mexico and Canada to open their roads to each other's carriers.

US and Canadian carriers enjoy fairly open access to each other's markets, though neither can haul goods from point to point within the other country.

Mexican carriers may only make deliveries within a border commercial zone, and must exchange other freight with third parties or US carriers.

*SOURCE: Journal of Commerce*

## Poll Shows Opposition to Allowing Mexican Trucks in US

A new Rasmussen Reports national telephone survey finds that just 19% of Americans say the US Congress should let trucks from Mexico cross the border and carry their loads on American highways. Also, 66% of US adults oppose lifting the congressional ban on Mexican trucks operating in the United States and 15% are not sure.

Men are more strongly opposed than women.

At least 7 out of 10 voters ages 40 and older are against lifting the ban on Mexican trucks; 68% of investors agree.

Twenty-eight percent of Democrats say Mexican trucks should be allowed to cross the border and operate in the United States, compared to 11% of Republicans and 16% of those not affiliated with either party.

Congress killed the Cross Border Demonstration Project last March.

President Barack Obama immediately tasked the Department of Transportation with coming up with a plan to replace the pilot project. DOT Secretary Ray LaHood subsequently met with Congressional leaders and trucking industry stakeholders and has since sent the new plan to the White House, which has the plan under review.

*SOURCE: DOT/OST "Open Source" | The Trucker*

# Should Potential Texting Ban Allow In-Cab Communication Units?

Mobile communication providers said they are keeping a close eye on a proposed US Federal texting ban to make sure that in-cab computers are not inadvertently outlawed if the measure becomes law.

“This bill is really written around a BlackBerry or ‘text-phone’ device,” Jim Angel, product manager for Chaska, Minn.-based PeopleNet, said in an interview. “They’re really not considering a hard-mounted device with the safety features that we and some of our competitors make.”

**The bill introduced recently by Sen. Charles Schumer (D-NY) directs states to prohibit all drivers—not just truckers—from sending or receiving text messages or e-mails from a moving vehicle.**

States that do not comply would sacrifice a portion of their federal transportation funds. Motor carriers and the technology providers who supply in-cab communication systems support the ban. However, executives in both industries were concerned that the bill as written might make features commonly used on truck-mounted computers illegal.

For example, “If we send a message to a driver that goes across this . . . unit, in many instances a message will pop up that he can see, and he can simply hit a button and say ‘I got it,’” said Randall Mullett, who is vice president of government relations for less-than-truckload carrier Con-way Inc.

However, even that brief interaction could run afoul of the provisions listed in Schumer’s bill, which would prohibit the manual sending or retrieving of text messages.

“Our only concern is that we continue to work with Congress so that we don’t inadvertently make it so people can’t use onboard communication,” Mullett said.

Rick Roesler, vice president of marketing for Qualcomm Enterprise Systems, told Transport Topics the company “strongly supports” a ban on texting while driving, but, “We will, of course, follow this legislation closely.” Qualcomm, San Diego, is the largest provider of mobile communication systems to the trucking industry.

While specific features vary, many mobile communication providers incorporate the same basic safety protocols in their devices, several executives told TT.

Systems from Qualcomm Inc., PeopleNet, Xata Corp., and DriverTech can block driver interaction while a truck is moving by linking in-cab hardware with the engine control module. The link-up tells the computer if a truck’s wheels are turning. However, urgent messages from a carrier’s office to a moving truck’s onboard system sometimes include visible text, to which fleets may want immediate

response from drivers.

On certain Qualcomm units, “While you’re moving, there are only certain screens available,” including “a limited message screen,” said Chris Silver, senior manager of product marketing.

Retaining a message screen is largely a response to customer demand, Silver said.

The chief executive officer of DriverTech, Salt Lake City, also said that fleets sometimes prefer text alerts for urgent messages.

“When a message comes that requires driver attention, typically, what [fleets] want is a short, large text notification,” said Mark Haslam, president and CEO of DriverTech.

Qualcomm and DriverTech set their systems to block by default driver interaction in moving trucks.

Systems from Xata, Minneapolis, will broadcast inbound text messages with audio alerts, but a driver cannot respond to a message “unless he stops the vehicle first,” said Angela Shue, director of client management for Xata.

Shue added that while the company’s units can be configured to deliver messages to a moving truck, Xata advises fleets to keep this feature disabled, per the default settings on the unit.

Even if drivers were legally prohibited from interacting with their mobile communication units while driving, vendors said they could compensate with voice-activated units and more text-to-speech capabilities, which convert text messages from dispatch into audio messages “read” aloud by the in-cab unit.

Angel at PeopleNet said that fully voice-based mobile communication might not be far off.

“Will we ever have to go to a voice-only system? Maybe,” Angel said. “If that bill goes to law, depending on what the definitions are in it, I think all the companies might have to react to that.”

Qualcomm, Xata and PeopleNet all said they have some form of text-to-speech capabilities on some of their in-cab units. DriverTech said it is beta-testing text-to-speech.

Voice-activated in-cab communication systems are less common, although vendors said they are exploring the technology.

Voice activation and text-to-speech already are available in off-the-shelf Global Positioning System-based navigation systems and software, including those for the trucking industry.

American Trucking Associations, which supports a nationwide texting ban, also has said it will monitor any federal legislation in order to make sure onboard computer systems are not affected adversely.

“We will work to ensure that the bill does not inadvertently require states to outlaw the use of truck cab fleet management systems that provide limited but necessary cargo-related information to professional drivers,” ATA said in a statement.

*SOURCE: Transport Topics*

## CSX Starts Work on Major Intermodal Site

CSX Transportation and state officials broke ground for an intermodal terminal at North Baltimore, Ohio. The company said it will be the “centerpiece” facility for the big eastern-US railroad’s National Gateway double-stack corridor.

The rail-truck transfer hub and distribution terminal will be completed in 2011, create 400 construction jobs until then and more than 200 permanent positions when fully operational.

It will be a western end point for a multi-state corridor that will start in North Carolina and move north adjacent to the East Coast’s busy Interstate-95 route to Baltimore. From there it will head west to Ohio.

The National Gateway concept is projected to cost \$840 million in private and public funds, to link the mid-Atlantic region and its ports on a more efficient CSX intermodal network to Midwest consumer centers and cross-country transport links.

Rival Norfolk Southern has been developing its own such double-stack lanes, with a Heartland Corridor project finishing in the next few months to link Virginia ports with Columbus, Ohio, terminals, and a Crescent Corridor just getting started from New Orleans to New York.

CSX said it and an affiliated rail company —Evansville Western Railway of Paducah, Ky.—will spend \$175 million to build the Northwest Ohio Intermodal Terminal along Interstate 75 plus make other corridor improvements in Ohio, aided by \$30 million in state funding and \$30 million more in federal money.

The partners said the public money “will be used primarily to raise the clearances under bridges and tunnels, enabling the movement of double-stack railcars.”

Stacking cargo containers allow trains to haul much more freight than single-stack containers and trailers on single flatcars, in turn curbing highway traffic and diesel emissions from putting those loads on trucks.

The private funds CSX and its partners spend will go mainly to build new terminals, they said, like that in Northwest Ohio.

CSX spokesman Gary Sease said Evansville Western is building an expertise to develop and then operate intermodal hubs in the CSX system, and will run the one at North Baltimore. It will also operate one at Winter Haven, Fla.

## Rival Ocean Carriers ‘Wait and See’ on Maersk’s Chassis Fee Plan

Maersk Line’s move to start charging truckers for use of its container chassis is being watched closely by its competitors, although none of them have yet followed suit. Recently, Maersk began charging an \$11 daily fee, saying it would encourage truckers to be more efficient in their chassis use and thereby reduce emissions. The program operates at the Port of New York/New Jersey, but the company said it plans to make the program nationwide.

“We are observing it [the fee plan] and are interested in the outcome,” Ed Zaninelli, a vice president at Orient Overseas Container Line, told *Transport Topics*. “We want to see if the program works and if they can reduce cost.”

“As far as I know, the other carriers are in ‘wait and see’ mode,” said Bill Rooney, senior vice president of Hanjin Shipping, another marine vessel operator.

The Federal Motor Carrier Safety Administration estimated in 2008 that the chassis fleet totals about 850,000 nationwide, with ocean carriers and lessors owning nearly 90% of them. Railroads and truckers own the rest.

“It all comes back to the major challenge of having chassis in North America, when they don’t have to be provided anywhere else in the world,” Zaninelli said, noting that truckers own the chassis used for container freight deliveries everywhere else in the world.

“All the [ocean] carriers are faced with the reality of having to keep their costs down,” said Greg Tuthill, senior vice president at NYK Line. “It is getting extremely costly to provide that equipment. They are looking at ways to push the cost of the assets back to some of the other stakeholders.”

The Ocean Carrier Equipment Management Association encourages creation of chassis pools that can save money by improving efficiency.

Mary Ann Kotlarich of Maersk told *TT*. “It is about changing the industry to the global best practices in order to achieve environmental and operational efficiencies that will benefit everyone.”

“Competitors or other lines may adopt similar models,” she said, noting the program continues to operate without difficulty. “The draymen will use the least expensive option. We welcome and encourage others to adopt this model.”

*SOURCE: Transport Topics*

## Key Ports Want Power to Regulate Trucks

The battle over how to best accomplish clean-truck programs for drayage fleets has moved from California ports and courtrooms to the halls of Congress, *Transport Topics* reported recently.

The ports of Los Angeles, New York/New Jersey and Oakland, Calif., are lobbying for changes to federal law that would give them the power to set truck emission standards and regulate drayage. The ports have sent letters to key legislators, including Sen. Frank Lautenberg (D-NJ), seeking FAAA Act changes “to enable ports to improve efficient utilization. These changes would not mandate that ports accept specific programs, but would enable ports . . . to implement innovative programs that improve environmental, safety and congestion conditions.” The neighboring Port of Long Beach is not taking part in this action.

The initiatives follow American Trucking Associations’ federal court victories this year that blocked the Port of Los Angeles from imposing a portion of its own port commerce rules. The focus now is on the Federal Aviation Administration Authorization Act, which includes language on trucking safety and on the highway funding re-authorization process. The ATA opposes changes in the current federal pre-emption of such changes.

The ports’ lobbying stances varied on driver status, a key issue in the court case, where Los Angeles sought to ban owner-operators and require draymen to become company employees. That step would make it possible for the Teamsters union to organize them.

Under federal law, state and local agencies are preempted, or blocked, from dictating commercial terms to maintain smooth-flowing interstate commerce.

Los Angeles reportedly is “working with lawmakers to update the federal framework to allow ports to contribute to national clean air goals,” working with the Coalition for Clean & Safe Ports.

Fred Potter, director of the Teamsters Port Division, said the union backs ports’ efforts “to stimulate the economy, spur environmentally sound future expansion, and level the playing field for companies to compete responsibly.”

The New York/New Jersey leaders have urged giving ports the ability, “if they so chose, to implement innovative programs that improve environmental, safety and congestion conditions.”

Oakland officials said they want the FAA law changed to allow exceptions for safety, environmental and operational programs to avoid a future patchwork of regulations.

ATA has allies in the shipping community, led by the National Retail Federation, which sent a July 27 letter signed by 29 other organizations to Rep. James Oberstar (D-Minn.), chairman of the Transportation and Infrastructure Committee.

“We understand a campaign is under way to persuade Congress to grant to local governments the ability to regulate the harbor drayage industry,” that letter said. “We urge you to reject efforts to rewrite longstanding federal trucking rules.”

*SOURCE: Transport Topics, from which this article is adapted*

## A Mixed Future for Freight

There are a lot of conflicting signs floating out in the US freight market right now, some positive indicators and others more on the negative side. In the view of analysts, though, at least in the near term freight volumes are expected to settle and stabilize somewhat. But for the long term, truckers should expect to be navigating some very choppy waters.

Sandeep Kar, industry manager at research firm Frost & Sullivan, told *FleetOwner*, “On the one hand, the fundamentals aren’t changing. We’re still looking at 9.4% to 9.5% unemployment in the US, and that’s not good. The Chinese stock market is experiencing extreme volatility right now, and that worries me because that affects import volumes into the US freight that is carried largely by trucks.”

Fox Business News reported that stock traders are paying very close attention to another wave of selling overseas, which sent China’s Shanghai Composite plunging 4.3%. The pullback, said one analyst, “is having its now obvious impact on everyone else.”

Yet on the other hand, Kar noted that based on reports from large transportation companies such as FedEx and United Parcel Service, freight volumes seem to be moderately stabilizing. While volumes won’t necessarily get better, he stressed, they should remain firm through the third and fourth quarters, and some trucking companies are seeking to take advantage of this stabilization.

Bibby Financial Services, for example, said that its transportation finance subsidiary provided \$2.7 million in new credit facilities during June and July to small and medium sized trucking companies that are using accounts receivable financing to purchase equipment, start new businesses or cover costs of doing business.

“With this increased activity, we are seeing trucking stabilize, which suggests that the worse of the recession is over and the transportation sector may soon begin to recover as consumer confidence and spending increases,” said Eric Hunter of Bibby Transportation Finance Services. “We think the benefits coming from the effect of reduced capacity in the market are driving higher rates per mile, which is increasing bottom line results.”

Integrated transportation provider Janel World Trade is also reporting positive signs in the freight markets, noting in particular a recent report from the Commerce Department that retail sales in May increased by 0.5% over April, whereas many economists had only forecast a 0.2% gain.

Still, the freight picture remains far from rosy, warned Frost & Sullivan’s Kar, so truckers should remain on their guard. “Credit isn’t as tight,” he said, “but we are nowhere back near the levels of even 2008.”

The firm is also forecasting a choppy long-term economic picture, with another one or two quarter economic downturn in 2012-2014 as stimulus funding winds down, followed by another dip in the 2018-2020 time frame.

“This forecast is all without taking diesel prices into account,” Kar cautioned. “A spike in diesel prices could change everything in a heartbeat, and there are so many factors that affect [fuel] prices—conflict in the Middle East, a terrorist attack, anything. As a result, [truckers] should keep a close eye on diesel prices out through 2012.”

*SOURCE: Sean Kilcarr, senior editor Fleet Owner, from which this article is adapted*



# FMCSA May Test Proficiency of Start-Up Motor Carriers

*By Sean McNally, Senior Reporter*

In its first major regulatory action under the Obama administration, the US Federal Motor Carrier Safety Administration recently advised it may for the first time require new trucking companies to pass a proficiency exam before being allowed to begin operations.

FMCSA said in an Aug. 25 notice in the *Federal Register* that it was “considering whether to implement a proficiency examination as part of our revised new entrant safety assurance process.”

In the notice, FMCSA said it is seeking “information concerning issues that should be considered in the development and use of such an examination.” If the agency adopts an exam as part of the new entrant process, it would be in addition to the existing regulations.

Finalized in the waning days of the Bush administration, the new entrant process requires new trucking companies to submit to a safety audit within 18 months of opening shop, and would shutter any that fail to comply with any one of 16 federal safety rules (12-22&29, p. 31).

The agency and its partners reportedly conduct roughly 40,000 safety audits conducted each year,, and the majority of new entrants are small operators of between one and five trucks. However, larger, existing firms may be subject to the new rules under some circumstances.

“Someone buying a trucking company from outside the industry is purchasing business assets and business liabilities, [but] U.S. DOT operating authority cannot be purchased,” said a spokesman. “The new owners would have to apply to obtain their own operating authority [and] they would be considered a ‘new entrant.’”

The lack of a proficiency exam in the final rule, along with other issues led Advocates for Highway and Auto Safety to file a petition with the agency to reconsider the entire rule. The group often has been critical of FMCSA and has repeatedly challenged agency actions on topics such as hours of service and Mexican trucks.

The notice asks for comment on issues ranging from the feasibility of creating a new testing regime and the cost to operate it, to how a test should be administered.

Advocates filed a petition with FMCSA in January, asking it to reconsider a number of issues with the new entrant rule, and while Jasny said he hoped other issues may be resolved through this process, the exam “was one big issue . . . that they hadn’t addressed.”

An exam would “hopefully increase the level of safety knowledge and operating safety on the roads. It’s important to do some screening of new entrant motor carriers and what their familiarity is with the rules and regulations, rather than have people just starting up and learning as they go along” he said. “That kind of experiment on our highways is unsafe.”

Dave Osiecki, vice president of safety, security and operations with American Trucking Associations, said the federation was “pleased FMCSA is taking a hard look at ways to raise the safety bar for new carriers.” There already are a number of government-sponsored and private testing that could be used as a basis for a new federal standard, he said.

*SOURCE: Transport Topics, from which this article is adapted*

## Study: Foreign Destinations Gaining Business Travelers Faster than US

The National Business Travel Association and Egencia, the corporate travel arm of Expedia Inc., have released findings from a new study that quantifies global business travel spend and projects business travel growth through 2013.

Evaluating 72 countries, the study shows that business travel growth patterns vary dramatically across the globe, with North America advancing at an average rate of just over 2% per year for the last decade, Western Europe growing 4.6% annually, and Asia-Pacific advancing by 7.2% annually. “Emerging” Europe (a region comprising 13 Central and Eastern European countries including Hungary, Poland, the Czech Republic, Slovenia, Slovakia, Turkey, and Croatia) and the Middle East/Africa region advanced annually by 12.4% and 7.7%, respectively, from 1998 to 2008.

Over the next 5 years, the report predicts, growth of business travel to China and Japan will exceed growth of business travel to the US over the next 5 years. In addition, developing nations such as India, Vietnam, Iran, and Indonesia will experience significant compound annual growth rates over the same timeframe.

The study finds that the North America, Western Europe, and Asia-Pacific regions each represent about 30 percent of the global business travel market (90 percent combined), estimated to total \$929 billion in 2008. This figure includes both domestic and outbound international travel. The remaining 10% of global activity takes place in Latin America, Emerging Europe, and the Middle East/Africa. The United States represents the largest piece of global business travel spend, with \$261 billion or 28% of the world total, followed by China at 10% and Japan at 8%.

“This study shows that business travel spend has increased by more than 35% since 1998,” said Kenneth McGill, NBTA Research Consultant and lead analyst on the IHS Global Insight report. “Most

of this growth has been due to an expanding global economy and the rising dispersion of business travel activity around the world.”

The full study, conducted by IHS Global Insight, includes a comprehensive forecast of US and global business travel activity.

*SOURCE: MeetingsNet*

## Germany Is Top Association Non-US Meeting Destination

The International Congress & Convention Association in Amsterdam has released its 2008 association meetings statistics, placing Germany once again at the top of the list for association meetings outside the United States. And Berlin remains the most popular meeting city in Germany.

ICCA rankings cover meetings organized by international associations that take place on a regular basis and rotate among at least three countries. For 2008, ICCA researchers identified 7,475 events, an increase of nearly 800 events over 2007. As has been the case since 2004, the United States and Germany hosted the greatest number of association meetings (507 and 402 respectively). In the third and fourth positions are Spain, with 347 meetings, and France, with 334 meetings. In fifth place is the United Kingdom with 322 meetings.

The top five cities for association meetings were Paris, Vienna, Barcelona, Spain, Singapore, and Berlin.

***(Editor’s Note: The recent IAM “Member Needs Survey” revealed a growing interest by the IAM membership to consider holding the Annual Meeting outside the United States. The IAM staff and leadership are currently researching the feasibility, as well as possible locations for a suitable international location that can accommodate the size and scope of the IAM annual event.)***

*SOURCE: MeetingsNet*

## Air France-KLM, Delta Launch Transatlantic Joint Venture

Air France-KLM and its US partner, Delta Airlines, plan to launch a new joint venture to operate transatlantic flights and to share costs and revenue.

The deal would extend an earlier cooperation agreement worked out in March 2008 by including routes operated by KLM, a Dutch carrier, and Northwest Airlines of the United States, which merged with US rival Delta last year.

The new arrangement will cover routes between the United States and Europe, Amsterdam and India, and North America and Tahiti in the Pacific, the two carriers said.

The new venture would account for cover about 25% of the transatlantic market and is “an essential element to competition with the two other major alliances active” in the sector, a joint statement said.

The competing tie-ups are Star Alliance, grouped around Germany’s Lufthansa, and OneWorld, of which British Airways is the principal player.

The new Air France-KLM-Delta alliance would have annual sales of around EUR 9.3 billion (USD 12 billion) and offer more than 200 transatlantic flights, or 50,000 seats, a day, according to the statement.

Delta Airlines is the world’s largest carrier in terms of traffic while Air France-KLM is number one in Europe.

The Franco-Dutch company said Tuesday it suffered a loss of EUR 814 million (US\$1.1 billion) in the 2008-2009 fiscal year and would have to cut around 3,000 jobs. Air France-KLM employs 104,000 people worldwide.

But the company’s operating loss, at EUR 129 million, turned out to be less severe than the EUR 204 million forecast by analysts.

As a result, Air France-KLM shares rose more than 15% in early trade to EUR 11.12 on an overall Paris market that was 0.43% stronger.

“Air France-KLM predicts that the macroeconomic environment in the first half of the year will remain uncertain and difficult” while the second half should see “some signs of stabilization,” analysts at CM-CIC Securities said.

“We believe that the more positive market sentiment regarding the aviation sector should continue and even strengthen by the end of the year,” they added.

*SOURCE: AFP/Expatica*

## Survey: US Travelers Seek Value Over Green

US travelers are more familiar with sustainable travel terminology than they were 2 years ago, but remain unwilling to pay more for eco-friendly travel options, according to the July travelhorizons, the quarterly consumer survey co-authored by the US Travel Association and Ypartnership. The percentage of American travelers who consider themselves “environmentally conscious” has not changed since 2007 (78%), however, there has been a remarkable increase in the percentage who report familiarity with the term “carbon footprint” (from 12% in July 2007 to 54% in July 2009). Awareness of the term “green travel” also improved from 9% in July 2007 to 22% in July 2009. Despite these increases, only 9% of consumers say they are willing to pay more to use travel service suppliers that offer eco-friendly options for travelers, and only 3% have purchased a carbon offset when booking travel.

“Although consumers are reluctant to pay more to support green travel service suppliers, they are definitely paying attention to those who are green, even in this down economy,” said Peter Yesawich, chairman and CEO of Ypartnership. “Travel service suppliers should therefore continue to adopt green practices that have a minimum impact on consumers’ wallets.”

Among consumers who would pay higher rates or fares for eco-friendly options, roughly four in 10 (39%) would pay as much as a 5% fare or rate premium to an environmentally responsible supplier, and an equal percentage would pay between 5 and 9% more.

For consumers looking for more economical “green travel” choices, the US Travel Association and American Express launched [www.travelgreen.org](http://www.travelgreen.org) to facilitate best practice sharing among travel companies and provide a clearinghouse on the latest research and trends in green travel.

Other key findings in the survey: Although consumers believe travel service suppliers should be good stewards of their environment, over half (54%) also believe that individuals themselves have the greatest responsibility for preserving and protecting the environment.

Nearly six out of 10 (58%) travelers say they believe that environmental programs by travel service suppliers could have a positive effect on the environment.

The majority (51%) of consumers will continue to patronize “green” travel service suppliers regardless of an economic downturn. In fact, nearly half (48%) of travelers say that continuing to support environmentally responsible travel service suppliers is a necessity, even in an economic downturn.

Less than one-third (29%) say it is easy to find out about environmental policies and initiatives of travel service suppliers. The US Travel Association, in partnership with American Express, has created [www.travelgreen.org](http://www.travelgreen.org) as a one-stop shop for information on sustainable travel. The site features research and case studies on “green” programs from destinations and travel suppliers. For more information, visit [www.ypartnership.com](http://www.ypartnership.com) or [www.ustravel.org](http://www.ustravel.org).

## Global Entry Program Expands To 13 More Airports

On Aug. 24, the US Department of Homeland Security added 13 airports to its Global Entry pilot program, which streamlines the arrival process for enrolled US travelers returning from international destinations.

The program will now include airports in Boston; Dallas; Detroit; Fort Lauderdale, Fla.; Honolulu; Las Vegas; Newark, N.J.; Orlando, Fla.; Philadelphia; Sanford, Fla. (Orlando); San Francisco; San Juan, Puerto Rico; and Seattle.

Global Entry began in June 2008 at New York's JFK International, Washington-Dulles, and Houston's George Bush Intercontinental airports, and last fall four additional enrollment centers and kiosks were added at airports in Atlanta, Chicago, Los Angeles, and Miami. The program now includes the top-20 arrival airports in the country.

Global Entry uses biometric identification to improve the screening process. Once enrolled, US travelers returning to the US can bypass the Customs and Border Patrol's passport-control line and proceed to a Global Entry kiosk, which scans machine-readable passports and compares the traveler's fingerprints with biometric data on file. A digital photograph is taken, and the traveler is then prompted to answer several questions posted on the kiosk touch screen. Once this process is complete, the traveler receives a receipt, which must be presented to the CBP officer before leaving the inspection area.

According to the CBP, about 16,000 people are already enrolled in the program, which, the agency claims, can reduce average wait times by 75%. The participation cost is \$100 for 5 years. Applicants must pass a security threat assessment and appear for an in-person interview.

## Up in the Air . . .

Dutch airline **KLM** wants to convert much of the waste produced on its flights into energy, intends to launch a trial in 2010 where plastic cups, cutlery, and leftover food scraps will be converted into electricity and heat energy. KLM estimates that up to 20 tonnes of rubbish a day could be generated into electricity and heat.

*SOURCE: Radio Netherlands/Expatica*



**FedEx Express**, lining up its global services to meet increasingly cost-conscious shipping, announced new deferred international services for its small parcel and freight delivery services. The new options will include FedEx International Economy service from more than 90 countries and territories and International Economy Freight service from more than 50 countries and territories. Both are door-to-door, customs-cleared, services and that will come with what FedEx called competitive rates and delivery in 2 to 5 business days.

*SOURCE: Journal of Commerce Online*



**Air France-KLM** has joined the Web site devoted to putting trillions of remaining air and hotel loyalty points to use. Members of the Air France-KLM frequent flyer program, Flying Blue, will be able to buy miles or points so people can top off to levels required to qualify for free travel. Toronto-based Points, which has about 2.5 members, launched the online service in 2000 as a way to unlock reward points stored in loyalty programs for anything from Starbucks coffee to hotel stays or airline travel.

*SOURCE: AFP/Expatica*

## Health Essentials Before You Travel

Here are five things you should consider before your next trip or vacation...

- Visit your doctor to find out about special precautions for any conditions you have.
- Find out about diseases worldwide from the Centers for Disease Control and Prevention (877-394-8747, [www.cdc.gov/travel](http://www.cdc.gov/travel)).
- Review your health insurance. Also consider buying travel health insurance.
- Take an extra supply of the medicines you use regularly, packing some in checked baggage and some in carry-ons. If you need more than three ounces of a liquid medicine, bring a doctor's note and be prepared for extra inspection by airport security.
- Know your limits. Do not plan a tour that will push you too hard.

*SOURCE: BottomLine Personal*

## Preserve Your Friendships (and Business Associates)

**L**iving through difficult economic times is stressful—but living through them on one’s own is even worse. Close friends can provide vital emotional support and companionship when we are feeling down—and perhaps even more tangible support, such as networking assistance, when we need to find a job or financial assistance when money is tight. Spending time with friends helps us remain upbeat no matter what our situation is. To improve your friendships...

- **Step 1: Improve your relationship with yourself.** It’s easy to get down on yourself when facing financial problems, but people who feel unworthy of friendship rarely make friends. Like yourself and others will like you, too. Start by being as kind to yourself as you would be to anyone else.

Monitor negative “self-talk.” When “woulda... coulda... shoulda” thoughts creep into your mind, cut yourself off—then cut yourself a break. Sure, you’ve made some mistakes (everyone has!), but you also got plenty of things right. It’s not your fault that your retirement nest egg has cracked a bit this year—that’s happened to everyone.

Live according to your own sense of purpose, not to please others. We like ourselves most when we follow our inner gyroscope.

**Example:** You feel driven to go back to school, but everyone else says it is crazy to do so at your age. Follow your dreams.

- **Step 2: Become a master of empathy.** Empathy is made up of two separate skills—sympathy and analysis. For most of us, one of these skills comes naturally while the other is more difficult. Typically, women are better at sympathy, men at analysis.

**Key:** Realize that your natural response is not necessarily the proper one in a particular situation. Before reacting to a friend’s problem, try to determine what sort of response this person wants. Does he/she want your sympathy, or will he consider the attention embarrassing? Does he want a solution to his problem, or would he prefer to solve it on his own?

**Example:** A friend who has not yet retired tells you about his employer’s increasingly precarious financial condition. If you are a sympathizer, you might focus on his concerns for the future of his job and console him... if you are an analyzer, you might suggest job-hunting techniques that could help him find a more stable employer.

A well-rounded empathizer would express concern about the situation, but listen for indications that the person wants further consolation or potential solutions before saying anything more.

- **Step 3: Ask for help... and lend a hand without being asked.** People like people who ask for their help. It feels good to be needed, and it is flattering to be treated like an expert.

**Examples:** Ask a friend to help you select a book to read, a play to attend or a bed-and-breakfast for a weekend away. Target a topic this friend is knowledgeable about. Later, compliment the friend on his choice.

Providing help can build friendships as well, but only if you supply help before it is requested. If an acquaintance seems overwhelmed by responsibilities, ask “What can I do to help?” and don’t take no for an answer... or simply show up ready to help when the work is being done. Don’t wait to be asked for your assistance—people asking for help feel uncomfortable and needy.

- **Step 4: Learn to listen.** People tend to like people who listen to what they say. Listening means genuinely hearing and think-

ing about what someone else is saying, not just waiting for your chance to speak. You can learn to be an effective listener even if it is not one of your natural skills.

**Exercise:** When someone tells you a story, imagine that the events are happening to you. This increases the odds that your face will convey appropriate emotions. Make statements that show that you understand the speaker’s feelings and that you consider these feelings reasonable. If you are not certain what the speaker feels, take your best guess, then ask for confirmation.

**Example:** An acquaintance shares a story about narrowly avoiding an accident caused by a driver in the next lane shaving while looking in his rear-view mirror and traveling at 70 miles an hour.

To be a good listener, don’t prepare your own dumb-driver anecdote in your mind while this acquaintance speaks. Instead, listen and try to sense what emotion the speaker is trying to convey. Is he feeling anger at the other driver? Fear from the near miss? Or does he think the story is humorous? Then respond accordingly.

- **Step 5: Create shared memories.** Shared experiences—particularly those shared in times of stress—are what bind friends together. A shortcut to deepen friendships is to create a unique experience that is sure to make a memory. Simply keep your eyes open for opportunities. You may have to spend a few dollars or make a bold move. Just do it! The memories are worth it.

**Example:** During a trip to Mount St. Helens, I hired a helicopter to take me, my wife and another couple down into the crater. The four of us have become very close and we often talk about that helicopter ride.

- **Step 6: Compliment early and often.** Every time you encounter a friend, offer a compliment within the first 30 seconds. This will get things off to a positive start, and people will associate positive feelings with time spent with you—increasing the odds that they will want to be around you. Offering compliments is particularly important at times like these when so many people are feeling down about themselves.

**Key:** Compliments must be honest—it’s easy to spot insincerity. Comment on a new haircut or an item of clothing... pass along something nice you heard about the person... thank him for information or advice he provided that proved useful.

**Example:** At a recent dinner party, I told someone that his commitment to fitness had inspired me to exercise more.

- **Step 7: Become invested in your friend’s future.** “What is a big dream of yours?” or “What would you like to accomplish in the next 10 years?” are good conversational questions. They show that you are interested in the person’s goals and dreams—and allow people to present themselves in any way they like.

On the other hand, “How have you been?” is a particularly iffy question these days. It forces many people to either admit that they are suffering in this weak economy or lie and say that everything is fine. Ask about people’s plans instead, and you allow them to look forward to better times. Once you know where people want to go in their lives, you may find opportunities to help them on their way.

**Examples:** Introduce them to potentially useful contacts, or e-mail an article that they may find interesting.

Now you have established an ongoing contact—which may lead to a true friendship. But you will never know if you don’t take the first step.

SOURCE: Les Parrott, PhD,  
*RealRelationships.com/BottomLine Personal*

# Donald Trump's 6 Secrets to Keeping Your Edge in Life

At an age when most people have contemplated retirement and are slowing down, Donald Trump, at age 63, is busy ramping up his activities. In addition to developing hotels and golf courses around the world (including in the Dominican Republic, Dubai, Washington, DC, and Scotland), he has had resounding success with the Miss Universe and Miss USA pageants, founded the online education company Trump University, gotten his golf handicap down to 3, written another best seller, *Think Like a Champion*, and concluded the 2009 season finale of his TV show, *Celebrity Apprentice*, by selecting a 75-year-old dynamo named Joan Rivers as champion. The series has received terrific ratings and will soon be entering its ninth season.

Even in trying times, the charismatic, outspoken Donald Trump manages to stay energetic and stimulated by life. And as we all know, money alone can't do that for you. So *Bottom Line/Retirement* spoke with Trump to find out how he stays so productive and keeps challenging himself. Here are his six secrets...

## 1. Relentlessly confront your fears.

You can't let fear—fear of the new, fear of growing old, fear of failure—settle into place in any part of your life. Fear has a way of making problems bigger than they are. The trick is to recognize your fears and then zap them with a problem-solving attitude, faith in yourself and hard work.

**Example:** I owed billions of dollars in the early 1990s, and many people thought I was finished. Major newspapers were announcing my demise. The difference is that I didn't believe that I was finished for one second, no matter what people thought. I simply refused to give in to the negative circumstances and kept working to overcome my challenges.

Useful exercise: Rename your fears. Call them "concerns." Just using a different word can affect your approach and reactions. "Fears" create blocks that will only hinder your creative thinking. "Concerns" can be broken down into units of thought and dealt with in an orderly and persistent manner.

## 2. Make your communications short, fast, and direct.

As someone on the receiving end of conversations with people who do not know how to edit themselves, I know what agony means. I think to myself: How long is it going to take for this person to get to his/her point?

People are very, very busy today. They are overloaded with information. Don't drone on and on. Don't force people to sort through it all to get to the important stuff, the good stuff. More often than not, your listeners—whether it's your family, business associates or those in a social setting—will be grateful for your ability to get to the essence quickly for them.

In any conversation, I give myself an internal deadline. I say as much as I can in as few words as possible. If you practice this technique every day, whether it's relaying a message to someone, writing a letter or ordering lunch, it will become natural for you -- and you will accomplish more.

## 3. Put bad news in perspective.

The way you handle difficult situations in life says a lot about who you are. The same event can wipe out one person but make another more tenacious. Whenever I am in the midst of difficult times, I ask myself: Is this a blip or a catastrophe?

This question reminds me that most problems are temporary if

you keep your equilibrium and maintain your momentum. Realize that there will always be blips in your daily life but that you never know when the tide is going to turn in your favor, provided you are paying attention and still working toward something worthwhile.

**Example:** I was scheduled to make a brief appearance on a boat docked in New York City and then get off before it departed on an evening-long cruise around Manhattan. I was about to leave when I noticed that the boat was already in the middle of the river! I wasn't too happy about this turn of events, but it wasn't the end of the world. Instead of fuming and complaining, I adjusted my mood and treated it as an unexpected adventure. I actually wound up having a memorable evening, meeting some fascinating people and getting some great ideas.

## 4. Don't take yourself so seriously.

Over the years, I have been offered a lot of TV commercials and turned most of them down. But my favorite one allowed me to display a self-deprecating attitude that I think took people by surprise. It's a commercial for Visa. I'm shown on the top of Trump Tower in Manhattan holding my credit card when a gust of wind blows it out of my hand, down many scores of floors to the street below. Next, I am seen rummaging in a dumpster in search of my lost card. A well-dressed passerby remarks, "And I thought he was doing so well."

I do take my work seriously -- but the ability to laugh at myself keeps my perspective intact, adds an element of fun to my endeavors and makes people realize that I'm a complex person, concerned about more than just ambition.

## 5. Never let one person determine your well-being.

Several years ago, the now-notorious hedge fund manager, Bernie Madoff, approached me in Palm Beach, Florida, where we both owned property. He said, "Why don't you invest in my fund?" I had enough going on in my own businesses, and I didn't know much about him, so I declined. But I know a lot of very smart people who became victims of Madoff's unscrupulous scheme and had their futures severely compromised by it.

Money is not a prerequisite to live an active, exciting life, but it does provide security, confidence and comfort. The takeaway here is that you must be careful with your financial transactions no matter how much you like or respect a person. Never bet the ranch on one person or one person's idea. Spread your money around with numerous people and organizations. While we have no guarantees in life, we can take precautions.

## 6. Turn your passions into productive activities.

One thing that I've learned about life is that it should be a series of discoveries. Remember how exciting it was to learn to ride a bike? If you can capture that kind of excitement as you age, you will never "stop"—you will always be on your way to finding where you are meant to be in life. Remember, whatever you do at this point in your life, it's better to love it. Enthusiasm on a big scale equals passion, and passion is what gives you the resiliency to take yourself to amazing places.

**Example:** I love playing golf, so when I was looking for new real estate projects, I wanted to build the world's greatest golf course. I spent five years reviewing sites around the world and turned down more than 200 possibilities. Finally, I found a dramatic, 1,400-acre landscape in Aberdeen on the north coast of Scotland with miles of spectacular oceanfront and sand dunes of immense proportion. The place had sentimental meaning for me—I have Scottish roots, and my mother's first language was Gaelic. I knew this was the right place, but the scope of development and the cost, one billion pounds, was

such that no one thought I would get approval to go ahead. In fact, building this course became such a saga that the BBC hosted several documentaries and HBO did a feature. I'll be breaking ground in 2010.

*SOURCE: Donald Trump, The Trump Organization/  
BottomLine Retirement*

#### **Publisher's Note:**

I am a big fan of the US TV show "The Apprentice," primarily because I have learned so much from watching the interaction between the contestants and celebrities who have appeared on the various seasons. I will readily agree that Donald Trump has a big ego and I am not his biggest admirer. Nonetheless, overall he's been successful in most of his ventures, so I thought The Portal readers would find this article interesting. Mr. Trump's life experiences and recommendations might be more useful to us now that we find our businesses, and thus our lives, in a state of flux and uncertainty. —*Terry R. Head*

## Happy Is As Happy Does

In the movie "Forrest Gump," Forrest had an IQ of 75 and his favorite book was Curious George. One of Forrest Gump's favorite sayings was, "Stupid is as stupid does." Forrest's point was that one should be judged stupid only if one acts stupid. In applying Gump logic to the workplace, since Forrest never got around to commenting on the workplace, I think that Forrest would have said to managers, "Happy is as happy does," in reference to employees. In other words, a happy employee is an employee who acts happy.

Old-style managers were trained that if an employee was too happy at work, the employee must not be working. A manager's job was to make an employee's work life tough, and to prevent an employee from goofing off while at work. If the job itself was not difficult enough, the manager could make an employee's work life more difficult by frequently changing vacation time policy, forgetting to send in employees' changes to their health plan, and by misplacing their timecard.

New-style managers have embraced the concept that work and fun are no longer contradictions. An employee who laughs, has fun, and maintains a playful attitude at work is a happy employee. Happy employees tend to be more energetic and productive, and have an outlet for stress and tension. Also, happy employees build morale in themselves and other employees. Laughter, fun, and playfulness are contagious.

Companies and organizations benefit from happy employees who laugh, have fun, and are playful on the job because happy employees are less likely to be absent, tend to be more creative, and are less likely to quit. And if your company has its employees working in teams, humor is essential to promoting team bonding, team trust, and team participation.

Happy working,

*SOURCE: Gary Vikesland, MA LP CEAP,  
Employer-Employee.com*

## How to Keep Marketing Your Business Despite a Dwindling Budget

If, as a result of the economic climate, you find yourself cutting back heavily on your marketing budget, it does not mean that you also need to cut back on your marketing activities. Marketing is paramount in these times of economic distress.

How then can you keep your marketing efforts alive despite a dwindling fund? There are many marketing initiatives available that are free of cost or have a minimal cash outlay with a relatively high return that small businesses can effectively employ to remain competitive.

Here are nine such techniques that can help you survive and thrive through the present tough times.

1. **Networking.** Networking with local business groups, local service groups such as Round Table, Lions etc., or even at your children's school or the church, can be a great marketing technique that does not cost a thing.
2. **Referral policy.** Ask your existing customers to recommend you to a friend and, if necessary, give them some form of reward (high perceived value to them, low cost to you) for doing this.
3. **Targeted direct mail.** A carefully written letter sent to a targeted list and then followed up to increase response rate can work wonders for your business.
4. **"A" board.** An "A" board in front of your premises.
5. **Improved signage.** Improve your signage to cover the services you offer.
6. **Marketing collateral.** Leaflets promoting all your services sent out with invoices or direct to your customer base is a cost-effective marketing technique.
7. **E-mail newsletters.** While it can cost a bit to set up a template, e-mail newsletters come with only a small cost to use as long as you have the time to write the content yourself. There is no postage associated and these are free to send.
8. **Free poster signs.** Post signs on your vehicles. You have a free poster site—why not use it?
9. **Internet/online marketing.** There are a plethora of free/low cost options available online, such as blogs, social media, membership communities like Facebook, MySpace, Twitter, etc., where you can market your products and services. YouTube can be used effectively to demonstrate your product or services and with the help of social media tools, these videos can reach a newer, wider audience.

It is important to remember that axing your marketing budget does not mean that you also minimize your marketing initiatives. The biggest mistake businesses make during a recession is to cut down on their marketing activities. Using these free or low-cost marketing techniques will help your company stay afloat during these tumultuous times.

*SOURCE: ActionCoach.com*

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## Small Businesses Disappointed With Contracting Share

Small business leaders, asserting that the government has repeatedly failed to meet its obligation to set aside work for them, are demanding that the Obama administration dramatically increase federal contracts awarded to their firms.

Federal law requires that the government set aside 23% of its contracts to small businesses. But small businesses in fiscal 2008 received 21.5% of those contracts, the shortfall representing a loss of \$30 billion in work to the firms, according to the National Association of Small Business Contractors.

Obama administration officials, while pointing out that awards to small-business contractors set a record in 2008, say they are increasing their outreach efforts to them—requiring agency heads to participate in many more meet-and-greet events during the remainder of the year in an attempt to reach their goal.

But small business advocates argue that is not enough. The association, comprising 300,000 small-business contractors, is pressing the administration for several changes, including imposing penalties on agencies that fail to meet the requirement and enforcing fines on large companies that misrepresent themselves as small or minority-owned businesses or misstate their connection with small-business subcontractors. They also are asking President Obama to make the top spot at the Small Business Administration a Cabinet position.

Though the government has failed to meet the contracting requirement for five years, officials said, the economy is prompting the association to push harder for reforms now. Small businesses, while employing the majority of US workers, have been stung harder than big companies by tight credit and many other recession-related problems, the association said.

The federal government has guidelines on maximum revenue and staffing levels for nearly 1,000 industries for what constitutes a small business in terms of federal contracting. For instance, annual revenue can be no more than \$750,000 for soybean farmers and \$33.5 million for construction firms. Staffing levels can be no more than 500 for

food and apparel manufacturing companies and 1,000 for computer manufacturing firms.

The federal government awarded \$93.3 billion in contracts to small businesses in fiscal 2008, an increase of nearly \$10 billion from the previous year, SBA officials said. The SBA also boosted its awards to businesses operated by women, disadvantaged minorities and service-disabled veterans to \$3 billion from \$2 billion for that year, officials said.

“We do want to acknowledge that a record \$93 billion in spending went to small business. But I’m not going to be happy until the 23% goal is met and exceeded,” said Joseph G. Jordan, the SBA’s associate administrator for government contracting and business development.

The SBA’s “scorecard” shows that numerous agencies partially met award goals for five categories of businesses targeted by the program—small firms, and those owned by women, disadvantaged minorities and service-disabled veterans and ones operating in economically depressed areas. For instance, five agencies—the departments of Defense, Justice and State, the Social Security Administration and the National Science Foundation -- met one of five goals.

But two agencies—the Office of Personnel Management and US Agency for International Development—met none of the five goals.

*SOURCE: Washington Post*

## Small Businesses Spending More On Online Ads

Small and medium-sized businesses decreased the amount spent on advertising and promotions by 23.5% to \$2,092 this past year, compared with the previous year, according to a study released last week. The Kelsey Group’s study, “The Local Commerce Monitor Wave XIII,” suggests that the penetration of digital and online media rose to 77% in August 2009—up from 73% in August 2008—while traditional media declined to 69% from 74%, respectively.

*SOURCE: Media Post*

## Opinion: Survive the Slump— Invest in Technology

Though it's true that many transportation companies are cutting back on expenses during this sluggish economy, carefully calculated investments in information technology can bring both immediate payback and long-term success.

Not only can wise, well-thought-out technology investments help businesses run more smoothly and operate more efficiently right now, better IT also can add real dollars to the bottom line by increasing productivity without the need to add more resources.

**Companies that make sound IT investments today will be well positioned to seize the opportunities that will arise quickly when the economy rebounds.**

In the transportation industry in particular, technology is paramount to efficient operations. Take, for example, the integration of Web-based modules. Web functionality introduces a powerful, convenient customer service aspect to a carrier's overall services. It allows carriers (and movers) to keep overhead to a minimum while providing their shipping customers with around-the-clock access to all aspects of their accounts—not just tracking and tracing—whenever it is convenient for them.

Technology investments boost efficiency in other areas as well, including:

- **Improved cash flow.** A good IT system tailored to the specific needs of your company can facilitate a better billing and collection process.
- **More accurate rating.** The notoriously complex less-than-truckload rating system can be simplified and clarified through an IT system programmed to accurately analyze and quote rates as needed.
- **An integrated operations and administration system.** The administrative aspects of your organization—the front end and back end—need to communicate and connect seamlessly with one another for maximum efficiency. This is a standard aspect of many IT systems today.

In addition to honing efficiencies during an economic slowdown, companies must figure out ways to add value without having to add resources. Technology plays a major role in accomplishing this difficult but necessary task. A good IT system makes it possible for companies to:

- **Increase driver and crew productivity** by enabling dispatchers to focus on operations and driver management rather than clerical functions.
- **Improve warehouse and dock productivity** with a management and scanning system that facilitates real-time tracking.
- **Improve route management** with mapping software that can help visualize customer locations and vehicles en route.

Finally, a slower economy enables companies to tend to IT projects they might have been planning for some time but never had time to handle properly. Smart companies will use their “downtime” to take care of these important projects so they are better positioned when the economy rebounds.

That opportunity applies especially medium to smaller size businesses, where technology takes care of complexities while owners and managers attend to business development and growth. Any spare time

realized by normally busy small business owners during a downturn ought to be leveraged to explore options.

Take the opportunity to overhaul your company's dated Web site or work on your e-mail marketing campaigns.

And have you been avoiding the problem of a backup and disaster recovery system? Disaster recovery is vital part of a company's survival and health: Losing data can translate into lost revenue caused by the inability to post receivables or bill customers and can result in negative repercussions over the long term.

When it is time to choose technology investments, be sure to look for key components to maximize return on your investment:

- **Choose a technology company that specializes in the transportation industry.** There are hosts of IT firms out there, but a firm that understands the industry is the most qualified to help meet the specific needs of your business.
- **Choose the right technology features.** Make a list of every person in your company and what each one expects from the software or system. Do your homework before you shop: With numerous products on the market, select the software product that is the best fit with the niche your company serves—and the way your company operates.
- **Go with a company that can provide strong customer references.** Visit companies similar to yours that already use the software to learn firsthand how they are managing.
- **Make sure the product you select comes with both implementation and strong support services.** Technology is a constantly evolving aspect of business. Be sure the support is there so your investment is secure for years to come and to allow the software or system to grow with your needs.

Tend to these matters now, so your business will be prepared to pick up speed when the economy rebounds - and it will rebound - and you won't miss out on crucial opportunities.

*SOURCE: Transportation Topics—  
Ken Weinberg, VP, Carrier Logistics Inc.*

**(Editor's Note:** There are quite a few IAM member companies who specialize in IT for the moving and relocation industry. Most of them will be exhibiting at the IAM Annual Meeting in Orlando.)

## ALK Unveils Navigation Software For iPhone

**A**LK Technologies, an IAM member company, recently released a version of CoPilot Live, its passenger vehicle navigation software, for Apple's iPhone.

ALK announced the release of the North American version of CoPilot on Aug. 14. The software must be purchased through Apple's iPhone App Store. The Princeton, N.J., firm has not yet said whether it will release CoPilot Truck, its truck-specific navigation and routing software, on the iPhone.

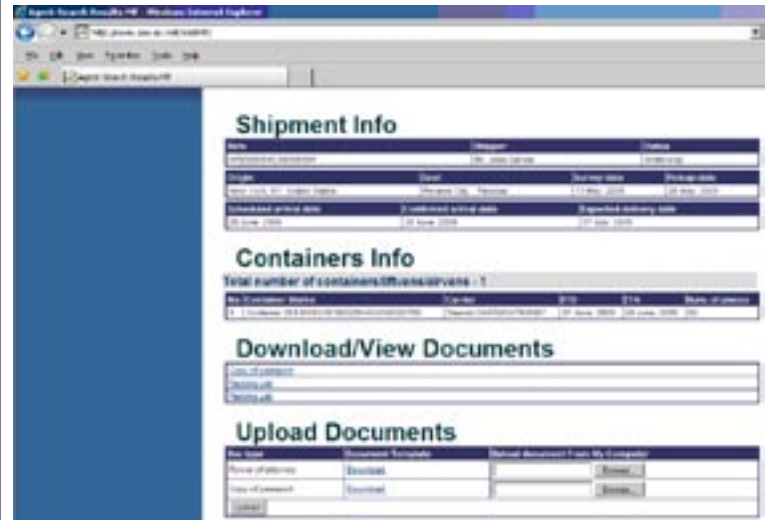
Currently, ALK offers CoPilot Truck on laptops, standalone Global Positioning System navigation units and in-cab computers designed specifically for trucks.

*SOURCE: Transport Topics*

## Voxme Adds Web Tracking Solution, More Integration With Move Management Systems

**Voxme Software Inc.** announces the general release of Web MF—a comprehensive, real-time Web tracking solution that works on top of MightyForwarder (Voxme move management system) and allows transferees and agents to track shipments, view inventory details, download and upload documents on-line 24/7/365. Web MF is designed to be customized to deliver company specific look-and-feel and provide flexible access rules. The application is installed on a company's server to avoid any additional hardware costs and deliver true real-time response. Web MF can run as a stand-alone web site or be integrated into a company's web site via an XML link. Agents can submit shipment data to Web MF in Excel or XML format, thus eliminating the need for the tedious re-entry of import shipments' details.

In a separate development, Voxme has completed and rolled out integration links with MoveManager by MoveAssist, Saga Safari, FireCore by Allium TRX, MoveMan by EOS. The link allows companies to establish an efficient process of dispatching survey requests from their move management system to smartphones, completing pre-move surveys using Voxme Estimator and then returning survey results back to the management system. Says Robby Wogan, CEO of MoveAssist International: "At MoveAssist our policy is to concentrate on our core competencies while providing our customers with options for using 'best of breed' products alongside our own products.



The Voxme survey tool complements MoveManager and provides our clients with additional functionality, so it's a win-win situation".

For more information, contact Max Kreynin at (email: [max@voxme.com](mailto:max@voxme.com), tel:+1-4167288754)

### Malaysia Emerges from Recession

Malaysia said it will revise upward its economic growth forecast for 2009 as the country emerged from recession in the April–June period. The country's economy expanded 4.8% from the previous quarter after two straight quarters of contraction.

Malaysia follows other heavy Asian exporters including Japan, Singapore, Hong Kong, Taiwan, and Thailand, in returning to growth in the second quarter. The Philippines, which has only contracted for one quarter, was expected to report a return to growth. All of these economies, however, have shrunk over the past year. Malaysia's gross domestic product is 3.9% smaller than a year ago, the central bank said, beating economists' expectations of a 5% contraction.

"The expectation remains that the domestic economy will improve in the second half of the year, to be supported by recovery in domestic demand. Stabilization of the global economy is also expected to contribute to the improvement," the central bank said.

The rebound was supported by higher government spending and a 0.5% rise in private consumption, said the central bank's governor. The government embarked on stimulus spending of M\$67bn (\$19bn) from late 2008, while lower lending rates and inflation benefited private consumption. The economy was likely to register positive growth by the fourth quarter, she said, although she did not rule out a dip in the third quarter.

As Asia's third most trade-dependent economy, after Singapore and Hong Kong, Malaysia had been hurt by the global financial crisis as overseas demand for its exports dropped. Exports declined by 17.3% in the second quarter from a year ago, a similar pace to the first quarter.

SOURCE: *The Financial Times*

### When Not to Give Away a Cell Phone

Although you think that you've "erased" the data in your old cell phone before selling or otherwise disposing of it, you probably haven't.

Such "erased" information usually remains stored in the phone's memory while being removed only from the indexes in the phone's operating system. But people with the right software can still recover it.

**Scary:** A security company recently bought 10 used cell phones on eBay. From the phones, they recovered bank account numbers and their passwords, confidential corporate business plans, private pictures, messages between a married man and his lover and thousands of pages of other private messages.

**What to do:** Some phones have special instructions for a "full" reset that erases everything in memory. Consult the manual or call the manufacturer.

If you can't eliminate your private information, consider destroying the phone instead of selling it, giving the phone to a child or other family member (who doesn't have the tools to recover your private information) to keep it from hackers, or keeping the phone in your car or home for emergency use—deactivated phones can still call 911.

SOURCE: *David Goldschlag / Trust Digital/BottomLine*

## RFID Mail Tracking Expands to 21 Countries

Some 21 countries have now begun using RFID to track international mail in a system that is scheduled to expand into more than 100 member countries of the Universal Postal Union (UPU). RFID tags are being slipped into thousands of test letters that are sent to measure international delivery times and monitor compliance with the performance standards set by the UPU, which is the United Nations agency headquartered in Berne, Switzerland, charged with coordinating mail operations among national postal authorities around the world.

The UPU created the system to monitor international mail, but national postal services can use the same infrastructure to record additional mail flow through their systems and to track transport containers and other assets.

“With this project RFID will show up in many more countries for mail tracking,” Ashley Stephenson, chairman of Reva Systems, whose Tag Acquisition Processor (TAP) RFID data management products are being used in the system.

At any given time there will be tens of thousands of RFID-tagged test letters in the international mail system, according to Stephenson. Expansion beyond the original 21 countries will begin next year. More than 100 countries are expected to adopt the system, and it could spread to the entire UPU, which has approximately 150 member nations. The system is similar in function to the one the Finnish national postal service implemented last year.

*SOURCE: RFID Update*

## REMINDER: Cell Phone Numbers Going Public in the USA

All cell phone numbers are being released to telemarketing companies and you will start to receive sales calls.

You will be charged for these calls. To prevent this, call the following number from your cell phone: 1-888-382-1222.

It is the National DO NOT CALL list. It will only take a minute of your time, and it will block your number for 5 years.

You must call from the cell phone number you want to have blocked—you cannot call from a different phone number.



# Weather the Business Climate Across the Globe with RPP

International Association of Movers' Receivable Protection Program (RPP) is designed to protect you against monetary loss as a result of bankruptcy or other terminal financial insolvency when conducting business with another IAM member.



Receivable Protection Program

Increased member participation is the key to maintaining maximum program coverage. And with an annual renewal fee of just \$100 per year, you can't afford not to get covered!

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

*Initiation fee required. Limits to RPP coverage pertain to participant location. Details at [iamovers.org/rpp.html](http://iamovers.org/rpp.html).*

## A look at people and events shaping IAM member companies



**Funk**



**Kolesar**

**Eric Funk** joined **Agility** in May after 13 years as a national account manager and a major account executive for a leading corporate housing provider.

In his previous position, Funk specialized in national accounts and sales strategy. More specifically, he drove profitable growth for accounts with Fortune 1000 companies with previous zero account penetration from the ground up. Funk also built strong business partnerships and maintained a career average (YOY) growth of 25% by developing customized solutions after exploring the key goals of client organizations. He then negotiated contracts and established implementation plans to ensure and manage growth. Funk's broad understanding of sales and customer service will make him a key asset to Agility, the company said.

Funk currently holds both the Certified Relocation Professional and Global Mobility Specialist designations from the Employee Relocation Council.



**Suddath International** has announced the promotion of **Lauren Kolesar** to director of business development.

In her new role, Kolesar will focus on developing and implementing initiatives to improve and expand the strategic market position and financial growth of both Suddath International and sister company Sentry International. She will continue to negotiate transportation contracts and manage daily pricing functions.

As an industry veteran with 19 years of experience, Kolesar has worked in warehousing, trucking, rail and freight forwarding. She joined Suddath in 2000 as an international relocation counselor and was promoted to pricing manager in 2005. Since then, Kolesar has overseen the continuing expansion of the pricing department while

implementing procedures to stabilize Suddath's margin amidst fluctuating market conditions.

In addition to her daily functions, Kolesar is a member of the Overseas Shippers Association and actively participates in all ocean freight negotiations worldwide.

"During her tenure with Suddath, Lauren has taken proactive strides to make Suddath International more competitive in the marketplace," said Stephen Crooks, president of Suddath International. "Her knowledge and strategic approach have had a significant impact on our bottom line and I am confident that she will continue to effectively develop innovative solutions that will enable Suddath to maintain our position as an industry leader."



**Valeria Altamirano Ortega** has been appointed general manager at **Mudanzas Mundiales Nicaragua**. She previously worked for Grupo Q as Nissan and marketing manager, as well as sales manager for TACA in Nicaragua.



**Saba Ur Rahman** has been named business development manager at **P.M. Relocations** in Bangalore. Rahman will be responsible for business development and strategic marketing. He has over a decade of experience in sales and marketing.



**Shipco Transport**, a leading NVOCC in the United States with offices also throughout Europe and Asia, has created a new position to cater specifically to the needs of the professional household goods market.

In recent years, Shipco has become increasingly involved with the household goods/relocation industry working with licensed household goods movers, and in order to further develop its progress and service, the company decided to establish a full-time corporate household goods position.

**Jasper Hvidberg** has been named director of household goods development. In his new position, Hvidberg will develop relationships with household goods movers and relocation companies nationwide, as well as industry organizations. Until his appointment, Hvidberg was general manager for the company's Seattle branch. He will be succeeded in that post by **Mark Coyne**, who will be Shipco Seattle's interim branch manager.

## EXPANSIONS

**L**iberty Transportation & Storage, Union, N.J., has recently expanded its operations with the addition of **Lincoln Mayflower** in the New Jersey and New York City area.

“We’re extremely excited to be part of two of the best van lines in the country,” said Don Lusardi, president and partner at Liberty. “Having recognizable national brand names and local history allows us to be a driving force in today’s marketplace.”

Established in 1897, Lincoln Mayflower began moving customers by horse-drawn cart and train. Lincoln Mayflower was among the industry’s early innovators and was the first New Jersey mover to sign on with Mayflower Transit.

“This expansion will help us bring even more quality services to customers in the area and preserve the history and reputation that Lincoln Mayflower established in its more than 70 years in the moving industry,” said John Lusardi, vice president and partner at Liberty.



Following the successful pioneering of a road route from the south of Africa to Dar es Salaam in order to bypass congestion in the Tanzanian port, Johannesburg-based **Elliott International** has now opened an office in Dar es Salaam to service increased business from expatriates and citizens. The operation is headed by Francisca Mawala, a returning Tanzanian citizen who has worked for Elliott International in Francistown for over 10 years.

The company has also set up a center to coordinate moves of goods into and out of Africa and around the continent. Based at their long established branch in Gaborone Botswana the center is managed by **Aubrey Bowles** with staff highly experienced in moving consignments around Africa. “No matter how many border crossings or service partners are involved in a move, our client deals only with this office and receives only one invoice covering door to door removals,” said Bowles.

Elliott International has built up a significant presence and reputation in a continent where experience, supplier networks and working relationships are critical. It can for instance deliver goods that have entered through South African ports to African destinations by road far quicker than if those consignments went through non-South African ports, where infrastructure problems cause significant delays.

Apart from its extensive operation in South Africa, Elliott has fully operational offices in Botswana (Gaborone, Francistown and Orapa), Zambia (Lusaka and Kitwe), Mocambique (Maputo), Swaziland (Matsapha), Namibia (Windhoek) and now Tanzania (Dar es Salaam).

“We are already covering moves into and out of all countries in Africa and will be extending our physical presence further into east and west Africa in the near future,” said Bowles.

He added that business in Africa is booming. “Zimbabwe is preparing for massive investment, particularly in the mining sector. Nigeria is seeking partners for their banking and petroleum industries. Other countries in the sub-Saharan region are also looking for business partnerships. As a result, many of Elliott’s corporate clients are moving into sub-Saharan Africa from South Africa and from Europe and the United States.”



Limperopulos



Seely

## New Faces on IAM Staff

**Brian Limperopulos** joined IAM on Aug. 10 as programs manager, to work with staff and the volunteer leadership in the management of many of the functions that were previously handled by Boris Populoh, who now is managing director of FIDI.

“Brian came highly recommended and comes with exposure to the moving industry, having previously worked for Security International in Washington, D.C.,” said IAM President Terry Head. “His educational and work background will prove beneficial for the role I envision him to play in coordinating and enhancing many of our current and future programs.”

At Security International, Limperopulos was an international relocation manager, coordinating annual shipments from origin to destination for the World Bank account.

**Janet Cave Seely** also has joined IAM as director of communications and member engagement, effective Sept. 21.

A communications professional with 30 years experience in association, nonprofit, and corporate arenas, Seely’s expertise lies in the development and implementation of communications strategies and tools. As head of communications for Global Impact, a charitable organization, she oversaw the development of award-winning materials that helped raise record-breaking contributions to the Combined Federal Campaign of the National Capital Area. She conducted annual marketing workshops and process training seminars, and managed the launch of e-newsletters, e-giving campaigns, Web sites, print publications, and videos, driving increases in public awareness, recognition, and revenue.

Prior to Global Impact, Seely was manager, project services at EEI Communications, where she oversaw key publications contracts; content editor for America Online, and book series editor for Time Life Books, a division of Time Warner.

“Janet has a track record of developing creative, results-oriented communications in every medium,” said IAM President Terry Head. “She brings to the position a wealth of hands-on marketing and communications experience that supports the long term goals and strategies of IAM, and we are delighted to welcome her to the staff.”

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**On Jan. 1, 2009, HHGFAA became the  
International Association of Movers**



**Members must adopt the IAM name and logo by Dec. 31, 2009. Download the IAM logo and the Users Guide for the rules and instructions for its use on letterhead, advertising, and other marketing tools at**

**[www.IAMovers.org/logo.html](http://www.IAMovers.org/logo.html)**



**Happy the dog, with Jessica, daughter of the pet's owner.**

## A Happy Move for Dog and Owner

Recently, **Trans-Link Thailand** took care of a pet relocation from South Africa to Chiang Mai, Thailand via Bangkok. The dog's relocation was seamless, from origin to final destination. "I would like to express our appreciation for the way in which the transfer of our dog Happy was taken care of—very professional, with good communication all along his journey, and good care of the dog. He arrived in good shape, tail wagging and very happy," said Mrs. Linda Pfothenauer, the pet's owner.

Trans-Link is an IPATA member with solid experience in handling pet import and export shipments. The company ensures that all documentation required on the pet is in order to avoid any detention and to allow a timely reunion with the animal's owner.

## Move One Unveils Prague City Guide

**Move One** recently rolled out the third of its online City Guides developed to provide recently arrived expats information about life in their new city.

The Prague guide includes a set of mini documentaries covering subjects such as healthcare, transport, housing and schools. Each film is accompanied by a set of useful Internet resources to help users navigate in their new city.

The online guides offer several advantages over hard copies, which were labor-intensive to produce and quickly outdated. The new resources are constantly updated and readily available. Currently the company has online guides for three cities: Budapest, Moscow, and Prague. In the pipeline are guides for Bratislava, Warsaw, Bucharest, Kiev, and Dubai.



## Tigers for Tigers

**Asian Tigers** works hard to minimize its impact on the environment, as well as assure that any move it handles generates a contribution to its Tigers Action Fund. The fund benefits wild tigers all across Asia and is administered by Save China's Tigers and the International Fund for Animal Welfare, which works to improve animal welfare, prevent animal cruelty and abuse, protect wildlife, and provide animal rescue around the world.

With help from Asian Tigers, these organizations have made significant progress toward protecting tigers in Asia. For more information: [www.AsianTigersGroup.com](http://www.AsianTigersGroup.com).

**(Editor's Note:** In the July/August issue, a photo caption incorrectly stated the name of an Asian Tigers company. It should have read Asian Tigers Lane Indonesia.)





## Move One Relocates US Embassy in Macedonia

The formal opening of the new United States Embassy in Skopje was held on July 2 to coincide with the US Independence Day weekend. The embassy has a staff of over 300, and was successfully relocated in only three days, thanks to Move One and its experienced team of 30 packers. Move One's Balkans region manager is Nikola Spasovski.

The massive building near downtown Skopje, built at Kale Fortress, encompasses over 10,000 square meters and is considered the largest diplomatic office in the Balkans. From a distance, the architecture looks nothing like an average embassy - rather, it resembles a mini Pentagon.

Move One was awarded the project to move the Embassy contents to the new site in part due to its excellent reputation and extensive background in such large and high-security removals (including the 2009 relocation of the entire US embassy in Iraq from its old site in Saddam Hussein's Presidential Palace to a brand new \$600m complex in central Baghdad).

Throughout the move, the main street in front of the embassy was closed down by the police and occupied by journalists. Move One worked in three different groups. The first group worked at the initial embassy location; the second one in the Beton building (where Embassy administration staff was located); and the third team was engaged at the new Kale Fortress site.

In keeping with US Embassy security protocols, all Move One trucks were escorted by police vehicles when moving toward the new embassy compound. Security measures were extremely tight throughout the duration of the move: Every employee engaged with the removal had to be fully screened and approved. The relocation of the embassy was successfully finished by day three with no incident or problem reported.

The embassy's completion provides the United States with a state-of-the-art facility to further strengthen its relations with Macedonia and others in the region. Staffed by over 70 Americans and nearly 240 local Macedonian employees, it works to advance bilateral relations with the government and the people of Macedonia, engaging foreign affairs, business, civil society, education, and other communities to promote issues of mutual interest.

## MILESTONES

### Interdean: Marking 50 Years of Excellence

Back in 1959, when Fidel Castro arrived in Havana, the Barbie doll was born, and two monkeys—Able and Miss Baker—became the first animals to successfully return to Earth from space, Dean Van Lines Germany was formed, the original removals company that went on to become **Interdean International Relocation**. Today, Interdean is a full-service relocation company, helping organizations and their people to relocate globally.

Dean Van Lines in Germany was originally formed in 1959 as a moving company providing transport throughout Europe and moves overseas. Viktor Bondarenko, a Ukrainian-born entrepreneur, soon forged the Interdean brand and business. Viktor's experience in freight forwarding and international trade links meant that Interdean secured major international moving contracts, including the movement of US forces' household goods. Bondarenko led the company for nearly 40 years before selling it in 1999. Today, the company is owned by Paul Evans and is run by Dale Collins, the company's CEO.

Evans has a successful 30-year track record in the moving and relocation industry. As company owner he has a clear idea of what Interdean stands for. "Interdean is a respected brand in the relocation industry and ... quite simply, I want Interdean to be the first choice of relocation company for multinational organizations and their relocating employees."

Collins is the man who is realizing Evans' vision: "Our focus is to provide a service that our client base needs and to do this consistently and better than anyone else. This means we always have to be ahead of the industry." Staying ahead certainly is something that Interdean has been good at in its 50 years of business.

In 1961, Interdean started its huge European expansion, starting in Paris, France. Just as the space race was really getting going, Interdean's growth in Europe was stellar, as the company acquired the infrastructure necessary to expand its operations. During 1961 alone, offices were opened in Paris, Barcelona and Madrid. Expansion didn't stop here, though, and throughout the 1960s Interdean continued to open service centers to create the foundations of the service network we know today. In fact by the time The Beatles had their first number one hit in the United States, Interdean had already set up additional offices in Europe, including Hamburg, Zurich, Hungary, Vienna, and Brussels.



In 1971, Interdean was the first international moving company to provide an international moving service in Russia when its offices opened in the US Embassy in Moscow. At the time where politics had made any interaction between the USSR and the West practically impossible, Interdean was providing a regular service in and out of the Soviet Union. During this period, Interdean established itself as the leading provider in the region, acting as the primary conduit between the East and the West.

Interdean has never looked back and is still today the moving company of choice for families relocating to and from Russia and the former states of the USSR. This year Interdean will open a brand-new 7,000-square-meter warehouse and relocation service center in Moscow. Anatol Cebotaru, director of Interdean Eastern Europe, notes, "This is client led and this level of investment demonstrates why Interdean remains the primary relocation service provider in this part of the world."

The European Union increased to nine member states in 1973 when Denmark, Ireland, and the United Kingdom joined the community. This was a time when EU regional policy began offering financial incentives to create jobs and infrastructure in underdeveloped areas. Interdean experienced a substantial rise in relocations each year, with the increased movement of executives and public servants into new positions created under this policy.

As international trade increased, barriers were reduced significantly. In Europe, the Schengen Agreement in 1985 was signed by Belgium, France, Luxembourg, Germany and The Netherlands. This enabled much freer and faster movement across borders.

As the personal computer was introduced by IBM in 1981, Interdean was already looking at new ways to manage its business. And in





**In 1971, Interdean was the first international moving company to provide an international moving service in Russia.**

In 1983, Interdean set the industry alight with its first computer system. Interdean's new system ran on IBM's cutting-edge System 3/4 mainframe. With 128kb of memory and weighing as much as a family car, it required a team of operatives and its own room to house it. Despite its meager capacity by today's standards (it had less processing power than a modern mobile phone) it was capable of managing several international moving processes.

Throughout the 1980s Interdean developed its IT capabilities, by replacing mainframes with PCs and introducing Version 1.0 of its proprietary move management software in 1987, which enabled individual staff to manage individual moves. Interdean continued to keep pace with advancements in technology, and then something happened that would revolutionize international business and relocation forever: The World Wide Web was launched. Interdean saw the potential for this technology at an early stage and in 1995 introduced electronic move tracking for the first time.

Today, Interdean's Shared Information System (ISIS) is capable of managing every aspect of an entire relocation. Web technology links all offices, suppliers, and client offices worldwide to provide full management information reporting and tracking services.

## Cartwright Companies Celebrate Diamond Anniversary

**The Cartwright Companies**, a third-generation family enterprise headquartered in Kansas City, Mo., has marked its 75th anniversary with the launch of its new Web site, [www.cartwrightcompanies.com](http://www.cartwrightcompanies.com).

The Cartwright companies have grown from a local moving services company with a single truck to full-service transportation solution providers offering domestic and international relocation services, and global freight logistics.

The Cartwright Companies' growth and diversification is reflected in its new Web site, which features a customized, interactive Web page for each of its three divisions: Cartwright Relocation Services, Cartwright Logistics Services, and Cartwright International. Each Web page includes value-added features, such as a moving calculator, moving checklist, and moving terms, making it easy for customers to move their most important assets, including employees and their families.

## Executive Moving Systems Joins Stevens Worldwide Van Lines

**Executive Moving Systems, Inc.** in Woodbridge, Va., has joined the Stevens Worldwide Van Lines' expanding network of agents.

In its 18-year history of doing business in the Greater Washington, D.C. area, Executive Moving Systems has gained a reputation as a premier relocation company in the region, offering local, long-distance and international moving and storage services.

"We are honored to have Executive Moving join our system. They have proven themselves as outstanding independent movers. They have done extraordinarily well as an independent. Executive could have selected to partner with any van line. We are eager to start working with them here at Stevens," said Morrison Stevens, Jr., vice president of the Commercial Agency Division at Stevens, headquartered in Saginaw, Mich.

**In February, Executive Moving Systems received the 2008 Independent Mover of the Year Award (the "Indy") from the American Moving & Storage Association.** The award recognizes outstanding performance among independent movers, including community service, employee relations, innovative operations, or customer service practices.

Executive Moving founders Melvin "Dee" and Kathleen Bailey built their business around the core values of faith and family. "The truly caring family attitude built within the entire organization flows freely through every aspect of the business," said Dee Bailey.

The commitment to business and people is an ideal fit for Stevens Van Lines, said Stevens Chairman and CEO Morrison Stevens, Sr. "This is exactly the type of agent that we want to have onboard with our company," he said.

## HONORS AND AWARDS

Eight van operators were honored by **Mayflower Transit** as Van Operators of the Month for May 2009. The recognition acknowledges exceptional performance in the areas of operational proficiency, cargo claims prevention, customer service and safety.

Winners are selected in each category of Mayflower's transportation business, including household goods and special transportation services. The spec

handling, and Mayflower's Pinpoint express service. The winners in the Household Goods category were:

- *Continental Fleet, Western Region:* **Theodore Clayburn**, Hidden Valley Moving and Storage, Inc., San Diego, Calif.
- *Continental Fleet, Eastern Region:* **Willie Collins**, Joe Moholland Moving, Woodbridge, Va.
- *Regional Fleet, Eastern Region (more than 50,000 miles):* **Edward Fries**, Sinclair Moving & Storage, Inc., West Berlin, N.J.
- *Regional Fleet, Western Region (up to 50,000 miles):* **Alvin Jones, Jr.**, Pratt Moving and Storage, Inc., Pullman, Wash.
- *Regional Fleet, Eastern Region (up to 50,000 miles):* **Darrin Bond**, All American Relocation, Inc., Raleigh, N.C.

Winners in the Special Transportation Services category were:

- *Dedicated:* **William Maxon**, Active Logistics, Inc., Northborough, Mass.
- *Regional:* **Jeffrey Hill**, Active Logistics, Inc., Northborough, Mass.

Mayflower also honored six van operators as Van Operators of the Month for June:

- *Continental Fleet, Western Region:* **James May**, Dircks Moving Services, Phoenix, Ariz.
- *Continental Fleet, Eastern Region:* **Juan Almaguer**, Fife Moving and Storage, Pittsburg, Pa.
- *Regional Fleet, Western Region (up to 50,000 miles):* **James McFarland**, Admiral Moving Services, Inc., Fayetteville, Ark.
- *Regional Fleet, Eastern Region (up to 50,000 miles):* **Joseph Barry**, Boer's Transfer and Storage, Inc., Holland, Mich.

The Continental fleet operates year-round throughout the United States, while Regional fleet van operators are utilized on a per-trip basis.

Winners in the Special Transportation Services category were:

- *Dedicated:* **Neil Valentine**, Gonzalez Moving and Storage, Inc., Amarillo, Texas
- *Regional:* **Michael Dinunzio**, Active Logistics, Inc., Northborough, Mass.

In addition, the company recognized the following Salespersons of the Month for June:

- *Household Goods Corporate Accounts:* **Rich Reinert**, Dircks Moving Services, Inc., Phoenix, Ariz.
- *Household Goods Residential:* **American Relocation & Logistics, Inc.**, Santa Fe Springs, Calif.
- *Special Products:* **David Knott**, Pyramid Logistics Services, Inc., Las Vegas, Nev.

Mayflower also honored three sales representatives as the Salespersons of the Month for June 2009. Winners are selected in each category were:

- *Household Goods Corporate Accounts:* **Rich Reinert**, Dircks Moving Services, Inc., Phoenix, Ariz.
- *Household Goods Residential:* **Chris Sorgi**, American Relocation & Logistics, Inc., Santa Fe Springs, Calif.
- *Special Products:* **David Knott**, Pyramid Logistics Services, Inc., Las Vegas, Nev.



**Horizon Lines, Inc.** has earned a 2009 Quest for Quality Award in the ocean carrier category from Logistics Management magazine.

The Quest for Quality Award recognizes leading logistics and transportation providers for service excellence and customer satisfaction based on performance, value, information technology, customer service, equipment and operations.

□

professionals. The magazine surveys qualified buyers of logistics and transportation services to evaluate providers on service excellence and customer satisfaction.

Horizon Lines is the only ocean carrier serving each of the domestic US trades of Alaska, Hawaii, Guan, and Puerto Rico. In recent years, t

In the □

formance, according to Drewry Shipping Consultants. Earlier this year, Horizon Lines was awarded the Platinum Carrier Award from home improvement retailer Lowe's Companies Inc. for providing 100% on-time service in 2008. Wal-Mart Stores Inc. named Horizon Lines Jones Act Carrier of the Year for 2008 to recognize best-in-class schedule reliability and exceptional customer service.



Three sales representatives were honored by **United Van Lines** as Salesperson of the Month for May 2009. The recognition acknowledges excellent individual sales performance.

Winners are selected in each category of the van line's transportation service, including household goods corporate accounts; personal moves (residential); and special commodities, which includes the transport of a variety of goods, including new furniture and fixtures, display cases, hospital and hotel furnishings, and restaurant equipment. The winners are:

- *Household Goods Corporate Accounts:* **John Orme**, Barrett Moving & Storage Company, Eden Prairie, Minn.
- *Household Goods Residential:* **Brad Murphy**, Armstrong Relocations, Huntsville, Ala.
- *Special Products:* **Matt Gename**, Barrett Moving & Storage Company, Waukesha, Wis.

United also honored its Salespersons of the Month for June:

- *Household Goods Corporate Accounts:* **William Carroll**, Armstrong Relocation, Alabaster, Ala.
- *Household Goods Residential:* **Jeff Heil**, Barrett Moving & Storage Company, Eden Prairie, Minn.
- *Special Products:* **Mark Levine**, Ramar Moving Systems, Inc., Frederick, Md.

## IN MEMORIAM

### James F. (Jim) Hahn

Jim Hahn, owner and president of James Global Logistics, Inc., in Cape Canaveral, Fla., passed away on Aug. 4 in Central Florida after a short illness.

After serving four years in the US Army, Mr. Hahn devoted the majority of his career to the field of transportation and logistics. He began with the BSLO US Department of State contract in Paal, Belgium, in early 1989, shortly after he and the former Janet Price of Florida were married. He played an instrumental role during the duration of the BSLO contract, and the couple simultaneously enjoyed living on the local Belgian economy and making many new American and European friends during their travels. It was during that period his association with Gosselin World Wide moving began.

In 1993, Mr. Hahn went to Finland, where he worked on another government contract for a year. He and Janet returned



James F. Hahn

to Belgium twice during the next few years while Jim was working with Gosselin World Wide Moving on the US Department of State/ELSO contract, and also spent 18 months in

Northern Virginia in 1995-1996. The Hahns and their son, Brody, returned to Florida—which they considered home—where he began a warehousing business while simultaneously continuing his working relationship with Gosselin. In 2004, James Global Logistics, Inc., won a CRP contract with the US Department of State with operations in Baltimore, Md. During that time he expanded the home offices of James Global Logistics, Inc. in Port Canaveral, Fla., to include a document storage business and other ventures.

Mr. Hahn is survived by his wife of 20 years, Janet, and his 12-year-old son, Brody.

Expressions of condolence may be sent to James Global Logistics, Inc.; 405 Atlantis Road, Suite A107; Port Canaveral, FL 32920, or by contribution to the Boy Scouts of America for Troop #369 of Merritt Island, Fla., in remembrance of Jim and his dedication to this youth organization.

## AROUND THE STATES

### MMTA Board Announces Succession Plan

At its August meeting the **Maryland Motor Truck Association's** Board of Directors selected Senior Vice President Louis Campion to be the Association's next president and CEO. Campion's appointment is conditioned on the resignation of current president Anne Ferro should she be confirmed to serve as the US Federal Motor Carrier Safety Administrator. The Board's action came after extensive review and succession plan development by MMTA's Executive Committee and Transition Panel.

Campion comes to this leadership post with a strong track record in association management, member services, industry knowledge, and effective interaction with state regulators. Prior to joining the association in 2001, he worked on Ryder Systems' government relations team, for the US Department of Commerce, and for Maryland's Department of Legislative Services. He holds a Master's Degree in Public Administration. MMTA Chairman Alex Klemko said of the Board's action, "This decision offers the best of both worlds for MMTA: great leadership in place today with Ferro and a talented successor ready to take the reins tomorrow in Campion ... providing continuity of service and success for MMTA without the bumps and bruises of an uncertain transition."



**Randall Groger**  
AirLand Forwarders,  
Inc.  
IAM Chairman

## NEW ACTIVE MEMBER

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Argentina  
Commercial Freight Services, Inc., Philippines

**Asian Relocation Association**  
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## Transportation Bill Needs Attention

While there has been a great deal of attention given to the major policy debates of health care reform and climate change, there is another significant issue that Congress will need to address upon its return in September. That issue is the need to replenish the Highway Trust Fund and to resolve the differences that the major stakeholders in the debate have over critical national transportation needs. At stake is the need to reauthorize the country's surface transportation laws and projects before the existing authorization expires on Sept. 30.

Earlier this year, Congress passed legislation to fund the Highway Trust Fund with an advance of some \$7 billion from the nation's general fund because of the realization that the Trust Fund was projected to run out of money in August of 2009. Yet the infusion of the \$7 billion will only meet the funding requirements needed until Oct. 1, 2009. Failure to provide additional funding could mean that the completion of road and bridge projects across the country could be at risk. In fact, the entire surface transportation program will run out of funding by the October deadline.

Rep. James Oberstar (D-MN), Chairman of the House Transportation and Infrastructure Committee, has consistently indicated that he would like to have the House's version of the bill—i.e., a 6-year, \$500 billion transportation bill - brought to the House floor for a vote in September. Complicating this scenario is the concern expressed by the House Ways & Means Committee that has not determined a method to pay for the transportation bill. Under the rules of the House, Congressman Oberstar cannot proceed with his bill until the payment question is resolved. Further complicating the issue is the reality that both the Senate and the White House would rather just extend the current program and the existing construction projects for 18 months—during which time they would have an opportunity to rewrite the entire bill.

The core question, as always, is how to raise the funds needed for the surface transportation programs and projects. Congress and the White House must resolve this central issue before a national policy can be set to establish priorities for the improvement to the country's roads, bridges, mass transit, freight movement and intermodal considerations. The current tax of 18.4 cents per gallon of gas has not been raised since 1993 and there is not sentiment on Capitol Hill or at the White House to increase this tax during a recession.

It is the revenues from the gasoline taxes that pay for the Highway Trust Fund—and these revenues are also collected from the sales of heavy trucks, other specific fuel taxes (e.g., truck tire sales) and user fees. Part of the problem is that these revenues have been declining as Americans have been buying more fuel-efficient cars and the amount of driving that Americans are doing is similarly declining.

Those who are concerned about the status of the transportation infrastructure worry that merely extending the current program until March of 2011 will not meet the immediate need for repair and upgrade of our systems. These individuals point out that this extension would only provide relief into a new Congress and at the outset of the next Presidential election—not an ideal time to enact a major new national policy. These advocates point out that delays will hurt the economy, and possibly create a disruption in the planning and construction of much needed transportation projects. Many point out that starting and stopping planning and construction only adds to the overall costs of all transportation projects. Further they point out that these transportation construction projects create much needed jobs at a time of economic need.

For the transportation bill to advance, the House, Senate and White House will need to resolve their differences when Congress reconvenes in early September. All three interests have indicated that the ultimate objective is to develop a globally competitive 21st Century transportation system that is visionary and financially sound.

# Health Care Reform

Anyone watching the news this summer has witnessed the public debate over one of the most contentious issues facing Congress today—health care reform. The reaction by the American public to this issue has focused so much attention to this issue that the television ads by interest groups is approaching the spending levels seen only for Presidential campaigns.

By way of background, neither the House nor Senate has approved a health care reform bill. However, the House Energy & Commerce Committee has approved a preliminary version of a bill but that bill, which the committee believes still requires much work was able to be crated almost exclusively with the support of moderate or “Blue Dog” Democrats who sided with their more progressive Democrats on the Committee.

Speculation is deep that the Senate leadership will attempt to move a health care bill in the memory of Senator Ted Kennedy, who fought for health care reform for years. But the challenges facing President Obama and the Congress in trying to bring health care bills to their respective floors for full votes are considerable.

With respect to the substance of issues regarding the legislation is the problem with cost controls in the bill, the extent to which 45 million uninsured will be able to be covered and mechanisms for managing the insurance marketplace—all key issues that are driving the current debate in the Senate. On the political front, the loss of Senator Kennedy now presents a political challenge to the Democratic leadership because they cannot attain a 60 vote level to stop a filibuster of the bill.

In the House, the Chairman of one of the major committees handling the bill, Congressman Henry Waxman (D-CA) of the Energy and Commerce Committee, said that his committee will most likely offer a new bill in September that will consider many additional amendments approved in the markup and consider the remaining amendments.

One of the most debated issues in the House version of the bill is an agreement that was made between House Democratic leaders and the conservative Blue Dog Democrats. That provision would exempt from the employer mandated coverage any business with payrolls lower than \$500,000. Progressives in the House feared that this agreement would weaken the public health care option in the bill and reduce subsidies to help low-income families purchase insurance.

The House version would also separate the public option from the Medicare program and allow health care providers to directly negotiate reimbursement rates with the government. The House version would also allow states to create their own health insurance exchanges

and requires states to pick up 7% of costs of new Medicaid enrollees. To that end, the House version would also require that any savings achieved under the amendment be used to increase subsidies to low income people to purchase insurance. It also allows the public plan to negotiate prescription drug rates nationwide instead of a state-by-state basis and streamlines Medicare administration costs. A key feature of the House version is that it would allow the Secretary of Health and Human Services to negotiate rates under the public plan

The outlook in the Senate will be a challenge for the Democratic leadership. There is some hope that some moderate Republicans might be looked to for assistance in trying to bring a bill to the floor for consideration and it is senators Olympia Snowe and Susan Collins, both of Maine, who are the Republicans most frequently discussed. Some aspects of a compromise bill may include:

- An individual mandate requiring Americans to purchase some level of coverage;
- Possible subsidies to help these Americans buy the coverage and the subsidies would be financed by both taxes on high income taxpayers and some employers;
- Reduction of costly inefficiencies in the health care delivery system by large modifications in technology and record-keeping;
- Proposed new regulations that would allow consumers to compare insurance plans; and
- New Federal regulations that would not allow a customer to be rejected from coverage because of pre-existing conditions.

However, the issues that remain under debate and for which there is no agreement at this time are formidable. They include:

- Stimulating insurance companies to compete against each other. This is a core issue in the debate since many moderate Democrats cannot support the much discussed “public option”. As an alternative, there is much debate about creating non-profit cooperatives as a means of instilling competition and pricing pressures for insurance underwriters.
- A critical issue as to how to finance the expanded coverage required under a Senate plan. The contrast between the House and Senate versions is revealing. The House plan would impose a tax on the highest income earners while the Senate proposal would impose a tax on the most expansive health plans. This Senate approach, however, creates serious political issues for those senators in high cost states (and many of those are among the Senate leadership).
- The major issue as to the overall price tag of the entire bill. The current plan in the Senate would cost roughly \$900 billion over 10 years. To drop that amount much further would make it more difficult to provide coverage at even a bare bones level for the vast majority of the uninsured.

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Pennsylvania Moving & Storage Association  
Annual Conference  
Grantville, Pennsylvania

### November 4, 2009

SDDC—Personal Property Forum  
Scott AFB, Illinois (St. Louis, Missouri)

### November 15-17, 2009

Canadian Association of Movers  
Annual Conference  
Toronto, Ontario, Canada

### November 19-21, 2009

FEDEMAC 50th Anniversary  
Brussels, Belgium

### February 28-March 3, 2010

LACMA Conference  
Nassau, Bahamas

### March 8-10, 2010

SDDC-HQ Symposium  
Atlanta, Georgia

### April 11-15, 2010

FIDI Global Alliance  
Melbourne, Australia

### September 29-October 2, 2010

IAM (HHGFAA) 48th Annual Meeting  
San Diego, California

### September 12-15, 2011

IAM (HHGFAA) 49th Annual Meeting  
Denver, Colorado

### October 10-13, 2012

IAM (HHGFAA) 50th Anniversary Meeting  
National Harbor, Maryland  
(Washington, DC)

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