

THE PORTAL

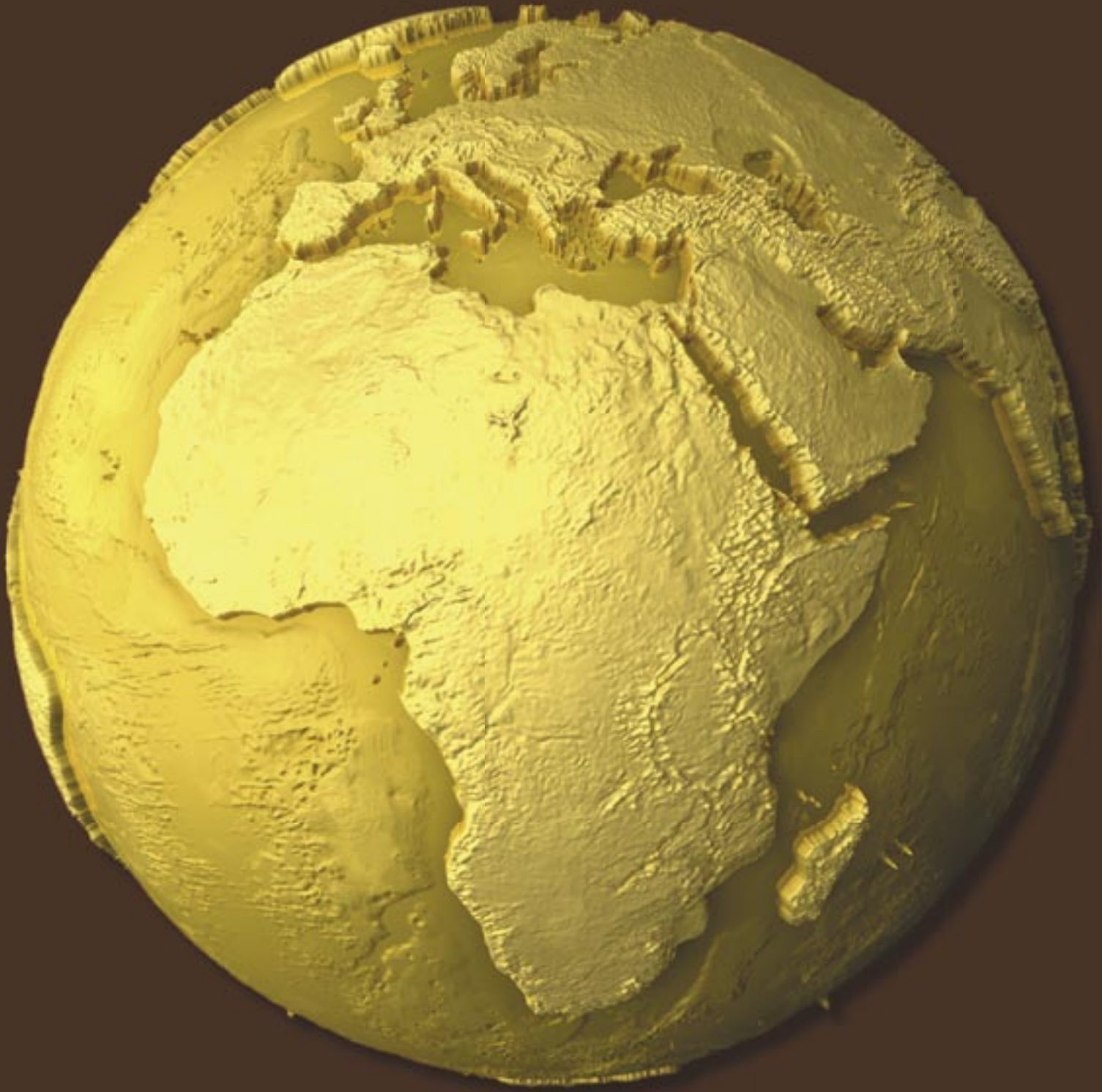
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AFRICA...

Last — or Latest — Frontier?

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Bullets or Ballots?



TERRY R. HEAD
IAM President

The last time Africa was spotlighted in *The Portal* was five years ago (May/June 2006, “Africa: Forgotten Continent... or Land of Opportunity?”).

While preparing my President’s message for this issue, I thought it would be interesting for me to go back to that 2006 issue to review my comments from that time. My article, which was entitled “Still or Sparkling?,” first touched on the scarcity of clean drinking water, and how efforts to improve the potable water supply on the continent could bring great change to the lives of so many Africans. My column also addressed numerous other issues facing African nations and their people: civil war, government corruption, poverty, droughts and famine, lack of infrastructure, and the pressing need to access capital markets and attract foreign investments.

As we find ourselves well into 2011, many of those same issues still loom. The African continent now finds itself front and center on the world stage with recent events and the potential to reform or create new governments. The question is an important one: Will these changes be brought about by bullets or by ballots?

Presidential elections will be held in 18 African nations in 2011. Two countries, Uganda and the Central African Republic, have already reelected their current presidents, with the likelihood that the incumbents in Niger and Benin also will remain in power.

Notwithstanding the civil unrest in Libya, populist uprisings have already had their impacts on such countries as Egypt, Tunisia, and Sudan. Will this spawn further foreign interest and investments in those countries, or bring a halt to positive economic growth many African nations have enjoyed during the last ten years?

Many people would say that Africa is the *last* frontier, but others might argue that Africa is the *latest* frontier.

Over the past decade, particularly with increasing involvement from Europe and China, investments on the African continent have gradually been directed away from just agriculture and raw materials. Now many local and international firms are also focusing on Africa’s manufacturing and service sectors, including tourism and communications.

Direct foreign investment in Africa has increased from \$15 billion to \$80 billion in just over eight years. The collective Gross Domestic Product (GDP) for the continent in 2008 was \$1.6 trillion, equal to Brazil’s or Russia’s. In 2020, the collective African GDP is projected to be \$2.6 trillion.

I wrote in 2006 how the availability of clean water would affect the quality of life for most Africans. But if there is one factor that has and will continue to have quantifiable impact on the quality of doing business in Africa it’s probably the advent and use of technology, specifically mobile communications and the Internet.

The United Nations International Telecommunications Union reports that investment in Africa’s mobile phone infrastructure has grown from \$8.1 billion in 2005 to almost \$70 billion today. There are more than 400 million mobile phone users, up from just 11 million in 2000. There has also been steady growth and investment in Internet access and use across the continent. In 2000 there were approximately 3 million Internet users. That figure now stands at more than 100 million users.

Curiously, many African governments derive substantial tax revenues from mobile communications companies—on average 7 percent of total tax revenues. This is a strong catalyst to ensure stable economic and political environments, especially if those taxes are redirected to improvements in supporting infrastructure.

Indeed, infrastructure on the African continent still has a long way to go before it will be on a par with Europe, North America, and parts of Asia. Those areas of the world generally are looking for ways to pay for modernizing or improving their infrastructure, whereas African governments are often starting construction of airports, seaports, railways, and roads from scratch.

Improvements in the infrastructure, as well as the willingness and ability of companies to do business in Africa, will depend heavily on continued foreign investments. The fact that investors will be lured only to stable countries thus brings us full circle to the original question: Will Africa’s future be shaped by bullets or by ballots? I vote for the latter.

Worldwide Movers Africa and the New Frontiers

By Val Prinsep, Chairman, Worldwide Movers Africa Group

During the last 15 years, **Worldwide Movers Africa** has opened multinational operations in Africa. Before that, most African nations north of South Africa had nothing more than a few forwarders using some pretty shabby materials. In the beginning, I vividly and fondly remember meeting the U.S. Ambassador in a grubby Dar es Salaam liquor store, poking around for cartons for—yes, you guessed it. There was no moving company in town. After a little due diligence and not much more than a few dollars, Worldwide Movers Africa emerged on the streets of the Tanzanian capital, a place that had been isolated and fiscally moribund since independence. Now, this was some serious fun as well as being a profitable enterprise so we deployed the same business model into Uganda, Kenya, and across central and eastern Africa.

It's curious that most folks think of Africa as a sort of luxuriantly overgrown greenhouse version of South Africa, with slightly bumpier roads and fewer traffic jams. In reality, there are constant power failures, challenging roads (seriously challenging in the rainy season), railroads that dangle in flash-flood waters, and communications that sputter and die at the flick of a switch. And let's not forget the occasional ethnic strife, wobbly Internet connections, and warm beer. But at the end of the day, overcoming these "What next?" challenges with patience, a sense of humor, showers of smiles, and a cold beer make working here really satisfying.

For the most part, African nations are not familiar with the notion of business-friendly investment climates and can interminably delay projects with costly and not-so-ordinary obstacle courses one must negotiate. So you can imagine the toil and local acumen demanded to set up and run topnotch international relocation companies across the continent. My company pioneered these services in several developing countries during the past 15 years.

We recognize that many qualified managers, most of whom would be expatriates, can't or won't want to stay in town for more than a couple of years. That's entirely understandable,



The WWM packing team

considering the sometimes limited quality schooling available for their children. But we have learned that the continuity of a high standard of service in this domain is dependent on a stable work force, a model that Worldwide Movers Africa adopted from the start with the inclusion of local stakeholder participation demanding a long-term commitment. Fourteen staff members have already received their 10 Year Service Awards and many others are close to earning their own.

The company now has 11 country operations from Eritrea to Zimbabwe that help to cross-breed door-to-door moves in the territory and serve as origin and destination agents for all the leading relocation companies around the world. With a strategy to open a new country branch annually, the company is extending its reach across the continent.

Four years ago, Worldwide Movers Africa invested in the quasi-independent region called South Sudan by opening the first international moving company there. "Lunacy!" the meek shouted. "Loco!" yelled the sane. But Worldwide's Ronnie Mute-sasira loaded a 4 x 4 truck with packing materials, wheel-spinned his way there, pitched his tent under an avocado tree right in the middle of the capital, Juba, and then calibrated his satellite phone. Today, with a warehouse and fairly natty offices, Worldwide Movers Africa in South Sudan boasts a team of keen and competent young people who are fast-track growers with the company.

These new ventures in developing countries have been a mighty challenge and one that has brought more joy and satisfaction to our pioneers than any slick city warehouse or shiny vans can do in "Easy-land." Governmental and non-governmental organizations (NGOs) demonstrate what can be done without a ubiquitous diet of donations, aid, and handouts. In fact not a day passes without Ronnie's team in Southern Sudan being considered role models for enterprising companies in this, the newest country in the world. Ronnie deserves a medal for tenacity and



Worldwide Movers Africa transports containerized household goods to South Sudan—an often tricky undertaking.

NORTHERN AFRICA AND THE HORN



Don't count on the railroad—it's raining again.

a round of applause for his ever-present sense of humor.

Provided the peace is secured and a share of the plentiful oil trickles down to South Sudan, the investment inertia will continue to be addressed by the likes of Worldwide Movers Africa.

Never satisfied with the status quo, we are looking at further challenges, in West Africa, Sudan, Angola, and—why not?—Somaliland!

Worldwide Movers Africa Group

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Patience and good humor (and perhaps a cold beer when the job is done) make working in Africa really satisfying despite the challenges.

There are few more volatile and challenging environments on the planet in which to conduct business these days than Northern Africa. The nation of Tunisia, for example, has been much in the news of late. In that country on January 14, youthful reformers, armed primarily with technological expertise and smartphones, led a drive to launch a peaceful revolution that has broken down barriers of oppression and fear. Their example has inspired similar uprisings in other Arab countries in Northern Africa and the Middle East.

The Tunis-based company **Expat Movers & Storage** has witnessed a great deal of change in the country during the past several weeks and, more recently, it has become active in humanitarian efforts to aid Libya's refugees. But even amid this political upheaval, companies like Expat Movers & Storage continue to conduct their business and serve customers, building on their standing in the marketplace and their reputation to extend their client base, which includes corporate accounts, government agencies, diplomatic missions, and industrial firms, as well as private individuals.

EMS's offerings are not limited to logistics or moving and packing of household goods and fine art; indeed, as its name implies, it delivers services required by a growing expatriate community, such as home search, maid and handyman services, and pet moving. International relocations, however, remains their principal activity.



The EMS organization has a unique history, having been launched by two Tunisian women: Sonia Regaieg, who serves as managing director, and Hinda Regaieg, the client account manager. Together, they have established themselves as leaders in the Tunisian market.

"People in North Africa, especially in Tunisia, are very warm," said a company spokesman. "They enjoy meeting foreigners. Kindly and friendly people make our job easier and more attractive."

Not far away is the East African nation of Eritrea, which 19 years ago gained independence from Ethiopia. As **Galaxy Pvt Ltd Co.** General Manager Bahta Tirfe Medhin explains, the country is governed by a regime that is not guided by a constitution; without a free market economy, self-reliance is the watchword and hardships are to be expected.

"Few private companies exist in the country," says Medhin. "Nearly every business is a state-owned monopoly."



EMS Account Manager Sonia Regaieg with Operations Manager Nawfel Lazar



Hinda Regaieg, the client account manager at Expat Movers & Storage

Galaxy, an IAM Core Member, was originally established to provide freight forwarding, logistics, and moving services to customers including UN agencies, non-governmental organizations, humanitarian and diplomatic missions, and the European Union. Without technical and other government support to encourage the growth of the private sector, only a few private companies, such as Galaxy, have survived. But business is declining, says Medhin, with little hope that customers in the future will continue to do business in the country because of the many restrictions imposed by the regime, like the requirement for hard currency. As a result, the hardships and dwindling profits discourage investment by multinationals and others and any future plans for Galaxy's expansion in Ethiopia are subject to the emergence of more favorable conditions.

Galaxy Plc, founded in Eritrea in 1999, is an offshoot of Universal Overseas Movers (UOM), which operated from 1974 to 1998 in Ethiopia. Medhin, who was educated at Addis Ababa University, gained his industry experience at Universal, which conducted door-to-door business on a global basis.

In Ethiopia, Medhin initially thrived in his entrepreneurial efforts and looked ahead to growth and expansion of UOM. But after 35 years of doing business in Ethiopia, forces beyond his control compelled him to face political challenges and border conflicts that led to all private and company assets being confiscated by the Ethiopian government.

In time, however, the Ethiopian government released a "Directive of Council of Ministers" authorizing Eritreans previously deported from Ethiopia during the Ethio-Eritrea war to access and develop their properties in Ethiopia. Medhin is now in Ethiopia to reclaim his property and he is hopeful that his assets will be restored to him as they are not encumbered by any government or bank debts.

In Eritrea as well, he says, "a competent entrepreneur does not lose hope. Instead, one should be persistent and continue looking for opportunity, being vigilant and determined, seeking quickly to establish a new company based on your experience and skills."

Galaxy Plc, launched in 1999 despite the challenges in Eritrea, engaged primarily in forwarding and moving services. Because of its commitment to deliver quality services, the company developed successful relationships with potential clients and customers. "Doing business in Eritrea is quite hard, with ups and downs of economic policy," says Medhin. "However, we were fortunate to secure a contract with the UN Peacekeeping Mis-



EMS looks forward to working with the new government in Tunisia.

sion from 2001 to mid-2009 and have continued to exist, earning a fair profit by maintaining a good standard of service and a few good employees."

Egypt, too, has seen a great deal of upheaval during the early months of 2011. As the country's military leaders attempt to organize elections and establish a new democratic order, **East International Freight Forwarders** continues to focus on safely delivering its shipments, as it has since its founding in 1990.

East International President Nashat Nassif says that in its pursuit of customer satisfaction, the company is committed to ensuring that freight can move around the globe as easily as across a single room—safely, securely, efficiently, and economically, under clearly predefined conditions.

"To offer the most complete and enhanced freight forwarding capabilities while delivering even greater reliability and unprecedented flexibility," says Nassif, "East searches every possible routing alternative, and thus optimizes both the operational solutions and the costs for every shipment. We have the capacity to handle projects of any size, anywhere, whatever the complexity of the job. Our experience, combined with our resources, enables us to deliver even the most complicated shipments to the required destination with no hassle or trouble."

A member of several professional organizations, including IAM, FIATA, and IATA, as well as Egyptian transport associations, East specializes in both air and ocean freight, offering to importers and exporters a comprehensive range of services to and from all the ports of Egypt. Nassif says that East is one of the few companies in Egypt that have licenses to operate and break-bulk air and sea consolidation from almost all ports in Egypt.

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WESTERN AFRICA



The Kapio team

Kapio S.A. is a Senegalese company based in Dakar. Senegal is a country of 12 million people, located along the coast of West Africa. Investors consider Senegal among the most reliable countries in West Africa, offering political stability and not prone to natural disasters. As the west of the continent grows, businesses take root. In fact, the very modern Dakar port, one of the main ports of entry in the country, is one of the largest in West Africa. Dakar port is the gateway to Mali, Burkina Faso, and Niger. Kapio's airfreight department is located in a modern building at Léopold Sédar Senghor International Airport, one of the principal airports of entry from all over the world.

Created in 2002, Kapio S.A. (which takes its name from the okapi, a reddish zebra-like mammal) opened for business in 2004 and has rapidly evolved. This breakthrough became possible thanks to a very competent team of 47 young and determined

agents who succeeded in developing a systemic approach while taking into account the individual needs of the stakeholders of the supply chain.

The company engages in forwarding, moving, ship handling, travel agency, custom clearance, and door-to-door services. However, moving is its most important activity and the company works with NGOs, embassies, and several partners all over the world through IAM.

Kapio S.A. has overcome challenges with flexibility, by adapting to every situation, and harnessing the environment. Up-to-date and reliable tracking systems offer transparency to its clients.

Kapio S.A.

E-mail: kapio@kapio.sn

Companies in the Kapio Group

- Kapio S.A., the main office based in Dakar, Senegal
- Kapio Voyages, a travel agency that also maintains an inn with about 20 available rooms
- Kapio-Cowin, which specializes in the door-to-door service and collective shipments to Senegal and has its purchasing centrally located in Yiwu City in China
- Kapio USA (or KUSA), based in Cincinnati, Ohio, which interfaces with the main office and the travel agency, and handles commercial shipments for several Senegal nationals living in the United States

THE INTERIOR AND EASTERN AFRICA

Koeman Nigeria Limited, a one-stop removal and relocation company, was launched with three employees at an office in Lagos in 2001. Since then, it has been building upon its strengths to form a nationwide branch network, with satellite offices in West Africa and a staff of 56.

The company has become a household name in Nigeria and provides a range of services including clearing and freight forwarding (air and sea), inbound and outbound, freight handling, packaging, crating and storage, consolidation of cargo (outbound), door-to-door moving worldwide, packing, relocation of personal effects and household goods, and destination services.

Operating a successful business in Nigeria is difficult, considering the obstacles and challenges, says CEO Kehinde Arowoselu. But the company remains focused on delivering quality services based on best practices, professionalism, and fair pricing. “Integrity is our bedrock,” he adds.

Decaying infrastructure in Nigeria compromises efficient logistics, says Arowoselu, and contributes to what are often seen as excessively high shipping costs. “Electricity is still not available to much of society,” he explains, “and various companies and service providers rely basically on self-generated power for facilities. Operational procedures at the ports are cumbersome and done manually, so you have various arms of customs, including valuation, investigation, and enforcement, and a number of other governmental security entities (such as police, drug enforcement, State Security Services, quarantine, Naval Intelligence, and others) represented during customs examinations. It is also noteworthy that by regulation, 100 percent of shipments of used personal effects and household goods are physically examined. The reality is that the process of clearing a shipment is fraught with complex bureaucracy and clear duplications even within the same security arm ... resulting in expensive operational costs, very high overhead, and longer turnaround time for customs clearance.”

Nevertheless, Koeman Nigeria Limited has been able to reduce turnaround time for target delivery dates (for example, nine working days for sea freight and two working days for airfreight), thanks to its experienced team and the goodwill the company has established over the years as a regular and reputable port user.

In the light of the many restrictions imposed by the government, Arowoselu advises potential overseas trading partners to request comprehensive quotes and services, paying particular attention to inclusions and exclusions in quotes to ensure that there are no hidden charges and regulation updates. Government policies are subject to changes at any time. Koeman Nigeria tries to make its quotes and information in the proposal as exhaustive as possible so that its business partners have a very clear understanding of its pricing, scope of services, regulations, and best ports and airports of entry.



POV delivery to the U.S. Embassy in Abuja

Nigeria is an import oriented-country, Arowoselu explains, so its seaports are congested for most of the year. However, for shipments of used household goods and personal effects and even general cargo, Tin Island Port (Lagos) is less congested, typically less bureaucratic, and the most cost-effective port.

That Nigeria suffers from wrenching ethnic clashes and religious riots is well known, but Arowoselu says such events “do not have significant adverse effects on port operations as these are mostly in the northern part of the country. Sometimes we have to call off road haulage to restive and or volatile routes.” Koeman Nigeria Limited uses armed escorts for its shipments, especially on interstate deliveries.



**Kehinde
Arowoselu, CEO,
Koeman Nigeria
Limited**

Port operations are generally affected when there are strikes at the port. The frequency of such strikes has reduced, but they usually grind all port operations to a halt for the duration.

Koeman Nigeria Limited is planning expansions, even outside Africa. Cargo-wise LLC, a full subsidiary of Koeman Nigeria Limited based in Atlanta, Georgia, officially opened for business in January 2011 and another subsidiary is scheduled to commence operations in the United Kingdom by the end of this year.

“Our goal is to make Koeman Nigeria Limited a one-stop solution for the logistics industry,” says Arowoselu. “We are planning to cover other areas of logistics, warehousing, and haulage of heavy-duty equipment, airport shuttle, protocol and visa services, country orientation, schools for expatriate children, short- and long-term accommodation leasing, and furniture leasing.”

What You Should Know about Shipping to and from Nigeria

Regulations in Nigeria can be stringent, according to Kehinde Arowoselu, CEO, Koeman Nigeria Limited. The government has laid out guidelines on the importation of used household goods and personal effects of transferees as well as Nigerian citizens returning from overseas assignments. For example:

- Consignees must have a resident or work permit issued by the Nigerian Immigration Department for non-citizens.
- Citizens must have stayed in the country of shipment origin for not less than nine months' uninterrupted stay.

Documentation

- Having to process a Form M for shipments entails additional costs. Form M can be waived if shippers get air or ocean lines to accept their shipments. As shipments of used personal effects and household goods are not meant to incur duties, shipments can be cleared without it.
- The original Bill of Lading, packing list (in English), copies of international passport (with original required by Customs at clearance).
- Basic used household goods are allowed if they are single items or one set, but more than that may attract duties or taxes.
- New furniture items are contraband and may make the shipment subject to seizure and subsequent forfeiture to the federal government. Companies should discourage inclusion of furniture items in consignment of used household goods and personal effects bound for Nigeria. Arowoselu notes, “We have had running issues with Customs on the status of furniture in shipments. Even when consignees insist they have used furniture in their consignments, Customs more often than not will exert its discretionary rights and declare furniture items as new. This may take weeks to resolve, but [always causes] complications, and storage raises fresh issues between origin agents, destination agents, and/or booker. The same applies to food items, wines, liquor, or spirits. Arms and ammunition are strictly prohibited.”

In some respects, shippers and agents in Kenya have it easier than their counterparts in Nigeria and other African countries. According to Irfan Chaudry, who is with the removals department at **DB Schenker Kenya**, expansion of the country infrastructure, including the development of a new seaport in Lamu that will service Somalia and Sudan, among many other countries, is expected to substantially ease the congestion at the port of Mombasa. In addition, there are many other smaller developments that continue to assist and improve logistics services in Kenya and Africa as a whole.

“As a whole, clearing and forwarding and logistics work the same way in Kenya as they would anywhere else in the world, apart from the fact that each country has their specific regulations,” Chaudry explains. “In Kenya, as is the case anywhere else, we have certain regulations that apply depending on the commodity, such as household goods, commercial goods, exhibition goods, goods for charity, motor vehicles, and so on. These regulations are quite reasonable and do not pose any problem to the clearance process, provided a professional company is dealing with the clearance and proper documentation is available.”

DB Schenker’s operations have run smoothly throughout political unrest, natural disasters, and other events. For example, during the 2007 presidential elections in Kenya, there was a great deal of political unrest and havoc in the country, but Schenker Kenya continued to run its operations with few difficulties, albeit not as efficiently as normal for a time. “The few issues we had,” Chaudry recalls, “were clearance at the port, as most of the port and airport customs staff were not on duty. Despite all this we still got shipments cleared from their respective ports and airports and delivered to the client. Export shipments also continued. Logistics is expanding rapidly in Africa. As time goes by, there is more investment in infrastructure to assist in this field, as well as more competition, therefore motivating each company to provide the best quality of service at the most affordable rates.”

With annual sales above €18 billion, 88,000 employees, and approximately 2,000 offices around the world, DB Schenker is a leading provider of integrated logistics and multimodal transport solutions. The company’s core activities comprise air and sea freight forwarding, turnkey



A DB Schenker truck prepares to receive goods at an airport in Kenya.

projects handling, land transport, 3PL global supply chain management, and many other specialized services.

DB Schenker Kenya Ltd. was registered in 1966 and operates three offices, two of them in Nairobi and one at Mombasa Port, with a current staff of 85. Operating in all areas of international logistics, the company is a 100 percent subsidiary of DB Schenker, which is headquartered in Essen, Germany and part of the world’s largest mobility company, Deutsche Bahn. The company holds all required licenses for customs clearance, transportation, and warehousing, as well as the IATA license.

Speed and reliability are Schenker’s top priorities, and it offers comprehensive door-to-door services, efficiently transporting goods ranging from fish, vegetables, fruits, flowers, and plants to household goods, customized products, and hazardous cargo. Chaudry adds that it

provides complete exhibitions and events solutions, including after-show services, for international trade fairs, cultural and art shows, concerts, and sporting events.

Its integrated logistics centers are located at the hubs of global routes and create an efficient link between all carriers, and Schenker offers full containerload (FCL) as well as consolidation (LCL) services. In Kenya the company specializes in handling FCL and LCL in transit to Uganda, Rwanda, Eastern Congo, and South Sudan.

There is cause for optimism for companies doing business in Africa. Business prospects for the continent in the emerging international political economy are promising. From 2007 to 2010, southern Africa, the Great Lakes region, and the Horn of Africa each had GDP growth rates comparable to Asia’s two powerhouses,



China and India. Furthermore, according to estimates from the International Monetary Fund (IMF), Africa is projected to grow by 5.5 percent in 2011. This is the highest growth rate outside of Asia's powerhouses, and greater than Brazil and Russia.

Concurrent with impressive economic growth is an improvement in the political environment in sub-Saharan Africa, according to Paul Rwigamba, executive director of **SDC Interlogistics** in Rwanda. Political stability has dramatically improved and the likelihood of continued stability has been strengthened by progress in establishing more resilient democratic structures and processes. Nevertheless, despite improvements in governance, the difficulty and cost of running a business in Africa remain the highest in the world. Risks are high but long-term investors have recognized that developed markets are also not immune—witness the recent economic crisis.

SDC Interlogistics, led by CEO Liban Mugabo, was incorporated in Rwanda in 2008 as a relocations and logistics company. Since that time, it has boasted an impressive growth record, having tripled its size and now operating with three offices in the East African region. Its skilled staff includes a team of well-trained packers, a transport and quality specialist, a multi-skilled marketing and public relations officer, a certified accountant, and a cutting-edge administrative group, enabling SDC to approach each project with a focus on exceptional client relationships, sound principles, fair pricing, and an understanding of the regulatory and economic environment.

Another crucial key to SDC's success, however, has been the environment in which it works. While other economies around the world are slowing down, says Rwigamba, "African economies are going nowhere but up. And this is ever more the case in East Africa, where SDC is located. On top of that, the East African region—and Rwanda in particular—has some of the most transparent and efficient governments on the continent, whose great priority is to create a healthy business environment for foreign investors, and to facilitate the establishment of their businesses in these countries. In fact, in 2010, Rwanda was named by the World Bank as the Top Business Reformer in the world."

According to Rwigamba, doing business has been further facilitated by the creation of the East African Community (EAC), which allows for flow of commerce and human resources between Kenya, Tanzania, Uganda, Burundi, and Rwanda. On a continent known for the risk involved with business, East Africa actually makes doing business easy, he adds. Moreover, the East African region has some of the highest per capita incomes on the continent, meaning that local discretionary spending is quickly increasing.

For relocations and logistics companies like SDC, the current conditions of the East African region have meant a rapid increase in the traffic of goods, services, human resources, and companies into, out of, and within the region, requiring SDC to meet the needs of an ever-growing clientele. The company expects to continue opening new offices throughout the region.

"It is an exciting time to work in this area," says Rwigamba, "as it gives us an insider view of, and lets us play a part in, the growing of economies in an area of the world that is so often known for its poverty. In our own way, we are playing a crucial role in the development of this region, and thus also the welfare of the warm and inviting people that live there."



A map depicting regions speaking the major languages of Africa

"What is clear is that Africa is the continent of the long game. It is not perfect, but the overarching trend is one toward entrenching political stability, which then allows businesses to operate much more consistently."

A TACO Freight Services Ltd. was established in 1986 as a freight forwarding, cargo handling, and customs clearance company. Headquartered in Kampala, Uganda, ATACO has branch offices at Entebbe International Airport and Jinja, Uganda, as well as in the Kenyan cities of Mombasa, Nairobi, and Malaba.

According to ATACO CEO John Atalyeba, the company enjoys a clean and proven performance record with the Uganda Revenue Authority (URA). It employs more than 35 individuals, including top management, technical, field, and support staff. This skilled ATACO team has successfully handled and managed many projects, including turnkey projects, both in and outside of Uganda.

Atalyeba reports that ATACO's efforts to ensure fast and efficient cargo handling, clearance, and deliveries have paid off, and clients enjoy its professional and personalized approach to meeting all their needs. The ATACO success story has revolved around its short transit times from destination ports or points of entry into Uganda and fast clearance of cargo arriving at the inland container depots in Kampala and at Entebbe Airport, and then to clients' premises. Its wide range of clearing, forwarding, and cargo handling services include arranging shipments by sea or air and transport of imports and exports by road or rail. Additional services, among many others, include insurance, pre-shipment inspections, packing, manpower and equipment for loading and offloading, timely reporting of cargo status, and general consultancy in clearing and forwarding.

ATACO has embraced state-of-the-art technology. Data Trader Input, a computerized data and customs entry system, links its offices in Uganda to the URA head offices in Nakawa and Entebbe. Its management information system, which provides constant cargo status updates and reports by e-mail, as well as the technical advice it provides to clients on customs, tax, and cargo handling procedures, have won ATACO a loyal client base, including the USAID Project; CELTEL Uganda, one of the country's leading telecommunications companies; the United Nations; Century Bottling Col. Ltd.; numerous flower growers and exporters in Uganda; embassies and consulates in Uganda, as well as leading commercial banks; and a long list of others.

“Our ability to provide consistently excellent service to leading companies in a broad spectrum of industries, combined with our technical expertise and understanding of government systems and processes, has enabled us to gain a substantial market share in a highly competitive field,” says Atalyeba. “Our network of associates and partners around the world enables us to handle our clients' consignments, whether by air or sea freight, reliably and at very competitive rates.”

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SOUTH AFRICA

Stuttaford Van Lines' 153-Year Evolution

By Laura Wegener, Group International Director

It was in 1857, three years after landing in Cape Town, at the southern tip of South Africa, that Samson Richard Stuttaford began trading from his new store, Stuttaford Drapers. That emporium developed into the most progressive department store in South Africa and very soon branched out into transportation and opening its first warehouse for storing its customers' purchases.

In 1905, **Stuttaford Van Lines** Cape Town imported the first horse-drawn furniture pantechnicon from London. Four years later, it bought its first electric van for making town deliveries. Today, Stuttaford Van Lines remains one of the oldest, most innovative South African companies, setting service standards at home and abroad. With a staff of more than 400 people based at 37 branches and offices throughout South Africa and neighboring countries, Stuttaford maintains a fleet of some 330 vehicles and provides its customers with excellent facilities and responsive service.

Despite the size of the company, every single employee understands the value of meticulous personalized service and strives to ensure that each move is conducted with efficiency and ease.

Stuttaford Van Lines is a household name in South Africa, not only in the domestic and international household removals market, but is also a leader in fine art handling and shipping, office moving, storage and archiving, and the burgeoning international relocations sector. Thanks to our extensive network of branches and offices and vast fleet of vehicles, we can undertake any large relocation program, whether locally or internationally. Our headquarters in Johannesburg is arguably not only among the finest, it is—at more than 7,000 square meters of space—one of the largest in the Southern Hemisphere.

Our new 8,300-square meter, custom-built warehouse and office park in Cape Town speaks volumes about our philosophy of investing in the future of South Africa. The country certainly has much to offer. It is home to more than 49 million people who come from a wide variety of cultures, languages, and religious beliefs—you might call us the Rainbow Nation, a land that



Stuttaford Cape Town fleet at the foot of Table Mountain

is alive with possibilities. Even our climate is pretty close to perfect. In Johannesburg, the country's commercial capital, the weather is mild all year round, although it can get cool at night in the winter months. Durban, our largest port, is hot and sometimes humid—a beach paradise. Cape Town, a truly beautiful setting, boasts typically warm weather, although it can be changeable. When you come to visit, be sure to bring your sunglasses and tanning lotion and leave your umbrella at home!

For many, sport is the national “religion.” Transcending race, politics, and language, sport unites the country—witness the hugely successful FIFA World Cup Football Tournament staged here in 2010. Our political system also is a testament to the citizens and leaders of South Africa. Our constitution is the



Not your ordinary grand piano delivery in Johannesburg



Former South African President Nelson Mandela poses with the Stuttaford crew who handled a move for him a few years ago.



Members of the Stuttaford shipping office team in Johannesburg count the cash payment from an elderly customer who clings to the old ways.

most progressive in the world, with a Bill of Rights second to none. Our independent judiciary is subject only to the constitution and the law, and we have a wonderfully diverse legislature, with 16 parties represented in Parliament.

Sometimes, of course, one senses that the old ways haven't all been relegated to history. A while back, an elderly woman hired Stuttafords to move the contents of her tavern/inn/saloon. When it was time to pay us for our services, she insisted



Early morning at Stuttaford Johannesburg.

on bringing cash to our office. Payment arrived in a cardboard box and a hold-all. We counted coins for a very long time! The lesson, I suppose, is that South Africa may be a first world country now, but older customs and ways are still in evidence.

Those of us who are fortunate enough to live and work here will tell you that this is a fantastic place brimming with opportunity. Post-Apartheid South Africa stands as a beacon of hope and political stability to the rest of Africa. Our country supports the most advanced, broad-based industrial economy on the continent, with infrastruc-

ture to match those of first world countries. More than half of the world's platinum and 10 percent of its gold is mined here. South Africa is a center for science and technology research, development, and innovation that has generated a vibrant emerging market economy with huge investment potential.

Stuttaford Van Lines—Johannesburg

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MAURITIUS

SDI Thrives in a Peaceful, Stable Country

Service De Déménagement International Limitée lies at the crossroads of Europe, Africa, and Asia in Port Louis, the capital of the island of Mauritius, which is home to about 1.2 million people. The company, also known as SDI, was locally incorporated in 2000 on the small Indian Ocean island to provide warehousing and logistics facilities for foreign and local expatriates. Since that time, SDI has been delivering efficient service to customers relocating their personal and household effects, both locally and internationally.

In an effort to spearhead the development of cargo logistics in Mauritius, the government democratized the economy by welcoming international expertise via an attractive investment scheme. The Business Facilitation Act 2004 represented a major milestone, allowing opportunities for SDI to play a dynamic role and acquire market share in a highly competitive environment.

The company was founded by Sam Sooprayen in 2000. Despite its small budget, and initially operating from a small garage with two employees, SDI was determined to establish itself as a leading removal company in the international trading community. Now, a decade later, it has its own 24 permanent employees and a secure 11,000 square-foot warehouse and offices situated at Riche Terre in the vicinity of the port area. SDI also offers an infrastructure for warehousing, transport, and other operations related to import and export of personal and household effects, as well as personal vehicles.

The company's vision for the future is to become a "one-stop shop." With its financial turnover having increased substantially across the years, coupled with market opportunities and adequate storage space, SDI recently launched its multiuse warehouse complex.

SDI's distinguished roster of clients includes foreign embassies (British, French, South African, Egypt, U.S., Chinese, and European Delegation), the international banking sector, and multinationals. Mauritius is a member of the SADC, COMESA, and an ACP country, and SDI is in compliance with the different protocols established by those organizations.

Service De Déménagement International Limitée has built a reputation for its efficient and effective service and innovation by

listening to its customers and understanding their needs, as well as offering flexible technology-based solutions.

Mauritius, unlike many of its neighbors on the African continent, has not faced any political unrest that could affect SDI's ability to provide services either locally or internationally, Sooprayen explains. "The political sector is stable and being in a democratic country, the citizens cooperate with each other and the government is responsive to popular demands. We believe that there is a great future in Africa, despite the fact that the world considers us a poor continent."

Sooprayen says his company is concerned about the environment, and is developing programs to recycle paper, wooden crates, cartons, boxes, and plastics for reuse in local removals. SDI is also engaged in efforts to assist those in need, through government social projects.

Service De Déménagement International Limitée

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Unlocking the Logistics of Africa

By Mathieu Dunod

AGS Frasers, part of the AGS Group, operates all over Africa. The company first established itself in Africa in Ivory Coast in 1993, and now has presence in almost every country on the continent. Total coverage is planned by the end of 2015. The newest addition to the AGS Frasers African network was opened in Tripoli in 2010.

The continent of Africa holds boundless possibilities for businesses that are looking to expand outside their usual markets of North America, Europe, and Asia. Whereas these parts of the world have seen a marked decrease in growth because of the economic recession, Africa and its transport industry are still developing exponentially and benefitting from foreign investment.

That said, move operations in Africa are not easy, and choosing an “Africa specialist” goes a long way toward ensuring the security of transported goods and the timeliness of their arrival. Numerous elements can get in the way when it comes to moving goods to, from, or within the continent. The main challenges to contend with are geographic location (with both landlocked and coastal countries having their own problems), the differences between English- and French-speaking countries, and finally the unique aspects of operating in the north of Africa, the Maghreb.

Landlocked countries in Africa are probably the most prone to logistics issues. Mainly dependent on their neighbors’ infrastructures as points of entry, they also have to deal with their own infrastructure and red tape. Logistics is a constant concern; on many occasions we have had to find the most suitable routes to make our way to the closest port, rather than the shortest distance, making our route planning unpredictable—which obviously involves frequent changes in tariffs. And one has to take into account that by the time the route plan has been made, a road or bridge might have collapsed!

Take the example of Bangui (Central African Republic) or Brazzaville (Congo), where every season a new issue arises. When the rainy season arrives the concern comes from the stability of a bridge, and when the dry season is here it often leads to a six-month period without river transport. However, we constantly find ways to ensure our clients’ goods reach their destination and keep our commitment of a consistent quality service at the forefront of our decision making.

For some countries airfreight is also limited by the presence of exclusive operators. In Chad, for example, Air France and Cargolux are the only air companies operating. In general, and for all countries in Africa, there are only a few reliable intra-continental companies, leaving few options and creating congestion in transport hubs. Often, a transit from one African country to another must go via a large European transport hub such as



The Maghreb region of Africa

London, Paris, or Brussels in order for the goods to arrive in their destination back in Africa.

General sales agents are sometimes also another threat to a smooth operation. Although they are supposed to help us by selling freight services, some are more reliable than others and they cannot always be trusted to provide the best solution or understand our requirements.

Coastal countries have their issues as well. Ports bring with them many problems, the biggest one being the intense traffic that creates permanent and exponential congestion, as illustrated at the ports of Matadi (Democratic Republic of Congo) and Luanda (Angola). Infrastructures are not always upgraded or maintained. It is often necessary to store the containers in a private Inland Container Depot (ICD), and administration and transfer fees are therefore multiplied.

In terms of consolidated shipments there are too many unreliable actors, which can create an accumulation of problems. They often offer poor services with unpredictable timelines, leading to variable deconsolidating fees.

Boats or planes—and therefore freight—are also prone to the idiosyncrasies of each country’s commercial priorities. In Burkina Faso, when the bean harvest is done, all freight is dedicated to their exportation. The same happens in Malawi with tobacco, and household goods rank very low on the priority list.

But these problems have been recognized by governments in Africa and a number of projects are underway to improve the infrastructure in ports to make them a more attractive place to route shipments. In Angola, for example, the government has received funding from China to improve not only the port of Luanda, but

also the rail and road infrastructure to facilitate transport of goods from the port into Angola and to the landlocked countries beyond its border. The Ivory Coast port of Abidjan is currently one of the most functional and most modernized in West Africa, and this has all been due to direct private foreign investment. Other ports, such as Liberia, have also been identified as key to trade and earmarked for foreign investment, so we will be seeing more and improved shipping route options as time goes on.

Customs procedures may be cumbersome, with staff often working with a non-computerized multi-stamp system and inevitably generating frustrations for clients. The best way we have found so far to tackle this situation and to avoid delays, deception, and financial losses is communication. It will be some time before the systems are modernized but when it does happen, the effects will be felt across the entire shipping process.

Meanwhile, keep in mind that every country and culture has its own advantages and disadvantages and it is up to us to know how to make the best of them.

The Maghreb area of Africa [see graphic on page 33] has its own particular differences from the rest of the continent, relevant to the move industry, because of its strict regulations both at the entry and at the exit of the country. These countries take great care of their historic heritage and remind you of this with their strict requirements. Personal effects are brought into these countries on temporary importation basis only, and customs are extremely thorough in ensuring that all goods entering the country leave it when the transferee terminates his or her assignment.

Regarding all these situations, our role is to prepare our clients for the cultural reality of Africa. It is in our hands to manage the operations from A to Z without leaving out any details. We have learned to anticipate recurring problems and to either defuse or get around them. The key is to be ahead of the information and unlock the logistics puzzle of Africa, maintaining communication no matter what challenge is presented to us. Experience and excellent knowledge of the area are key.

AGS Frasers has recognized the unparalleled growth opportunities this continent offers for our industry, and our investment in this continent reflects the optimism now felt across Africa.

Mathieu Dunod, Director, AGS Frasers African Desk, is an IAM CMMB Representative for Africa (Region 1).

A Snapshot of Africa

Africa has a rapidly growing population of 500 million people, yet 75 percent of the continent is sparsely inhabited. Most people still live a traditional rural lifestyle, though many Africans move to cities in search of employment. Most people live where water is available, in the Nile Valley, the coasts of North and West Africa, along the Niger, in the eastern highlands, and in South Africa. With the highest birth rate of any continent, Africa is projected to grow to 2 billion by 2050. Women in sub-Saharan Africa bear an average of six children each. Life expectancy is low (Sierra Leone: 34 years; Zambia: 37 years; other countries: 40–49 years) compared to the developed countries. The fastest growing region on earth, Africa faces the most serious shortages of food and water.

Political instability and the lack of infrastructure make distribution of supplies difficult. Since the 1960s most countries have seen improvements in life expectancy, health care, and education. However, the continent lies well behind the rest of the world in many basic human needs.

Africa is home to one eighth of the world's population. The most populated areas are along the Nile, Niger, Congo, and Senegal rivers. The population is growing quickly due to increasingly better health care. Many people have moved from countryside to cities, because of the poverty and lack of work, or to escape civil wars, droughts, and famines. Most countries rely on the export of coffee, cocoa, or oil. In recent years, the prices have fallen. The amount that African countries earn from exports is often less than what they have to spend on imports. These factors, along with the growing population and effects of wars and droughts, mean economic difficulties for many African countries

SOURCE: www.africanculturalcenter.org

At Air Animal, There's Always a Doctor in the House

By Joyce Dexter, Portal Editor

Air Animal, a pioneer in pet transportation, was established by veterinarian Walter Woolf in 1977. Like many good ideas, the one for the business grew over time, beginning with a quirk of fate at a juncture when a half-dozen young vets had moved into the Tampa area and were creating lots of competition.

"I had to diversify," Woolf explained during an interview at IAM's 48th Annual Meeting in San Diego. "Since 1969, the veterinary practice/animal hospital had been boarding animals for the airlines, whether for an hour, a day, or a week, or when situations at the airport required veterinary attendance. It was a service we provided as necessary."

Although Air Animal wasn't launched until the mid 1970s, Woolf recalled, his first experience in animal transportation was in 1961. "I received a call from the local AMTRAK train station, asking me to help capture a cat in a compartment after it bit someone. They were worried that it might be rabid. The pet's owners were relocating and had brought their cat with them on the train. They'd given it a tranquilizer a day or so earlier to see how it would work, and when there were no problems they gave it a second dose when they began their trip. Unfortunately, that second dose caused what turned out to be an allergic reaction to the drug—the cat went nuts."

Woolf succeeded in capturing the cat—and he got some great publicity from the adventure. "I was a hero," he said. The episode also provided an important lesson for anyone attempting to transport an animal of the hazards of administering tranquilizers to pets on the move.

"Too many people sedate their pets before transporting them," Woolf observed. "Our policy is that we do not use sedatives or other drugs, and we will not accept tranquilized pets for flying. The real trick is conditioning the animal to a shipping cage over a period of time before attempting to transport it. We call this 'pre-transport conditioning.' I often have to reassure the pet owners that their pet will be fine without the tranquilizer."

In 1976, Woolf's synagogue was holding an event and he spoke with the PR agency handling the fundraising about his idea to provide pet transportation services to the public. His friends were receptive; one thing led to another, and six months later Air Animal was launched as a "pet travel agency." At the time, however, no one really understood the potential of the emerging market.

When the Airline Deregulation Act was passed two years later, Woolf discovered that he was in a unique position to write his own script and set his own rules. "In the first month, we grossed \$47. Each month after that got better. In 1979 we called



Dr. Walter Woolf and his wife, Linda Fries Woolf, at their exhibit booth during IAM's 48th Annual Meeting in San Diego last fall.

on Delta in Atlanta to become an international air cargo agent. John Pogue qualified Air Animal for Delta, which wasn't part of the International Air Transport Association at the time. For 10 years we tendered much of our international cargo to Delta and then we applied to IATA in 1989. That led to a visit and inspections by Tony Calabrese of Cargo Network Services (CNS) and other agencies as well."

Calabrese took a cursory look at the Air Animal operation and its financial statements and promptly approved it. "It's the relationship that matters in this business," said Woolf, "not the paperwork. The question is: Do you trust the other person? And they trusted us."

Woolf began spending more time on Air Animal business than practicing as a veterinarian. In the spring of 2003, his first wife, Millie, was diagnosed with cancer and he focused on her care, being her caregiver for the 2-1/2 years of her illness, until she passed away in the fall of 2005. "During that time, I discovered I no longer really had it in me to work as a vet with a client and patient list," he said, "so in the fall of 2004, I closed the practice." Woolf had always been interested in aviation and geography, so in many ways Air Animal was a perfect fit for him.

IAM has played an important role in the company's success, he says. "There is an ambiance in this group that I have not seen at other conventions. The receptivity has been excellent. We exhibit every year. These days, two-thirds of the attendees come from outside the United States, and our recent growth has been in

the international arena.” The company, which has been endorsed by more than 230 airlines, offers export document preparation services, including health certificates, consular legalization, and pet immigration papers, among others, and advises clients on quarantine requirements at their international destination. In addition to household pets, ranging from dogs and cats to birds and snakes, Air Animal transports horses and exotic species with appropriate documentation and permits. As an endorsed and appointed IATA air cargo agency, the world is Air Animal’s marketplace.

Air Animal is a family operation. Woolf’s second wife, Linda, is the company’s events coordinator and his son, Eric, ran an office that was established in Atlanta but has since closed. Daughter Andrea Woolf Parker, the company comptroller, manned the exhibit booth for the first time in 2009 at the IAM Annual Meeting in Orlando, Florida. In the neighboring booth was Bill Crawford, of TOTEM—Totem Ocean Trailer Express—and his two associates, Chuck Nuscio and Julie Sanchez. “Bill was very warm and helpful to Andrea,” said Woolf. “Because she was alone at the booth, he offered to look after it so she could take breaks. The entire time he was so welcoming—and it’s really true that first impressions are lasting impressions.”

Air Animal

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How Packtra PLC Succeeds in a Challenging Environment

By Tadios Tsegaye

Packtra PLC was established in 1991 in Addis Ababa, Ethiopia, and has emerged as one of the leading freight forwarders and customs clearing agents in that country. It is backed by a network of agents distinguished for their competence, efficiency, and dedication in the field. Packtra PLC is a member of IAM, IATA, and FIATA, and has been certified by FIDI-FAIM for its quality of services.

Our company's objective is to offer competitive freighting routes and optimum transportation services at an affordable rate, and to provide consolidated cargo services by both air and sea.

Packtra PLC is owned and managed by experienced professionals in the fields of international transport, packing, transport logistics, transit finance, and insurance. We employ 170 well-trained individuals supported by the latest communication tools to offer customized services to satisfy every customer's needs.

In our 20 years of service, we have encountered many challenges. Some problems prove very difficult to solve, and others could have been avoided if we had properly managed them. For example:

- Because of time zone differences between Ethiopia and the United States, Europe, and Far East countries, customers have sent us reminder after reminder, not understanding that we have not yet opened and read their first e-mail.
- Ethiopia is a land-locked country, so we use the port of Djibouti for most inbound and outbound sea shipments. Djibouti observes its weekends on Thursday and Friday, while we have ours on Friday and Saturday.
- Shipping lines have 10 days of free storage time. But even under normal conditions, transporting containers from Djibouti to Addis takes three days and returning the same container takes another three days. The customs process in Addis takes another three days, and unloading requires one day. Delivering the container to the shipping line in Djibouti takes two days. Moreover, unforeseen factors can raise the number of days even further, such as the need to secure completed documents, the status of the consignee, a breakdown of the system at customs, and other glitches. One thing that

we cannot avoid is demurrage of containers due to any of these situations.

- There are two checkpoints on the road from Djibouti to Addis Ababa, and it can take two days to get our containers inspected.
- Our Internet systems are less reliable than in many other countries, and interruptions in service can impair our ability to submit and retrieve information on a timely basis.

Clients moving to Ethiopia from Europe and the United States who have not encountered these problems often do not anticipate them. Patience, flexibility, and understanding can go a long way toward reducing frustration and ensuring that as we work around sometimes trying circumstances, our customers receive the best possible services that are available.

Looking ahead, Packtra plans to open a bonded warehouse to clear and deliver goods to our customers more quickly as we move them through the final stages of the process. We also expect to provide a full range of warehousing service, including cold storage, and to manufacture our own quality packing materials that meet international standards.

Packtra PLC

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Tadios Tsegaye, a marketing coordinator at Packtra PLC, represents Africa on the Young Professionals (YP) Management Board.



Packtra's new head office under construction. The company is also building a new bonded warehouse.

Packtra Services at a Glance

- Packing and moving
- Air and sea freight: As an IATA cargo agent, Packtra PLC issues airway bills for various airlines.
- Heavy lifting: The company uses great care while loading/discharging goods, using its forklifts and cranes of 3 to 35 tons capacity.
- Warehouse and storage facilities: Packtra owns three warehouses in key locations of Addis Ababa, all of which are equipped with fire extinguishers and halogen lights, and attended by trained armed guards around the clock.
- Clearing and transit: The firm professionally arranges customs clearing of imports and exports through seaports and airports.
- Land transport, using its own fleet of trucks, trailers, and vans.
- Insurance: Packtra PLC represents local and international insurance companies.



Join Us for the Young Movers Conference May 26-29, 2011 Malta



FEDEMAC and the Young Movers Conference organizing committee have released the details for the 2011 gathering, which will be held on the sunny island of Malta May 26–29.

Besides the obvious opportunity to network and promote your company in a relaxed atmosphere, long sunny days, warm temperatures and crystal-clear waters are the norm on Malta at this time of the year. This year’s venue boasts excellent conference facilities, and it’s a stone’s throw away from the sea and set in one of Malta’s main tourist areas, brimming with entertainment and nightlife.

You can expect to discuss business over a drink by the pool with a stunning view of St Paul’s Bay as the sun comes down, or party the night away in a nightclub. Explore the narrow streets of the silent city of Mdina, a medieval walled city situated on a hill in the center of the island with a vista of most of the island. Or enjoy a stroll down Republic Street in Valletta, the Capital City, with its open-air cafes and high street shops.

A stimulating program has been planned, including a presentation by IAM’s Programs Manager, Brian Limperopulos, “Sparking Innovation through Collaboration for the Global Moving Industry.”

This event was launched 20 years ago in Ile des Embiez, Cote D’Azur in France. In attendance was a group of about 30 young people interested in exchanging opinions and views on the European moving business and future. The participants were enthusiastic about the opportunity to get professional input and to make business contacts. Over the past two decades, the conference has grown to more than 170 attendees from about 20 countries.

Following up on the success of IAM’s involvement with the Young Movers Conference in Rome last year, the Association is pleased to be a major sponsor of the conference once again. Undoubtedly, this will lead to further cooperation and synergy between the IAM YP organization and the Young Movers Conference.

For more information about the schedule of events or to register, visit www.youngmovers.eu/pages/home.html.



Q. How did you wind up in the moving business?

A. My father is a part owner of the company.

Q. What is your current position?

A. I am a marketing coordinator.

Q. What do you like best about your job?

A. My contact with different people.

Q. What do you consider to be your greatest strengths?

A. My patience, and the ability to convince people easily.

Q. Do you travel a lot? What is your favorite destinations?

A. Yes, I do travel frequently. My favorite destination is Las Vegas.

Q. What are your interests or hobbies outside of work?

A. Working out and playing basketball.

Q. What kind of music do you like?

A. I listen to all kinds of music and keep different types on my iPod.

Q. Do you have other family members in the moving business?

A. My father.

Q. What was the best advice you ever received about working in your field or working with others?

A. If it’s worth doing, it’s worth doing well.

IAM Offers Tuition Assistance to Students Worldwide

By Janet Cave Seely, Director, Communications & Member Engagement

Joseph DeAngelo had an ambitious goal in mind when he applied for a scholarship two years ago. DeAngelo described receiving an opportunity in 2003 “that changed my life”—working as an intern at The Cartwright Companies. He returned to work at the Missouri-based company the following two summers, and says, “I knew after that second summer I would be a long-time transportation advocate.”

DeAngelo, whose stepfather assisted in getting him the job, wrote those words on his application for tuition assistance through the Alan F. Wohlstetter Scholarship Fund (AFWSF). Launched in 2002, the AFWSF is the cornerstone of the International Association of Movers’ scholastic assistance initiative. The fund, named after distinguished founder and General Counsel Alan F. Wohlstetter, benefits the employees of IAM member companies and their dependents, as well as those with a Student Membership in the association. Annually, up to six scholarships of \$5,000 each are awarded to eligible students studying in the United States and overseas.

Applicants for the scholarship must be enrolled at an accredited college or university. For those studying transportation logistics or a related field, the school must offer a minimum of 15 semester hours in transportation, physical distribution, logistics, or information technology, or a combination of these programs.

Those who choose to study business, accounting, finance, or information technology must provide proof of work in the transportation industry for one year prior to applying to the scholarship fund. These courses must comprise at least 15 semester hours of the student’s required hours toward degree completion.

All applicants must submit a statement outlining their career goals. “Each year we receive a range of applications, from high school graduates just starting college to those who are beginning their studies in mid-career or going back for an advanced degree,” said Terry Head, president of IAM. “The value of the scholarships to the industry is that these are bright, energetic individuals who are setting ambitious goals, working toward a promotion or starting a company of their own.”

Joseph DeAngelo applied his scholarship award toward earning a master’s degree in business administration, and has set his sights on owning a logistics corporation one day.

Nurturing the next generation of industry leaders is an objective shared by IAM’s Young Professionals (YP) group, which sponsors and supports the AFWSF. Heather Engel, a founding member of the YP group, owner of True North Relocation in Seattle, Washington, and president of the AFWSF board, is passionate about increasing the funds available for scholarships.

“Through the scholarship fund, IAM gives back to its membership in a way that benefits the individual and the industry,” Engel explains. “Not only does the AFW Scholarship Fund encourage students who are interested in careers in the transportation field, it provides \$5,000 in tuition assistance—money that the student would otherwise be repaying later in tuition loans.”

Covering university expenses is only one way AFWSF tuition assistance has helped Barbara Savelli; the scholarship also motivated her, says the international sales manager for Italian Moving Network in Rome. “It gave me a positive energy to push

“The value of the scholarships to the industry is that these are bright, energetic individuals who are setting ambitious goals, working toward a promotion or starting a company of their own.”

— Terry R. Head, President, IAM

harder in my efforts and to prove that when you really desire something, no matter how long it takes, you can achieve it.”

The Alan F. Wohlstetter Scholarship Fund is dedicated to improving technology and business practices globally. The AFWSF board selects recipients based on the merit of each applicant. The deadline for submitting an application is July 1.

For more information on eligibility and requirements, and for instructions on applying for a scholarship, visit www.afwship.org

For questions concerning the AFW Scholarship Fund, contact IAM Programs Manager Brian Limperopulos at BrianL@IAMovers.org

ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

The Alan F. Wohlstetter Scholarship Fund is the cornerstone of the IAM Scholastic Assistance Program, which is aimed at pro-
□ annual giving levels) to the Alan F. Wohlstetter Scholarship Fund received in the last 12 months are as follows:

Platinum (\$5,000 or more)

DeWitt Transportation of Guam
Gridiron Forwarding Company, Inc.
Manchester Grand Hyatt
National Van Lines, Inc. and
National Forwarding Co., Inc.
(in memory of F. L. McKee Sr.)
Royal Hawaiian Movers
Walter E. & Alicejo P. Saubert Fund at
the Seattle Foundation

Gold (\$2,500-\$4,999)

ABBA International
*Daycos
The Pasha Group
*James Thompson Jr. (Crown Worldwide)
(in memory of James Thompson Sr.)
Wagler Integrated Logistics, LLC
Alan F. Wohlstetter Jr.

Silver (\$1,000-\$2,499)

Affiliated Transportation Systems, Inc.
(in memory of Paul Arpin)

American Shipping, Inc.
Andrews Forwarders, Inc.
Approved Forwarders, Inc. (in memory of
Woodrow W. DeWitt)
*Blonde International, Inc.
Classic Forwarding, Inc.
Deseret Forwarding International, Inc.
*Executive Relocation International, Inc.
Gateways International, Inc.
Gosselin Group
*Interstate International
Interstate Van Lines, Inc.
Jet Forwarding, Inc.
Logistics International
Nilson Van & Storage
Puget Sound International, Inc.
Sancho Ortega International S.A.
Taurus Forwarding, Inc.
Total Military Management
Tri Star Freight System, Inc.
True North Relocation, LLC

Bronze (\$500-\$999)

AAA Systems, Inc. (in memory of Jack Stern)
*Aloha Worldwide Forwarders, Inc.
*Baltic Forwarding, Inc.
Cartwright International Van Lines
*Rick and Judy Curry
Pac Global Insurance Brokerage
Pullen Moving Company
R. D. Simmons & Associates, Inc.
Twin Oaks Moving Co.
Westpace International, Inc.

In Kind or Other

“B” Transfer, Inc.
Claims Adjustment Technology, LLC
(in memory of Mary Reeve)
Edgewater Grill
Harbor House Restaurant
International Association of Movers
M. Dyer & Sons, Inc.
Puget Sound International
S & E Transportation, LLC
San Diego Pier Café

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

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Alan F. Wohlstetter Scholarship Fund

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

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What Can Be Done about the Somali Pirates?

Blogger Art Carden (Forbes) recently posed an important question: What is to be done about the Somali pirates, who have been working off the coast of Africa to threaten international shipping and who have recently hijacked private yachts and killed four Americans?

Piracy has become quite a cottage industry in an increasingly large area of the Indian Ocean waters, and it is a very lucrative enterprise. Daniel Akst, writing in *The Gulf Today*, estimates that shipping companies and others who have fallen victim to the pirates have paid in the neighborhood of \$238 million in ransom—a sum that is ultimately passed along to all of us.

Another blogger, Jennifer Sciubba of Rhodes College, attributes the popularity of piracy as a shortcut to wealth to socioeconomic factors—what she calls “the underlying context within which the piracy takes place. No matter what the international community does to increase patrols of the Gulf of Aden, or pump money into strengthening Somali governance,” she wrote, “until Somalia’s population growth rate slows and jobs are created fast enough to meet extraordinary demand, crime is the most viable way to earn a living for the 66 percent of adults who are unemployed in urban areas (and 41 percent in rural areas). Young adults ages 15 to 29 are 48 percent of the adult population, a percentage only 2 percent higher than Egypt (though Somalia’s life expectancy is much lower, which affects their age structure).

“It is no coincidence that these unstable states have similar youth proportions. Many flavors of civil conflict or insecurity are correlated with a young age structure, from protest, to crime, to outright armed rebellion. What’s different about Somalia is that, unlike most states of North Africa, fertility there is still extremely high, more than six children per woman on average. Youth, young men in particular, are the most likely age group to engage in crime, and indeed, Somali pirates are generally young, uneducated, and unemployed. I think demography is relevant to your point about governments standing in the way of commerce as well. Bloated public sectors across states in North Africa have meant that few jobs are created in the private sector. The answer, then, is not simply to ask the government to create jobs—a strategy that only temporarily kept Egyptian youth employed—but rather to create an environment conducive to a flourishing private sector.

“Even if Somalia’s fertility rapidly declines soon, it will take decades before the age structure matures to the point where each generation that enters the labor force is not significantly bigger



A young Somali pirate is taken into custody.

that the preceding. A military response to Somali piracy ... is expensive. An inexpensive win-win solution to piracy is family planning.”

Many of the pirates themselves, of course, consider themselves the Robin Hoods of the sea, taking from the rich to give to the poor. At home in their poor villages, where they distribute the spoils of their heists, they are hailed as heroes. For these and other reasons, modern piracy isn’t a problem that can be solved easily.

As Forbes’s Carden argued in his blog, “If we socialize the costs of fighting piracy, we create both an incentive problem and an information problem. The incentive problem comes from the fact that shippers have incentives to be careless since they can expect a taxpayer-funded military to come to their rescue. The information problem comes from the fact that we forsake the social processes that tell us whether we are choosing wisely or not when we make these tasks the responsibility of the government rather than the responsibility of the firms in question.

“The case for expecting the international shippers themselves to bear the risks of piracy rests not only on judgments about whether they have a right to expect taxpayer help. Letting people socialize their risks gives them perverse incentives and eliminates the information that would otherwise guide effective decision-making. It’s more than an academic discussion. People have died at the hands of the pirates, so this is not something to be taken lightly.”

It is said that when a pirate was asked by Alexander the Great what he meant by “hostile possession of the sea,” the man replied, “What thou meanest by seizing the whole earth; but because I do it with a petty ship, I am called a robber, whilst thou who dost it with a great fleet art styled emperor.”

Piracy and Armed Robbery Incidents as Reported to the IMB Piracy Reporting Centre in 2011

Worldwide incidents (as of March 16, 2011)

Total attacks worldwide: 119
Total hijackings worldwide: 15

Incidents reported for Somalia

Total incidents: 83
Total hijackings: 14
Total hostages: 250
Total killed: 7

Current vessels held by Somali pirates

(numbers include vessels and crew captured in 2010 that are still under negotiation)
Vessels: 28
Hostages: 587

SOURCE: The International Chamber of Commerce International Maritime Bureau (IMB)



The red markers show “hot spots” where pirates have been particularly active.

Somali Pirates: A Crash Course

News channel Al Jazeera's Mohammed Adow recently interviewed Somali pirates face to face at Garowe, Eyl, to get firsthand information on Somali piracy. In viewing the clips, one can understand that the present war against piracy by the international warships off Somalia is like a doctor treating a patient to cure the disease, without making any attempt to eliminate the root cause of the disease. Some interesting information came from the video clips.

Why they do it

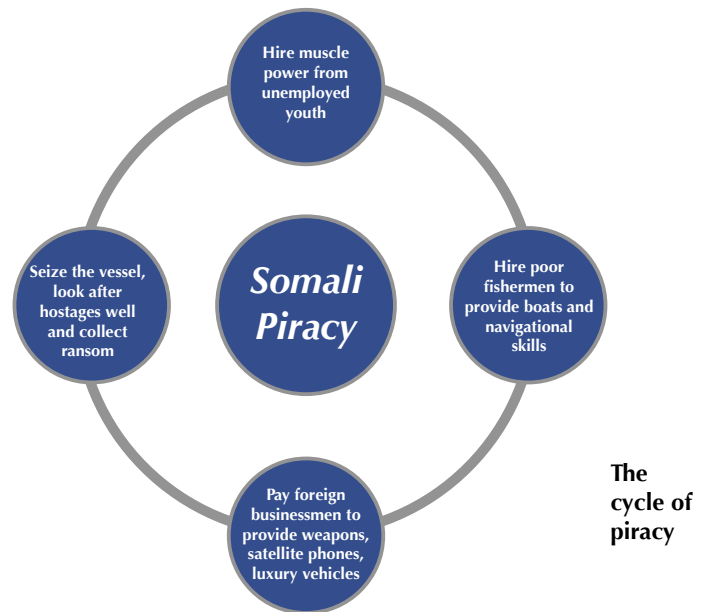
- Piracy has become an attractive profession for young, unemployed, uneducated Somalis and they are even willing to risk death.
- Pirates consider themselves as Robin Hoods of the sea and defenders of Somalia's fishery wealth.
- Absence of a stable, functional government in Somalia since 1990s. This has led to several developments:
 - Somalis being deprived of income from their only source of fishing because of fishing activity by international trawlers off Somalia; there was no government in Somalia to stop these illegal trawlers from fishing in Somali waters.
 - Initially the Somalis started patrolling the coast with weapons, to protect their fishing community from international trawlers.
 - Later, Somalis began to hijack ships, as that proved more lucrative.
- Due to lack of good governance, almost a generation has grown up without education in poor living conditions.
- Lack of education has resulted in growing unemployment, forcing the young Somalis to take up piracy as their profession.
- The threat from international warships on anti-piracy operations has further discouraged the Somali fishermen from fishing and they find it easier to support pirates to earn their income.
- The international community is not taking any result-oriented action to bring political stability in Somalia.

Somali public opinion

- The local people consider the pirates as Somali Marines and not as thieves.
- Piracy is not considered as criminal activity.
- However, religious leaders (clerics) hate piracy, recognizing it as the reason for
 - Use of alcohol and drugs by Somalis
 - Increase in commercial sex activity
 - Massive increase in inflation
 - Increase in killings
- Unfortunately, the clerics are not powerful enough to stop piracy.

Somali piracy operations

- Piracy is well organized and pirates have clear policy guidelines on piracy, including sharing of ransom amount collected.
- The hijacked vessel or the cargo is of no importance to the pirates and only the crew who are taken as hostages are important.



Ransoms

- The ransom amount is usually based on the nationality of the crew taken as hostages
- Hostages are treated well as they are the link to get ransom
- Europeans and Americans fetch more ransom money than the Asians
- The financier, usually a businessman who sponsors piracy, gets 30 percent. The pirates get 50 percent.
- Support team indirectly involved from shore to provide food etc., get 20 percent.
- Pirates move in fast boats with weapons and carry boarding ladders to board the ships.
- A piracy group that receives ransom supports another piracy group until they receive ransom, and this goes on like a chain reaction to sustain piracy.

Pirate headquarters

- Eyl, surrounded by hills, is the perfect hideout for Somali pirates, but millions of dollars collected as ransom has not helped this town to develop.
- Most of the ships hijacked are taken to Eyl, for further negotiations with shipowners.
- Eyl has enough restaurants to supply food to pirates and their hostages
- All other necessary logistics are provided from this place to the hijacked vessels.
- Many small boats are available here to provide service to the hijacked vessels.

Somali piracy: Predictions for the future

- As international warships on anti-piracy mission mount pressure on pirates, the threat to the lives of the hostages by the pirates is increasing.
- The pirates may harm the hostages, rob the hostages of their belongings, and may not spare the cargo or the vessel itself.

—Al Jazeera

Pasha Hawaii to Build Second Vessel

Honolulu-based **Pasha Hawaii** has announced the signing of a contract with VT Halter Marine, Pascagoula, Mississippi, for the construction of a ship to enter the Hawaii/Mainland trade lane. The ship's base price is \$144 million and is estimated to deliver in the fall of 2013. Pasha is currently negotiating with several sources for financing.

The new ship is the second vessel to join Pasha Hawaii's fleet, and will allow the company to provide weekly service between the West Coast and Hawaii. The company also signed an option agreement for the construction of a third vessel with a base price of \$137 million. This will be the second Roll-On/Roll-Off Car Truck Carrier built by VT Halter for Pasha Hawaii based on a proven design by the Uljanik Shipyard, Croatia. The Uljanik and VT Halter Marine engineering teams are collaborating with Pasha to finalize the new ship's design and engineering specifications. This will ensure the highest level of operating efficiencies as well as reduced environmental impacts, Pasha said. VT Halter Marine is beginning performance on the contract immediately.

The *MV Jean Anne*, Pasha's first vessel, was put into service in March 2005. Pasha Hawaii CEO George Pasha IV said, "Building a second ship has always been part of our organization's plan. The level of enthusiasm and customer support we received when we deployed our first vessel was well beyond our expectations. Our second vessel will both better serve the Hawaii/Mainland market and also provide increased frequency and superior reliability. A weekly sailing will also allow us to present even more tailored transportation solutions to our clients."

The *MV Jean Anne*, now approaching her seventh year, was designated the "Ship of the Year" by *American Ship Review* in her first year of service. Her crew and vessel operations have been recognized by the Chamber of Shipping of America with awards for outstanding safety and environmental achievement.

Maersk Has Record Profit as Freight Business Surges

A.P. Moller–Maersk A/S, the Danish company that owns the largest ocean shipping line, announced record earnings on February 23, powered by a rebounding international freight market. The parent company reported earnings of \$5.02 billion, its largest profit ever, one year after posting a \$1.02 billion loss. The 2009 loss had been the first since at least World War II. The previous profit record was \$4.3 billion in 2006.

Maersk achieved its earnings record by more than tripling its pretax profit to \$9.7 billion from \$2.8 billion. Revenue rose 16 percent to \$56.1 billion from \$48.6 billion. Container shipping accounted for \$2.6 billion of the pretax profits, reversing a loss of \$2.1 billion from that business in 2009 as the world economy slumped. Freight rates rose an average of 29 percent last year after falling by an almost equal 28 percent in 2009.

"Improved market balance and shortage of containers in the second and third quarters formed the basis for considerably higher freight rates," the company report said.

Shipping volume rose 5 percent to 14.6 million 20-foot units. The firm also saved \$800 million in operating costs by using steps such as slow steaming that reduced vessel speeds and increased transit times.

Results for 2011 are not expected to match last year, the company said. Maersk's other businesses include oil and gas exploration, supermarkets, an airline, and oil tanker shipping.

SOURCE: Transport Topics Online

Improving Shipping Container Security

In January, the port of Los Angeles received more than 330,000 TEUs. The possibility that one of those 330,000 containers could have contained a dirty bomb, or worse, keeps security experts up at night. Legislation passed in 2007 requires that every single container entering the United States must be scanned for a potential weapon.

Currently the Customs Bureau gets information on containers' shipping manifests, which must be transmitted at least 24 hours before departure. If the manifest looks suspicious, the container in question must be taken out of the queue, inspected, and returned to its place. This can be cumbersome. Stephen Flynn, a Coast Guard veteran and president of the Centre for National Policy, a Washington think tank, says the largest ships begin loading containers 18 hours before departure, making it difficult to find the potential offender. Try to handle more than the small fraction of containers that currently get scanned and the whole inspection line becomes, in Flynn's words, "constipated."

Just how constipated is clear in modeling done by Nitin Bakshi of London Business School and Noah Gans of Pennsylvania's Wharton School of Business, who recently coauthored a Management

Science paper with Flynn on the question of port security. Using two months' data from two large international container terminals, Bakshi and Gans created a simulation to gauge what delays would result if the Customs Bureau began requiring that all inbound containers be evaluated. Inspecting only 7 percent of containers, they found, would mean delays for nearly every single container.

How, then, can the Customs Bureau meet the legal mandate of scanning every container without perpetually snarling ports? Bakshi, Gans, and Flynn propose an alternative approach. Instead of singling out only those containers whose documentation raises questions, terminal operators would x-ray every container, regardless of its eventual destination. Only those containers flagged during the low-level scan would be subjected to a more thorough search. Think of it as everyone who will be boarding a plane having to go through security, as opposed to a select few being asked to leave their seats and answer questions as the plane was about to depart.

The authors call their approach "industry-centric," since the terminal operators would play a greater role in the scanning (and bear the corresponding cost). It has several advantages: the entire "dwell

time" of a container at the port, not just the last 24 hours, can be used to evaluate its safety. More to the point, subjected to the same simulations as the current inspection process, the industry-centric approach handled all the modelled container traffic with far fewer problems.

The authors intended their paper for two audiences: the general shipping and logistics firms, and policymakers who might have given up hope of ever achieving full port scanning. But for them the paper leaves important questions unanswered. How would other countries react to their inbound containers being scanned in an American initiative? For that matter, how would the prospect of scanners in Hong Kong being responsible for scanning goods bound for Los Angeles play politically? Who would control the data resulting from millions of container scans?

This may be why, as Flynn suggests, some political courage would be necessary to change current container security procedures. At least the courageous policymaker will have some research to wave at opponents.

SOURCE: The Economist

TRUCKING AND INTERMODAL SERVICES

FMCSA to Pay for EOBRs on Mexican Trucks

The Federal Motor Carrier Safety Administration will require all Mexican trucks entering the United States to be equipped with electronic onboard recorders—and will pay for them, a Department of Transportation official advised recently.

The move was in part to quell concerns over Mexican drivers' hours of service and FMCSA would own and control all data gathered by the EOBRs used by the carriers, a DOT official told *Transport Topics*.

The mandate for EOBRs, which must be equipped with global positioning system capabilities, would be part of the cross-border trucking agreement reached in early March between the United States and Mexico.

News that the agency would pay for EOBRs on Mexican trucks comes only weeks after FMCSA announced a proposed rule that would require U.S. carriers to install EOBRs on their trucks, at their own expense.

Under the agreement, Mexico would drop \$2.4 billion in retaliatory tariffs it has imposed on U.S. products. Except for an 18-month pilot program that was ended by Congress in early 2009, most trucks from each country have not been allowed to

deliver beyond an approximately 20-mile border zone.

John Hill, who was FMCSA's administrator during the cross-border pilot program, told *Transport Topics* that FMCSA

paid for global positioning systems to be installed on all Mexican trucks that had participated in the previous pilot project.

SOURCE: Transport Topics

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~ Mr. Vittorio Petrone,
General Manager at Panda Transporti

For more information, contact Brian Limperopulos, RPP Program Manager
brian.limperopulos@iamovers.org

TSA to Retest Body Scanners

After records on some full-body scanners showed radiation levels 10 times higher than anticipated, the U.S. Transportation Security Administration announced that it will retest every full-body scanner that emits ionizing radiation. The project will encompass 247 machines used in 38 airports. The TSA says the unusual records are due to math mistakes and that the machines are still safe. In fact, they say, the highest readings are still lower than what a person comes in contact with in one day of natural background radiation. To prevent any panic from the public, the TSA ordered the new tests, and they will be finished by the end of March. Despite the TSA's precaution, lawmakers remain concerned about the miscalculations and the continuous need to reassure the public on the safety of the scanners.

Fuel Spike Threatens Industry Rebound

Oil will stay expensive even if unrest in the Middle East calms down, according to IATA chief economist Brian Pearce

A fully electronic air cargo industry would cut its costs by \$4.9 billion a year, a crucial contribution to making the aviation business sustainable, IATA director general and CEO Giovanni Bisignani told the World Cargo Symposium in Istanbul.

Airlines were in the black by \$16 billion last year, a major achievement after \$50 billion of losses over the last decade, but Bisignani said a margin of 2.9 percent represented no real cause for celebration.

He was encouraged by the latest GDP growth forecast of 3.1 percent for this year, though the soaring price of oil will surely have economic forecasters adjusting their sights. An oil price averaging \$96 per barrel this year would halve airline profits to \$8.6 billion.

"World trade growth reached 10 percent late last year. The question is how durable that will be given world oil prices," said Brian Pearce, IATA's chief economist.

Pearce said profits from cargo had climbed back toward their 2006-07 level in the first half of 2010, but came under pressure as soon as fuel prices began increasing. "If prices are still at these levels, there will be some slowdown in economic growth. The risk is not volumes disappearing, but a further squeeze on margins," he said.

The International Energy Agency had announced that "cheap oil" was over, and Pearce said airlines would have to base their cargo pricing models on a price of \$100 regardless of developments in the Middle East, since the risk premium attaching to the turmoil there accounted for only \$10-15 per barrel.

Airline chief financial officers started to lose confidence from January, according to an IATA poll. Heads of cargo were gloomier still, giving prospects for future volumes an average score of 70 (on an index where 50 is neutral) but rating the yield trend at a barely-improving 55.

Growth in semiconductor shipments, which closely match the trend in broader airfreight volumes, slowed sharply to 6 percent at

the end of last year. This reflected the end of the recent restocking cycle, Pearce said.

Business expenditure was encouraging. Companies now had surplus cash and were committing to capital projects as well as investing in people, he commented. Purchasing managers globally were as confident as they had been at the 2007 peak of the business cycle.

U.S. consumer confidence was picking up despite serious problems in the economy and a huge fiscal deficit, but European consumers were "moving sideways," Pearce said. China was also slowing as the government tried to put a brake on inflation, affecting both purchasing managers and consumer sentiment.

Cargo rates excluding surcharges were slipping, and Pearce quoted a fall from \$2.90 to \$2.40 per kilo from southeast Asia to Europe in the second half of 2010. The base rate fall was serving to offset the application of fuel surcharges, he said. Load factors had also fallen globally by three or four percentage points since May, though were still at a relatively healthy 77-78 percent.

A significant increase in deliveries of widebodied aircraft this year, which would add 8 percent to the global fleet if no retirements were taken into account, may further dent profits even though emerging markets such as Latin America, the Middle East and Asia Pacific were still running strongly, Pearce said.

SOURCE: AirCargo World

Carriers Resume Japanese Schedules, Deliver Aid

Worldwide carriers operating in Japan have resumed adjusted schedules after the massive earthquake that ripped through the country on March 11, forcing the temporary closure of the country's major airports, according to the Association of Asia Pacific Airlines (AAPA). Airlines had been focusing on humanitarian efforts and other recovery activities.

"Airlines have been focused on clearing the backlog of disrupted passengers. Domestic flights are now operating according to the normal schedules," Andrew Herdman, director general of AAPA, said in a statement. "Air cargo services are operating normally. Several carriers have also been involved in special humanitarian relief efforts, bringing international supplies and resources to Japan."

In the hours after the earthquake, Cathay Pacific diverted or canceled five flights that were scheduled to arrive in Narita International Airport. The carrier's cargo operations were back on track by March 12. American Airlines initially canceled all Japan trans-Pacific flights but its Haneda flights were operating normally as of March 14; a cargo embargo remained in place on flights to Tokyo Narita until March 16.

After suspending service during the initial cleanup period, UPS resumed pick-up and delivery activities in Eastern Japan. The service suspension still applies to Northern Japan.

SOURCE: AirCargo World

Global Effort Necessary to Secure Air Cargo

Nearly 1,000 industry executives gathered in Istanbul recently for The International Air Transport Association (IATA) World Cargo Symposium. As one might imagine, supply chain security was high on the agenda.

“The air cargo value chain must offer better quality and improved efficiency with operations that are safer and even more secure,” said Giovanni Bisignani, IATA’s director general and CEO.

IATA’s vision for air cargo security includes a supply chain approach that keeps shipments secure from the time of packing to loading. IATA’s Secure Freight initiative helps industry and governments to work together on investment, processes, technology, and risk assessment to implement a supply chain approach.

Secure Freight is being piloted successfully in Malaysia and the target is for two other countries to implement in 2011, including the United Arab Emirates. Second, new certified screening equipment is needed to supplement the supply chain security process and handle oversize items and pallets if required. And third, to facilitate effective risk assessments, better use must be made of electronic information.

At the same time, Bisignani said, “we must resist the knee-jerk call for 100 percent cargo screening. The industry must be secure with effective measures that facilitate the speed needed to support global commerce. Air cargo security must be based on a combination of three measures—supply chain security, scanning technology, and better use of e-freight data.”

SOURCE: Supply Chain Management Review

Forwarders Need to See E-freight’s Value

A survey of 450 freight forwarders found that “realizable and significant value” needs to be seen in the airport-to-airport section of the supply chain before e-freight will truly be embraced industry wide.

Of those surveyed, more than half said they were aware of The International Air Transport Association’s e-freight program, but less than 20 percent of them were involved in the initiative. Many forwarders have already made the move toward electronic documentation in the land and marine transport industries.

“The initial findings clearly show a positive shift in forwarders’ attitudes to e-commerce, with forwarders willing to invest only if airlines do likewise,” Bill Gottlieb, FIATA’s immediate past president, said. He called for all the organizations to work together in order to inform forwarders and other parties about e-freight and to bring air cargo up to speed with the other logistics industries.

“Air cargo remains woefully behind other modes of transport in terms of e-commerce,” he said.

The International Federation of Freight Forwarders Associations (FIATA) and The International Air Cargo Association (TIACA) conducted the survey.

SOURCE: AirCargo World

AGS Plants a Tree for Every International Move

The **AGS Group** has expanded the **one move = one tree** project and will plant a tree for every international move in 2011 in a bid to reinforce its environmental policy and reduce its carbon footprint.

Since the beginning of last year, thousands of trees have been planted for international moves with volumes in excess of 10 cubic meters. The positive response by clients and partners in the industry to the **one move = one tree** project has led to expanding the criteria, and as of January 2011, a tree is planted for all international moves.

Each client receives a Tree Certificate, by e-mail rather than on paper, and at the end of the year the expatriate's employer can be issued with a certificate, accounting for all the trees planted on behalf of their expatriates.

The AGS Group trees are being planted in Mali and Indonesia. These countries have been earmarked for tree planting projects as they are both experiencing persisting environmental problems, namely deforestation and desertification. With climatic change fast becoming one of the greatest challenges of our time, millions of trees are still being destroyed each year for personal use or economic gain.



A tree is planted in Mali as part of AGS's one move = one tree program.



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At the 48th Annual Meeting, it is estimated that we emitted 2,658.6 metric tons of carbon dioxide. This equates to consuming and burning 5.8 million gallons of gasoline.

IAM has made a commitment to help offset the Association's emissions through a joint partnership with Carbonfund.org and we are asking you to join us.

Consider offsetting your carbon footprint with a donation to Carbonfund.org and help fund projects that promote energy efficiency, assist in reforestation, and help save our planet.

If you attended the Annual Meeting this year, make sure your trip was a green one; if you couldn't attend the Annual Meeting you can still show your commitment to fighting climate change. Go to www.iammeetings.com and click on **GOING GREEN**.



With the planting of trees, AGS is compensating for the environmental impact that is inherent to its business activity, which includes the production of packing materials and carbon dioxide emissions during transportation. The projects also support local communities by providing opportunities for growing fruit, market gardens, and fodder production, which contribute to local economic development.

In Mali, orchards and market gardens are being harvested in the Mopti region, where indigenous vegetation is facing extinction by desertification at a rapid rate. In Indonesia, AGS has committed to planting trees in the Northern Sumatra region where the depletion of trees is threatening the biodiversity of the land. **One move = one tree** is in partnership with the Environment and Development project by the NGO Planète Urgence, to reduce greenhouse gas emissions, protect biodiversity, and promote local socioeconomic development. Planète Urgence is an international association for the development and protection of the environment that aims to combat the devastation of the planet and the socioeconomic inequalities between the Northern and Southern hemispheres.

As an international removals company, AGS believes that the environment and people are the core of its activities. Since 2009, the Group has been an active participant in the United Nations Global Compact.

DP3 “Program Efficiency Review”

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

At a recent industry meeting held in the first week of March, Surface Deployment & Distribution Command (SDDC) personnel announced that they had begun a “Program Efficiency Review” for the Defense Personal Property Program (DP3). The review will look at all aspects of the personal property program, with an emphasis on the business rules, in order to determine if and what changes may be warranted.

John Johnson, SDDC’s Chief of Personal Property, indicated that the review would be wide-ranging but mentioned three specific areas that SDDC had targeted for the review.

The first order of business will be to look at the number of Transportation Service Providers (TSP) currently approved in the program. The Command wants to examine whether the current number of TSPs operating in DP3 is appropriate and, if not, determine what that “right” number should be. Lt Col Derek Oliver, Deputy Chief of Staff for Personal Property at SDDC, said that SDDC wants to ensure that “large TSPs who have made investments in the program are able to maintain their market share and that new entrants have a chance to earn business in the program.”

The second related area up for review concerns the rules associated with Common Financial and Administrative Control (CFAC). SDDC wants first to ensure that TSPs are properly complying with the current rules and then determine whether they should be amended or redefined in some way. Though not mentioned during this meeting, SDDC had previously indicated that they feel some discomfort with applying all aspects of the CFAC rules in the international portion of the DP3 program while not enforcing certain aspects of CFAC in the domestic arena. It is well understood that an enforcement of all features of CFAC in the domestic program would be one way to reduce the number of TSPs if the Command were so inclined.

The last area specifically mentioned that is under review is the distribution methodology used for short fuse shipments. It appears the Command has already identified both short- and long-term changes for the short fuse process.

Johnson indicated that in the short term SDDC would move toward issuing a single “User ID,” which TSPs would use to capture short fuse shipments. This would be the *only* User ID able to capture short fuse shipments and only *one* ID would be issued per TSP.

In future solicitations SDDC is looking at the possibility of bringing a Best Value element to the short fuse distribution methodology. SDDC may offer short fuse shipments only to companies in the first Quality Band. Those TSPs in the lower bands would not have an opportunity to compete for short fuse shipments unless no TSPs in the first Quality Band are willing to accept a short fuse offer.

Johnson indicated that any changes proposed after the review is completed, other than the possible short-term goal he identified for short fuse shipments, would be made in future solicitations

(2012 and beyond). But TSPs need to follow the progress of the review closely, as these changes will be critical in determining how TSPs will need to shape their business models to properly compete in future iterations of DP3.

Logistical Drawdown Continues in Iraq

Spring is not yet in full bloom, but that’s not stopping what is likely to be the largest and longest-running spring-cleaning project ever undertaken to prepare for the withdrawal of U.S. forces from Iraq by December 31.

As the combat mission in Iraq officially ended in August and U.S. forces reduced their footprint to about 50,000 troops, President Barack Obama heralded “one of the largest logistical operations we’ve seen in decades” with the exodus of millions of pieces of military equipment, property, and supplies.

Army Brigadier General Mark Corson, commander of the Army Reserve’s 103rd Expeditionary Sustainment Command that has overseen that mission, equated it to moving the entire city of St. Joseph, Missouri, with all its people, vehicles, equipment, and property, to “the other side of the planet.” And despite the immensity of the effort, it was completed 10 days ahead of schedule, he said.

Now, with about two months left in their deployment, Corson’s troops are continuing the logistical drawdown while laying critical groundwork for its follow-on unit to reduce the U.S. footprint in Iraq to zero by year’s end.

The drawdown operation under way now isn’t nearly as dramatic as the headline-dominating images of the 2nd Infantry Division’s 4th Stryker Brigade driving their convoy of armored vehicles into Kuwait in late August.

But since the launch of Operation New Dawn on September 1, about 3,000 truckloads of equipment and gear have continued to roll out of Iraq, Lieutenant Colonel Gerard “Gerry” Schwartz, the command’s deputy support operations officer, reported. And in the months ahead, he added, the volume will increase substantially. Overseeing that effort isn’t simply a matter of moving everything from Point A to Point B, Schwartz explained. It requires identifying what’s no longer needed and can be shipped home now, what can be transferred to units in Afghanistan or elsewhere, and what’s simply too worn out or costly to transport. Under specifically regulated conditions, the United States can transfer some of its excess equipment to Iraqi security forces.

Three fixed and eight mobile material distribution teams are at work throughout Iraq, helping units to categorize their property items. “They’re sorting through things that are excess, that

might potentially be used for foreign [military] sales to get to the Iraqis,” or items that could be returned to the U.S. military inventory, Schwartz said.

As they do so, Schwartz said, they’re ever mindful of the need to be good stewards of the taxpayers’ money. “We are certainly aware of how much has been spent in this country and how well we have been equipped, and we want to make sure everything we can possibly get back, that we can continue to use in the [U.S.] inventory, that we do that,” he said.

While conducting the logistical drawdown, the 103rd ESC faces another complicating factor: ensuring that troops on the ground have everything they need until the day they redeploy. “It’s a very delicate balance,” said Colonel Kathryn Luna, the command’s plans officer. “Our number one mission is to support and sustain the force. So therefore, that mission cannot fail with those fifty thousand troops that we have here.”

So the trick, Schwartz said, is to move forward with the logistical drawdown without interfering with the ongoing U.S. mission in Iraq. The command does not want to cause any operational impacts for Army General Lloyd J. Austin III, commander of U.S. Forces Iraq, or anyone else, he said. “So that is the challenge: making sure we are doing the primary mission, which is training Iraqi security forces, and that we don’t lean too far forward on getting things out,” Schwartz said. This also requires the 103rd ESC to forecast exactly how much food, water, fuel, and other commodities it will need to move into Iraq to sustain a downsizing force through December 31, Luna said. The goal is to ship exactly what the force will need, and nothing that ends up being reshipped home.

“When it comes to sustainment, we know what we need to do based on the number of [military, civilian, and contractor personnel] in theater,” Schwartz said. “But we certainly want to make sure that when it comes to fuel capacity or the amount of rations, that we don’t overdo it. We have to keep close tabs on that.”

And in light of huge and mounting transportation requirements, the sustainers are ensuring that every vehicle that arrives in Iraq with sustainment supplies leaves full of outgoing material. “It takes trucks to bring supplies in, and it takes trucks to get equipment out of the theater,” Luna said. “So when those things are balanced, you are good to go. But it’s a very fine line, keeping that all balanced.”

Meanwhile, the 103rd ESC is doing the detailed planning its follow-on unit, the 310th Expeditionary Sustainment Command, will need when it takes over the sustainment and logistical drawdown mission this spring, Corson said.

Just as the 103rd ESC arrived in Iraq to carry out a massive drawdown at the end of U.S. combat operations, the 310th will oversee the final drawdown of U.S. forces in Iraq.

“We go home in April, but our commitment is to set the conditions for success for the 310th Sustainment Command as they come here to replace us so that there will be a seamless transition, just as we had a seamless transition back in July to accomplish the mission,” Corson said. “And I think that is very important to U.S. Forces Iraq.”

SOURCE: Military Logistics Forum

Japan Disaster Delays PCS Moves

By Bryant Jordan

The chaos in Japan created by the recent earthquake and tsunami and the subsequent nuclear power plant crisis has prompted U.S. Air Force commanders at Yokota and Misawa air bases to delay permanent change of station moves to their bases.

The delays may also alter the service commitments of some enlisted Airmen by a month and eliminate the week-long decision period that officers get before accepting overseas assignments, according to the Air Force Personnel Center at Randolph Air Force Base, Texas. The center is alerting all Airmen affected by PCS delays to Japan to contact their personnel section for instructions.

A spokeswoman for the Army Human Resources Command said no decision has been made to change PCS orders or reporting dates of Soldiers headed to Japan. Navy officials were not available to comment on how conditions in Japan might affect personnel moves for Sailors and Marines.

The stop movement directives issued March 16 by the commanders of the 374th Air Wing at Yokota and the 35th Fighter Wing at Misawa prompted AFPC to push back the “report-no-later-than” date of all Airmen slated to move to Japan through March and April. As of now the report date for all Airmen is April 30, AFPC Military Assignments Representative William Warner said in a statement.

“The [new date] applies not only to Yokota and Misawa, but also to all geographically separated units and the units they serve in Japan,” he said.

Airmen with orders who haven’t processed out of their current duty stations should now stay put, Warner said. Those who’ve already processed out but not yet left must contact their personnel section to go over their options, he said.

SOURCE: Military.com

GSA Launches Program to Educate New and Emerging Contractors

The Obama administration recently announced a new pilot program to help small and midsize firms break into the federal marketplace and better compete for government contracts.

The Business Breakthrough Program will offer a series of educational and training workshops to companies looking to win contracts that the General Services Administration issues. The program also will provide small firms that are new to government contracting access to GSA's mentor-protégé program. (For more information, visit <http://topics.govexec.com/gsa/>.)

"Getting involved and getting familiar with the government procurement process is not easy," said Ginger Lew, senior adviser to the White House National Economic Council, during an afternoon conference call. "It is perceived as being complicated. We have gotten feedback from businesses that this can be a challenge."

While the program is open to companies of all sizes, it ostensibly is targeting midsize firms that can get lost in the shuffle between industry goliaths and undersized firms that qualify for Small Business Administration socioeconomic set-aside contract opportunities.

"We are trying to provide a venue for larger- and medium-sized companies that can benefit from some training and outreach," Lew said. "We have heard from medium-sized businesses that they are falling through the cracks here. They did not fit the SBA programs, which are geared toward how to get certified as an 8(a) [small business contractor] or as service disabled or women-owned."

The new program will provide participants with the knowledge "not on how to compete for set-asides with procurement preferences but learning how to compete in the absence of those," said GSA Associate Administrator Jiyoung Park. The goal, she said, is to increase competition in contracting government-wide.

The initiative will not provide any explicit contracting advantages to participants, although mentor-protégé firms are eligible for certain procurement benefits, Park said.

GSA, which awards roughly \$50 billion in contracts annually, will host two series of workshops: one for companies new to government contracting and another for companies looking to advance in the marketplace. The latter program will provide participants with an in-depth view of GSA's procurement needs, including its government-wide contracting programs, and information on the agency's green contracting initiatives, Park said. Both workshops will draw on case studies as a teaching tool.

The agency is now in the public input phase of the program. GSA heard from business groups at a roundtable discussion last week to solicit ideas for the program. The agency also will roll out a social media tool on its website next week to collect additional suggestions from the business community.

The program will officially launch in May at two undisclosed cities, and will be expanded government-wide later this year.

SOURCE: Gov Executive Magazine

Get Yourself Some Executive Charisma

By Debra Benton

The special charm that makes leaders so effective and appealing isn't a birthright. You can work at acquiring it

Even at a round table, someone sits at the head. And that applies in every occupation.

It's not always the brightest in the business specialty or the one who produces measurable results. It's someone who is memorable, impressive, credible, genuine, trusted, liked, cool, calm, collected, comfortable, and confident—er, charismatic.

Executive charisma is the determining factor behind why two people who enter similar careers with comparable intelligence, ambition, education, experience, and competence achieve vastly different levels of success. Armed with executive charisma, you can sit at the head of the round table and have influence even when you have no power.

Executive charisma is not celebrity over leadership, style over substance, success over character. It's not adding inches to your biceps or getting brighter, whiter teeth.

Civil and aware

My definition, garnered from interviewing some 2,000 CEOs and other C-suite executives over a 30-year career and writing eight books about it: Executive charisma is the ability to gain effective responses from others by using aware actions and considerate civility in order to get useful things done. You know "it" when you see it. You remember the times you have had a glimmer of this intangible thing yourself.

Can it be taught? Yes, like accounting, kayaking, or golf, charisma can be taught. Consider this: You didn't come out of the womb a born golfer. You were born with basic ability that was then developed or not. You get a golf club put into your hands at age 3, practice hitting balls with your mom or dad at 6, and you take golf class in high school and golf lessons after school to develop ability and skill. Early exposure is just a beginning, followed by a will to continue to train and study it. You have to want to learn.

Why should you learn it? You've worked really hard to get where you are in life. You've studied, labored, gone the extra mile, taken on additional responsibility, honed your instincts, developed sound judgment, dressed for success, learned to think strategically, and assembled a top notch staff. You plan, budget, and master the art of problem solving. You sense and set direction—and multitask out the wazoo.

Yet despite all that effort, you still haven't achieved the significant success, effect, or influence you want. As I once heard someone put it, "My name is not on the right door." The missing piece of the puzzle is executive charisma.

It's up to you

How can you get it? First, accept that you were born with more "personal appeal" (that being the dictionary definition of charisma) than you see in yourself. The sad fact is that the ability you were born with has ended up hidden and undeveloped because of schooling, religion, parents, and society. A "charisma stick" (like the golf club) wasn't put in your hands at age 3.

Second, understand that it's up to you to uncover your charisma. I'll dissect my definition of executive charisma to explain how to enhance what you have already.

Executive charisma determines why two people with comparable abilities achieve different levels of success.

The ability to gain effective responses from others requires a physical presence and demeanor that makes you interesting and approachable rather than intimidating and off-putting.

You're always being watched by someone; that's why they call it being in the "public eye." You might hope people don't take notice, but they do, and you have no stunt double or instant replay for your behavior. Stand tall, straight, and smile instead of having a hunched over, harried, nose-to-the-grindstone posture with a grimace on your face.

The physical dimension

To stand tall and straight, lift your rib cage off your pelvis, pull your stomach to your spine, and breathe. To smile, relax your jaw, keep your lips apart, and turn up the corner of your mouth—even when you're mad or sad.

You look confident and comfortable in your own skin, which causes people to want to listen to what you have to say and offer.

Use aware actions:

- Deal with others as human being to human being, not role to role.
- Use good-natured humor to break down barriers erected by titles, power, and position.
- Slow down your talk, walk, and movement to relax yourself and calm those around you.
- Shut up and listen. Focus on what others are saying, instead of thinking about what you're going to say next. Be a good listener even if you don't like what you hear.
- Ask questions as your main communication tool. You avoid being a know-it-all, and you let others be in the spotlight.
- Reach out and touch, both literally and physically. Instead of a handshake, try a hand sandwich.

Like the Golden Rule

Have considerate civility. People will want to be around you only if you make them feel good about themselves when they are. You have to make them feel better, do better, look better by how you interact with them. It's basic golden-rule stuff: Do unto them as you'd like done unto you. The defining difference between the charismatic and the noncharismatic is that the charismatic person keeps at it even when he or she doesn't get it.

Get useful things done. Be competent in producing needed results. Be exceptionally skilled. Bring a lot to the table. Just don't expect that to be sufficient. A lot of people are full of substance. Few have substance and an effective style.

Be consistent. If you put on the show only for people who count, you're fake. You have to think, act, and relate with a charismatic comportment with everyone and everywhere for it to be genuine. If you conclude "this is an act," you're right. But you're "acting" in a good way, with awareness and considerable civility to get useful things accomplished.

And expect to work on your executive charisma until the day you retire. If you're at the same level of executive charisma that you were last year, you'll get run over, because your competition is working to get better right now.

Debra Benton, founder and president of Benton Management Resources in Ft. Collins, Colorado, has 20 years of experience as a coach to CEOs and other executives. She is the author of eight books, including Executive Charisma and How to Think Like a CEO.

Voxme Launches Pre-Move Survey App for Android Smartphones and Tablets



Survey summary as seen on a hand-held device

Voxme Software Inc. recently announced the release and general availability of its popular pre-move survey application, Voxme Estimator, for Android smartphones and tablets.

The application offers the same rich feature set as the iPhone and iPad version. Deep integration with the device's email and camera allows for seamless data exchange with move management systems. Native device support for virtually any language enables the entry of inventory and notes in any country. The company offers two versions of the application: one for smartphones and another one for the tablets to take full advantage of the large screen.

Max Kreynin of Voxme Software said, "We strive to deliver mobile solutions for practical and cost efficient devices. Since Android-based smartphones and tablets are now being offered at very competitive prices by virtually all mobile operators around the world, we felt that these would be very attractive to our customers."

5 Ways IT Can Ease Small Business Accounting

By Kirk Simpson

Have you ever heard a business owner who enjoys accounting and bookkeeping? Small business owners tend to dislike crunching numbers because it takes too much time, can be confusing, or involve expensive, hard-to-use software. That's why: 64 percent of businesses manage their money half-heartedly out of shoeboxes and spreadsheets, or generally lack a solid accounting system, according to SimCorp USA Inc. and the Financial Executives Consulting Group.

You can take control. Here are five ways that online technologies will save you accounting time.

- **Head to the cloud, less software.**

For a small business, the cloud can provide accounting and money-tracking applications that have very clear advantages. They enable users to work from anywhere, on any computer with a browser.

Working with accounting solutions in the cloud also allows you to grant access to collaborators such as business partners and accountants who can help with the work that needs to be done. Some applications charge a monthly fee that could exceed the cost of desktop software, but there are many inexpensive options, some completely free. You will also find that cloud-based applications automatically back up data, eliminating risk of lost work.

For some people, working in the cloud raises anxiety levels because of potential security threats. Therefore, you should make sure the service you choose has privacy and security measures that are certified by a third party.

- **Manual entry is dead.** Many individuals spend countless hours on their accounting processes manually entering purchases, receipts, and payments. When you make a purchase, it automatically becomes visible on your credit or debit card statement. And when you deposit a payment, it is posted to your bank statement. The information already lives in digital form, so there should be no need to manually enter it into a spreadsheet. Choose an accounting application that allows you to import data directly from your bank and credit card accounts.

- **Automate to stop human error or duplication of work.** A small business has an unlimited amount of data that needs to be tracked, so automated systems save you time. When the numbers come in directly from the bank, you will not accidentally transpose two digits and then spend hours trying to locate your error. The chance of bookkeeping errors that lead to lost income or tax penalties is greatly diminished.

A good accounting application will also be efficient. If you type invoices manually and then record the information into a spreadsheet you are duplicating your workload. A good online solution will allow you to create invoices and automatically register income, taxes, and other details into the right places.

- **Simplify tax time.** What does tax time cost you, emotionally and financially, every year? Let's say you choose an automated, cloud-based accounting tool that gathers your transactions year-round. You can then either manage your books, balance sheets, and income statements or you hire a collaborator (e.g., an accountant) to do it for you.

- **Keep track of the details.** Alas, business owners cannot track everything themselves. There are many responsibilities to running your own company, and while you try to juggle them, small but important tasks can be missed. A smart, intuitive accounting tool helps you pay attention to what matters most. Look for solutions that alert you when bills are due, when customer invoices are overdue, or send you real-time overviews that you can understand at a glance.

Accounting is too important to ignore, and does not have to take a lot of time. The new online financial tools are easy to use and will simplify your life. And they are often inexpensive or free.

Make it your goal to reduce the time you spend on accounting, so you can focus on your business.

Kirk Simpson is the CEO of Wave Accounting, a free online accounting application (<http://waveaccounting.com/>) designed for small businesses.

A look at people and events shaping IAM member companies



Nicholls

Move One has named global mobility industry veteran **John Nicholls** as director of business development. In his new role, Nicholls will be responsible for the day-to-day activities of Move One's business development initiatives, coordinating staff across four continents.

Crown Relocations has appointed **Frank Kursteiner** as country manager for Crown Cambodia. Kursteiner has worked in the relocations business in Asia since 1998. In 2004, he joined Crown Beijing to develop the corporate business in Northern China and later moved to Crown Kuala Lumpur to head the corporate services team and support sales activity in the region. For Crown Cambodia, he will expand the relocations, records management, and fine arts services.

Asian Tigers Indonesia has announced the appointment of **Bill Lloyd** to the position of managing director. Lloyd has been



Kursteiner

with the company since 2004, previously serving as sales manager. During the last two years, he has undergone extensive management training, both in Indonesia and abroad, to prepare him for his new responsibilities.

Capitol Transportation, Inc., headquartered in San Juan, Puerto Rico, has promoted **Richard O. Darmanin** to vice president. In that role, he will be responsible for ensuring that the complete work flow from sales through customer service, operations, and finance is consistent with customer expectations.

Darmanin, known as Ricky, is the third generation of Darmanins at Capitol Transportation. He has been working at the company since he was a child and is knowledgeable in all facets of the business, including packing, trucking, crating, machinery rigging, office relocation, and administration. Following his graduation from high school, he became a surveyor



Lloyd



Darmanin

for Capitol's household goods division before moving into sales and customer service as well as spending time in the mobile storage division. In 2005 Darmanin obtained the FIDI EiM certification. More recently, upon completing his university studies in international business with a minor in transportation, he took over the Commercial and Logistics Division for Capitol and handled all special projects and non-household goods assignments.

Arpin International Group has promoted **Scott Balint** to GSA operations manager. In that role, Balint will be responsible for managing staff and the day-to-day business of Arpin International Group's GSA division. He has spent the past nine years at Arpin International Group as a relocation coordinator and supervisor.

EXPANSIONS



Mohamad Hadbaoui,
country manager
for Move One Saudi
Arabia

Move One has announced that after many years of working with partners in Arabia, the company has been issued its independent license to operate in the Kingdom of Saudi Arabia, offering relocation, moving, and logistics services. **Mohamad Hadbaoui** has been named Move One's country manager for Saudi Arabia.

One of the world's few rapidly expanding economies, Saudi Arabia will soon be launching six new industrialized "economic cities" (just like their first, King Abdullah Economic City), one after the other, to diversify the economy and further increase the per capita income. These are to be completed by 2020.

Saudi Arabia is home to Islam's two holiest sites, Mecca and Medina, as well as some of the largest industrial projects in the world. The national culture mainly revolves around its religion. When it comes to development aid, the country is one of the largest contributors, both in term of volume and ratio, to GDP. The majority of Saudi Arabia's aid typically goes to less fortunate Islamic countries or Islamic communities in non-Islamic countries.

Move One's relocation services include city orientation, home, and school searches, and door-to-door moving services worldwide, including packing of personal effects, warehousing, pet transportation, and fine art shipping, as well as air and ocean freight handling and domestic distribution.

Vanguard Logistics Services (VLS) has opened a commercial office in Madrid, Spain.

"In the past three years, we have chiseled the Vanguard Logistics name into the Barcelona and Bilbao markets, but we had not yet established a permanent presence in Madrid until now. This new commercial office represents a commitment to the further growth of Vanguard Logistics in Spain," said **Salvador Camaraza**, VLS general manager, Mediterranean.

Isabel Sanchez, commercial manager, Madrid, joined VLS in January to manage the new office, which lies in the hub of Madrid's forwarding community and is only ten minutes from Barajas International Airport.

MOVERS DOING GOOD

IAM Announces New Partnership with Move for Hunger

IAM is pleased to announce a new partnership with Move For Hunger, a nonprofit organization dedicated to strengthening the efforts of American community food banks. Move For Hunger has leveraged a national network of transportation companies to create one of the United States' largest, year-round service programs.

Move For Hunger asks those who are relocating to donate unopened, non-perishable food that they might otherwise throw away. The professional movers who partner with Move for Hunger box the donations and deliver them to local food banks.

Through the commitment of moving companies across the U.S., Move For Hunger has opened a new gateway for getting help to those who need it most. Since its inception in May 2009, Move For Hunger has raised more than 155,000 pounds of food.

By partnering with Move For Hunger, IAM believes it will help to expand the organization's already growing presence to more companies throughout the United States and introduce the compelling work of Move For Hunger to our global network. To find out how your company can get involved, go to the Move For Hunger website, www.moveforhunger.org/

Update Your Website!

Are you still displaying the HHGFAA logo on your website, advertising, or business cards? It's time to update to IAM!

Show your partners and clients that you are a proud member of the moving and forwarding industry's largest global trade association.

Download the IAM logo online at

www.iamovers.org/logo.cfm



United CEO Profiled on CBS Hit Show “Undercover Boss”

Richard McClure, CEO of **United Van Lines**, was profiled on the hit CBS television series “Undercover Boss,” broadcast March 13. The series follows chief executives as they slip anonymously into the rank and file of their companies to examine the inner workings of their businesses. While working alongside frontline workers, they see the effects their decisions have on others and where problems lie within their organization, and discover the unsung heroes who make their company run.

McClure, who has been with United for 16 years and has served as CEO since 2002, participated in various frontline jobs. “Going undercover in my own company was an eye-opening experience,” said McClure. “Thanks to this experience, we have been able to glean years of insight and are better equipped to serve our customers and our dedicated team of agents. I discovered that our frontline workers are even more dedicated than I already knew. Their tremendous efforts help families across the country as they deal with one of life’s most stressful events—moving.”

In an “Undercover Boss” first, the CEO’s wife goes undercover for one of the missions. “In our 32 years of marriage, my wife Sharon has been a partner and advisor,” said McClure. “I am grateful to have shared this undercover experience with her. Sharon’s insights gave me a new perspective on the challenges and successes of United’s frontline workers.”

United, Mayflower Launch Mobile Websites

United Van Lines and **Mayflower** have launched mobile websites, providing customers with a convenient way to access their full spectrum of moving services. iPad and Smart Phone users can contact a United representative with the click of button; those using mobile devices can easily request a moving quote, track a shipment, and find tips for planning their move.

“In the past year, we’ve seen a dramatic increase in the number of mobile users visiting our website,” said Steve Burkhardt, chief marketing officer for both companies. “Our priority is providing customers with professional moving services wherever they are, whenever they need them.” A recent report shows more than 90 percent of Americans are mobile subscribers and 20 percent of them access the Web each day. The **UnitedVanLines.com** mobile website includes all the features and applications as the traditional website with a more user-friendly experience.

The **Mayflower.com** mobile website also allows customers to sign up for weekly moving reminders and a moving checklist, and includes the most popular applications from the traditional Mayflower website.

IAM Members Welcome at the BAR, May 12–14

Name a city in the northwest of England with two fantastic football clubs. Manchester? No, wrong answer—it’s Liverpool!

Manchester does, however, have a rich heritage based around textile manufacturing, which led to the rapid expansion of the city in the late 19th century to become the preeminent industrial metropolis of the United Kingdom at that time.

The city is about to add a further accolade to its illustrious history by hosting the 2011 BAR (British Association of Removers) Annual Conference, running May 12–14, 2011. This event will be hosted in the Renaissance City Centre Hotel, Manchester. Situated at the heart of this vibrant city and just minutes away from many top attractions, this makes a perfect conference venue.

Opening on the evening of May 12 with a welcome drinks-and-buffet dinner sponsored by the BAR Overseas Group and ending with the Black Tie Gala Dinner on the evening of Saturday, May 14, the two days in between are packed with informative business sessions, exhibitions, tours, and entertainment. Don’t miss the Keynote Speaker on May 14, Santa Fe CEO Lars Iversen, or the live entertainment from the internationally acclaimed electric violin duo, Fuse, who will be performing with their Swarovski Crystal violins worth over £1 million each. Also of note is the Partners & International Associates Tour, which will be hosted by the Overseas Group. This tour will encompass a tranquil cruise through Manchester’s historic canals and lunch will be served on board.

The BAR Overseas Group Council would particularly like to invite IAM members to the Conference in Manchester. Why not add a diversion to your FIDI trip to Portugal and take the opportunity to network with your UK agents and have some fun in the UK’s “second” city?

Bookings can be made via the BAR website, www.bar.co.uk/conference2011.aspx. For more information, please contact the BAR Commercial Department at commercial@bar.co.uk

Is Your Contact Information Current?

Update your Membership
Directory listing at any time by sending an
e-mail to Membership@IAMovers.org.





Gordon Bell

Bell Takes Golf Title

Gordon Bell, chairman of the Asian Tigers Group, carded an impressive two-day total of 74 Stableford points to win the 7th Annual **Asian Tigers Masters** in Thailand recently.

Commenting on his first major title, Bell said, “I was surprised that I won, but very happy at the same time. There are a number of other good players in the field, including five of the six past champions, so it was not easy going—not at all. Most of all, I enjoyed myself and I think our guests did as well. That’s the most important thing that we set out to do, and I think I can declare this year’s event a great success.”

IN MEMORIAM

Phil Jackson

Phil Jackson passed away on February 3.

Mr. Jackson began his career in the moving industry in 1965. He was employed by Cox & Kings and then Smith & Herbert prior to their acquisition by Trans Euro in the 1980s, and finally the acquisition of Trans Euro by Amertrans and subsequent formation of TEAM Relocations.

His friends and colleagues, Frank Grace and Yogesh Mehta, recalled that Mr. Jackson was “always smiling, always immaculately dressed. Ever the charming sales professional, he was a pleasure to work with. He will be sorely missed, not only within TEAM but also in the industry globally where he made many friends.”

His funeral was held on February 17 in Brighton, U.K. TEAM said it, in



Phil Jackson

association with Mr. Jackson’s family, would hold a memorial service in London at an appropriate time in the near future.

Move One Rebrands City Guides to Launch Expat Eye

Move One recently launched its completely overhauled City Guide™ website, now reimagined and rebranded as Expat Eye. Redesigned from the ground up, the new portal is set to deliver the same standard of content, but visually enhanced and empowered with the latest Web technology.

Expat Eye provides a one-stop shop for comprehensive resources on relocation destinations around the world, including information about local health-care, international schools, expat housing, shopping, etc. The enhanced design makes navigation through the many virtual guides easier, providing instant access to insight and analysis on popular expatriate assignment destinations. The upgraded site is gathered directly from local sources and presented in enjoyable videos.

Move One also announced the release of its latest complete video guide, this time for the Croatian city of Zagreb. This series of videos covers every aspect of life in Zagreb for the potential assignee, allowing viewers to explore what life is like without physically being there and ultimately help them settle in.

Being the successor of the multiple award-winning Move One City Guides™, Expat Eye is a set of virtual mini-documentaries with useful information for the relocating expatriate.

Move One currently has the following cities live online: Almaty, Astana, Belgrade, Bucharest, Bratislava, Budapest, Dubai, Krakow, Moscow, Prague, Shanghai, and Warsaw. Zagreb will be launched next, and Abu Dhabi, Kiev, Kuwait City, and St. Petersburg in the next quarter.

Crown Wins Unilever Contract

Crown Relocations has been awarded a three-year global contract by Unilever, to provide tailored global mobility and household goods services. This promises to be one of Crown’s largest accounts, worldwide, and has resulted in an expansion of Crown UK’s South Ruislip branch which, along with other Crown regional service centers around the world, will be responsible for delivering services for Unilever’s international assignees and domestic North America employee transfers.

The extensive relocation package devised by Crown will include pre-relocation services such as preview trips for assignees. Crown’s Global Mobility Services team will coordinate a full range of destination services, providing Unilever employees with home-finding and school-search assistance, and settling-in support such as arranging child care, transportation and furniture rental.

Crown Relocations will also provide ongoing assistance during each assignment including expense management and Global Passport services. Global Passport is a unique intercultural training program that helps transferees adapt to cultural and emotional challenges; identify and handle conflicts; and adapt their communication skills to quickly become productive in their new roles.

HONORS AND AWARDS



Bobby Albert, CEO of Albert Moving and Storage, displays award.

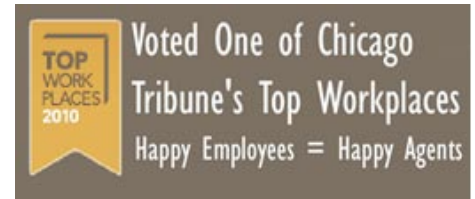
Albert Moving and Storage has been named one of the 100 Best Companies to Work for in Texas. The company, located at 4401 Barnett Road, was listed 21st in the Small Companies category and employees 68 people.

The 100 Best Companies to Work for in Texas is a joint project of the Texas Association of Business, the Texas State Council of the Society for Human Resource Management, and Best Companies Group.

“I am honored to accept this award on behalf of all our team members,” said company CEO **Bobby Albert**. “This award is a result of our high-quality team that brings their best efforts to work each day on behalf of our customers. We look forward to using the information we learned from this process to make our workplace even better in 2011.”

Albert Moving and Storage’s history spans more than 72 years. Beginning as local collaboration between two best friends and growing into a nationally known company that moves tens of thousands of families annually, Albert has stood firm in its vision to revolutionize the way people move while enhancing the lives of its employees by adhering to its strong set of core values, Albert said.

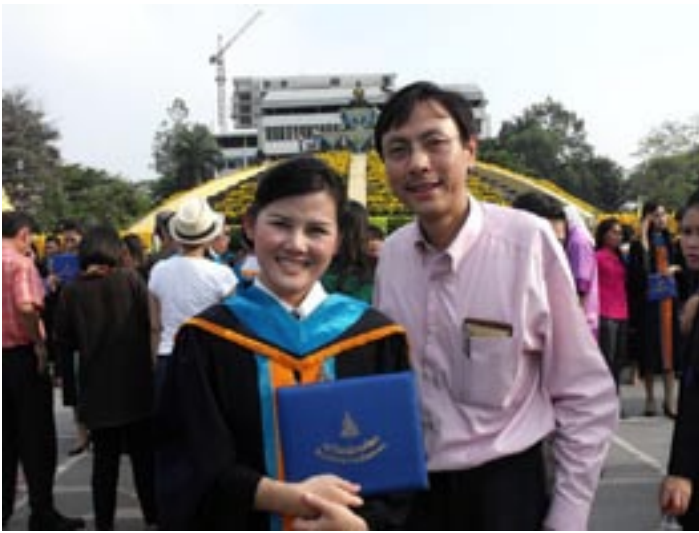
The Best Companies Group performs a review of each company’s policies, procedures, and corporate structure. An in-depth employee questionnaire also is administered. All this feedback is used to determine which companies to reward with this honor. Emphasis is placed on a positive corporate culture and employee morale.



The *Chicago Tribune*’s Top 100 Workplaces issue has honored **National Van Lines** in the Small Business (less than 250 employees) category. Employees and vendors in Chicagoland nominated 1,362 companies for this workplace evaluation. Of those nominated, 182 organizations successfully completed the survey. The top 100 were classified into “size bands” and ranked separately, because smaller employers tend to score higher than mid-size (250–999 employees); and mid-size employers score higher than large employers (1,000 or more employees). National Van Lines was ranked 45th .

According to the *Tribune*’s editorial staff, the lessons learned from the Workplace Survey are important. A satisfied workforce, particularly during unsettling economic times, is more productive, more engaged, more flexible, and potentially more profitable. Successful companies breed happier workers. Other important conclusions from the study include: Employees value the feeling of being trusted to do their jobs well, whether that’s reflected by a lighthearted corporate culture or a message that everyone is part of a team. They value training, open communication, and the chance to grow in their jobs. And happy workers are loyal employees.

CEO **Maureen Beal**, in thanking the employees for completing the survey and their positive responses, stated, “We are so proud of our employee family and an honor like this means so much more because it is based on their opinions and evaluations. We will continue to do our best to deserve this honor.”



Boonma Managing Director Tiddy S. Teerawit congratulates Sara T. Saranratch on the day of her graduation ceremony.

Boonma Move Consultant Earns Graduate Degree

After two years of pursuing a master's program in business administration, **Sara T. Saranratch** completed her studies and received her master's degree from Her Royal Highness Princess Maha Chakri Sirindhorn on March 1.

Sara, who joined **Boonma** in early 2010, has been responsible for both moving and relocation service development in the northern regional office of the company, located in Chiangmai. Prior to joining Boonma, Sara had enjoyed a highly successful career in the real estate sector. She had secured many residential rental and sales contracts for both expatriates and Thais.

As the first and only moving and relocation company in Chiangmai, Boonma has invested in its own facilities (e.g., office, warehouse, fleet, people, etc.). In addition, Boonma is the only mover who manufactures its own packaging materials (air bubble film, EPE foam, etc.), and sells to many industries, packers, and other clients.

What's New?

Send *The Portal* your news! We welcome submissions regarding appointments, events, and other items that are of interest to your fellow IAM members. E-mail your stories and photos to

joycedexter47@comcast.net
and
janet.seely@iamovers.org



Alain Taïeb was recently presented with the French National Order of Merit. (Photo: FIDI Focus)

AGS Chairman Taïeb Receives French National Order of Merit

The Mobilitas Group, which owns the **AGS** companies, has almost 3,000 employees in Europe, Asia, and Africa. It is one of the remarkable success stories of the international moving industry and remains firmly in the hands of the founding family of Taïeb.

The group's chairman, **Alain Taïeb**, has a love affair with Africa and owns some of the most prominent names in the continent's international moving sector. He has also been involved with French organizations helping African people create trading communities that in turn bring jobs and much-needed business skills to a new generation of young people.

It was for his work internationally as well as his contribution to the French commercial landscape that Taïeb was presented with the coveted French National Order of Merit before more than 100 guests.

"This medal is the result of more than 30 years of work and entrepreneurial spirit," Taïeb said. "However, nothing would have been possible had not my parents in 1974 founded a small family business known as AGS. It is because of the way they passed on their moral values and their passion for work that I am pleased to dedicate to them the honor that is bestowed on our family today.

"As far as Africa is concerned, I believe this continent is still highly underrated," he added. "I have therefore launched an ambitious two-phased plan called Africa 2015." AGS is now in 44 out of 54 countries in Africa, and the first phase entails opening branches to cover the entire continent. Phase 2 focuses on transforming the AGS network into multi-skilled service centers that offer a comprehensive range of relocation and settling-in services under the Executive Relocations brand, and records management and document storage under the Archiv System banner.

"For the entire international project, our ambition is, as in the past, to conduct responsible and balanced development and so create hundreds of jobs throughout the African continent," said Taïeb.

SOURCE: FIDI Focus

MILESTONES

They are drivers in a million—and four British moving crew have each got an international diploma to prove it.

Kevin Baker, Duncan Perry, Tony Frior, and Graham Ling are the only HGV drivers in the UK to be awarded the prestigious International Road Transport Union Diploma of Honour in 2010. All four work for **Abels International**. Among them, they have clocked a century of service for the family firm.

The coveted diplomas were presented during a ceremony at Abels' UK headquarters, by Group Managing Director **Philip Pertoldi**.

To qualify for the award, commercial vehicle drivers must be able to demonstrate exemplary driving records of at least 20 years—15 of which must have been in international service—covering a minimum of a million kilometres.

"This is a superb achievement," Pertoldi said. "It speaks volumes about the high standards set by our company, and achieved by our employees, that the only four UK recipients of the Diplôme d'honneur work for Abels."

Duncan Perry, who works from the firm's Cambridgeshire base, joined Abels in 1988. Already a professional driver, he recalled being so impressed by the quality of Abels vehicles at a Driver of the Year competition that when he saw the firm's advertisement for removals drivers he jumped at the chance.

The other three diploma-winning drivers work out of the Suffolk facility. Kevin Baker had never been out of his home county Norfolk before joining Abels in 1988—but he certainly made up for it in the next 22 years. His driving career has taken him all over Europe, including Scandinavia. And on one memorable occasion he was flown out to Hong Kong by Abels to deliver a shipment of antiques for a customer.

Tony Frior, a former farm worker, joined Abels as a driver in 1985 and has enjoyed his role, moving many famous people, including members of the Royal Family, pop stars, actors, and government



From left to right: Philip Pertoldi, Group Managing Director of Abels International, and Diploma of Honour drivers Graham Ling, Duncan Perry, Kevin Baker, and Tony Frior with Stephen Vickers (right), director general of the British Association of Removers.

ministers. His 25 years of service were recognized with a long-service certificate and a gift of a home computer.

Graham Ling, who joined Abels straight from school in 1979, was presented a 30-year certificate.

BAR Director General Stephen Vickers said that for one firm to have all four of the recipients of the Diploma of Honour on its staff was "a truly fantastic achievement," reflecting great credit on the drivers and on Abels' structure and training—and the way in which the firm retained its staff.

O'Neil Software has embraced record center operational challenges for the past three decades. This attitude has led the company to create records storage and management solutions that increase record center productivity, and profitability, resulting in products that set the industry standard. And they encourage partnerships that combine O'Neil's technological expertise, with record centers' vision and goals to foster long-term growth and success.

At O'Neil Software, it would seem that challenges set the stage for innovation. Experience has taught them a lot about providing visibility into record center operations (their software is installed in over 1,000 facilities in more than 75 countries, with clients ranging from start-ups to multinationals). And although they've accomplished a great deal over 30 years, they've only just begun to explore their potential.

"Being a leader isn't always easy. But it is rewarding to take responsibility for something you care deeply about and apply your best efforts to making it the best it can be," said **Tim O'Neil**, founder and president of the company. "The more complex the records storage and management industry gets, the more valuable our company's software and hardware solutions become. Our products drive our customers' competitive advantage, as well as our leadership position in the industry and marketplace."

Marking a Silver Anniversary

P.M. Relocations Pvt. Ltd. recently marked its 25th anniversary. The company, originally established in Kolkata, India, now has facilities in New Delhi, Mumbai, Bangalore, Chennai, Hyderabad, and Pune. It has grown from two employees to its current 235, according to Human Resources Manager **John Joseph**.



Photos: Employees at P.M. Relocations celebrate the company's 25th year in business.



Coming Up Next Time in
THE PORTAL

**It's All Relative:
Focus on Family Business**

The May/June issue of *The Portal* will focus on family businesses in our industry. If your company is a family-owned enterprise, please share your perspective and experiences with our readers.

If your company is family-owned, please submit the following information:

- A bit about the history of your company, its size (number of branches and employees), and any specialties for which you are known.
- Details on the structure of succession plans: How are future generations groomed for leadership?
- What are the advantages and disadvantages of working for or running a family business?
- What are your expectations and plans for future expansion or activities?

Please e-mail your stories and digital photos to

Janet.Seely@IAMovers.org

and

joycedexter47@comcast.net

**Deadline for submissions:
May 2, 2011**

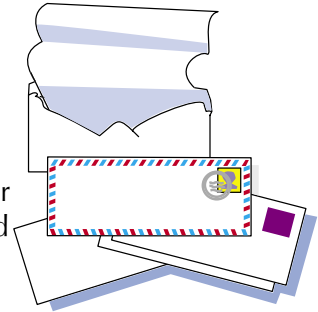
Letter to the Editor

Dear Editor:

I just returned to office after taking a few days off and found the latest *Portal* magazine on my desk.

Obviously I am extremely pleased with the article profiling ETSA. The feedback has been very positive, and I think this exemplifies the appreciation of our colleagues of good old honest business ethics. Articles as the one you did on us really helps to project this image and gives us and others the incentive to continue on this rewarding path. I would like to thank you very much for your favorable portrayal of myself and my company.

—Woody Zobel
*Express Transport Shipping Agency, GMBH
Bremen, Germany*



The Tragedy in Japan

As this issue of *The Portal* goes to press, IAM, its Executive Committee and staff, and its members around the world extend their deep concern and condolences to our colleagues in Japan who have been affected by the devastating earthquake and tsunami. The March 11 event killed more than 9,000 people, with the toll expected to rise sharply; on March 20, approximately 14,000 people were still unaccounted for.

The disaster displaced some 380,000 people, who were living in more than 2,000 shelters. Yoshihiro Murai, the governor of hard-hit Miyagi prefecture, said there are 220,000 people homeless there, and the local government will not be able to provide temporary housing for them any time soon. He said he will ask survivors to consider moving to another area of Japan so they can enjoy better living conditions, according to Voice of America.

While a great deal of attention has been focused on the crippled Fukushima nuclear plant, Japan's government has also begun looking at what comes next. The death toll has now passed that of 1995's earthquake in Kobe and it is likely to keep rising.

As the nation struggles to deal with the aftermath of the earthquake and tsunami as well as the added threat posed by the Fukushima Daiichi nuclear power facility in the quake zone, IAM has appreciated receiving updates from its members on the welfare of their employees and families, and on the disaster's effects on shipping and their companies' operations. The situation is expected to remain fluid for some time, and patience and understanding will be necessary for the foreseeable future.

All of us at IAM wish our friends and colleagues in the region well as the country begins its painful recovery from this tragedy.

A Shipping Industry in Chaos



IAM members in Japan report that the extent of damage they have suffered varies, depending on how far they are from the epicenter. Joseph Webber, managing director of **Santa Fe Japan**, noted that because of power outages and phone capacity and usage, e-mail is often the best way to communicate with your colleagues in that country. In addition, fuel rationing may occur, potentially diminishing capacity. Finally, power outages and man-power shortages are creating delays with customs and ports of entry. IAM will continue to forward updates from our members as developments warrant.

Japan Earthquake Shifted Balance of the Planet

By Liz Goodwin

The devastating earthquake and tsunami in Japan has actually moved the island closer to the United States and shifted the planet's axis. The March 11 quake caused a rift 15 miles below the sea floor that stretched 186 miles long and 93 miles wide, according to the Associated Press. The areas closest to the epicenter of the quake jumped a full 13 feet closer to the United States, geophysicist Ross Stein at the United States Geological Survey told *The New York Times*.

The 9.0 magnitude quake (the fourth-largest recorded since 1900) was caused when the Pacific tectonic plate dove under the North American plate, which shifted Eastern Japan towards North America by about 13 feet. The quake also shifted the Earth's axis by 6.5 inches, shortened the day by 1.6 microseconds, and sank Japan downward by about two feet. As Japan's eastern coastline sank, the tsunami's waves rolled in.

Why did the quake shorten the day? The Earth's mass shifted toward the center, spurring the planet to spin a bit faster. Last year's massive 8.8 magnitude earthquake in Chile also shortened the day, but by an even smaller fraction of a second. The 2004 Sumatra quake knocked 6.8 microseconds off the day.

After the country's 1995 earthquake, Japan placed high-tech sensors around the country to observe even the slightest movements, which is why scientists are able to calculate the quake's impact down to the inch. "This is overwhelmingly the best-recorded great earthquake ever," Lucy Jones, chief scientist for the Multi-Hazards project at the U.S. Geological Survey, told *The Los Angeles Times*.

The tsunami's waves necessitated life-saving evacuations as far away as Chile. Fisherman off the coast of Mexico reported banner fishing several days later, and speculated that the tsunami knocked sealife in their direction.

SOURCE: YahooNews





MEMBERSHIP CATEGORY OVERVIEW

The International Association of Movers (IAM) has six categories of membership. This overview sets out the annual dues and the benefits of membership for three main membership categories.

Governing Membership. Open to any person, firm, entity, organization, company, or corporation engaged in or with an interest in the moving industry.

Initiation Fee: \$500 one-time fee

Annual Dues: \$3,000 per year, invoiced semi-annually and due in January and July

Qualifications: Sponsorship letters from two Governing, Core, or Supplier Members

Benefits of Membership:

- Two listings—alphabetical and geographical—in print and online Membership Directories (online listing will include a 35-word description of business services and a listing of industry licenses, affiliations, and certificates)
- Up to three points of contact listed in each directory; three copies of print directory
- Three copies of the The Portal magazine
- Three free YP-35 memberships for qualifying individuals
- Reduced initiation fee (25 percent) for Receivable Protection Program (RPP)
- Early Bird Annual Meeting registration rate for all attendees regardless of registration date
- Discount (10 percent) on regular Exhibitor Fees at Annual Meeting
- Voting rights on all matters impacting Governing Members
- Final approval of revisions to the IAM by-laws affecting any category of IAM membership

The Young Professionals (YP-35) group is open to those 35 years or younger and employed by an IAM member company. Annual dues: \$100

Industry Veteran membership is open to retired HHG industry professionals 62 years of age or older and who no longer derive a significant income (20 hours of work or less a week) from their work-related activities. Annual dues: \$150

Student membership is open to those enrolled full time in a college or university and pursuing a degree in a transportation-related discipline. Verification may be required. Annual dues: \$25

Core Membership. Open to any person, firm, entity, organization, company, or corporation engaged in or with an interest in the moving industry, 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.

Initiation Fee: \$500 one-time fee

Annual Dues: \$650 per year, billed annually

Qualifications: Sponsorship letters from two Governing, Core, or Supplier Members

Benefits of Membership:

- One geographic listing in the IAM print and online Membership Directories
- Up to three points of contact listed in the print Membership Directory
- One copy of the print Membership Directory
- One copy of The Portal magazine
- Voting rights on all matters impacting Core Members

Supplier Membership. This category is open to any person, firm, entity, organization, company, or corporation providing goods or services to the moving industry, without being actively engaged in the moving process.

Initiation Fee: \$500 one-time fee

Annual Dues: \$650 per year, billed annually

Qualifications: Sponsorship letters from two Governing, Core or Supplier Members

Benefits of Membership:

- One 35-word company description by service or product in the IAM print and online Membership Directories, identifying products, services, and area of expertise
- Up to three points of contact listed in the print Membership Directory
- One copy of the print Membership Directory
- One copy of The Portal magazine
- Voting rights identical to those of Core Members

WELCOME NEW MEMBERS



Randall Groger
RKG Associates
IAM Chairman

CORE MEMBERS

Ace Moving & Storage

2875 Towerview Rd
Herndon, VA 20171
Tel: 703-707-9400
Fax: 703-740-8328
Website: www.AceMoversInc.com
E-mail: info@acemoversinc.com
Sponsors: Executive Relocation Int'l, Virginia
Executive Moving Systems, Inc., Virginia

AsianTrans International Movers

No. 78, Lane 1, Village 6
Dong Ngac Ward, Tu Liem District
Hanoi, Vietnam
Tel: 844-3752-1211
Fax: 844-3752-4394
Website: www.asianmover.vn
E-mail: info@asianmover.vn
P.O.C.: Ms. Nina Nguyen
P.O.C.: Mr. Daniel Kuss
Sponsors: Prime Global Movers, Malaysia
Inter Trans Insurance Services, California

Crofutt & Smith Moving & Storage

1 Lenel Rd.
Landing, NJ 07850
Tel: 800-524-1793
Website: www.csmoving.com
E-mail: james.sorhagen@csmoving.com
P.O.C.: James Sorhagen
P.O.C.: Kevin Amatucci
Sponsors: American Vanpac Carriers,
Washington
Atlas World Group International, Washington

Perez Move Management

2302 W Valley Hwy. N, Ste. 500
Auburn, WA 98001
Tel: 253-735-6161
Fax: 253-735-9374
Toll-free: 800-444-0852
Website: www.perezmm.com
E-mail: jannp@perezmm.com
P.O.C.: Jann Perez
P.O.C.: Tyler Perez
P.O.C.: Paula Oronz
Sponsors: Atlas International, Washington
Rainier Overseas, Inc., Washington

Provident Movers Ltd

35, Dimitriou Moscha St.
Marousi
Athens 15124 Greece
Tel: 30 210 614 3961
Fax: 30 210 614 9134
Website: www.provident-movers.com
E-mail:
stylianos.eliades@provident-movers.com
P.O.C.: Mr. Stylianos Eliades
P.O.C.: Mr. Kostas Theologis
Sponsors: Millenium International, Brazil
F.I.D. International, Florida

Reloswiss

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P.O.C.: Daniel Hofmann
Sponsors: Worldmover Cons e Repres Ltda,
Brazil
Hellas Europe Australia Pty Ltd, Australia

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E-mail: abdul.nizar@writercorporation.com
P.O.C.: Asif Hasan

SUPPLIER MEMBER

Citibank

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Tel: 305-670-5277
Website: www.citigold.citibank.com
E-mail: mike.beane@citibank.com
P.O.C.: Mike Beane
P.O.C.: Benjamin Levene
Sponsors: Santa Fe Group, Singapore
Canal Movers & Logistics Corp, Panama

Members Only | IAM Store

Price List for Selected IAM Publications, Miscellaneous Items

	CONUS MEMBERS	OVERSEAS MEMBERS
2010–2011 IAM Membership Directory	85.00	100.00
Additional 1-year subscriptions to <i>The Portal</i>	100.00	125.00
Governing Members Mailing Labels	20.00	25.00
U.S. Core Members Mailing Labels	25.00	30.00
Overseas Core Members Mailing Labels	45.00	55.00
Additional IAM Membership Certificates	50.00	60.00

To receive an order form and payment information, please
email info@iamovers.org

IAM Offers Volume Discount Pricing for Metal Seals

IAM continues to offer special member pricing on metal security seals for liftvans. Seals must be ordered in sets of 400. The rates are as follows:

	IAM Members	Nonmembers
Under 1000	.08 each + shipping	.12 each + shipping
Over 10,000	.07 each + shipping	.10 each + shipping

Send all orders to Bel Carrington by fax (703) 317-9960
or via e-mail to Bel.Carrington@IAMovers.org.



Budget Cuts on the Front Burner

Funding and spending continue to be the focus of most attention on Capitol Hill. In fact, the inability of the House and Senate to come to agreement on a spending bill has raised the threat of a government shutdown—last experienced during the Clinton Administration. As of this writing, the Senate has rejected competing Democratic and Republican government funding plans for the rest of the current fiscal year. The Democrats' plan would cut spending by \$4.7 billion, the Republican plan by \$57 billion. Votes on the two bills were predictable and largely along party lines, suggesting that the moves were more about staking out party positions than serious negotiations about how to find compromise on the proposed spending cuts. Long-term solutions to the spending bill are still a way off and it appears that another short-term funding measure cutting between \$4 billion and \$8 billion in new spending cuts will be enacted.

During this time, a bipartisan group of senators, led by Mark Warner (D-VA) and Saxby Chambliss (R-GA), who have been meeting to try to identify a strategy to address future federal spending levels, targeted corporate tax proposals and entitlement reforms. If this group can develop consensus around a plan, it is believed that it would feature broad-based approaches to reductions in spending levels, increased revenue by closing some business tax loopholes, and significant savings from entitlement program reforms. Part of the strategy with this plan would be to require specific reductions in future years, and if Congress fails to achieve these goals, affected federal agencies would be required to impose across-the-board spending reductions. The measure recognizes the political pressures that each Congress faces and creates a built-in triggering mechanism to force action to reduce spending, making the tough choices by elected officials unnecessary.

In other action, the Senate approved legislation to reform the country's patent laws in an effort to slow the onslaught of patent infringement lawsuits. The House announced that it would introduce its version of this by the end of March.

Also, the Senate is taking steps to delay the effective date of a key provision in the banking reform bill that passed last year. That measure would restrict the amount that banks can charge retailers for debit card transactions. Senators Jon Tester (D-MT) and Bob Corker (R-TN) are pushing a bipartisan bill to delay the measure. This action is in response to a vigorous campaign by banks who have complained that the fee restrictions proposed by federal regulators are not enough to cover their costs of investment in making such transactions possible. Other banking regulators are concerned about the impact that the new limitations could have on smaller banks and credit unions. The Tester-Corker proposal would mandate a two-year delay in implementation during which time the Federal Reserve would

conduct an economic analysis of what banking costs should be included in determining the appropriate fee structure.

Reform of pension plans is another issue that may be heating up as well. Sen. Tom Harkin (D-IA), the chairman of the Senate Health, Education, Labor, and Pensions Committee, announced his desire to have the panel examine proposals to create a new private retirement system. Harkin said he would like to develop a plan in which all employers would be required to provide some minimal level of retirement benefits, with the government also providing some contributions. The framework suggested by Harkin most closely resembles a defined benefit plan with some matching contributions shared among employees, employers, and the federal government. Republicans on the committee have indicated that with a federal government deficit currently running at \$1.48 trillion, this may not be the time to consider such a proposal, but Harkin will convene hearings on it sometime in April.

We have also learned that major Social Security and Medicare reform proposals will be offered by the House Republican leadership sometime this spring. These entitlement programs are huge drivers of the federal budget and any discussion of meaningful spending reform must include modifications to them. It is our understanding that the debate will not be a return to the discussion of creating individual Social Security accounts, nor will it include President Obama's proposed Social Security tax increase. We believe that the proposals will exempt all current and soon-to-be retirees—but it will consider raising the eligibility age for benefits and probably institute some minimal levels of means testing. These are very politically charged issues but there is a belief that the demographics of the next 30 years demand that such issues be raised.

Finally, Congress is slowly examining the issue of cyber security and the full and free access to the Internet. These issues became particularly relevant as the world watched the Egyptian government move to shut down the Internet during the protests in that country in January. Part of the discussion on Capitol Hill has focused on the growing number of cyber attacks on business and government networks, and the response to such attacks by limiting access in some way. While policymakers want to preserve an open Internet, there is disagreement over how to enact cyber security legislation that creates a framework to shut down the Internet (or parts of it) in response to specified cyber attacks. Critical considerations as to how to define genuine threat levels and methodologies that allow the President to adequately respond to cyber security crises continue to divide policymakers. For example, there is existing legislation that allows the President to shut down the Internet if warranted, but there are ambiguous guidelines as to the definition of a real threat. No one on Capitol Hill really wants to see this authority executed. Look to Congress to create parameters to address government control over the Internet as the cyber threat debate continues.

Highway Bill Reauthorization

The reauthorization of the National Highway Bill has now passed both the House and the Senate and was just signed into law by the President. The bill essentially freezes spending levels for programs and projects through the end of FY 2011. Any transportation projects that would be covered under the authorization legislation would be subject to coordination with State transportation planning. Funding for any transportation project remains contingent upon the adoption of a final budget for the FY11 fiscal year—which is the debate still ongoing.

A provision dealing with hours of service for truck drivers was not included in the bill as that issue will be handled by the Department of Transportation in proposed regulations. On that issue, DOT has extended to May 23 the comment period for hours of service.

What's New?

Send *The Portal* your news! We welcome submissions regarding appointments, events, and other items that are of interest to your fellow IAM members. E-mail your stories and photos to

joycedexter47@comcast.net
and
janet.seely@iamovers.org

Repeal of 1099 Filing Notices

As you may be aware, a provision in the health care reform measure passed in the last Congress would require that all businesses issue 1099 notices for all businesses with whom they have contracted for more than \$600 in goods or services in a year. This provision has been extremely unpopular with most members of Congress and the Administration. But because there are revenues that are associated with this provision, the elimination of the provision would require some way to “pay for” the elimination of the provision.

In early March the House passed its version of the 1099 repeal. The House would pay for the repeal by requiring that consumers repay all of their insurance subsidies under the health care law once their income rises above 400 percent of the federal poverty line. This is expected to cover the estimated \$21 billion in revenue that the new 1099 filing requirements would have brought to the Treasury.

The Senate is expected to follow suit and approve the House pay-for measure thereby repealing the new 1099 requirements. Although the President is not exactly happy with the House pay-for measure, he will likely sign the repeal bill into law if it passes.

Get More Bang for Your Advertising Dollar!

Soon IAM will publish its 2011–2012 Membership Directory, an essential resource for all members seeking the best partners in the industry. Decisionmakers around the world reach for the IAM Directory every time they need a product or service.

We are now accepting advertising for the directory, but space—and time—are limited. For one price, your company's ad will be seen thousands of times over the coming year. It's a great deal, getting the most value from your advertising dollars.

For more information, contact Belvian Carrington at bel.carrington@iamovers.org or call (703) 317-9950—but do it soon!



IMPORTANT INFORMATION CONCERNING PORTAL ADVERTISING RATES AND DIMENSIONS

Full Page \$ 3,187.50

- 7-1/2" wide x 10-1/4" high
- Bleed: 8-1/2" wide x 11" high (add 1/8" at each edge)

1/2 Page \$ 1,687.50

- Horizontal format: 7-1/2" wide x 5" high
- Vertical format: 3-3/4" wide x 10" high

1/3 Page \$ 1,187.50

- Horizontal format: 7-1/2" wide x 3-1/4" high
- Vertical format: 2-1/4" wide x 10" high
- Box format 4-1/2" wide x 5" high

1/4 Page \$ 875.00

- Horizontal format: 3-5/8" wide x 3-3/4" high
- Vertical format: 3-3/4" wide x 5" high

1/6 Page \$ 531.25

- Horizontal format: 4-1/2" wide x 2-1/2" high
- Vertical format: 2-1/4" wide x 3" high

1/8 Page \$ 437.50

- Horizontal format only: 3-5/8" wide x 2-1/2" high

NOTE: Prices shown are the total cost for one year (six issues). **All new ads must be in color** (electronic files must be supplied).

Deadlines to receive new artwork:

May/June Issue May 2, 2011
July/August Issue..... July 1, 2011
September/October Issue August 9, 2011
(ANNUAL MEETING ISSUE)
November/December Issue November 5, 2011
January/February 2012 Issue..... January 15, 2012
March/April Issue March 7, 2012

INSTRUCTIONS FOR SENDING YOUR ELECTRONIC AD

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

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

In addition, advertisers must provide the following information along with the disk. Please use this checklist to ensure that you send everything that will be needed to accurately place your ad:

- Disk with ad (Zip or CD-ROM)
- Printout or hard copy proof
- Note format: __PC __Mac
- Note program used to create the ad
___ InDesign: specify version _____
___ Corel: specify version _____
___ Illustrator: specify version _____
___ Other (specify): _____

PLEASE NOTE: We do not accept ads created in Publisher.



**For further information about Portal display advertising,
contact Belvia Carrington at IAM:**

5904 Richmond Highway, Suite 404 • Alexandria, VA 22303

Phone: (703) 317-9950 • Fax: (703) 317-9960 • E-mail: bel.carrington@IAMovers.org

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Industry Calendar

April 4–7, 2011

SDDC-HQ Training Symposium
Dallas, Texas

May 1–5, 2011

FIDI Annual Conference
Lisbon, Portugal

May 6–10, 2011

OMNI Conference
Albufeira, Portugal

May 8–12, 2011

SDDC-Europe Training Workshop
Willingen, Germany

May 12–14, 2011

BAR Annual Conference
Manchester, England

May 26–29, 2011

Young Movers Conference
Malta

June 7–9, 2011

NCMA Conference
St. Charles, Missouri

September 10–11, 2011

PAIMA 27th Annual Convention
Denver, Colorado

September 12–15, 2011

IAM 49th Annual Meeting
Denver, Colorado

October 10–13, 2012

IAM 50th Anniversary Meeting
National Harbor, Maryland
(Washington, D.C.)

EDITOR'S NOTE: Visit www.iamovers.org/calendar.html for an expanded list of meetings and events of interest to IAM members.

Portal Editorial Calendar

May/June

Everything is Relative:
Family Businesses
Deadline: May 2, 2011

July/August

Culture and Customs:
Do's and Don'ts
Deadline: July 1, 2011

September/October

IAM 49th Annual Meeting
Focus on Young Professionals
Deadline: August 9, 2011