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A Look Inside IAM's 'Big Tent'

Serving an Increasingly Diverse Membership and Industry

IAM Launches Logistics Network



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Changes and Challenges



TERRY R. HEAD
IAM President

Well, here we go—closing out one year and moving into another. Actually, from the IAM perspective, here we go—closing out one half-century and moving (if you’ll pardon the pun) into the next 50 years.

It was an interesting and daunting experience cataloging, planning, and celebrating HHGFAA/IAM’s five decades of existence. I wish my predecessors had done a little better job of recording the Association’s and the industry’s past history, as well as the parallel evolution of the two. But who knew we would last that long?

Nonetheless, lessons have been learned; and with our modern capabilities it shouldn’t be as difficult to pull together historical material for IAM’s 75th and 100th anniversaries in the years 2062 and 2112, respectively.

It’s a lot easier looking back than looking forward. You likely would agree that it is rewarding to review what we—as a global industry and as an association—have accomplished. That is especially true considering the many changes and challenges the international moving community has faced collectively and, for the most part, successfully navigated.

For example, just think of the seminal events we have witnessed, such as the creation and expansion of the European Union and the adoption of the euro currency; the fall of the Berlin Wall and opening up of Eastern Europe; the breakup of the Soviet Bloc; the emergence of China and the BRIC countries as economic powers; and ongoing Middle East wars and civil unrest. We experienced increased regulation, deregulation, and re-regulation of our industry, the creation and proliferation of relocation management companies as a client base, implementation of new technologies, the “re-engineering” of the U.S. Military Personal Property Program, and post-9/11 tightening of borders and security requirements—not to mention the ups and downs, and even downfalls, of global economies.

I have always believed, primarily because of the cyclical nature of our industry, that we’re better prepared than most industries to expand and contract; after all, we do it every year, moving from the peak to non-peak periods and then back again. When the economy is good and global trade is expanding, our clients and accounts are moving people out; then when economies contract, they move them back home—only to repeat the process all over again when the cycle reverses.

All things considered, I personally think this is not a bad industry in which to be involved. That is especially true if you can hold up under the changes and challenges we face as individuals, companies, and as a global community.

As the industry has grown and expanded the Association has tried to keep in step. In this issue of *The Portal*, the cover graphic and title reflect the expansion of IAM’s “big tent.” This is representative of the fact that this industry, as well as the Association, have both broadened their scope to incorporate more than just moving services.

Many within the industry see these changes and challenges as great opportunities. In the following pages, we profile some members who have responded to the needs of the times and seized the opportunity to expand not only the geographic areas they serve, but also their company’s service offerings, often leading to the creation of new entities and service providers.

Who knows what the year 2013 holds in store for any of us, nor what the next decade might entail? And I’m even less sure what the next 50 years will bring. What I am certain of is that there will be continuing changes and challenges—and if I know IAM members, there will be companies taking full advantage of the opportunities.

I think we’re going to need a bigger tent!

A Look Inside IAM's 'Big Tent'— Serving an Increasingly Diverse Membership and Industry

By Joyce Dexter, Portal Editor

To paraphrase a well-known quote, the only constant in the world is change—and in business, the world seems to change almost daily. The industry has evolved mightily in the 50 years since HHGFAA/IAM was founded—the sheer volume of international moves and their complexity has exploded, and the emphasis on cargo security and risk prevention as well as the strengthening of customs regulations reflect the times we live in.

IAM's members have evolved as well, continuing to do what they do best—moving household goods—and also embracing, and often creating, the technology, logistics, and special services that have become vital components of “a good move” for their customers. Recognizing the critical role played by vendors who provide these services, in 2010 IAM created its Supplier Membership category for those businesses who provide goods or services critical in the moving process, but who are not actively engaged in moving.

Recently, IAM's “big tent” has expanded to welcome IAM members to join a newly formed affiliate group, the **IAM Logistics Network (ILN)**, focused on activities unrelated to the packing, handling, and movement of used household goods and personal effects. Such companies focus on activities that include (but are not limited to) air/ocean freight forwarding, import/export, animal transport, non-residential moves, project cargo, supply chain management, warehousing and distribution, trucking, and records and archival storage. (For more information on ILN and a membership application, go to www.iamovers.org.)

At more than 2,000 strong, IAM's membership is a powerful force that promises to continue to build as the IAM logo increasingly signifies strength, diversity, ethics, reliability, and accountability. In this issue of *The Portal*, we introduce a variety of member companies who are not “just” movers but who are partners and innovators in the delivery of moving and logistics services to the world.

In an increasingly global marketplace, it's hard to imagine a world without ocean and airfreight carriers, freight forwarders, logistics providers, and the support of knowledgeable customs agents. Movers can pack the goods and get them to the terminal or port, but specialized companies that understand how to get them off to their destination are essential; their experience allows them to serve multiple clients cost-effectively thanks to economies of scale.

A case in point is **EuroUSA**. In 1988 in Surrey, England, when Mark Nash and Tony Tickner started the company they

could often be found driving the truck during the day and answering quotes and reloading the truck in the evening. Back then the company handled mainly destination services. Their LCL tariff was quoted per cubic foot, whereas all the competition was charging per 100 pounds. Most of the competition scoffed that they wouldn't last long but the bookings began to increase, particularly from the United States.

Many of the imports would arrive in East London or at a competitor in Feltham and it would often take many hours just lining up with their one truck to collect the liftvans from these warehouses.

IAM members featured in this issue:

Carrie International Freight Services, LLC.
www.cifservices.com/

Customs Clearance International
www.cciusa.net

EuroUSA
<http://www.shipeurousa.com/>

Fauna & Flora Customhouse Brokerage Co., Inc.
www.faunaandflora.com

Gallagher Transport International Inc.
www.gallaghertransport.com/

Golden Horse Freight Services
[Goldenhorsefreight.org](http://www.goldenhorsefreight.org)

MoversPOE
www.moverspoe.com

Movers Specialty Services
www.mss1.com/

MoveWare
www.moveware.com.au/

National Claims Services, Inc.
<http://www.ncsclaims.com/>

North & South Logistics, Inc.
www.nslotl.com

President Container Lines, Ltd.
<http://www.alpha-pcl.com/>

Prime Transport
www.primetran.com

Reason Global
www.reason-global.com

Relocation Insurance Group, LLC
www.movinginsurance.com

Schumacher Cargo Logistics, Inc.
www.sclusa.com

Shipco
www.shipco.com/

TG International Insurance Brokerage
www.tginternational.com/

The Cartwright Companies
www.cartwrightcompanies.com

The Pasha Group
www.pashagroup.com

United Relocations (Singapore)
www.united-relo.com/

Unpakt
www.unpakt.com

Nash suggested to some of the American agents who were regular bookers that if they got together and co-loaded a container between themselves and consigned direct to EuroUSA the service would not only be much quicker but also cheaper. “As these agents weren’t too keen in talking between themselves, let alone sharing information, it was suggested that if EuroUSA made available a neutral warehouse that everyone could deliver into, EuroUSA could offer an ocean freight and full delivery service per cubic foot per European country,” Nash explains. “This was unanimously agreed with the agents and Tony thought any idea that would stop me driving the forklift and the truck would save money, so I was dispatched to the United States to get this new concept up and running.”

The simple concept of an all-inclusive rate per cubic foot from warehouse in the U.S. to delivery into a residence anywhere in Europe has been a great success, kept the offices busy, and has been embraced by many agents worldwide.

“Some pessimists were sure we wouldn’t last,” Nash recalls, “while behind the scenes we were flying their biggest customers to England when we opened our new warehouse in the 1990s and hosted some fun events at the IAM conventions over the years.”

Zoom forward more than 20 years and EuroUSA continues to offer frequent departures from New York, Charleston, and Los Angeles to destinations throughout Western Europe for an all-inclusive rate per cubic foot. All-inclusive per-cubic-foot

services to Australia and New Zealand have been introduced, as well as lump-sum container freight and destination services. “Competitors have come and gone and these days there is more competition than ever,” says Nash, “which is often the case when you have a great concept and service.”

Technology plays a big part in EuroUSA’s daily life. All bookings are made online, customs documents can be downloaded, and customers can access the website, www.shipeurousa.com, for 24/7 tracking as well as rates, which can be quoted automatically for trucking, LCL, FCL, ocean, freight and destination services. Keeping with new trends, the company uses total cloud server technology, so all aspects of the operation are paperless. The UK offices, now called The EuroGroup, deliver more than 600 shipments per month and embrace technology with the

latest computer systems and software that will text customers automatically when a shipment’s status changes.

“Keeping everyone up to date is very important but it also comes with new challenges,” says Nash. “Now a shipper knows as soon as a shipment clears through customs, and therefore expects delivery soon after. We have worked hard and invested in improving services, transit times, and quality control by using in-house training programs, the latest route planning and loading software, and of course the trucks on the road that are our ambassadors and well-known sights on Europe’s highways.”

Many of the company’s original customers from the late 1980s are still customers and close friends today. Partners Nash and Tickner are as close as brothers, and their sons, Pete and Calvin, now work for the group.



**EuroUSA founders
Mark Nash (left)
and Tony Tickner**

Another major player in the international logistics market is **Schumacher Cargo Logistics**, founded in 1977. When President and CEO Martin Baker joined the company a dozen years ago, as Schumacher entered the household goods market, he envisioned creating a powerhouse in both the automobile shipping industry and international household goods relocations.

Schumacher Cargo Logistics handles only international shipments. “The idea of consolidations is not new to the shipping world,” says Baker. “What was new when we started was our ability to use the large export volumes that we generated as the base for our consolidation expansion success.”

That substantial volume base, as well as the handpicked agents around the world who handle the unloading of the company’s consolidation containers, allowed Schumacher to create a new and separate division to handle U.S. agent work under Schumacher Cargo—Trade Moving Services. That division, created in 2005, specializes solely in handling other moving companies’ LCL household goods destined to Europe, Australia, and New Zealand on a weekly basis, for a simple per-cubic-foot rate. This is the same method used for Schumacher’s consolidated automobile shipping departments. Today the company handles more than 19,000 automobile shipments a year, in addition to some 7,000 household goods shipments for both import and export. With the company’s strategies in place, combined with a professional and loyal work force, Schumacher has exceeded its growth expectations year after year.

Currently Schumacher owns and operates five warehouses in the United States: Los Angeles, California; New York City; Miami, Florida; Houston, Texas; and Savannah, Georgia. Its state-of-the-art facility in Los Angeles hosts most of its administrative staff. In addition, Schumacher has its own commercial office in the UK to handle its European automobile customers, and a fleet of trucks and packing crews to provide origin and destination services.

During the past 12 years under Baker’s watch, Schumacher has built a solid reputation among domestic movers in the United States as a solution to their international shipping needs. “As consolidators,” he says, “we can offer competitive trade rates to our industry colleagues and can deliver port-to-door options from both coasts to more than 80 destination countries on a weekly basis. As an international moving service provider, we have developed a heavy presence in the diplomatic community.” Schumacher’s growth in this prestigious market, he adds, derives mainly from referrals and its reputation for attention to detail.

Schumacher handles high-valued automobiles (including classic and collector cars as well as new and exotic vehicles) in a



Schumacher CEO Martin Baker (left), Sales Executive Alison Kane, and Import Manager Nik Nikoukar greeted visitors at their exhibit hall booth during IAM’s 50th Annual Meeting.

safe environment alongside its household goods shipments—all under one roof. Having its own customer clearance personnel at U.S. Customs on a daily basis, says Baker, gives customs authorities assurance that “we know what we’re doing.”

Technology has been another key to Schumacher’s success. The company has implemented leading software programs and online tracking options to enable customers to retrieve shipping information easily. An ability to adapt to changing circumstances—always a useful quality—has served Schumacher well in times of disaster. Following Hurricane Sandy in November 2012, the company took pains to manage the expectations of its employees and customers. Once again, technology played an essential role. “We held regular news updates via our website to update all our customers,” says Baker. “Luckily, we had no major service issues and all our shipments were safe from weather conditions at all times.” Communications could be diverted to Schumacher’s backup locations around the United States, with staff on hand to respond to customers’ questions.

Schumacher currently is expanding its Los Angeles location to facilitate growth in all departments. “We’re continually up-skilling our employees and ensuring that we are the best at what we do,” says Baker. “Our philosophy is, ‘We take care of our customers, and our customers take care of us.’ Being good at what you do counts more than ever.”

After Alpha International was founded in 1979 as a customs broker and ocean/airfreight forwarder, founder Dan Petrosini and executive vice president Dominick Ricci immediately saw the opportunities and advantages of operating as an NVOCC. They formed **President Container Lines, Ltd.** the following year, creating one of the oldest continuously operating NVOCCs.

Now, with 33 years of experience moving household goods and personal effects under its belt, President Container Lines has the expertise to provide cost-efficient transportation options and avoid common pitfalls. “We are intimately familiar with the specialized and personalized request that each move presents,” says Ricci.

Headquartered in Edison, New Jersey, the company maintains offices in Philadelphia, Los Angeles, and at JFK International Airport in New York, collectively staffed by 42 employees.

Seizing that opportunity more than three decades ago has paid off. “We have scores of global shipping contracts that provide highly competitive options for both FCL and LCL shipments,” says Ricci. President Container Lines has licensed customs brokers in house, and as an IATA member handles air shipments. The experienced management team takes a hands-on approach and, Ricci adds, “we pride ourselves on providing a very effective personal service to our customers.”

Another NVOCC in the IAM family is **Shipco**, which since its founding in 1988 has grown into a major player employing more than 1,700 people in more than 60 offices worldwide—ten of those in the United States. Headquartered in Hoboken, New Jersey, Shipco is a founding member of the WorldWide Alliance, an association of leading neutral NVOCCs, and the Air Cargo Group. The company offers LCL, FCL, and airfreight services to freight forwarders, NVOCCs, and international relocation companies around the globe.

Shipco operates direct LCL services between thousands of port origin and destination points worldwide with a focus on keeping cargo handling to a minimum. From the U.S. alone, Shipco offers more than 220 weekly export consolidation services from various ports to a long list of ports worldwide. A similar number of weekly consolidation services are in place for imports. In addition, thousands of additional origins and destinations can be reached through a comprehensive transshipment network.

For FCL, Shipco provides customers with access to rates and services on nearly every major ocean carrier and its global volume commitment ensures excellent buying power and competitive rates that are passed on to clients. An in-house rate maintenance and quoting program gives customer service personnel the ability to provide quotes instantly.

Shipco Airfreight uses more than 100 different airlines and for air export, specifically, it ships from 11 gateways throughout the U.S., allowing for faster transit times and reduced inland trucking cost.

For Jesper Hvidberg, Shipco’s director of business development—international relocation, IAM membership “is all about industry exposure, commitment to the international relocation industry, access to industry information and being part of this professional association, as a vendor of international relocation companies worldwide.”

As business with the international relocation sector increased, says Hvidberg, so did Shipco’s involvement with that market and its focus on movers’ specific needs. To nurture that relationship, Shipco created a full-time position to ensure that the business was handled correctly.

According to Hvidberg, Shipco is the only neutral wholesaler that offers both ocean and air freight services to the international relocation industry. “By working with Shipco,” he explains, “a relocation company works directly with the carrier and not through another intermediary. Additionally, Shipco’s extensive U.S. network ensures that our facilities are in close proximity to our customers so there is no need to truck to New York or Long Beach.”

He adds that Shipco keeps in mind that its customers are human beings with lives and concerns. “There is a person or family living out of a few suitcases, waiting for all their personal belongings to arrive, so they can start settling in far away from everything they know. This is when keeping the customer informed about status of their shipments, as well as immediately communicating delays and changes in service, becomes very important.”

IAM members who focus on logistics and mobility are a vital cog in the machinery that keeps goods moving. Longtime U.S. member **The Cartwright Companies** was launched in 1934 and consists of several divisions: The main entity, Cartwright International, primarily provides freight forwarding of household goods and baggage for the U.S. government and military. Cartwright Logistics Services, founded in 1983, delivers full-service freight transportation to corporations, government agencies, and individuals worldwide.

Cartwright helps to consolidate its customers' logistics needs and recommend alternative shipping methods to help control transportation costs, according to Marketing Manager Joel J. Crampton. Its menu of offerings include domestic airfreight, international airfreight, truckload/LTL, government, ocean, and rail service.

Crampton notes that through its status as an IAM Governing Member, Cartwright Logistics carries stronger credibility and assurances of quality and integrity. "Consumers can easily go to IAM's website and see us in the Membership Directory," he adds.

Now in its 79th year of business, The Cartwright Companies employs over 70 people in its Grandview, Missouri, headquarters, and almost 100 worldwide.

North & South Logistics Inc. was started in 2000 as an expedited delivery company by Steve Stutts, who after 20 plus years in various logistics roles wanted to be his own boss. As the business developed, it transitioned into a third-party logistics provider, offering a range of line haul options for businesses.

The business model that has been successful for Stutts is one that focuses on close personal interaction between the company's agents and customers. Most of its agents have a good deal of household goods industry experience, making them uniquely aware of the issues that matter to the Transportation Service Providers (TSPs).

"Our business's core competency centers on our ability to bring linehaul capacity to the TSPs, and doing so with a high degree of customer service at a fair price," Stutts explains. "Essentially, we help the TSPs move their crated household goods. It is that focus that led us to come up with the slogan, 'If you crate it, we'll freight it.'"

"We've been extremely pleased with our association with IAM. The professional culture that is present in virtually every aspect says something about the virtues of being a member. Over time, we've increased our involvement to now include the Receivable Protection Program as well as some committee participation.

"We've experienced solid growth over the last several years, due largely to the capacity constraints in the market, which increased the desire to 'crate and freight' more and more shipments. As the business owner, I'd like to believe the success is a result of our customer service component and understanding what is important to the TSPs."

Carrie International Freight Services, LLC is licensed by U.S. Customs & Border Protection as a customs broker, the Federal Maritime Commission as an ocean freight forwarder, and by the FMCA as a motor freight property broker. Headquartered in Charleston, South Carolina, CIF Services was launched in 2006 as a small family-owned and -operated business. Its two customs brokers on staff have more than 40 years of combined experience in customs brokerage and freight forwarding. The company is C-TPAT certified by U.S. Customs & Border Protection.

Soon after opening its doors, says broker Don Montgomery, CIF Services was contacted by a well-known European household goods freight forwarder and asked to handle the customs clearance and residential delivery of shipments throughout the USA of household goods for clients that wanted to arrange their own unloading and unpacking. "We accepted this offer," says Montgomery, "and gained a real expertise in the customs clearance of household goods. During this time we also started doing customs clearances for several forwarders specializing in the shipment of personally owned vehicles to the U.S."

After that, CIF was on a roll. In about 2008, the company was contacted by the international division of a major moving company and asked to handle some of their customs clearances. "After about a year," Montgomery recalls, "we ended up with all their customs clearance business on a nationwide basis. Then we got several more accounts here and there for household goods clearance, returning military member household goods with alcohol clearances, and so on. What started out small has snowballed into an important portion of our overall business."

Carrie International services include customs clearance in all U.S. ports of entry; inland freight services, including air freight/expedited trucking, LTL trucking, and container haulage nationwide; and export freight services, including cargo booking, ocean freight forwarding, and export vehicle title clearances.

"We make the moving business better by making our mover clients' jobs easier," says Montgomery. "We do that by providing one point of contact for all their shipments throughout the U.S., providing regular updates, promptly replying to their questions and inquiries, submitting customs entries and importer security filings, providing prompt accurate billing, and constantly monitoring all shipments—always tailoring our services to the needs of the specific client."

While **The Pasha Group**'s roots reach back to the 1940s with its vehicle transportation offerings for U.S. military members, military household goods relocation service became a major focus for the company with the 1980 acquisition of Asiatic Forwarders/Asiatic Trans-Pacific, based on Okinawa. This renowned company had provided the movement of military household goods since 1957. The acquisition was also Pasha's introduction to IAM and its global membership. Headquartered in Northern California, today the company has established a worldwide network of offices and agents, and maintains an employee base of 800.

Over the last year, The Pasha Group's Global Relocation Services logistics network has put into place a new department called the Center of Excellence to serve customers and business partners as well as divisional management and staff worldwide. Pasha is focused on developing efficient and effective programs supporting the U.S. government's Defense Personal Property Program (DP3), while continuously improving its customer service initiatives. The most important objective of the Center of Excellence is to ensure that service levels are achieved throughout the global supply chain.

Pasha's Customer Service and Invoicing Centers deliver an improved service experience for its business partners by providing a simplified communication process supporting these integral service functions, and offering a single internal point of contact for time-sensitive requests.

Pasha has combined a worldwide network of providers, Full Replacement Value coverage and claims management, and advanced technology to serve their TSP customers, Military members and their families, and Department of Defense organizations. Standards for performance and claims management are established and enforced. Service agents are rewarded for meeting and exceeding Pasha's standards, and held accountable for less than satisfactory results. In response to Full Replacement Value requirements, Pasha offers a full protection and claims management service with prompt and direct on-site claims settlement. The company's objective is not only to provide the best service with the lowest cost, but to maintain the lowest claims statistics in the industry. Its local offices worldwide utilize the capabilities of the Pasha's global network to ensure seamless shipment coordination. According to the company, its systems are fully upgraded to match the interactive needs of the Defense Personal Property System.

On behalf of the TSP, Pasha's trained staff communicates directly with the military member to ensure success of the move. A "hotline" encourages transferring military member to contact the company for any reason. Service members also have 24 hour/7 days a week access to the PashaFamiliesFirst.com website.



In 2007, Pasha celebrated 50 years in business.

The core strength of The Pasha Group lies in its diversified services, each separate and distinct, but also tightly integrated to provide transportation services for a broad global audience. Pasha has developed unique logistics operations, thus creating a single point of contact to provide client services across multiple operating divisions.

Customers range from commercial shippers of automobiles, steel and grain importers, automobile manufacturers, and government entities. Pasha Automotive Services offers a full range of vehicle port processing and trucking and distribution service solutions. Pasha Stevedoring & Terminals provides marine terminal and stevedoring operations in California at the ports of Los Angeles and San Diego, and at Aberdeen, Washington. The company handles the unloading, storage, and transshipment of steel slabs, break-bulk cargoes, containers, and automobiles. Transportation Services handles the processing and transport of privately owned vehicles for U.S. military personnel, as well as dedicated storage facilities for privately owned vehicles in Hawaii and Virginia. And Pasha Hawaii owns and operates the *Jean Anne*, a Jones Act qualified roll-on/roll-off (RoRo) vessel serving the trade lanes between the U.S. mainland and islands of Hawaii and is building the *Marjorie C*, a container/roll-on/rolloff (ConRo) Jones Act qualified shipping vessel to be delivered by the end of 2013.

Providing freight management services was the goal of Mohamed Mogahed when he established **Golden Horse Freight Service** in Cairo, Egypt, eight years ago. Mogahed, now armed with some 30 years of experience in the field, acquired his expertise working for one of the leading freight companies in Egypt, and climbing the corporate ladder. It was when he was promoted to operations manager that he decided to launch his own company.

Today Golden Horse Freight employs 40 experienced employees, whose skills in all disciplines Mogahed hopes to parlay into serving the U.S. military personnel in Egypt. In addition, he is seeking approval to handle code 4, 6, 8, and T shipments for them. "I am eager to be added to the list of companies dealing with the American Embassy as well," he says. Golden Horse has branches in several major cities and ports around the country and is nurturing relationships with prominent companies, capitalizing on its memberships in IAM, IATA, and other organizations.

The company maintains a secure, bonded and insured CCTV-monitored warehouse as well as a carpentry shop and carton factory.

Some IAM members, like **Prime Transport**, have established niche businesses that have served them well. That company, located in Jamaica, New York, and Miami, Florida, caters to boutique businesses with specialized needs. A full port agent, Prime Transport focuses on reducing clients' headaches over everyday logistics concerns, from exams, freight delays, and dealing with outside government agencies.

Prime Transport was founded in 1993 as a commercial freight forwarder and customs broker. Since then it has developed specialized areas of expertise working in industries such as textiles, perfumes, health and beauty aids, mobile devices, high-value furnishings, warehousing, and personal effects. The company offers services such as customs clearance in all U.S. ports, disassembly, local trucking (LTL, LCL, FCL), title validation, and airfreight export.

"We are an agent interface with Customs to implement expedited customs service services and with certain government agencies, such as ATF, FDA, and Fish and Wildlife," says Sales Manager Robin Sultan. "On the air export side, as IATA agents, we are very competitive on household goods rates from JFK and Miami International airports to many foreign points around the world."



Senior Import Agent John Hopper, Sr. and President John J. Meehan III of Fauna & Flora greeted visitors at their exhibit booth during IAM's 50th Annual Meeting last October.

Another Jamaica, New York-based member, **Fauna & Flora Customhouse Brokerage Co., Inc.**, was established in 1981 by owners John and Suzanne Meehan. The company provides import and export logistics services for all types of personal effects and commercial shipments, including restricted items such as firearms, perishables, wine and spirits, wildlife articles, and live animals. Its expertise in these markets and working with numerous government agencies has allowed Fauna & Flora CHB to become a leading service provider to moving companies throughout the United States.

Headquartered in the port of New York, the company's 25 employees provide national clearance services to any U.S. port. Its sophisticated computer system with customized messaging capabilities provides seamless communication to coordinators so they can easily track their shipments via live updates throughout the clearance, examination, and dispatch process. Fauna & Flora CHB's large network of trucking partners also supports local and nationwide deliveries, according to IT Director/International Finance Coordinator George Flowers.

A 24/7 operation, Fauna & Flora CHB is licensed, bonded, insured, and C-TPAT validated. The company's accounting department is responsive and efficient, facilitating payments to vendors on behalf of clients, thus eliminating costly storage, demurrage, and delays. "Moving clients who outsource the payable function or use the services of smaller brokerage firms find this service indispensable," says Flowers.

On the U.S. West Coast, Bill Wratschko has been a licensed customs broker since 1982 and has been clearing household goods and personal effects shipments since 1979. Wratschko's company, **Customs Clearance International**, is headquartered in Gardena, California, and has offices in four other cities: Los Angeles, San Francisco, Houston, and New York. As president of CCI, he serves on the board of the Los Angeles Customs Brokers & Freight Forwarders Association, which keeps clients abreast of changes in proposed customs regulations and industry actions. CCI has been a C-TPAT member since 2005, and has the ability to remote-file entries.

"We handle the clearances for more than 100 U.S. IAM members for both commercial and military shipments," says Wratschko. "We also do ISF filings and export title validations."

The company has more than a century of combined experience in clearing personal effects and household goods. It also handles shipments of vehicles and restricted items such as weapons, fish and wildlife, and alcohol.

The process of securing U.S. Customs release of household goods shipments has drastically changed over the past decade, and specialized customs brokerages have the knowhow to manage the process for international relocation companies.

Gallagher Transport International Inc., with offices in Denver, Colorado, and Portland, Oregon, has been working with U.S. Customs since 1970, says Deb Gallagher, vice president and licensed customs broker. "We appreciate the challenges [that movers] face and understand that our part is a small but essential portion of the entire process from origin to final delivery.

"We know the unique entry process for every U.S. port and city," she adds, "and have personal contacts at each one. We know the individual terminal procedures, and are proactive—we prevent problems before they occur."



The Unpakt team in IAM's 50th Annual Meeting exhibit hall

Enterprising individuals continue to come up with ways of tweaking the system in a way that benefits everyone. In 2011, Sharone Ben-Harosh, founder of FlatRate Moving®, saw an opportunity to revolutionize the moving industry and build a marketplace—leveling the playing field for quality movers, raising and standardizing industry practices, and generally improving the customer's moving experience.

That idea came together as **Unpakt**. At first working only with New York City moving companies, Unpakt sought to expand its network of quality moving companies across the country. Thanks to an aggressive program to draw the best of those companies into the Unpakt network, and a reciprocal interest from moving companies, the network has grown rapidly to include U.S. cities from coast to coast, and expects to expand further in the coming months.

Unpakt's mission is to empower consumers and moving companies alike. Customers can learn, review, book and manage their moves in one place (www.unpakt.com). They receive guaranteed prices instantly and compare moving companies side-by-side, filter the options for specific services and specialties, and see exact prices based on a single formula. This process enables them to make educated, informed decisions based on a comprehensive picture of pre-screened quality movers. Unpakt offers customer reviews, mover profiles, inventory building tools, extensive specialty options, and an automatic quote generation system all in one place.

For moving company partners, Unpakt offers increased visibility and a seamless sales platform; this helps streamline the process for the mover, while also generating consumer awareness. This allows moving companies to grow their business while also maintaining a high quality of service as they strive for flawless reviews on the Unpakt website. As a result, says the company, its partners are seeing both an increase in overall consumer interest and the development of a loyal customer base.

Unpakt was an exhibitor at IAM's 50th Annual Meeting in October. There, its staff met hundreds of international movers interested in joining the network in their respective markets and have cultivated the relationships established in the exhibit hall. "Attending the conference allowed us the opportunity to gain insightful and helpful feedback from the international moving community," says a company spokesman. "We now know what will, and will not, work in a particular market, and how we can best adjust our offerings to provide an effective and efficient platform for consumers and businesses alike.

"Our business model is proving to be effective and in demand. Moving companies are continuously signing up to become partners of Unpakt and we are aggressively working on screening those movers to identify the best ones for our customers. Within the next 18 months, Unpakt plans to have 5,000 movers across 200 U.S. cities and approximately 100 international markets within the next 18 months. We look forward to a bright future."

As every mover knows, a client who moves to a new home often doesn't know where to begin, and settling in quickly and comfortably is a priority. This is where **Movers Specialty Service, Inc. (MSS)** comes in. In 1978, Timothy P. Hughes founded MSS as a handyman service to support local movers. By the 1980s, he saw an opportunity to expand his service area to the entire Continental United States and Canada. MSS began forging nationwide contracts with all of the largest moving companies and over the next few years built the largest network of skilled technicians in the industry. Today, its client-partners include nationwide van lines, the most reputable moving companies large and small, and top global relocation management companies.

Third-party services are an idea that has gained steam in recent decades, and Hughes was among the first to understand how the symbiotic relationship between his specialists and moving companies could ease a client's transition and benefit all concerned.

MSS services include disconnect, disassembly, and custom crating of customers' household items at origin and uncrating, assembly, and reconnect at destination. The company offers a one-stop, all-inclusive network of background-checked, trained professionals equipped to disconnect/reconnect major appliances, dismantle and reassemble complex household items (such as billiard tables, wall units, playground equipment, and exercise equipment), remove and reinstall light fixtures, provide wood crating and uncrating for antiques, objects d'art, statuary, and uncommonly fragile items, and even set up specialized rigging for household items that just won't fit up that narrow staircase—all of which are accomplished through a partnership of move management teams, move coordinators, and experienced drivers.

According to Marketing & Communications Manager Robert Ursino, in 2012 MSS served more than 120,000 relocating families, most of them domestic moves. Headquartered in Montgomeryville, Pennsylvania, MSS employs 135 staff and 12 technicians serving Pennsylvania, New Jersey, and Delaware. It remains the largest provider of its kind serving moving and relocation management companies, says Ursino.



Kevin Spealman (right), vice president and general manager, and Camille Hall, administrative assistant at National Claims Services

Claims and insurance services are critical in the world of moving. **National Claims Services**, headquartered in Broadview, Illinois, started settling claims for Transportation Service Providers (TSPs) more than 20 years ago. "We realized that we had a lot to offer the moving industry in the way of expertise in the art of military claims settlement," says Vice President & General Manager Kevin Spealman. "Our experience in settling claims for National Forwarding and Affiliates, combined with the insight gained from helping to represent industry at Military Industry Personal Property and Claims Symposiums, gave us the advantage of knowing firsthand what movers needed, and what the chances really were of prevailing on a given issue. Additionally, we have made a study of the legal interpretations handed down by the Comptroller General and its predecessor, DOHA. It has always been my belief that proper adjudication combines common sense and a good working knowledge of applicable law and regulation."

Today, National Claims Services offers claims settlement services on behalf of the TSP for any type of military claim, including DP3, NTS, and DPM, and the review of claims offsets. Says Spealman, "We also offer flexibility for the TSP, who can use our services on either all of their claims, with us monitoring their claims queue in DPS—or if they prefer, they can just forward to us the claims that they want us to handle. We also offer 'setoff appeal' services, and we'll review these for free, working on a percentage of money refunded by the government."

Spealman says National Claims Services can benefit any TSP that wants an expert in their corner, and that cares about their reputation and their image. "We will work with the customer to get a settlement that is legally correct, but for the lowest possible amount. Strong customer service skills also help us to maximize the TSP's Customer Satisfaction Survey Scores, and will put the TSP in a better position should claims metrics ever be included in the BVS. In short, we save TSPs money while still protecting their image as professional movers."

Underwriting the safe delivery of goods for IAM members are the insurance companies who have been indispensable to movers for many decades.

Southern California-based **TG International Insurance Brokerage (TGI)** was founded in the mid 1970s by a former mover and military claims adjuster. The company's main goal was to provide relocating customers with better options should their household goods get lost or damaged while in the care, custody, and control of a professional mover. Until then, shippers' only resource, should their personal effects be damaged, was to seek compensation under the moving company's common carrier liability. This liability generally ran at US\$0.60 per pound, and an item's value was determined based on weight. So, theoretically, the heavier the item, the more it was worth.

"Today, however, we are aware of the high value found in small, lighter objects," says Phaedra Widney, manager of communications and sales. "Let's say you have an Apple Mac Book Air® with your goods; it can cost from US\$1,500 to US\$2,000 to replace. It weighs 3.02 lbs. Under general liability at US\$0.60 per pound, it would be replaced for no more than US\$2.00—hardly appropriate or fair!"

TGI's founders saw the need to introduce a new insurance product, and after securing the proper legislation to allow movers to provide their customers with moving insurance, full replacement coverage was born. TGI's innovative programs gave shippers the first opportunity to insure their goods, using an actual insurance policy, based on the full replacement value of their items. This breakthrough gave not only shippers but movers more options. Transit insurance underwritten by some of the world's largest insurers not only allows them to provide customers with a more comprehensive, full moving package, it gives confidence in the coverage they offer, and it provides them with an additional profit center for their company.

TGI saw an opportunity to reach many movers and easily offer its product when it became an early Supplier Member of IAM (then HHGFAA). The still-young association gave businesses a venue to meet and reciprocate with each other. Among these new business acquaintances, friendships emerged and TGI's network of customers grew. "IAM gave companies the chance to meet other companies looking for similar services, as well as peace of mind in knowing that the mover or supplier they were working with had a solid reputation and that other companies would stand for their service," says Widney.

With this new coverage came the task of settling the claims filed after a move. TGI wanted to make it as simple as possible for both shipper and mover. It provided full claims adjusting services. Shippers would contact TGI's claims adjusting division and movers did not have to settle any claims. TGI built a strong network of international repair professionals and surveyors, which meant claims could be handled at the shipper's location.

TGI continues to provide innovative coverage options, including its International Select Program, which gives shippers the option to insure selected items within their shipments, and online policies, making it easier to send customers their evidence of coverage.

UK-based **Reason Global**, an insurance broker serving moving and storage companies worldwide since 1992 and a Bronze Sponsor at IAM's 50th Annual Meeting, is the first and only Lloyd's of London broker dedicated solely to those industries. Managing Director David Raynor and Director John Luker founded the company after gaining extensive experience working for Aon Insurance Brokers' Road Haulage Association Insurance Services.

The company strives to fulfill more than just basic insurance requirements; backed by extensive knowledge and experience working with large international movers, the Reason Global team is well equipped to offer expert advice and professional guidance.

"We provide the perfect balance between global reach and regional insight with international coverage tailored to different languages and currencies, as well as local claims handlers," says Graham Puddephatt of the marketing department. "We're committed to meeting the evolving needs of our clients with innovations such as our online quoting system for marine insurance, which offers real-time reporting capabilities. We add tangible value to our clients' businesses in a number of ways; for example, our Customers Goods coverage helps companies in the moving industry generate additional income, and we support this by providing appropriate training and documentation. Our team has a deep understanding of the international moving, storage, fine arts shipping, and corporate relocations sectors and can advise on—or completely manage—very complex insurance requirements."

Under the guidance of Raynor and Luker, the company has continued to grow year by year, reinforcing its position as a market leader and demonstrating its capabilities in providing niche insurance.



David Raynor of Reason Global (left) and Thomas Jucham of Euro-movers at IAM's 50th Annual Meeting in Washington, DC.

Other key players at Reason Global include Mike Reason, with a background of brokering in the Lloyd's market and more than 40 years' experience insuring moving and storage risks; Ray Squirrel, who has spent eight of more than 30 years' insurance experience managing insurance programs for industry clients; and a strong team backed by decades of professional involvement in the removals and insurance industries.

"Reason Global is dedicated to working with the moving and storage industries to provide innovative and profit-generating insurance solutions, and flexibility is imperative," says Puddephatt. "Understanding this we have formed positive relationships with supportive and high-quality underwriters."

Across “the Pond” in New Jersey, President and CEO Gadi Binness founded **Relocation Insurance Group, LLC** and launched its flagship website, **www.movinginsurance.com**, in 2003. RIG was the first insurance program of its kind, allowing movers and their customers to purchase insurance 24/7 from their computers. Today, says Binness, the program is the largest of its kind in the industry.

He notes that by its nature, the international relocation industry is a risky business: Movers and forwarders must deal with customers with diverse cultural backgrounds and expectations; they need to provide a higher level of service than in a local or domestic move because of the complexities of international relocations; shipments are subject to conditions completely out of one’s control (e.g., weather, security, and customs procedures). For those reasons and more, says Binness, moving companies and household goods forwarders around the world have come to trust RIG as a one-stop insurance shop for relocation insurance programs.

Relocation Insurance Group programs provide coverage through a network of more than 2,000 affiliated relocation-related companies worldwide. “We are known for fast, fair, and easy claim resolution due to our experienced in-house claims department, underwriting by a global insurer, and the worldwide network of claims service adjusters we have developed over the years,” says Binness.

RIG offers online moving solutions through five customer websites, and its team has more than 100 years of combined experience in the industry, giving them insight and understanding of industry risk management challenges.

Binness himself has more than 25 years of management, sales, marketing, and business development experience in the relocation and Internet industries. His career in relocations began with Schlep-pers Moving and Storage in New York, where he held key sales and operations management positions.

RIG’s vice president of risk management, Kelly Moran, has more than 32 years of moving industry experience, including 23 years at United Van Lines, and other key employees have experience with van lines agencies and independently owned movers. The company employs five insurance-licensed producers, one licensed claims adjuster, and one certified insurance customer service representative.

As evidenced by the services provided by many IAM members, twenty-first century movers are firmly embracing the use of technology to make themselves more efficient and responsive to their customers. Australian IAM member **MoveWare**, a software developer and supplier dedicated solely to the moving and storage industry, was launched in 2001 when Dean and Tony Kent purchased the rights for a moving software product created originally for Kent Moving & Storage in Australia.

Initially the product was geared primarily to serve the domestic market, but the Kents saw great potential in it. With their strong industry knowledge, they recognized the possibility of enhancing the software to meet the needs of the international market and to expand its client base.

With continuous development, the software—now rebranded as MoveWare—became increasingly popular, and many new customers within Australia were quickly added. Steady growth continued by introducing the product into overseas markets, first in New Zealand, followed by clients in the UK and Singapore before spreading into Canada, Hong Kong, Spain, and South Africa. Today nearly 150 companies in 40 countries worldwide rely on MoveWare, according to North America Manager Ramiro Quiros.

As its client portfolio grew, so did the company. Currently MoveWare has 20 full-time staff in three offices worldwide, strategically located to offer round-the-clock live technical and sales support. Its head office is in Melbourne, Australia, with branches in London, UK, and Toronto, Canada.

The software today is very different and much more powerful than the 2001 version. Today MoveWare offers many different products that have been developed throughout the years as both technological advances permit and its customers’ needs dictate. The flagship product continues to be MoveWare, which is a full move management and financial solution, including sales management, warehousing and storage management, operations management, CRM, DSP, claims management, rates and tariff builders, and many other functions. MoveWare is designed to help its customers manage the entire moving process from beginning to end and it includes an extensive range of reports to provide an unprecedented view and control of every transaction.

Moveware also offers add-on products such as MoveSurvey and MoveCrew, tablet-based estimating and inventorying tools, and business-to-business Web-based products such as MoveClient and MovePartner.

As with every other industry and service, over the past decade or two the international moving, relocation, and forwarding industry has found it necessary to embrace the online business model. This is why **MoversPOE** provides both innovative software solutions for doing business online and a helpful, user-friendly portal for the moving industry. “MoversPOE has established its position as the only international movers website and is used as the primary source of information for movers around the world, with the aim of developing innovative tools that could propel the industry into the 21st century,” says the company’s Miranda Blok.

Indeed, Blok adds, “Today most of a moving agent’s work is in fact done over the Internet, and being at the cutting edge of software development will give you a definite advantage over your competitors.”

The eight-year-old company’s tools include a Web portal with many links to necessary tools; an online rate request system for emailing quotes to movers; an E-Tracking system that allows movers to update agents and customers about the status of sea and air shipments; and HHG Survey, a quick and professional surveying tool that enables movers to perform a home survey and generate reports.

The rate request system allows an agent or company to describe their consignment and send e-mails requesting quotes to several international destination agents in less than two minutes, and absolutely free of charge. Agents can keep track of their correspondence because they will be able to see all the requests they have sent out and all the quotes they have received. Obtaining quotes this way saves time, reduces paperwork, and increases overall productivity. The software is easy to understand and simple to use, but to make things even easier, the MoversPOE website links to video tutorials on YouTube that clearly explain the process step by step.

“Because MoversPOE’s software is Web-based, you don’t have to install it on your PC or receive special training to be able to use it,” Blok explains. “By registering as a mover on **www.moverspoe.com** one can access all information and functions needed by moving agents and companies. In short, the MoversPOE website will become your partner and office manager, doing your filing and tracking, and ensuring the success of your business.

“The number of operators in the industry is overwhelming,” Blok adds. “IAM represents some 2,000 movers and related service providers in more than 170 countries, and many thousands more are not affiliated with IAM. The MoversPOE website provides a directory of more than 6,000 movers that are rated under the MoversPOE Star System, which allows international movers to recommend their worldwide agents. The list of companies also includes more information on every international mover, such as affiliation with industry associations, website, and the number of stars or recommendations a mover has received. This is an invaluable tool to help companies and agents find the best service partner quickly and easily, as evidenced by the fact that the website received close to 9 million hits in 2012 alone.”

In addition to the directory, the website serves as a portal for international movers and features a useful measurements conversion calculator, a list of movers’ associations, a list of all sea and airports worldwide, and links to maps, international telephone directories, country calling codes, a USA ZIP Code finder, and a currency converter. If customers still have further questions, the online consultant, Professor MoversPOE, will respond, and support is also available on the company’s Facebook page.

“MoversPOE invites movers to challenge us with more ideas about required tools and services that can help the industry,” says Blok. “We will develop a successful tool and give it to the mover free for life.”

Singapore-based **United Relocations**, registered in 1987 as a logistics company, officially transformed into a mobility business the following year. Managing Director Jonn S.H. Tan, a minority shareholder, saw a need to offer complementary services and in 2009 formed a licensed realty company, United Landbank Realty Pte Ltd. to address the needs of in-house property rentals, sales, and tenancy management for existing and potential corporate customers.

The synergy created by this move, says Tan, “stepped up the mobility business.” Meanwhile, he added a new company, United Leasing and Limousine Pte Ltd. to the mix. This furniture rental and limousine service was marketed to expatriate households, all the while supporting an eco-friendly philosophy. That company has embarked into import, sales, and renting of hybrid vehicles as a greener solution to its customers’ transportation needs.

“IAM membership helps our growing business to connect with registered members to understand how we could facilitate their customers better in securing their dream homes and household moving synchronized to leasing options,” says Tan. “With 16 employees, the companies are very customer service focused, lean, and dedicated to combat high operating cost and inflation, which is the salient approach to stay viable and feasible in this competitive world.

Looking ahead, Tan is making plans to establish United Academy Pte Ltd, an educational institution to further the entrepreneurial dreams of students that are not purely based on profits, while urging greater corporate social responsibility to reduce poverty, increase jobs, and focus on environmental sustainability.



A Porsche Carrera pdk was imported in 2012, saving a United Relocations customer S45,000, according to Managing Director Jonn S. H. Tan.



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**51st Annual Meeting
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Young Professionals in Moving

New IAM-YP Management Board

A new IAM-YP Management Board has been chosen to serve for a period of two years. This Board is responsible for representing and advancing the views and interests of IAM Young Professionals in both the Association and the moving and forwarding industry.

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EDITOR'S NOTE: Complete and up-to-date contact information, including company address and phone number for every IAM-YP member, can be accessed at <http://goo.gl/bWfQS>

Young Movers Conference 2013

The Federation of European Moving Associations (FEDEMAC) will hold the next Young Movers Conference May 16–19 in Amsterdam, the Netherlands.

The Conference includes meetings, discussions and professional training activities designed to promote the interests and develop the skills of the Young Movers in the hope that they may influence the future direction and decisions that have to be taken by companies and organizations within the industry.

For more information on this event, visit www.youngmovers.eu



ALAN F. WOHLSTETTER SCHOLARSHIP UPDATE

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

Platinum (\$5,000 or more)

AARE Logistics, LLC
Crown Worldwide Holdings Ltd.
Deseret Forwarding International, Inc.
DeWitt Companies, Ltd., LLC
(in memory of Richard DeWitt)
Gridiron Forwarding Company, Inc.
Hyatt Regency, Denver
National Forwarding Co., Inc.
(in honor of Alan F. Wohlstetter and
in memory of F. L. McKee, Sr.)
Royal Hawaiian Movers
Walter E. and Alicejo P. Saubert
(in honor of the lifetime
commitment of David P. Beere)

Gold (\$2,500–\$4,999)

ABBA International
Approved Forwarders, Inc.
(in memory of Richard DeWitt)
Daycos, Inc.
DeWitt Transportation Services
of Guam
Gateways International, Inc.
Pac Global Insurance Brokerage, Inc.
The Pasha Group
James Thompson Jr. (Crown
Worldwide)
(in memory of James Thompson Sr.)
Wagler Integrated Logistics, LLC

Silver (\$1,000–\$2,499)

Adele Forwarding Ltd.
Approved Forwarders, Inc.
Arrowpack International
Atlas World Group International

BINL, Inc.
Blonde International, Inc.
Cargo Express (Saipan) Inc.
Cartwright International Van Lines, Inc.
Classic Forwarding, Inc.
Coleman World Group
Crystal Forwarding, Inc.
DeWitt Companies, Ltd., LLC
(in memory of Woody DeWitt)
Executive Moving Systems
Executive Relocation International, Inc.
Foremost Forwarders, Inc.
Terry R. Head
Hidden Valley Moving & Storage, Inc.
Interstate International
Interstate Van Lines, Inc.
Jet Forwarding, Inc.
Nilson Van & Storage
Puget Sound International, Inc.
Royal Hawaiian Movers
(in memory of Richard DeWitt)
Southwest Port Services Inc.
Sterling International
Stevens Forwarders, Inc.
Taurus Forwarding, Inc.
Tri-Star Freight Systems, Inc.
True North Relocation, LLC
Victory Van Corp.
*Wagler Integrated Logistics
Worldwide Moving & Storage

Bronze (\$500–\$999)

Affiliated Transportation Systems, Inc.
*Allstates Worldwide Movers Inc.
Aloha International Moving
Services, Inc.

Andrews Forwarders, Inc.
"B" Transfer
Baltic Forwarding, Inc.
Claims Adjustment Technology, LLC
(in honor of Sandra Rowe Maier)
Rick and Judith Curry
First Enterprise Forwarding, Inc.
*Gulf Agency Company
*Pearl Forwarding, Inc.
R.D. Simmons & Associates, Inc.
Royal Alaskan Movers, LLC
(in memory of Richard DeWitt)
*See Speed USA
Sourdough Transfer, Inc.
TG International Insurance Brokerage
(in memory of Richard DeWitt)
Westpac International, Inc.
Wonjin Transportation Co., Ltd.

In Kind or Other

ACE Relocation Systems, Inc.
Jackie and George Agner
Bay Area Movers, Inc.
Daycos, Inc.
Terry R. Head
M. Dyer & Sons, Inc.
Republic Moving & Storage
*John and Dana Rotticci



ALAN F. 
WOHLSTETTER
Scholarship Fund

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

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

Going to University?

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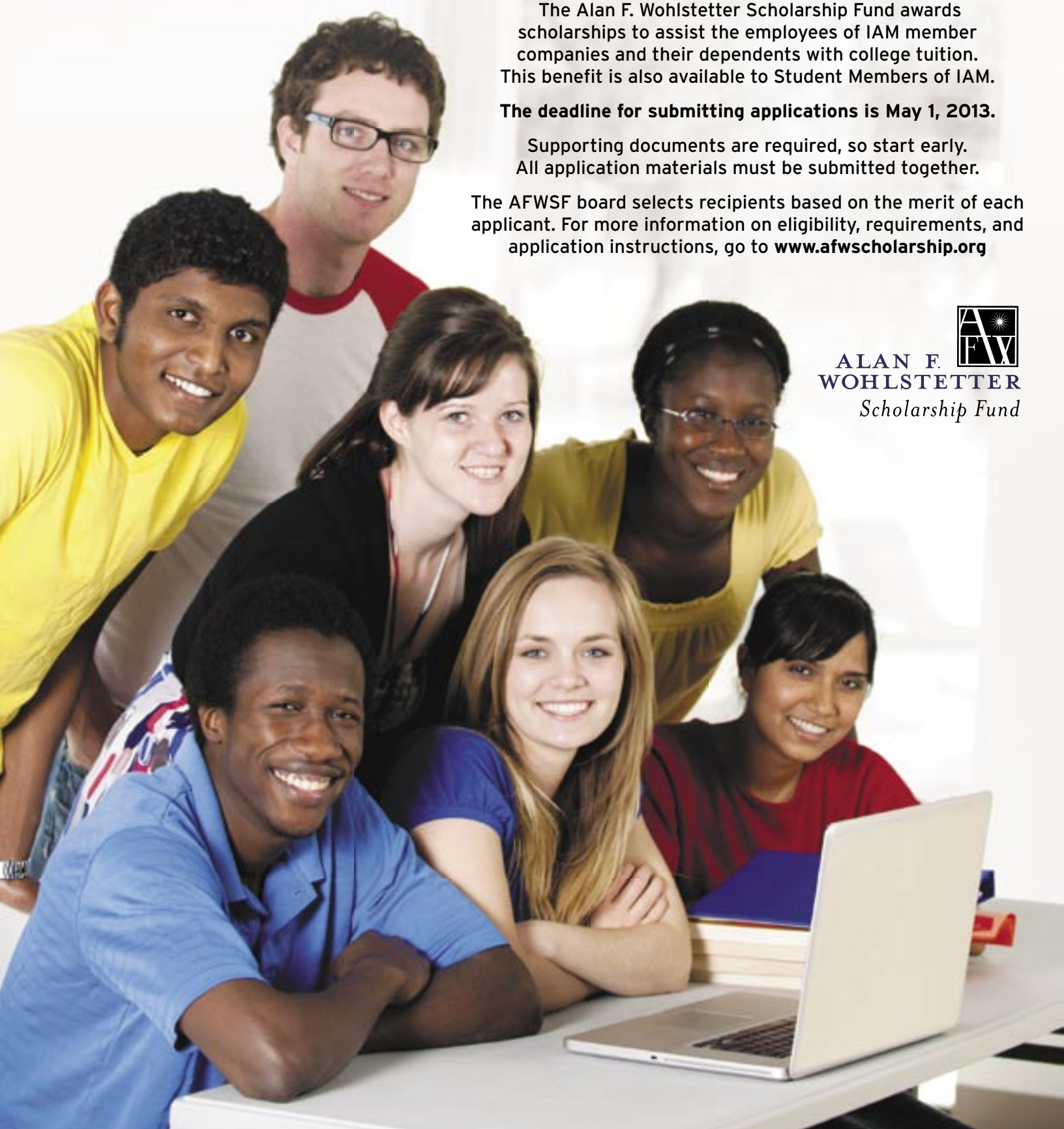
Scholarship applications are now being accepted from qualified individuals enrolled at an accredited college or university worldwide.

The Alan F. Wohlstetter Scholarship Fund awards scholarships to assist the employees of IAM member companies and their dependents with college tuition. This benefit is also available to Student Members of IAM.

The deadline for submitting applications is May 1, 2013.

Supporting documents are required, so start early. All application materials must be submitted together.

The AFWSF board selects recipients based on the merit of each applicant. For more information on eligibility, requirements, and application instructions, go to www.afwscholarship.org




ALAN F.
WOHLSTETTER
Scholarship Fund

Cargo Industry Needs Infusion of Young Talent

Employment in the freight forwarding business today requires greater professional skills than at any time in the past. Our industry needs a fresh infusion of young talent if freight forwarding is to grow and prosper.

So asserts Julian Keeling, CEO at Consolidators International (CII), the Los Angeles-based forwarder/wholesaler who had difficulty in finding new personnel when expanding his company's operations recently.

"While a number of pundits predicted smaller to mid-sized forwarders 'would just disappear' during the past few years of soft air and sea cargo business, the opposite has occurred," said Keeling. "There are more registered freight forwarders globally than ever before. More professional help will be required to fill the employment gaps among the 10,000 active forwarders.

"Operating a forwarding business currently is considerably more complicated than ten or even five years ago," he added. "We need to find young men and women who will be interested in making forwarding a life long career. We can accomplish this the old fashioned way by having newcomers start on the loading dock or driving a truck. Or youngsters can trod the path of new methods by taking logistic courses at colleges that offer these kinds of classes. A number of colleges give graduate degrees in logistics right up to the Ph.D level."

A degree in logistics may not be the panacea in finding new talent, as many proponents had hoped for, noted the cargo executive. Sharp debates have sprung up about the value of logistic courses as fully fifty per cent of students drop out of these classes. "Many logistic curriculums stress theory with little practical training," said Keeling.

Keeling said, "The best and brightest of students often are turned off because the great majority of them never have heard of any transportation company with the possible exception of FedEx and UPS.

"Most young people like to work with companies they have heard of like IBM or Microsoft or Procter & Gamble. Also, salaries are not as high in freight forwarding for new graduates as they are in the traditional professions of law, medicine and finance. With loans running into the thousands for students, graduates naturally look for the highest paying entry-level jobs.

"Many sources exist in finding new talent for forwarders if you know where to look," he noted. "Millions of students are enrolled in community colleges. Their primary goal is to find meaningful employment in businesses where they can advance in pay and responsibility. Returning veterans are a great employment pool as many service men and women were in logistics operations in the military or did technical work. At CII, we started Operation Must Do where training classes in a number of forwarding operations were conducted for veterans primarily who saw service in Iraq and Afghanistan. CII is expanding the program this year because of its success in 2012."

Keeling pointed to new, legal immigrants as another source of fresh talent for forwarders. "Many of these immigrants combine basic business skills with a knowledge of foreign languages that make them particularly valuable to our internationally focused business," he said.

The veteran freight forwarder with a 35-year background in the business both here and in Australia believes forwarders who face up to the challenge of finding new, fresh talent will grow and prosper. Those who do not will wither and die.

SOURCE: American Journal of Transportation

Editor's note:

IAM is striving to foster young talent through a mentor-protegée program to aid the professional development of less experienced IAM member employees by connecting them with more seasoned individuals in our industry. Details will become available in the coming months.

In addition, the Alan F. Wohlstetter Scholarship Program offers tuition assistance to employees, dependents and Student members of the Association who are pursuing degrees in transportation, logistics, or a related field. For information on applying for a scholarship, go to <http://www.afwscholar->

Global Logistics: 2013 Customs/Regulations Update— U.S. & Europe Taking It to the Next Level

By Patrick Burnson, Executive Editor, *LogisticsManagement.com*

A joint White House/European Union (EU) committee is due to report in January on whether it's politically realistic to try to create a massive U.S./EU free-trade bloc. If successful, it could mean lowered tariffs and coordinated regulation linking half the world's economic output.

"Reduction of trade barriers is always a good thing for the transportation industry as a whole—and forwarders in particular," says Brandon Fried, executive director for the Air Forwarders Association (AfA). "This proposed trade pact would not only increase commerce, but would also improve investment between both continents, thereby enhancing their recessionary economies." He adds that "as part and parcel" of any such agreement, AfA would want and expect to see any regulatory challenges reviewed, addressed, and streamlined such as the EU Emissions Trading Scheme, security, and customs procedures.

Meanwhile, the Office of the United States Trade Representative (USTR), the Department of Commerce (DOC), and the Small Business Administration (SBA), in coordination with the European Commission's Trade and Enterprise Directorates, has launched

a series of workshops to bring U.S. and EU government officials and small business owners together.

"We launched these U.S./EU small and medium-sized enterprises [SME] workshops with the aim of helping small businesses on both sides take better advantage of transatlantic trade opportunities and tackling barriers that may disproportionately affect small business," says Deputy U.S. Trade Representative Miriam Sapiro. "Ninety-six percent of all U.S. exporting companies to the EU were SMEs."

According to Sapiro, this will enable more small and medium-sized business to engage in transatlantic trade—especially in the innovative goods and services that drive our trade and investment relationship—and will sustain and create jobs on both sides of the Atlantic.

Small shippers benefit

Fortunately, this strategy is not without precedent, says Dr. Eugene Laney Jr., head of International Trade Affairs for DHL Express (USA). Given the success of recent trade agreements

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with Colombia, Panama, and South Korea, SMEs in the U.S. may be ahead of the curve when it comes to learning the intricacies of international trade.

“This is especially true for shippers reliant on e-commerce,” says Laney. “Companies with a staff of just 15 employees to 20 employees can become major global players using Amazon or eBay as a platform.” But not without exposure to considerable risk, Laney adds. If shippers try to go it alone, they may be surprised by hidden value-added taxes and administrative costs contained in the fine print of most transactions.

However, global third party logistics providers (3PLs) can offer embedded professionals who are well versed in the EU regulatory environment. According to Laney, going with a partner represents an attractive option for many SMEs to consider. At the same time, say analysts, global 3PLs were also recently able to clear Customs when the International Longshore Association threatened to strike late last year.

Shippers who opt out of “one-stop shopping” may wish to explore the advantages offered by independent trade compliance providers, like TBB Supply Chain Guardian. This 3PL contacted exporters as the recent labor situation worsened, and arranged clearance details at alternate ports.

“We have been preparing for this eventuality for months and implemented a contingency plan that would help us continue delivering strategic advice to key shippers,” says Ann Bruno, TBB’s vice president of global trade.

Tech advances

Trade Tech, a global supplier of cloud-based services for the logistics industry, is one of the first technology providers to receive certification for U.S. Customs and Border Protection’s (CBP) Automated Commercial Environment (ACE).

This certification allows Trade Tech’s clients—including NVOs, shippers and freight forwarders—to directly transmit and receive trade and security information with CBP via a single platform. The National Association of Customs Brokers and Freight Forwarders is encouraging all its members to begin integrating the ACE into their business processes. The association said that this is especially important given that CBP will roll out new modules in 2013.

“ACE was created to provide a higher visibility between participating government agencies as to what cargo was coming into the U.S. and from whom,” says Bryn Heimbeck, Trade Tech’s CEO. “This allows the different agencies to further collaborate with one another to make better, more efficient decisions about security, targeting cargo for exams, and for the release of containers to expedite the flow of goods to the EU.”

The top customs officials in the U.S. and Europe have made a major breakthrough in trade facilitation and trade security. The U.S. and EU have agreed to mutually recognize each other’s security certified importers and exporters. The agreement will cut costs and time for about ten thousand U.S. companies participating in the C-TPAT program.

“This is welcome news,” says American Association of Exporters and Importers President and CEO Marianne Rowden. “We anticipate that U.S. global traders will receive the same benefits in Europe as they do in the U.S. for meeting the rigorous security requirements to qualify for the C-TPAT program. This saves precious time and money for businesses and government agencies on both sides of the Atlantic.”

The mutual recognition agreement will expedite the customs process for qualified importers and exporters and lead to fewer delays in moving goods. It will allow customs agents in the U.S. and Europe to focus their resources on high-risk transactions and improve supply chain security. There are about 4,600 Authorized Economic Operators (AEOs) in Europe and more than 10,000 C-TPAT members in the U.S. who stand to gain an edge from the agreement. It is expected to take effect by mid-summer of 2012, once the technology systems are set up.

“This is a huge step forward and holds great promise for trade,” adds Rowden.

Progress report

U.S. Customs and Border Protection has posted to its website its monthly update on the functionality already implemented in the Automated Commercial Environment as well as near-term priorities for other ACE deliverables, such as cargo release and export processing.

In addition, the Advisory Committee on Commercial Operations of CBP has made available its own materials on the current status of ACE. Highlights of this information include the following:

- CBP is reorienting its development team and processes to produce smaller pieces of ACE functionality more frequently.
- CBP’s plans call for the completion of remaining core ACE functionality in approximately three years, with new functionality deployed every six months.
- Remaining core functionality is that which enables full and complete trade processing in ACE and complete decommissioning of the Automated Commercial System, including cargo release, entry summary (including edits), export, finance capabilities, and critical fixes.

Beth Peterson, president of BPE Global, a compliance consultancy, says that collaborative sourcing and procurement, demand planning, global trade management software, and transportation management systems offered by technology vendors can make compliance easier, but only if it is completely embraced by the forwarder.

“Companies that do make the connection between technology and global trade compliance don’t always make the best decisions around business case and vendor selection,” says Peterson.

Exporter’s checklist

BPE Global suggests that shippers take the following steps to align their export practices with best-in-class operations:

- **Be informed:** Actively monitor export compliance trends and export control reform announcements from BIS, DDTC, and other federal agencies.
- **Be prepared:** Understand the implications of reform activities, such as enforcement coordination. Is your company prepared with a “best practices” compliance program?
- **Communicate:** Share strategic decisions that improve efficiency, mitigate risk, or increase revenue/decrease expenses with your senior management.
- **Be responsive:** When the U.S. government issues a proposed rule or seeks industry feedback make sure to respond. Otherwise, be prepared to live with regulatory changes that may not be conducive to your operation. Participate in your trade

associations' export committees and prepare comments on the reform activity to date.

- **Join industry working groups** convened by government agencies chartered with reform, as well as those formed by your trade associations.
- **Be accountable:** Export management and related compliance functions should have accountability to the legal department and executive staff, in addition to the transportation and operations departments they traditionally report to.
- **Strategize:** Establish a global trade strategy and ensure you are prepared to change with the economy and markets in which you operate.
- **Automate:** All exporters should consider a systems-based trade management platform as a tool to manage complexity, and improve efficiency, as well as mitigate risk.

And finally, this caveat from Peterson and the BPE team:

Any global trade compliance training should be based on what industry your company is in, how your products are controlled and classified, and how your company can ensure compliance based on the compliance requirements for your specific business.

“Remember that any effective training must speak from a common language, the language of your business and your products,” adds Peterson.

Aussie Government Takes Aim in Weapons Importation Debate

By Jane Riley, Director eBusiness & Marketing, Wridgways—Australia

It seems the general consensus by the Australian Government and Customs is that if the Australian general public can't bear arms, then why should inbound foreigners be allowed to bring them to our shores?

When faced with the issue of importing guns, firearms, ammunition, or accessories within household goods consignments to Australia, your shipper may need to jump through a series of complex bureaucratic hoops in order to satisfy the strict regulations and requirements, or abandon the idea completely!

Australia is renowned for having some of the strictest customs laws in the world. Acknowledging community concerns surrounding weapons-based crime in Australia, the Australian Minister for Home Affairs in 2011 announced that the import controls on weapons, firearms, firearm parts, ammunition, and accessories would be tightened considerably. The regulations were again reviewed in October 2012 and are already on the agenda for further review in 2013.

The reviewed regulations propose a ban on the import of a series of potentially dangerous items unless the importer (shipper/owner) is able to prove legitimacy to the Australian Customs and Border Protection Service.

A few examples of "deemed legitimacy" of the listed weapons:

- The import of such items in order to provide for the Australian military or a law enforcement agency
- Whether previously exported firearms are returning to Australia (returning goods)
- Whether the items are for use by professional pest controllers (specified person).

As the Minister pointed out in his statement, "There is no legitimate use for many of these weapons, and no reason for members of the public to have them."

So how do IAM members overcome or address this challenge for shippers moving to Australia? Basically you must advise shippers to seek to obtain permission if they are serious about importing such items into the country. Anybody who wishes to import what is considered "a high-risk weapon" must demonstrate to the Australian Customs and Border Protection Service the proposed lawful use or need of the items through a series of conditions and requirements referred to as "tests." The completion of the tests must be finalized prior to, or at the time of, import in order for importation to be granted.

The tests are a series of forms specific to the type of weapon or firearm to be imported. As per the Australian Customs and Border Protection Service website, depending on the weapon, firearm, or non-firearm you plan to import, the shipper may be required to fulfill the requirements of multiple tests. The importation of certain firearms and weapons calls for the written permission of the Attorney-General or delegate. In order to obtain this permission, importers must first fulfill the relevant import tests.

But wait—there's more. In order to satisfy the Customs and Border Protection Service tests, "Permission of Import" must also be issued by the relevant State or Territory body of the proposed import's final destination. The permit issuing body may be the Police or Attorney-General's office specific to each Australian State or Territory.

It is required that future or current residents wishing to import any prohibited items must obtain certification from a governing body that the items are either appropriately licensed and registered under Australian standards, or does not require a specific license to be held. Without this specific certification, often acquired through the State or Territory Police's Licensing & Regulation Division, the Customs and Border Protection Service will not release the items upon arrival. Essentially those wishing to import a prohibited weapon need to obtain written permission from the State or Territory Police, and then apply to the Australian Customs and Border Protection Service for an import permit.

Details of these services can be found or contacted via the State or Territory specific Police website, such as Victoria Police, New South Wales Police, and Northern Territory Police.

Want to know more?

The website for the Australian Customs and Border Protection Service contains all the material, documentation, and further contact information required to take you through step by step the rules and requirements of importing into Australia any prohibited weapons, firearms, or items primarily used in a form of combat.

It is recommended that you refer your customers to the Customs website, www.customs.gov.au, where they can familiarize themselves with the general prohibitions and restrictions. They can also e-mail the Customs Information and Support Centre at information@customs.gov.au.

Matson Builds Its Pacific Portfolio with New Purchase

By Patrick Burnson, Executive Editor, Supply Chain Management Review

Matson, Inc. said it has signed a definitive agreement to acquire the primary assets formerly owned by Reef Shipping, a South Pacific shipping company based in Auckland, New Zealand, that has been in business since 1968. The assets to be acquired include four vessels and approximately 1,500 pieces of container equipment. The financial terms of the agreement were not disclosed and the closing of the transaction was expected to occur around the end of December 2012.

The news comes at a time when many other major carriers are reducing capacity in the transpacific.

President and CEO Matt Cox told Supply Chain Management Review that the acquisition will further Matson's efforts to expand its geographic reach and built on its expertise as a Pacific island carrier. "While the purchase itself is relatively small," he said, "it complements our growing network of Pacific island services. Historically, Matson vessels, including both freighters and luxury passenger ships, served the South Pacific for five decades, beginning in the 1920s. We are proud to return today to provide

the same level of superior customer service and on-time delivery that is the hallmark of our other trade lanes."

Matson will continue to provide service to Reef's historical core trade lanes from Auckland, New Zealand and Fiji to the island nations of Nauru, the Solomon Islands, Tahiti, Samoa, Cook Islands, Niue, Tonga, Wallis and Futuna, Vanuatu, Tarawa, and Majuro—all of which will be new markets for Matson.

In addition to the Hawaiian Islands, which Matson has been serving continuously since 1882, the company's Pacific island services today include Guam, the Commonwealth of the Northern Mariana Islands, the Republic of Palau, the Federated States of Micronesia, and the Republic of the Marshall Islands.

SOURCE: Supply Chain Management Review



Consumer Alert- False Information Provided By Unlicensed Companies

The Federal Maritime Commission's Office of Consumer Affairs and Dispute Resolution Services (CADRS) recently received reports of unlicensed international moving companies misrepresenting their Commission license status on websites and advertisements. In several instances, unlicensed companies have posted the Commission's seal on their websites or have listed the organization number of a licensed company with a similar name to the unlicensed company to lure unsuspecting consumers.

The FMC suggests that consumers protect themselves by taking the following steps:

- Make sure that companies are listed on the Commission's list of FMC-Licensed & Bonded OTIs.
- Ensure that the company name and contact information provided on the company's website matches the information in the Commission's list of FMC-Licensed & Bonded OTIs.
- If you have questions regarding the licensing status of a potential company that you are considering to help you with

your international move call the Commission's Office of Transportation Intermediaries at (202) 523-5843.

When companies claim to be agents for FMC-licensed and bonded companies, make sure that all shipping paperwork references a FMC-licensed and bonded company that is providing your ocean transportation.

If you have additional questions about international moving, or if you need assistance with resolving problems associated with your international move, please contact CADRS at (202) 523-5807 or complaints@fmc.gov.

NOTE TO IAM MEMBERS:

You can help monitor the marketing activities of your competitors. Please act quickly to report anyone you believe may be falsely claiming to hold an FMC license or using the license number of another entity.

Mississippi River Cargo Shipping Imperiled

The U.S. Army Corps of Engineers is working hard to deepen the Mississippi River's shipping channel in an effort to keep navigation open between St. Louis, Missouri, and Cairo, Illinois.

Water levels are forecast to remain high enough through January to float loaded barges, but some say the only way to keep the river open in February will be to release water from the Missouri River.

On a recent afternoon, Maj. Gen. John Peabody zoomed across the Mississippi River on a survey boat near the tiny southern Illinois town of Thebes. It's the rockiest, most shallow stretch of the river, and it's now the pinch point in the Army Corps of Engineers' fight to keep navigation open on the Mississippi.

What Peabody saw was solid rock outcrops. "It almost looks like lava flows that stopped as they were flowing toward the shoreline," he said. "It's a very narrow section of the river here."

About 30 yards away, a backhoe, perched on top of a stationary barge, swooped its bucket downward to break apart underwater rocks on the riverbed. Next to the backhoe were piles of rock—some small, some as big as a car—that have been scooped out of the water.

The Corps is removing these rocks, in some cases by blasting them to bits, in a desperate attempt to give this section of the river two additional feet of depth. That extra depth is just enough to keep navigation possible.

"We think through the month of January we're probably going to be in pretty good shape between the combination of the weather and the rock removal," Peabody said.

The Missouri River option

Although there has been some rain in the Midwest, and historical trends say river levels typically bottom out in January before rising in February, if that doesn't happen this year, the Corps is running out of options. Water is already being released from Carlyle Lake in southern Illinois, but that's the last reservoir left for the Corps to tap.

Another option is the Missouri River, the longest river in the country, which runs through seven states, and is the Mississippi's biggest tributary. It's also off-limits to the Corps.

"The Corps is sort of caught in the crosshairs here—of a lot of competing interests in the Missouri," said John Thorson, a water law attorney. The Corps cannot legally release water from Missouri River reservoirs to benefit navigation on the Mississippi. Under a 1940s-era flood-control law, the Missouri is only managed for a handful of uses like recreation, water supplies, hydro power, and Missouri River navigation. Putting the Missouri River water into the Mississippi puts those uses at risk.

Fighting the drought

The recent historical drought in the U.S. has scorched both the Mississippi and Missouri river basins. About 20 percent of the Missouri River's storage capacity for a 12-year flood has already been used up.

"It's going to be a dry year, and there might even be reductions in some of the authorized purposes on the Missouri, such as navigation," Thorson said.

He added that President Obama might be able to use emergency powers to release Missouri River water, or Congress could pass some new legislation, but those moves would be extremely unpopular with Missouri River states.

At Thebes, Army Corps of Engineers Commanding General Thomas Bostick said the president is aware of the Mississippi River situation and all options are on the table—including the Missouri River water. However, the Corps is already releasing more Missouri River water from its reservoirs than it normally would, just to meet water demands on that river.

Bostick cited "a lot of second- [and] third-order effects; there's a lot of interests, whether it's hydro power, ecosystems, the environment, water supply, navigation. All of those purposes are important for us to look at and the impact of one over the other."

What the area, and the rest of the United States, really needs is more rain. With regular rainfall, everything will go back to normal. If the drought persists, though, there will be river problems—and water fights—for a long, long time.

SOURCE: Jacob McClelland, National Public Radio

GAO Suggests Mileage Fees for Trucks

By Oliver B. Patton, Washington Editor, Truckinginfo

The U.S. Congress might want to consider a mileage fee for trucks and electric vehicles when it looks for ways to strengthen highway funding, says the U.S. Government Accountability Office. GAO said that while privacy concerns and other issues limit the usefulness of such fees for automobiles, Congress should consider a pilot program to test them for trucks and electric cars.

The agency was responding to a 2011 request for an analysis of vehicle mileage fees from the House Transportation Appropriations Subcommittee. The legislators' concern arises from concern that fuel taxes are not producing enough money to keep up with the demands on the national highway system. Transportation experts have been suggesting for some time that as vehicles become more fuel efficient, a mileage-based system would be a better way to raise the needed revenue.

GAO's analysis found that a mileage system would reflect actual use of the road and can be adjusted to cover true costs. Citing a study by the Federal Highway Administration, the agency said heavy trucks generally pay less in taxes than the cost of the damage they inflict. But that study, done in 2000, needs to be updated, the agency said, adding that mileage systems need to overcome several problems before they can be used.

A major concern is privacy. Some of the systems that have been tested by states use global positioning systems to track distance traveled, a technique that has triggered strong opposition from motorists. This opposition means that widespread implementation of mileage systems using GPS for all cars is not likely now, the agency said. It is not clear that GAO had the latest information from an Oregon mileage pilot when it was finishing this aspect of its report. Oregon offers participants in its pilot the option of a non-GPS system that simply track miles, not location.

According to James Whitty, manager of the Oregon DOT Office of Innovative Partnerships, this approach solves the privacy problem. "Privacy simply disappears as a problem because people can choose something that does not require location capability," he said. GAO also notes that mileage systems can be expensive to administer, a point that trucking interests emphasize. American Trucking Associations contends that the solution to the highway funding shortage is to raise fuel taxes, rather than switch to a mileage system.

But the agency cited the experience of Germany and New Zealand as evidence that mileage fees can work for trucks. Germany, for instance, imposed a mileage fee on its national highway, the Autobahn, as a way to recoup costs from trucks transiting from one part of Europe to another. The fee structure varies according to the fuel efficiency and emissions output of the truck. This has produced substantial revenues to pay for road wear and reduce emissions, and it poses fewer privacy concerns. The agency said a federal pilot project could be structured to address these and other mileage system issues.

Rep. Earl Blumenauer (D-OR) introduced a bill in the last session of Congress to require the Treasury Department to study a national mileage system. The measure would require Treasury to evaluate mileage systems, ensure that privacy is protected, and make sure that the system is easy to administer.

NYK Line to Modify Some Chassis Provisions

NYK Line (North America) Inc. has begun the process of no longer providing chassis in certain markets. The company intends to expand the scope to include Norfolk, Portsmouth, and Front Royal, Virginia.

The change is designed to build efficiencies while minimizing the environmental impact of having a large number of chassis that are used intermittently and have to be stored and moved. NYK Line believes that this policy change will not only lower total cost but will also build greater flexibility for truckers, minimizing inefficiencies in the performance of their daily work. In addition, it will have an immediate impact on terminal congestion, reducing turn time and ultimately giving customers a better product.

Effective March 1, 2013, this policy will extend to the Norfolk, Portsmouth, and Front Royal marine, truck depot, and intermodal rail facilities. The timing of further extensions of the policy will be announced as the program evolves.

SDDC Proposes New Qualification Rules

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

On December 6 the Surface Deployment and Distribution Command (SDDC) released the highly anticipated new “DRAFT” Qualification Document (Pam 55-4). It was released in anticipation of an Open Season, which SDDC has stated will occur in fall 2013. Most believe that this document has been structured, at least in part, to reduce the chance of a large proliferation of new entrants, which may bring no new capacity to the DOD program during the Open Season. With more than 800 Domestic Transportation Service Providers (TSPs) and approximately 180 International TSPs already approved to do business in the Defense Personal Property Program (DP3), a large influx of new TSPs, which potentially adds no new capacity, could have a negative effect on the traffic distribution methodology currently employed in DP3.

Although the rules will initially be aimed at new entrants to the program, they could also have a dramatic effect on current program participants. The document is currently scheduled to become effective in the 2014 DP3 Annual Cycle, which would begin May 15, 2014. SDDC has indicated that all portions of the Qualifications Document will be effective for ALL approved TSPs at that time with the exception of the “Affiliations” portion of Section 3.4. In a message released by SDDC shortly after the posting of the new document the agency specifies:

When this draft 55-4 becomes final, the entire pamphlet will apply to all TSPs who request to be new entrants under an open season. For currently approved DOD TSPs, all new requirements apply, except the updated ETOSSS language on affiliations listed under paragraph 3.4. This section of the pamphlet may be implemented in a future DP3 open season or TSP requalification period.

The new Qualifications Document is still a DRAFT and SDDC took comments on the draft through January 18, 2013. SDDC has promised to review the industry comments and may amend the document as they feel is needed. They have also indicated that they will discuss the document and any proposed changes face to face with industry at a forum to be held sometime in the early spring of 2013. SDDC’s hope is to have a completed Qualifications Document and a formal timeline for implementation sometime before the 2013 Peak Season.

IAM has encouraged all interested parties, both current and prospective TSPs, to comment on the document. The qualification

changes proposed in this document could have a profound effect on the structure of the entire Department of Defense (DOD) household goods industry. SDDC needed to hear our members’ thoughts regarding how these proposed changes will affect their businesses and DOD’s capacity needs.

Some of the major changes that IAM identified in the document were as follows:

- **“Brokers” are no longer allowed as participants** in the DOD.
- **Company experience requirements:** Changed from three years to five years for the company AND at least two key personnel.
- **Audited financials required:** SDDC is no longer accepting Reviewed financials
- **Key personnel:** Company must name “employee responsible for determining rates.”
- **Affiliations:** Many TSPs consider this the most critical area of change.
 - o TSPs “managing” another company need to declare that Affiliation.
 - o An Affiliation is “having a family relationship with an owner or manager of another company”
 - o Affiliation comes to ALL markets: “TSPs declaring Affiliations cannot compete in the same rate channel in the same code of service.”
 - o Cargo liability insurance: Aggregate amount increased from \$150,000 to \$500,000,
- **Performance bond—International:** Minimum changed to \$500,000 up from \$100,000, Domestic at \$250,000 up from \$50,000. SDDC will also closely monitor TSP revenue annually to ensure that the required performance bond is the greater of the minimum bond or 2.5 percent of the previous year DOD revenue. TSPs will be given only 30 days to respond to an SDDC request to increase the bond.
- **Financial ratios:**
 - o TSPs will have 90 calendar days to submit financials after the end of their fiscal year. This has been reduced from 150 days.
 - o Quick Ratio changed from 1:1 to 1.2:1.

Interested parties must read and review the document carefully to determine what changes have been made and how those changes may affect your organization.

How International Movers Can Help Protect Agriculture

By Joan Sills, USDA-APHIS

Shippers and movers of household goods can help American farmers in a big way. The United States Department of Agriculture, Animal and Plant Health Inspection Service (USDA-APHIS) recognizes that international movers are a first line of defense in protecting our domestic agriculture and natural resources from the introduction of foreign insects and diseases. The United States has a long history of devastating effects that result from the introduction of exotic pests. For this reason, APHIS asks the International Association of Movers to assist us in safeguarding US agriculture. In addition to informing clients of items that should not be shipped with household goods going to the United States, movers can perform some important actions:

Transport

- Check vehicles, heavy equipment, packing crates, and containers for soil. Soil can harbor exotic insects, nematodes, bacteria, fungi, and other organisms that could harm US agriculture.
- Power wash vehicles, heavy equipment, packing crates, and containers before shipping to remove any soil.
- Inspect vehicles, crates, and containers thoroughly to look for potential pests that may be “hitchhiking” on their exteriors. In addition, check for soil, snails, moths, and other insects. The containers and packing boxes must be free of these potential risks.
- APHIS encourages movers to provide information to clients as soon as possible, before they pack. The agency has produced a brochure titled “Keeping the Homefront Pest Free” for US military members returning to the United States from overseas duty. It contains a detailed checklist of items that must be inspected before being shipped to the United States. This checklist also can be a valuable tool to international movers. The brochure—available online at http://www.aphis.usda.gov/publications/plant_health/2012/pest_free.

pdf—can be downloaded, printed, and distributed to customers. A similar checklist geared more toward moving companies is provided at the end of this article.

Packing materials

Do not use straw or hay as packing materials. These materials are prohibited because they can harbor animal parasites such as ticks that can carry animal diseases as well as several plant diseases. Paper, plastic, excelsior, and other clean, pest-free materials may be used as an alternative.

For clients moving to the United States

Prohibited items include fresh fruit, vegetables, red meats, sausage, or plants in shipments of household goods going to the United States. One piece of sausage can cause a major outbreak of an animal disease.

Before you depart, you should be aware of USDA’s guidelines for bringing the following categories of agricultural items into the United States: processed foods, fruits and vegetables, animal products and by-products, and plants and plant parts for planting. USDA restricts or prohibits many of these items from entering the country because they could carry pests or diseases that could threaten human health or devastate the environment, crops, agricultural animals, ornamental plants, and community landscapes. You can find a wealth of information for international travelers at <http://www.aphis.usda.gov/travel/>.

One example of potential problems is the movement of dried, cured meats into the United States. Such products could threaten American agriculture because often the meat is not processed enough to kill foot and mouth disease virus. An outbreak of this disease could be devastating to U.S. livestock producers.

Food may carry many other agricultural pests and diseases that are not found in the United States. USDA APHIS allows the importation of some foods such as bread, cookies, and cured

cheeses. Candies, cakes, tea, dried or canned fruits, and canned or processed vegetables are also good to go.

Many prepared foods are admissible. Most foods containing meat or meat products (including bouillon and soup mixes) are not admissible. In general, processed products such as coffee, tea, and condiments are fine. It is best to avoid shipping rice into the United States because of insects such as the Khapra beetle, a damaging pest of grain that can “hitchhike” along with it.

Movers can use the checklist (see box) to bring attention to items that cause a threat to agriculture and natural resources such as our forests. It can be given to clients for their own inspection of household items.

Agriculture Self-Inspection Checklist

This checklist may be attached to paperwork associated with the shipment. The following items are examples of items that should be free of all soil:

Recreational or camping items

- Backpacks
- Sports equipment
- Tarps
- Tents

Household items

- Cardboard and wooden boxes
- Empty plant containers
- Ladders
- Outdoor doormats
- Outdoor thermometers
- Weather vanes
- Window awnings
- Tools and toolboxes

Yard and garden items

- Animal houses (e.g., doghouses)
- Barbecue grills
- Birdbaths, bird feeders, birdhouses
- Carts
- Garden tools and equipment (e.g., lawnmowers, water hoses, wheelbarrows)
- Picnic tables, porch/patio furniture

Children’s playthings

- Bicycles
- Playhouses
- Sleds, toboggans
- Other outside toys like trucks, sandboxes, etc

Other items

- Cars or trucks
- Car parts
- Other similar items

The following footstuff items should not accompany shipments:

- Meats and meat products
- Soups, soup mixes, bouillon
- Rice

Universal Electronic Data Transfer: Closer Than Ever to Reality!

By Ramiro Quiros, North America Manager, Moveware

Technology, as we all know, advances rapidly and it affects all facets of our lives. Our industry is no exception. It seems that only yesterday we got rid of our telex machines, and today having specialized moving software is considered a necessity. It is this continuous development of technology that makes it impossible to predict what will be the next big thing. We can speculate, however, and it is widely agreed that one of the most important advancements in the short term will be the ability to transfer electronic data among all moving companies.

You may wonder how electronic data transfer differs from sending an e-mail with all the necessary shipment details and documents. The short answer is that it differs a lot! When an e-mail is sent the receiver still has to manually capture all that information and input it (i.e., type it) into their own database, whereas electronic data transfer does this automatically. The data received is electronically entered into the receiver's system effortlessly and efficiently in a split second.

Electronic data transfer goes even further, and there is no limit to what type of data we could transfer—things like Proof of Delivery (POD), invoices and reciprocity calculations, steamship line booking requests, customs declarations, claims submissions, etc., can all be easily exchanged between companies with just one click. The potential is enormous. Electronic data transfer saves time, elimi-

nates double data entry errors, and helps your staff concentrate on more important things, like servicing your clients.

The technology itself that allows the electronic transfer of data has existed for some time now and many moving companies are already taking advantage of this. However, this feature has not been readily available on all software systems for our industry and where it has been available it was usually restricted to data transfer between two different companies using the same software package. This is all changing now.

IAM's Technology Committee has been busy working on an inventory codification data standard for a few years. This data standard is aimed at eliminating the data format incompatibility between two different systems. In simple terms, it is meant to work as a universal language that all software systems for the industry use, thereby ensuring that communication between them will be seamless.

IAM is to be commended for taking the lead in developing such a standard. The

Association has pursued and gained accreditation as a Standards Developer with the American National Standards (ANSI) and is now also working with the International Organization for Standardization (ISO), with the first ISO dedicated meeting on household goods shipments having taken place on December 7, 2012. IAM has also acted as a liaison among various international associations, IAM members, and industry software developers, all with the same goal. The standard, once completed, is widely expected to revolutionize the way we do business.

We at **Moveware Pty** are proud supporters of IAM's work and commitment to bettering our industry. We are also happy to announce that our product for electronic data transfer, called MoveTransfer, is now widely available to all moving companies, regardless of the software system in use. MoveTransfer allows for the export and import of data between Moveware users and third party application users worldwide.

Editor's Note: The Inventory Codification Standard has been developed with the sole intention of standardizing the items and exceptions that constitute a household goods and personal effects shipment. While the Standard will streamline the transfer of electronic data between different systems, it can be applied by all companies who wish to standardize common shipment information, even if they do not wish to use it in an electronic setting.

How to Create a Visible and Engaging LinkedIn Profile

By Jasmine Sandler

While the LinkedIn Profile change has affected the design and user experience, it hasn't necessarily affected how you're found on LinkedIn. For those who are new to LinkedIn, the importance of getting found by your target audience on LinkedIn is just as important as engaging that audience once they find your profile.

With more than 175 million users (many of whom are executives and decision makers), you would be hard pressed to get their attention without actively doing something to get found and then engaged.

Here are the steps you need to take to make your profile visible and engaging so that qualified leads start flying into your LinkedIn Messages box.

1. Define your personal branding goal

The first and most crucial step to driving qualified leads via LinkedIn marketing is for you to assess, define, and build out your market differentiators and your value as a personal brand. To do so requires introspection on several levels. You need to define your goals for being there:

- What are you trying to accomplish by being present and active on LinkedIn?
- Are you truly interested in being a business resource?
- Is your goal to become a thought leader in your industry and captivate the inquisitive minds of business professionals who use LinkedIn as their main news source?
- Are you simply looking to use the social networking tool to augment and complement your other online marketing efforts in your sales efforts?

Defining your personal branding goal is the first action you need to take. Do it now. Write it out because this will set the tone for your new LinkedIn profile.

2. Determine your personal branding keywords

Before you start to create or enhance your LinkedIn profile, you need to then determine what I call your personal branding keywords. These are the keyword phrases that brand you. They define:

- What you do.
- Whom you do it for.
- Where you deliver your service (location).
- Where you add value.
- In what area you have a focused expertise.

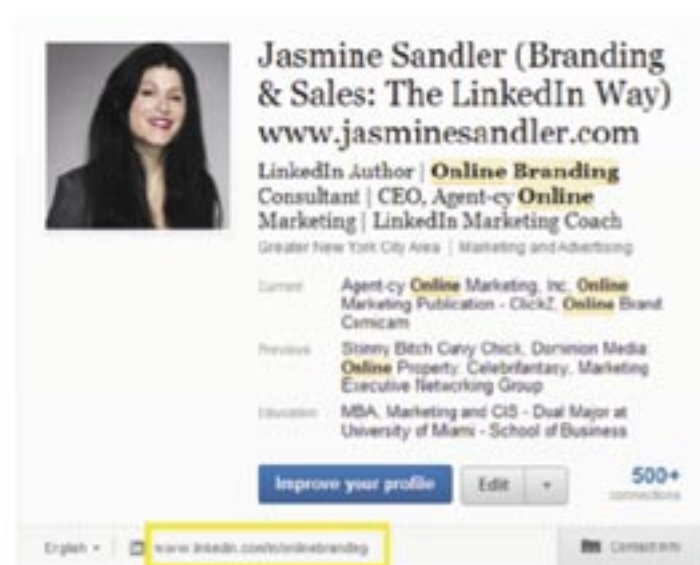
Initially you will want to come up with your top 10 to 20 personal keywords phrases. Then drill those down to a solid two or three that line up with what you state in your headline, your summary, and what you substantiate throughout your work history and skills.

Primarily, the LinkedIn search engine is looking for these keywords in your title/headline, custom URL, your skills, and your work titles.

3. Highlight your experience, skills, and expertise

At this point, you can then review what your current LinkedIn profile looks like and determine changes in your URL, headline, summary, work experience, and skills.

- **Custom URL:** Your LinkedIn custom URL is your brand statement.
- **Headline:** Your Headline reflects what it is you want to be



Highlighting your assets on your LinkedIn profile

known for (going back to Step 1 and defining your personal branding goals).

- **Summary:** Your Summary is important. It says hello to your audience in such a way that engages, but doesn't sell and provides direct examples of credentials, awards, experience. This is a great place to provide link addresses of supportive and contact information, such as your website, your blog (if hosted offsite), your e-mail address, reports/articles/whitepapers/books you have published, and links to video content.
- **Skills and expertise:** Your Skills are truly areas where you have confirmed experience and—better yet—expertise. Your Skills should match the work experience you deliver throughout the profile, so that skill keywords are found in job titles and descriptions.

4. Develop a written target market definition and strategy

Remember that your profile reads top to bottom and is your story of your personal brand—where you excel, how you add value—and addresses your specific target audience. It's important, then, in making your LinkedIn profile more engaging, to develop a written target market definition and strategy.

List out what you will provide to said target (products/services/types/way of delivery) and create some real user paths, like we would say in Web design user experience. Take it a step further and then relate customer/client needs/pain points to your solutions. The more you deliver a path of credibility in direct relation to your target's specific needs, the greater your chance for success in generating qualified leads.

Win LinkedIn engagement

It isn't enough for you to drive visibility in the LinkedIn search engine. What about engaging your target when they aren't necessarily looking for someone like you, but when they may be active in their groups or looking for answers?

These "personal brand impressions" (or so I call them) make all the difference between a cold and warm lead. You must be active in these areas for people to find your profile and find out all about you (and then Message you).

SOURCE: Search Engine Watch

A look at people and events shaping IAM member companies



Michael Johnsen

APPOINTMENTS

Arpin International Group in China has hired **Michael Johnsen** as vice president of business development.

Johnsen, who is fluent in Mandarin Chinese, has a decade of successful sales and management experience in the household goods moving and storage industry, the company said. In his role, he will be responsible for continuing to develop the Arpin brand and client base in China, while delivering world-class Arpin service to multinational corporations and their transferees.

Previously, Johnsen was a cofounder and vice president of business development at Dash Brands, a China-based multi-brand, food, and beverage retail company, and a business development director at Interdean. Interconex, where he helped set up the company's office in Beijing in 1997.

The Secor Group, a Washington, D.C.-headquartered global logistics and mobility services company, recently announced that **Don Keninitz** has joined the company as senior vice president of finance and administration. Keninitz brings nearly 35 years of experience in accounting, auditing, consulting, and directing company operations. At Secor Group, he is expected to design and implement world-class operating and financial systems for the company.

Prior to joining Secor Group, Keninitz, a Certified Public Accountant,

served as an audit partner with McGladrey, LLP, the country's fifth largest accounting firm. In addition to spending 27 years in public accounting, he served a five-year stint as chief operating officer and chief financial officer of a mid-sized manufacturing firm based in Virginia. He began his accounting career in 1980 with the Washington, D.C., office of Laventhol & Horwath, then the nation's ninth-largest accounting firm. He was named a partner in the spin-off firm of Friedman & Fuller, P.C. eight years later. This is the second time that Keninitz has worked in the transportation industry; in 1969, he worked alongside his father, who managed a moving company.

National Van Lines recently selected **Tim Rerko** to serve as manager of driver services for the Broadview, Illinois-based relocation company.

Rerko previously worked as a Planner for Bekins and manager of special services at All Chicagoland Moving and Storage. His most recent experience was with Nestle Transportation Company, where he worked as transportation supervisor and terminal manager.

In his new role, Rerko is tasked with increasing the number of direct and agent-sponsored drivers and is spearheading a number of initiatives to prepare for an anticipated record-breaking summer of 2013. The new recruitment effort will incorporate search engine marketing techniques, truck decal ads, and a new driver application portal, among other initiatives.

Crown World Mobility has named **Lisa Johnson** consulting services global practice leader. Johnson's extensive industry experience and expertise will add valuable support to the company's advisory initiatives and upcoming consulting projects planned on behalf of its clients.

Johnson brings more than 18 years of experience, including nine years at a leading relocation company, where she was a

director of consulting services, and more than four years of independent contract work in thought leadership development and consulting for another major relocation firm. In addition, she provided global leadership training for a global training and consulting firm and facilitated leadership development programs at the vice president level for a global financial services organization for two years prior to joining Crown. Her articles have been published in numerous industry magazines, including *Mobility*, *Compensation & Benefits Review*, and *HR Executive*.

Her extensive work in linking mobility to talent management and assignment-related ROI strategies, conducting industry-specific research and leading client-driven consulting engagements will provide additional expertise for the Crown World Mobility Consulting Services team. Her most recent research project focused on the impact of the millennial generation on the mobility industry. Additionally, she brings a background in global leadership development, intercultural training, and change management initiatives.

Having lived and worked in Central America and Spain, Johnson is fluent in English and Spanish.

Gosselin Group has welcomed several new members to its Global Mobility and Diplomatic Services teams, headquartered in the heart of the EU district in Brussels, Belgium. Among them, these individuals have more than 150 years' experience in the international relocations and moving industry.

The new staffers in Brussels are **Thaïs De Vroede, Melanie Dumalin, Chantal Pas, Luc Premereur, Jaff Van Durme, and Peter Willems**. Joining the Diplomatic Services office are **Thierry Den Hartigh, Luc Premereur, and Magali Seegmüller**.

The Antwerp Headquarters office will continue to field inquiries on import and export rates.

EXPANSIONS

Interdean Netherlands, part of the **Santa Fe Group**, recently announced its acquisition of **T&A Relocation B.V.** in The Netherlands.

Over the past decade, Interdean Netherlands has developed its international relocation department to become one of the leading relocation companies in The Netherlands. The recent addition of T&A Relocation to its capabilities further strengthens this position.

Since 1999, T&A Relocation has established itself as a high quality provider of relocation and immigration services. T&A Relocation's commitment and expertise was recognized in 2009, when it was awarded the coveted EuRA Quality Seal for the very highest standards in relocation services.

Nicolas Sepulchre, regional director **Interdean Benelux**, explained, "Interdean prides itself on the consistently high levels of service that we deliver and this acquisition will further strengthen our position and make us the provider of choice in The Netherlands. We are delighted that T&A Relocation is joining us and together we will continue to build on the great reputation it has built over the past decade."

The key team members joining Interdean Relocation Services are **Jolanda Tetteroo**, founder of T&A Relocation; **Brenda Jongman**, senior immigration consultant; and **Marion Kunstman**, relocation coordinator.

Interdean Netherlands' latest development is part of the Santa Fe Group's strategy to provide relocation, moving, and immigration services through each of its local offices globally.

Santa Fe Group CEO **Lars Lykke Iversen** noted, "It is absolutely key that we provide an end-to-end relocation service in every single country in which we operate. I am personally delighted that we are able to build on the expertise and knowledge of T&A Relocation to offer excellent specialist relocation destination services to all our customers requiring services in The Netherlands."

Africa Mobility Services Angola has announced plans to open a new office, **Africa Mobility Services Nigeria Limited**, in Lagos. Both are currently under the leadership of Paul Waller, who is spearheading arrangements to set up the new facility. The company's Africa Service Desk Team, based in The Netherlands, provides administrative support for both offices.

Elliott Entities Are Combined

Elliott Corporate Relocations joint CEO **Charles Luyckx** recently announced that the company has changed its identity to **Elliott Mobility** to combine **Elliott International** and Elliott Corporate Relocations under one brand, effective November 30, 2012.

The impact of the change on customers in both divisions will be minimal. Luyckx says that apart from seeing a new corporate logo on stationery, premises, and vehicles, customers will experience business as usual and work with their same contacts.

Elliott International was founded in 1947 and has grown into one of the world's best-known moving companies. Elliott Corporate Relocations, founded in 1993, has nearly 20 years of experience as a provider of relocation services in South Africa and sub-Saharan Africa.

According to Luyckx, Elliott has built up a significant presence and reputation in Africa, a continent renowned for its complexity. "Experience, supplier networks and working relationships are critical for smooth immigration and relocation processes," he said. "Our local knowledge,



Charles Luyckx

on-the-ground presence, and trained relocation professionals are aligned to assist our customers through the unique challenges and costly hurdles of moving into these emerging markets."



Tiddy S. Teerawit manned Boonma's booth at IPATA's 2012 annual conference.

Boonma Featured at Pet Conference in Madrid

Boonma Pet Mover, the leading pet mover in Thailand and Indochina, participated in October at the four-day annual conference of the International Pet and Animal Transportation Association in Madrid, Spain. Executive Director **Tiddy S. Teerawit** delivered a presentation on how to help pet lovers move their beloved four-legged friends with care.

“At this special event,” Tiddy explained, “we not only presented information on how to help move pets and animals internationally with care, as they are also our human friends, but we also promote green living to save our trees, which are also important resources.”

Boonma distributed hundreds of its green bags to all attendees to reduce using of plastic bags. This is one of its 2013 corporate strategies to further its role as the leading green mover in Thailand, said Tiddy.



Many attendees took a break at the IPATA conference to test their golf driving skill at the Boonma booth. The male first place winner (above, right) was Curt Sharp of Move One UAE.

A Greener Mover



Boonma staff members with their eco-friendly green bags

Boonma, which has become the first Thai-based eco-friendly moving and mobility company, utilizes the newest low-impact business solutions to assist agents and clients with its “Go Green Moving” concept. To underscore its Green Mover policy, the company gave its distinctive green bags to the staff during the 2012 Christmas party, encouraging them to be more sensitive to the environment and reduce the use of plastic and paper bags by using recyclable materials.

Boonma’s Go Green Moving Solutions soon will be felt in its operations, thanks to a new generation of low-emissions, fuel-efficient trucks powered by EPA certified bio-diesel, and the use of recycled packing material.



Cees Zeevenhooven (left) and Yogesh Mehta

Team Relocations Lands Contract with Shell

Team Relocations and Shell agreed to a contract for global delivery of relocation and moving services on November 28. At the signing were **Yogesh Mehta**, CEO and cofounder of Team Relocations, and **Cees Zeevenhooven**, the company's group strategy and development director. Zeevenhooven heads up the dedicated Shell account team and will have overall responsibility for implementation and the continued success of the business relationship.

Under the contract, Team Relocations is tasked with the global delivery of a substantial range of moving and relocation services to Shell employees worldwide. Central management of the contract, under board director Luc Oostendorp, will be based in the Netherlands, with regional management across the globe.

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Group Launches Ladies in Moving Association (LIMA)

LIMA—Ladies in Moving Association was launched in September 2012 just prior to IAM’s 50th Annual Meeting in Washington. “Do women working in moving and relocation business really need this Association? How can it be useful for them? How it will help our clients? What is so particular about women working in this industry? These were questions we wanted to answer,” said the group’s president, **Marina Svellichnaya** of **Art Relocation Company (ARCO)**.

“It seems that women working in the moving and relocation business are a particular phenomenon,” said Svellichnaya. “Consistent, attentive, understanding, they are also wives and mothers; therefore, they have a particular approach to the client, to whom the latter is more likely to turn for help in a difficult situation. Now, let’s try to answer another question. Who needs more support while moving to another place? Most of our clients move to the new place with their wives and children, they often move to another country with different living conditions, climate, etc. They go through big changes: new house, new climate, new language, new culture, new school for children, new friends, everything is new. You might agree that as a rule, most of these difficulties are for the women to face. What could be done to ensure that all these changes go smoothly for the children and the spouse who needs to start a new assignment as soon as possible?”

Svellichnaya notes that the main focus of LIMA is to help the women moving with their families to settle down at a new place, to offer them good advice, and to support them.

LIMA invites all women working in the moving and relocation business worldwide to join the association. Currently, the group has members from 17 countries and it expects to expand, ensuring that clients everywhere can turn to its members for advice and support.

The LIMA website (www.lima-group.org) provides an opportunity for its members to include their logo on the site. Currently the group is cultivating contacts with local women’s international clubs in various countries and providing information about the association.

LIMA also wants to foster support and cooperation among women working in the moving business by helping them to become better acquainted. The group’s first meeting in October reflected great interest and enthusiasm of all of the ladies for communicating, cooperating, meeting, talking, and sharing ideas, said Svellichnaya. “We plan to hold photo contests, publish articles telling about traditions and way of life in different countries written by our members, and encourage the sharing of information on the moving business and customs procedures in various countries, through online discussions and other means.

The one common and central attribute that allows women to excel in this industry is EMPATHY: identification with and understanding of another’s situation, feelings, and motives. I’ve repeatedly seen that in customer service, claims, sales and management/ownership positions.

—Terry Head, President, IAM

“For example,” she says, “in which country and in which company is the most experienced lady in moving? We are asking for help finding a woman who has been working in moving business for 30-40 years. Maybe this is a colleague of yours—we would like to find and congratulate her, and invite IAM members to help us recognize her.”

New LIMA members are being sought. For more information, visit www.lima-group.org. Registration is free, says Svellichnaya, and takes only about two minutes.

HONORS AND AWARDS



From left to right: Mr. Tiddy S. Teerawit, Mr. Chaivudhi Pungthong, and Mrs. Namkang Pungthong of Boonma prepare for Boonma's birthday celebration honoring the King of Thailand.

A Celebration Fit for a King

The people of Thailand consider the birthday of their ruler—His Majesty, King Bhumibol Adulyadej, Rama IX—to be one of the most important events of the year. December 5 is a very significant date every year and is also celebrated as the country's Father's Day, since the people look up to the king as the symbolic father of Thailand. The reverence that the Thai people feel for the king's generosity and accomplishments is reflected in the way the entire nation celebrates his birthday.

The king has reigned since June 9, 1946, making him the world's longest serving head of state, as well as the world's longest reigning current monarch. He is credited with spearheading the transition of Thailand to democracy during the 1990s; he is also the head of the ruling Royal House of Chakri, and the head of state. Although His Majesty's power is limited to that of a symbolic figurehead, he is much revered and loved by the nation.



Corallie Pringle of Elliott Corporate Relocations and Brad Barker, joint CEO of Elliott, accept the Masters Cup Award from Traci Morris, Cartus executive vice president, at Cartus Corp.'s 2012 Global Network Conference in October.

In October **Elliott Corporate Relocations** was awarded the top tier Masters Cup Award in the Home Services category from Cartus Corporation, a leading provider of global mobility services. "An invitation to join Cartus' Global Network is a high honor because the program's criteria and performance standards are so rigorous," said **Charles Luyckx**, joint CEO of Elliott. "Winning the Cartus Masters Cup for unrivaled dedication and performance was an enormous accolade."

Celebrating the Pongal Festival

Emerald Relocation Services, India, recently held a Pongal festival gala in their Chennai sales office.

Pongal is an ancient festival of people in South India, particularly Tamils. Its history can be traced back to the Sangam Age (200 B.C. to 300 A.D.). Although Pongal originated as a Dravidian harvest festival and is mentioned in Sanskrit Puranas, historians identify the festival with the Thai Un and Thai Niradal, which are believed to have been celebrated during the Sangam Age.

According to Hindu mythology, this is when the day of the gods begins, after a six-month long night. The event is spread over three days and is the most important and most widely celebrated harvest festival of South India. A special puja is performed on the first day of Pongal before the cutting of the paddy. Farmers worship the Sun and the Earth by anointing their ploughs and sickles with sandalwood paste. It is with these consecrated tools that the newly harvested rice is cut.

Each of the three days are marked by different festivities. The first day, Bhogi Pongal, is a day for the family. Surya Pongal, the second day, is dedicated to the worship of Surya, the Sun God. Boiled milk and jaggery is offered to the Sun God. The third day of Pongal, Mattu Pongal, is for worship of the cattle known as Mattu. Cattle are bathed, their horns polished and painted in bright colors, and garlands of flowers placed around their necks. The Pongal that has been offered to the gods is then given to cattle and birds to eat.

Pongal in Tamil Nadu is celebrated to mark the withdrawal of the southeast monsoons as well as the reaping of the harvest. Pongal is strictly a rural festival. The Sun is worshiped for its rays are responsible for life on Earth. It is the biggest harvest fes-



Emerald Relocation Services employees enjoyed a feast to celebrate the annual Pongal festival.

tival, spread over four days. The name of the festival is derived from Pongal, a rice pudding made from freshly harvested rice, milk and jaggery.

In Chennai (Madras), a procession begins from the Kandaswamy Temple. In Madurai, Tanjore, and Tiruchirrapalli, where Pongal is known as Jellikattu, bundles of money are tied to the horns of bulls and villagers try to wrest the bundles from them. Community meals are made from the freshly gathered harvest and enjoyed by the entire village.

MOVERS DOING GOOD



Executive Moving Systems, a Stevens Worldwide Van Lines agent, generously provided a truck to handle donated goods to a Virginia-based nonprofit organization in December.

There was no doubt that the Lorton Community Action Center (LCAC), a nonprofit organization and food pantry located in southeast Fairfax County, Virginia, needed more temporary and moveable storage leading up to their annual Holiday Outreach in December. There were more than 1,600 gift wishes to be fulfilled, and thanks to the generosity of so many people, gift and food basket donations were pouring in, and there was not enough room at LCAC's office to store everything safely and efficiently.

LCAC reached out to longtime LCAC supporter and IAM President Terry Head, for guidance and suggestions. In a matter of hours, Head had communicated with colleagues, and **Chuck Bailey** of **Executive Moving Systems** of Woodbridge, Virginia, readily agreed to donate a moving truck for a week.

"This incredible in-kind donation dramatically improved LCAC's ability to successfully manage the organization's largest Holiday Outreach ever," said LCAC Development Director Andrea Cochrane Tracey. "Thank you Terry, Chuck, Ian [Valentine], and all the staff at Executive Moving Systems for your assistance. We couldn't have done it without you!"



Santa Fe's Doug Slusher, center, a KKJIS alumnus, has led the company's efforts to support a scholarship fund for students at the Jakarta International School.

Santa Fe Relocation Services has been providing annual assistance to the Koperasi Karyawan Jakarta International School (KKJIS) Scholarship Appreciation since 1986, when the company's former business manager, David Hall, donated Rp.5.000.000 (about \$4,500) to launch the fund.

Doug Slusher, who is with Santa Fe's office in Jakarta, Indonesia, is himself a KKJIS alumnus. According to Slusher, Santa Fe has been a key supporter of the Breaking Circle Scholarship, which is focused on giving sustainable opportunities back to the local children.



Above: Evidence of the destruction wreaked by Hurricane Sandy.

Left: Arpin drivers and volunteers helped bring relief supplies to the devastated areas on the Jersey Shore.

Two 53-foot **Arpin Van Lines** moving trucks filled with clothing, food, and supplies arrived at the Jersey Shore in early December to provide relief to the cleanup crews and residents rebuilding after Superstorm Sandy.

Tracy Healy, administrative assistant of the New Jersey Warehousemen & Movers Association, was on hand to help direct the distribution efforts.

“Seaside Heights was one of the hardest hit communities on the Jersey Shore and only residents and their contractors are allowed over during certain times of the day,” said Healy. “I called the police chief of Seaside Heights to see if the town needed any donations. They were thrilled! The chief had a police guide waiting for the Arpin drivers, volunteers, and me and they escorted us over the bridge into Seaside Heights to the police station where they started unloading the two trailers.”

Due to the extent of the storm damage to the community, Healy estimated that it will be February before residents can move back in, but they will find many of the donated supplies awaiting their return.

In response to the devastation left in Hurricane Sandy’s path, Arpin Van Lines and Cardi’s Furniture joined forces in

early November to put out a call to the local community to donate clothing, blankets, canned goods, bottled water, and baby care items at several Cardi’s locations in Rhode Island and Massachusetts. Arpin Van Lines and Cardi’s Furniture have collaborated on relief drives in the past to aid people recovering from Hurricane Katrina in 2005 and in earthquake-ravaged Haiti in 2010.

Arpin agents have also lent a hand in their own relief drives. Hampton Roads Moving and Storage of Virginia held a donation drive and raised 22,000 pounds of relief supplies including batteries, diapers, medicine, household goods, 75 electrical heaters, and 50 personal heaters. The moving company delivered these items to needy communities in New York and New Jersey.

Move One decided to spread some cheer to the children of Uganda during the holiday season. With the help of Kit Out Kids, Move One will make a donation of sporting goods and apparel to numerous schools in Uganda in place of individual corporate gifts. Kit Out Kids is a Dubai-based volunteer group dedicated to collecting and shipping sporting equipment and clothing to children living in disadvantaged communities.



An Arpin truck prepares to load goods destined for the Jersey Shore.

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Don't you already have enough to worry about?



Receivable Protection Program

**The Receivable
Protection Program:
Enhanced
Financial Security for
Your Company**

You do your best to protect your company, and then the unexpected happens: Your partners or clients—your fellow IAM members—are having difficulty paying their bills and you're left holding the invoices. What do you do?

Now in its fourth year, IAM's Receivable Protection Program (RPP) safeguards companies like yours from IAM members in financial difficulty. Much like an insurance program, the RPP protects IAM members in their business dealings with other members. You need only join the program to be covered.

**File a Claim through the
Receivable Protection Program
to Recoup Lost Revenue**

As an RPP member, if you think another IAM member might declare bankruptcy or go out of business, you can file a claim through the program and receive reimbursement for unpaid commercial invoices.

Do you currently have an invoice dispute with a fellow IAM member? Contact IAM Programs Manager Brian Limperopulos at brianl@IAMovers.org to see if IAM can assist in recovering money owed from another IAM member.

**Enhanced Dispute Resolution Process...
Including Notification of Alleged Debtors**

IAM takes an active role in mediating and resolving payment issues between members, contacting the slow payer and negotiating a payment timeline. Through the RPP, IAM will also work with the slow payer if they too have outstanding invoices with IAM members. Only after mediation is exhausted, the slow payer is added to a list of alleged debtors.

As an RPP participant, each month you will receive a list of alleged debtors who have cases pending with the Association.

Stop the bad debt before it starts. Join RPP to receive the list of debtors and to use IAM's mediation services to solve your slow-pay problems. For added security, seek out other RPP members as business partners. RPP members are designated in the IAM Membership Directory with a special RPP logo.

For more information on the IAM Receivable Protection Program,
address specific questions to rpp@iamovers.org
To join RPP, visit the RPP website (www.iamovers.org/rpp.html) for an application.

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End-of-Year Wrap-up for Government Affairs

With the fiscal cliff narrowly averted, the newly sworn-in 113th U.S. Congress has continued to focus its attention on fiscal issues, with both the debt ceiling and future spending cuts under consideration. The House and the Senate have also named new committee leadership and committee rosters for the new Congress, which was sworn in on January 3, 2013.

Defense Authorization legislation

On January 3 President Obama signed into law a comprehensive Department of Defense Authorization for 2013–14, the result of a House and Senate conference, as the two bodies hammered out the differences between their versions. For IAM members, there are two provisions of which to take note—the first steps in establishing another round of base closures (BRAC) and efforts to reduce the number of permanent change of station moves each year by examining the benefits of longer deployments.

The Authorization bill contains a provision that would analyze the Permanent Change of Station (PCS) program by possibly reducing the number of PCS moves by increasing the length of military tours. This effort is a continuation of ongoing challenges by the DoD to find cost-saving opportunities from within the Defense budget.

Approximately one-third of all military personnel move each year with an average duration of time between moves of two years. The Senate Armed Services Committee added this provision to the bill to address not only cost savings, but also the belief that longer deployments would be more advantageous to military families. There was an over-riding belief by members of the Committee that fewer moves would increase job performance since a military member would be able to devote more time to a specific job before a new assignment.

The Committee also believes that there is the potential for about \$290 million in cost savings across all services from such a shift in policy—or about a 10 percent reduction in PCS accounting. However, training and moves affiliated with promotions and separations would be exempt from this initial exercise.

The DoD will also prepare a report for the Congressional committees that creates a metric to gauge the impact that this provision would have on the quality of life for military families, the impact on job performance and the genuine projected cost savings. One further consideration will be the effect that longer tour lengths could have on promotions. The report requested within the Committee Report language is expected to be completed by June 2013.

With respect to BRAC, the legislation would appear to prevent the DoD from spending money on any efforts to engage in another round of closings until the end of Fiscal Year 2013 at the earliest. However, the language also appears to allow for preparations for possible closures of smaller installations around the country. The desire for a round of closures was first indicated when the Obama Administration called for a round in its proposed budget submitted earlier this year. However, the House rejected that approach while the Senate appears to try and find some middle ground. Obviously, the pressure to find budget savings—especially within the agency with the largest component of the Federal budget is intense.

DOD and Congressional leadership changes

Nominated to succeed Leon Panetta as Defense secretary is former Republican Sen. Chuck Hagel, a decorated Vietnam War veteran who retired from the Senate in 2008. He is generally viewed as someone who believes that the Defense budget is somewhat bloated and that there are real cost savings to be realized. He was supportive of the Bowles-Simpson budget plan that called for drastic reductions in some of the military's biggest programs. His influence in finding savings in the de-

fense budget could be of tremendous value to the Obama Administration over the next few years.

Regarding changes in Congressional leadership, current chairs will remain in place for the Majority side in Senate committees of interest to IAM members; however, there will be changes in the Minority leadership. Sen. Carl Levin (D-MI) will remain as Chair of the Senate Armed Services Committee.

With the passing of Sen. Daniel Inouye (D-HI), Democratic leaders announced that longtime Sen. Barbara Mikulski (MD) will assume chairmanship of the powerful Appropriations Committee. This is the first time that a female Member of Congress has had been named chair of the Appropriations Committee in either chamber. Sen. Mikulski may also lead the Appropriations Subcommittee on Defense, although that has not been confirmed. Vermont Sen. Patrick Leahy, currently second in seniority on the Appropriations Committee, declined the overall Appropriations chairmanship, as well as the Defense Subcommittee chairmanship. He will remain on the Appropriations Committee and continue to chair the Senate Judiciary Committee.

Sen. John McCain (R-AZ) will be termed out as the ranking Republican on the Senate Armed Services Committee and Sen. Jim Inhofe (R-OK) has been named the ranking Republican. On the Appropriations Committee, current Ranking Minority Member Sen. Thad Cochran (R-MS) is also termed out and Sen. Richard Shelby (R-AL) has assumed the top spot for the minority party.

With respect to the subcommittees of interest to us, Sen. Claire McCaskill (D-MO) will continue as chair of the Readiness Subcommittee, with Sen. Kelly Ayotte (R-NH) as the Ranking Minority Member. Also, while it's not certain, we think that Sen. Kay Hagan (D-NC) will most likely become chair of the Personnel Subcommittee and Sen. Lindsey Graham (R-SC) will continue as the ranking Republican.

In the House, there are limited changes for our consideration. Rep. Buck McKeon (R-CA) will remain as chair of the House Armed Services Committee. Rep. Adam Smith (D-WA) will continue as Ranking Minority Member at the full committee level. At the subcommittee level, Rep. Rob Wittman (R-VA) has assumed the chairmanship of the Readiness Subcommittee, and Rep. Joe Wilson (R-SC) is staying on as the chair of the Military Personnel Subcommittee. On the minority side, Rep. Susan Davis (D-CA) and Madeline Bordello (D-Guam) will continue as ranking Republicans of the Military Personnel Subcommittee and the Readiness Subcommittee, respectively.

IAM Offers Volume Discount Pricing for Metal Seals

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Members Only | IAM Store

Price List for Selected IAM Publications, Miscellaneous Items

| | CONUS MEMBERS | OVERSEAS MEMBERS |
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| 2012–2013 IAM Membership Directory | 95.00 | 110.00 |
| Additional 1-year subscriptions to <i>The Portal</i> | 120.00 | 145.00 |
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To receive an order form and payment information, please email info@iamovers.org

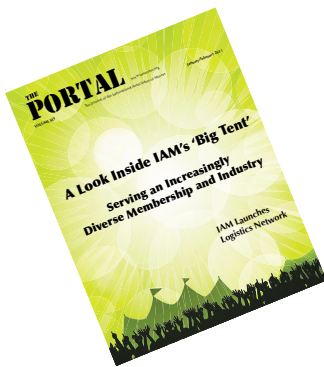
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|--------------------------------------|------------------------|
| March/April Issue | February 15, 2013 |
| May/June Issue | March 23, 2013 |
| July/August Issue..... | May 18, 2013 |
| September/October Issue | August 24, 2013 |
| (ANNUAL MEETING ISSUE) | |
| November/December Issue | October 20, 2013 |
| January/February 2014 Issue..... | December 20, 2014 |

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Industry Calendar

March 3–6, 2013

AMSA Conference and Expo
Atlanta, Georgia USA

March 11–14, 2013

LACMA Annual Convention
Quito, Ecuador

May 7–11, 2013

OMNI Conference and AGM
Principality of Monaco

May 12–16, 2013

FIDI Annual Conference
Athens, Greece

May 16–18, 2013

British Association of Removers
Annual Conference
Newcastle, United Kingdom

May 16–19, 2013

Young Movers Conference
Amsterdam, The Netherlands

October 4–6, 2013

Canadian Association of Movers
Annual Conference
Richmond (Vancouver), BC,
Canada

October 4–6, 2013

PAIMA Annual Convention
Vancouver, BC, Canada

October 7–10, 2013

IAM 51st Annual Meeting
Vancouver, BC, Canada

October 13–15, 2013

Claims Procedures and
Prevention Council
Las Vegas, Nevada USA

October 25–27, 2013

FEDEMAC General Assembly
Sofia, Bulgaria

October 7–10, 2014

IAM 52nd Annual Meeting
Orlando, Florida, USA

October 7–10, 2015

IAM 53rd Annual Meeting
San Diego, California, USA