

THE PORTAL

VOLUME XLV

The Journal of the International Association of Movers

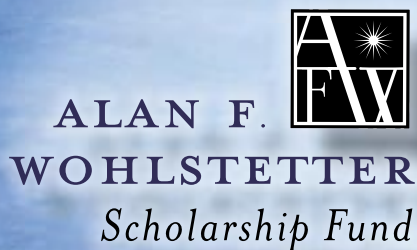


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July/August 2013

Working for You!

*A Spotlight on the People
and Programs of IAM
and Its Affiliates*



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Who AM I?



TERRY R. HEAD
IAM President

Perhaps this would be better stated as “Who is IAM?” Which is, in part, what we are spotlighting in this issue of *The Portal*.

Like many industries, the association arena is exceptionally competitive. Companies have many options and choices when it comes to spending their membership dollars, which we all know can be hard to come by, especially in a down economy and periods of weak cash flow.

Far too often, nonprofit trade associations view their members simply as corporations and companies that bulk up their membership listing or directory. They’re seen and treated as a business entity that is periodically invoiced and expected to pay dues, as well as other participatory fees for training opportunities, certifications, publications, or attending conferences and other events.

We trust that this is not the case here at IAM; however, I know we can always strive to become more engaged with our members, which is why this year I have challenged the IAM staff to “personalize our members’ experience.”

The concept of “personalization” has been around for a while. Scientifically, personalization is said to have three stages: first comes the development of profiles; second, the tracking and analysis of behavior; and finally, the development of a collaborative relationship.

Brick-and-mortar retailers were perhaps the first entities that attempted to reach out and heighten engagement with their customers through the use of direct mail ads, customer-focused store layouts, and personal shoppers. But it’s the online retailers and the evolution of e-commerce that have taken personalization to a whole new level.

Some may view the use of customer-centric tools and the tracking of buying trends or reading preferences as an invasion of privacy. Yet others enjoy being offered or steered to things that relate to their lifestyles and areas of interest. You can count me among the latter.

Over the past year or two IAM has enhanced its own customer-centric tools and greatly expanded the capabilities of our membership database. We now have the ability not only to track information on the 2,500-plus IAM members, but also to solicit and collect information on the tens of thousands of individuals who own, manage, and work at those companies. It’s important to remember that the process is driven by the willingness of individuals to engage and voluntarily offer information.

IAM recognizes the power that is in the relationship we develop with these individuals and, in turn, the relationship they develop with the Association, its staff, and volunteer leaders. Our premise is based on our belief that your determination of “membership value” is going to be directly related to your level of engagement in the Association’s activities, programs, and publications.

I often joke with the staff that I want to know the shirt size and drink of choice of every individual who works for an IAM member company. We may never get to quite that level of capturing personalized information; however, we do recognize that one (shirt) size doesn’t fit all. So the more you know about us and the more we know about you, the better we will be able to tailor our offerings and programs. With the ability to customize to the individual, the closer our relationship is likely to become—and that should be mutually beneficial and only add to the value of membership.

As we move toward strengthening these relationships, we feel the first step would be for you to learn more about IAM, its programs, and the people behind the organization and the ever-expanding global brand. Thus, in this issue of *The Portal*, we highlight some professional as well as personal things we think you might like to know about us.

Down the road, through a variety of member outreach efforts, surveys, and our new social media programs and activities, we hope to learn more about you as companies and, more important, as individuals. I even learned that Bel Carrington, IAM’s long-serving general manager, and I share a “guilty pleasure”—watching old Westerns on TV.

(Just for the record, my shirt size is large and my drink of choice is Crown Royal on the rocks!)

Working for You! The Programs and People of IAM

In this Association's half-century of existence, members have availed themselves of the programs developed to help make them more profitable and successful. As times have changed, so have the needs of IAM members—and so have your opportunities to take advantage of the growing list of benefits tailored to meet your needs.

Consider, for example, the **IAM Young Professionals**, a forward-thinking group established to nurture young talent and assist them in forming successful relationships with other rising industry executives. In addition to organizing and developing its own activities, the IAM-YP sponsors and manages fundraising efforts for the **Alan F. Wohlstetter Scholarship Program**, which annually dispenses thousands of dollars in scholarship funds for college students who are pursuing education and training in transportation-related fields.

The **International Shippers Association**, formed in 1999, provides its members with consistent and competitive ocean rates for international military and government household goods shipments as well as for FCL and LCL civilian international shipments—with the added potential for patronage dividends paid back to ISA members.

Then, in 2007, IAM launched its **Receivable Protection Program**, and since that time more than 150 members have joined that roster (you'll find a complete list of those prestigious companies to date on page 55 of this issue of *The Portal*).

The newest addition to the IAM family is the **IAM Logistics Network (ILN)**, which reflects the growing diversity of the IAM membership. ILN offers a means to help you develop and market non-traditional logistics-type services.

Are you taking advantage of IAM's wealth of opportunities that help you not only survive but thrive in these challenging times? Read on to discover what you need to know about the various programs operating under the IAM umbrella.



SHARE YOUR TRAVEL TRICKS IN **THE PORTAL**

IAM's 51st Annual Meeting will be held October 7–10 in beautiful Vancouver, British Columbia. The September/October issue of *The Portal* will provide an overview of the people and events who are part of this major yearly event.

Getting to and from Vancouver will be an exercise in patience and flexibility for many travelers. But seasoned users of planes, trains, and automobiles can offer tips to make travel easier for the less experienced.

Can you offer some advice that has proved useful in your own travels? Perhaps you've learned to navigate the reservations site in a way that ensures you'll be comfortable when you're away from home, whether on an airplane or in your hotel room. Articles are welcome, of course, but so are quick tips you've discovered that might help others. Your advice will be published—appropriately—in the Annual Meeting issue of *The Portal*.

IMPORTANT: Please e-mail your articles and tips (and a photo of yourself if you like) to

janet.seely@iamovers.org **AND** *joycedexter47@comcast.net*

The deadline for the September/October issue is **August 20**.

Receivable Protection Program (RPP)

In 2007, IAM launched the Receivable Protection Program (RPP), which serves as a safeguard from those IAM members in financial difficulty. Much like an insurance program, the RPP protects your company in your business dealings with other IAM Members.

For example, if you suspect another IAM member might declare bankruptcy or go out of business, as an RPP member you can file a claim through the program and receive reimbursement for unpaid commercial invoices. Through this feature of the program, IAM has paid out almost US\$65,000 in RPP compensation since the RPP's inception.

In addition, IAM takes an active role in mediating and resolving payment issues between members, contacting the delinquent company and negotiating a payment timeline. This procedure—the Invoice Dispute Resolution Process—was implemented in May 2011. In just over two years, IAM has facilitated the recovery of nearly \$270,000 for IAM members taking advantage of this process.

If IAM is unable to resolve an outstanding debt, the delinquent company is added to the IAM Alleged Debtor List, which RPP participating companies receive on a monthly basis. This provides the RPP Membership with advance knowledge of slow payers and also acts as a powerful deterrent, compelling the delinquent company to resolve the debt before their name is made known to RPP members. Another deterrent for the delinquent

Since joining IAM (then HHGFAA) many years ago, I have seen the organization evolve and grow into one of the world's largest moving associations.

Also, and more important, in conjunction with the growth of IAM the organization has introduced many member-based programs and initiatives that have substantially helped the companies in its membership.

One such program is the RPP. The RPP is a significant step in safeguarding all IAM agents around the world in terms of payment. The membership of IAM is one large family but, unfortunately, especially with a world recession, companies do go out of business for whatever reason and this is where the RPP safeguard steps in and helps resolve this situation.

As a company we have been RPP members since its initiation into IAM, and the help and support provided in trying to resolve payment disputes has been substantial and extremely successful. I must pay particular credit to Brian Limperopulos from IAM for his positive and unequivocal support in relation to resolving issues through RPP.

The only thing I do not fully understand is why the vast majority of members are not signing up to use the scheme! It is a fantastic safeguard. It is here for the benefit of all IAM members and I would strongly recommend that we all start using it.

Well done to IAM on the RPP initiative.

—Campbell McGimpsey, Director,
McGimpsey Brothers (Removals) Limited

company is the possibility of expulsion from IAM if the amount meets or exceeds US\$10,000. These are strong incentives for companies to resolve their debts when IAM intervenes.

For added security in your business dealings, you can easily seek out other RPP members as business partners. RPP members are designated as such in the IAM Membership Directory (print and online), tagged with a special RPP logo.

To learn more about the RPP, contact Brian Limperopulos, IAM Programs Manager, at rpp@iamovers.org, or download an application at www.iamovers.org/rpp.html.



Receivable Protection Program

IAM Young Professionals (IAM-YP)

“Leadership Through Innovation” is the slogan for this dynamic group of young household goods industry professionals who want to be more involved in the activities of our parent association. The goal of IAM-YP is to advance industry knowledge and foster the growth of future leaders in our business by providing young professionals with a voice within the Association, and by supporting individual development through the Alan F. Wohlstetter Scholarship Fund.

The IAM-YP group has grown larger and stronger with each passing year. These individuals have furthered the effective use of social media and Web technology, adding a new dimension to IAM’s presence and leadership in the industry. Furthermore, IAM has taken steps to diversify its leadership structure by bringing at least one YP into each of its standing committees lending a fresher perspective to proceedings while exposing the next generation to the leadership challenges faced by the Association.

Each year, IAM-YP members who attend the IAM Annual Meeting enjoy opportunities to establish and develop personal and professional relationships with their peers from around the world. Social events such as receptions and a mixer later in the week are highlights and provide opportunities for them to stay abreast of developments in the industry.

In addition, recognizing the need to develop a new generation of industry leaders, the group undertakes fundraising for the Alan F. Wohlstetter Scholarship Program, which supports college students pursuing education and training in transportation-related fields.

This year, the IAM-YP is looking forward to establishing a mentorship program that will foster the exchange of expertise and knowledge from industry veterans to the younger generation. In return, the YPs can provide much needed guidance on how to navigate the new digital environment in which we are all operating.

For more information, or to download an application, visit www.iam-yp.org.



IAM Code of Ethics

Several years ago, IAM developed and implemented a Code of Ethics, which provides IAM members with a set of guidelines in order to assist them in understanding the difference between “right” and “wrong” and in applying that understanding to their decisions and dealings with other IAM members and their clients.

At the time the Code of Ethics was implemented, there were no corresponding enforcement procedures or oversight body set up to equip the Association with a system to adjudicate breaches of the Code. On January 1, 2012, IAM instituted enforcement procedures and established a Members’ Ethics Council to provide a framework through which ethics complaints could be brought before the Association and reviewed by a group of your peers, and judgments could be issued.

The Members’ Ethics Council comprises a diverse array of member volunteers who are well equipped to provide a broad, non-biased perspective on disputes and can set policy for the adjudication of ethics disputes as we move into the future. The Members’ Ethics Council is currently hearing its first ethics complaint, and IAM is encouraged by the potential of the Council to tackle thorny issues that have plagued our members and the industry for years.

Alan F. Wohlstetter Scholarship Fund

The Alan F. Wohlstetter Scholarship Fund (AFWSF) is the cornerstone of the International Association of Movers' scholastic assistance initiative. Named for distinguished Association founder and General Counsel Emeritus Alan F. Wohlstetter, the fund benefits the employees of IAM member companies and their dependents, as well as Student Members of the Association.

Launched in 2002, the AFW Scholarship Fund has awarded 41 scholarships to date, each of US\$5,000, including the 10 recently announced for 2013.

Students receiving tuition assistance from the Alan F. Wohlstetter Scholarship Fund (AFWSF) come from different countries, cultures, companies, and backgrounds. But their commitment to learning and their goals for the future are surprisingly similar—acquiring leadership skills, advancing along their chosen career paths, managing a company, someday owning their own businesses. And an award from the AFW Scholarship Fund can help them realize those goals.

At the time of filing his or her application, the student must have completed 15 semester hours of study at a regionally accredited college or university and/or worked in the transportation industry for one year prior to applying. Scholarships are available for study in the USA and overseas.

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

Supporting the next generation of industry leaders is an objective shared by the IAM-YP (Young Professionals) group,

which supports the AFWSF. In addition to her role as president of the AFWSF board, Heather Engel is a founding member of the YP group and the owner of True North Relocation, in Seattle, Washington. Engel is passionate about increasing the funds available for scholarship awards.

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

Funding for the scholarships comes almost exclusively from generous IAM members, who support the AFW Scholarship Fund through company sponsorships and individual contributions. Those interested in supporting the Fund may contact Sandra Rowe Maier, chair of the AFWSF Fundraising Committee, at s.r.maier@jetforwarding.com.

How to Apply for a Scholarship: The Alan F. Wohlstetter Scholarship Fund benefits the employees of IAM member companies and their dependents, as well as those with a Student Membership in the Association.

For information on eligibility, requirements, and how to apply for a scholarship go to www.afwscholarship.org. For questions, contact IAM Programs Manager Brian Limperopulos at BrianL@IAMovers.org. Up to 10 scholarships, each US\$5,000, are awarded each year.

ALAN F. 
WOHLSTETTER
Scholarship Fund

IAM Logistics Network (ILN)

Earlier this year, IAM launched a new initiative, the IAM Logistics Network (ILN), a member-driven concept and effort to help our members develop and market non-traditional logistics-type services.

The resources managed in logistics can include physical items, such as food, materials, equipment, liquids, and staff, as well as abstract items, such as time, information, particles, and energy. The logistics of physical items usually involves the integration of information flow, material handling, production, packaging, inventory, transportation, warehousing, and often security.

Many IAM members are already actively engaged in a wide variety of logistical activities. Until now, there has been no means to cooperate and reciprocate with business as is traditionally done on the household goods side of our industry. The real benefit is working through the existing network of IAM members with whom you've spent years developing relationships and trust.

Larry DePace of SECOR Global Logistics, a division of SECOR Group, the parent of IAM member Security International in Washington, DC, chairs the ILN Organizing Committee. The committee and IAM staff are developing the ILN concept, focusing efforts on both business promotion and educational opportunities for IAM members interested in either learning about and entering the logistic field or expanding their current logistic services.

Signing up for Charter Membership in the IAM Logistics Network is your ground-floor opportunity to become engaged and help determine the direction this initiative takes going forward. Based on the level of interest so far, this has all the signs of gaining support from a wide spectrum of our members.

IAM is now accepting applications for Charter membership in the newly formed IAM Logistics Network (ILN). A limited number of ILN Charter Memberships are now available only to IAM members on a first-come basis for an initial membership fee of US\$450. ILN members are listed in a separate ILN section of the IAM Membership Directory, beginning this year. Those who joined by July 15 will receive a special listing in the IAM 51st Annual Meeting program.

IAM Governing Members will receive ILN membership free upon submitting an application—another reason to upgrade to Governing membership and take full advantage of the range of benefits offered. E-mail Membership@IAMovers.org for more information on the value of Governing Membership.

To access an application for ILN membership, go to http://www.iamovers.org/documents/IAM_Logistics%20Network_Member_Application.pdf.



International Shippers Association (ISA)

The membership of the International Shippers Association (ISA) comprises international shippers and forwarders of commercial, military, and government household goods, unaccompanied baggage; and general commodities. Membership is open to both IAM member companies and non-IAM members.

Incorporated in 1999 as a nonprofit cooperative buying group, ISA's mission is to provide its members with the lowest rates (FCL and LCL) and best service for the transport of household goods by establishing volume-induced discounts. These discounts are realized through contracts with preferred vendors.

ISA has had considerable success over the years in providing its members with consistent and competitive ocean rates for international military/government household goods shipments. The group's growing success in providing discounted FCL and LCL ocean rates for civilian international shipments is less well known. Since its initial foray in 2010 in providing competitive civilian ocean freight rates to its membership, ISA container volumes have grown as follows:

2010	43 TEUs
2011	322 TEUs
2012	688 TEUs

As with the military/government program, ISA receives commissions from its preferred vendors, which in turn can become the basis for patronage dividends to be paid back to its members. If you are an ISA member and are not using ISA's Commercial (Civilian) Ocean Preferred Vendors, you are encouraged to learn more about the ISA program by visiting www.ISASHIP.org/raterequest.

If you are an IAM member, you should know that ISA membership is a bargain compared to some other shippers associations. ISA annual dues are only \$200, plus a one-time initiation fee of \$250. Membership in ISA is open to all entities who are shippers as defined in Section 3, paragraph (21) of the Shipping Act of 1984 as amended by the Ocean Shipping Reform Act of 1998, and is therefore open to non-IAM members. Non-IAM members pay annual dues of \$400.

For more information about ISA and how to join, visit www.isaship.org.

The International Association of Movers provides administrative services to ISA for a management fee.



IAM Developing Global Standards

IAM supports the development of common standards for our members and the industry. Specifically, IAM has developed an American National Standard that codifies household goods shipment information and facilitates the exchange of that data between industry stakeholders like IAM members. Since this specific standard was accredited as an American National Standard, IAM has worked to have it become recognized as a Global Standard with the International Organization for Standardization (ISO).

The Association first became active in standardization about a decade ago when it was clear that the United States was looking at tightening up security in the aftermath of the attacks on September 11, 2001. In addition to the new security concerns, IAM recognized that effective standardization could improve efficiency for our members while reducing redundancies leading to cost savings and greater profits.

The first steps in this process were to understand what this new security environment would mean for our members and how standards would promote them, while helping comply with any potential regulation or restriction. It was clear from our analysis that our industry was going to face significant challenges because shipments of household goods and personal effects are subject to greater scrutiny by customs organizations because of the nature of the commodity.

With this in mind, IAM formed its Standards and Technology Partnership several years ago to encourage industry stakeholders to explore the development of standards that simplify shipment data through codification and facilitate the

exchange of data. The Standards and Technology Partnership was successful in developing the Numeric Codification of Contents for Electronic Inventories and Manifests of Household Goods and Personal Effects Shipments, which defined the data exchange requirements and provided for the numerical codification of items and exceptions that constitute a shipment. This standard was accredited as an American National Standard in June 2010 after review and approval by a Consensus Body composed of stakeholders around the industry including AMSA, FIDI, CAM, and FEDEMAC.

Since that time, IAM has been pursuing the accreditation of this specific standard as a Global Standard with the International Organization for Standardization (ISO). Through this process, we have identified that it is necessary to split the standard into two separate parts so as to not confuse future users of the standard:

- Codification of shipment information and contents
- Electronic data interchange

IAM will continue to work with experts within the ISO Working Group that we have established to standardize the codes with the purpose of providing a common language by which all industry stakeholders can communicate. A standardized set of codes means that your operations employees can record an inventory in their own language, as the underlying numeric code will enable instantaneous translation to another language if necessary. In addition, codifying the data elements in a household goods shipment puts the industry in a proactive position

and ahead of the curve in the event that regulatory and security requirements mandate the transmittal of detailed electronic inventory prior to customs clearance.

The second component of the standard, the electronic data interchange, will be introduced as an ISO Technical Specification, which is an intermediate step before committing to a full-blown ISO standard. This will provide us with the ability to make the electronic data interchange available without linking it to the codification component. IAM believes this is worthwhile for our members to utilize but is concerned that our members may not be able to invest in electronic systems at this time, so we have separated this from the codes component.

IAM is looking forward to having the codification standard accredited as a Global Standard with the ISO by the Annual Meeting in 2014. We will also look forward to distributing the electronic data interchange as an ISO Technical Specification within that same timeframe.

Taken together, these efforts provide the industry with the capacity to meet potential requirements for electronic submittal of shipment data. Perhaps the most significant issue relating to standards, their values and imminent requirements for them, is that history has shown that unless we take the lead, others—particularly government accounts and oversight agencies—will make the decisions for us.

If you have an idea for industry standardization or have questions about the existing standards that have been developed, please contact IAM Programs Manager Brian Limperopulos at brianl@iamovers.org.

Everything You Never Knew about the IAM Staff

Even after you've worked with someone for years, chances are there's a lot you don't know about that person. For example, would you be surprised to learn that IAM President **Terry Head** considers Dirk Pitt—protagonist of the Clive Cussler novels—his alter ego because they're both into cars and boats? Or that IAM General Manager **Bel Carrington**, that calm and ubiquitous presence at Annual Meetings for the past three decades, loves to work in his garden? And what about **Chuck White**, our resident military expert, who barely missed out on a pro football career?

We thought it would be fun to pull together some interesting details about the people at IAM you thought you knew, and how they wound up working at the Association. We trust you'll enjoy reading their stories, and get new insights about the people you see every year at the Annual Meeting.

Terry R. Head, IAM President

It seems ironic that although I lead an international industry organization and have racked up 60,000 to 85,000 miles a year on airplanes, my office is less than two miles from where I was born. My elder sister, Roberta, is only 18 months older than I am, but we finished school four years apart. It seems she skipped a grade the same year I was held back for "discipline concerns." Roberta is a retired math, physics, and computer science teacher. (Now you know who got the brains in the family!) I never really considered going to college; I always wanted to be a U.S. Marine, like my dad, although I was overtaken by events in the 1960s and that didn't happen. Also, as a teenager, I was very involved with a church I helped start, and for a while I thought about becoming a minister.

Like many if not most of us in the IAM family, I got into the moving business by accident. In 1969, when I got laid off from a factory job, my housemate



The future IAM President

was working for a mover and the rest is history. I started as a driver's helper and immediately fell in love with the business—the hard work, going to a different place and meeting new people every day. Working in the DC market, I was exposed to all kinds of customers: multinational executives, generals, diplomats, government officials—you name it. I got experience as a helper, packer, warehouseman, and estimator. My first job as a moving salesman came in 1972, and I worked up into management from there, ultimately becoming a company shareholder and owner in the late 1980s.

I was serving on the HHGFAA (now IAM) executive committee in 1996 when they decided they wanted a change in leadership and direction. So I threw my hat into the ring, and here I am, 16 challenging and rewarding years later. Being chosen as president of this association is the highlight of my career. Since I never went to college, my selection was based on my past accomplishments, industry relationships, and standing in the global community. Building on those relationships, interacting with so many wonderful people from around the world, has been a great experience. Not many people can say they have friends and family in more than 170 countries!

What's been fun and rewarding for me is seeing so many excellent ideas nurtured and brought to fruition. I'm especially proud of my role in establishing the Alan F. Wohlstetter Scholarship Fund (AFWSF) and the IAM Young Professionals (IAM-YP) group, both of which have



Terry as a teen—he's always been into boating and water sports.



As a teen, Terry Head (at left, with friends) started his lifelong love affair with cars. His friend's Jaguar (pictured) no doubt inspired his obsession with cars; he now owns two Jaguars.

proven to be a great benefit for our younger members. The IAM-YP has resonated with those members, and served as a launching pad for innovation within IAM and the industry as a whole. And the Scholarship Fund allowed me to honor Mr. Wohlstetter, one of HHGFAA/IAM's founders and long-standing general counsel, while supporting the academic aspirations of our members and their dependents, namely students who are pursuing education in transportation and logistics. I hope the AFWSF will help to attract new talent to our industry.

My job has offered many benefits, not least of which is the opportunity to travel. I think I've been to at least 80 countries. If pressed to come up with my most memorable venture abroad, I'd probably say it was my first trip to Italy and a cruise of the Greek Islands. I'm pretty fond of Hawaii, too.

I'm a different person away from work. If you're used to seeing me in suits and ties at industry events, you might not recognize me in sunglasses, flip-flops, shorts, slathered with suntan lotion—they're my real uniform when I'm not in the office. I'm single, but have been in a committed relationship with my life-partner, Laura, for eight years now.

My close friends say I'm all about cars, boats, and girls, in that order. I admit it: boating and water sports are my real passion. I'm one of the lucky few who live on the water in the Washington, DC, area. My love for the water has carried over into my reading and listening preferences as well. I think I've read all of Clive Cussler's Dirk Pitt novels—a series of underwater adventure thrillers. Dirk is my alter ego: He loves and collects cars, is always on boats, and always gets the girl at the end of the story. And I like just about every style of music, but I have a special affinity for Kenny Chesney, a country music artist who sings a lot of songs about boats—and girls. But when I'm returning home from a trip, my music of choice is Michael Bublé—his upbeat music has a way of bringing me back to Earth and ready to tackle the next big thing.

Lookin' cool in Seattle



Terry's first car, a Renault Dauphine



Like his literary hero, Dirk Pitt, Terry winds up with the pretty girl—here, he relaxes with life partner Laura Case.



Bel Carrington, IAM General Manager

I may well be the only person on the IAM staff who's doing just about what I always envisioned myself doing. Growing up, I knew I wanted to be a businessman, and it was logical that I study accounting. I've been working at this association since 1965, when it was still the Household Goods Forwarders Association of America, and both my education and my experience in the Army prepared me for my current role.

Even in the Army, I worked behind a desk; I didn't even finish basic training because I was needed as a typist. In fact, I was quite a good typist, and once won a state typing championship in North Carolina. I wound up spending one additional year in the Army after my hitch was up—a time when the Army was sending Signal Corps troops to Vietnam—doing the necessary paperwork for those deployments.

Once I was discharged from the Army for good, I went back to school to study accounting and administration, first at North Carolina Central and then at a college in Washington, DC, to be close to my high-school sweetheart. At the time, I learned through an employment agency that I qualified for an American Airlines program through which the carrier was hiring minorities. They wanted to send me



Bel and Gloria in Hawaii, dressed for the occasion



Bel—tall even at age 12—with his mother

to Atlanta for training, but I was reluctant to interrupt my studies.

So the interviewer at the agency asked me instead to do her a favor. There was an association that was hounding him to find the right person. He asked, "Would you mind going over for an interview, just so they'll know I'm working on their opening?"

And that's how I met Cal Stein, the first president of HHGFAA. He inter-

viewed me on a Friday, and after only a few minutes he said, "You're hired, and I'm on my way to Germany today, and we're moving tomorrow." Before I could open my mouth to accept or turn down the job, I was sent home with the office keys in my hand, knowing that the next day I'd have to manage the office move. Officially I was hired as a part-time bookkeeper and office assistant (not to mention seat-of-the-pants relocation specialist!). My first paycheck, in January 1965, was a whopping \$59.

While I was shaping up the accounting system, HHGFAA started buying more modern equipment, including an item you've probably never heard of: an addressograph machine, used to send out communications to members. We also bought our first electric typewriter and a mimeograph machine to duplicate mass mailings to our members. In these days of computers, tablets, and smartphones, that equipment sounds pretty antiquated, but I assure you, it did the job.

I've always looked forward to the Association's annual meetings, where I've made a lot of friends from all over the world. For many years, the small office staff and I did everything, from registrations, to meeting planning, to printing out the name badges. As the membership grew and the job got more and more demanding,



Bel with his wife, Gloria, granddaughter Tiara, daughter Lisa, and son-in-law Rick at IAM's 50th Annual Meeting last October.

Terry Head made the smart decision to use a meeting management company. I still have a lot of work to do with respect to the annual meeting, but with others handling the details my job is a lot easier in many respects.

It was when IAM was searching for a new president in 1996 that I got an even broader perspective of what it takes to run the Association. For five months during that process, I was acting CEO and running the day-to-day operations—an experience I still regard as a highlight of my career here.

One thing I've enjoyed is being able to travel, both to IAM annual meetings and to other conferences. So far, I've been to Germany, Hong Kong, and China. My wife, Gloria, and I are looking forward to seeing other parts of the world someday after I retire. On our bucket list are Paris, Rome, and Australia. And we want to take cruises to South America, Europe, and the Far East.

You could say that having been at IAM for more than 30 years makes me the Association's "institutional memory." The other day someone joked that I must "know where all the bodies are buried," and I suppose in a way that's true. Many years ago, at the annual meeting, I was entering the hotel one evening, when I heard a noise coming from the bushes. It turned



Bel and Cal Stein, his first boss at the Association



Cutting his son's hair at Christmas

out to be one of our VIP guests (I'm being vague here on purpose), so inebriated that he'd fallen off the sidewalk and into the plantings. I helped him get inside without being spotted and never told a soul...until now.

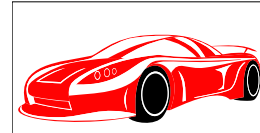
At home I enjoy spending time with my two grown children and three grand-

children. I'm crazy about sports, both watching and doing. I like to bowl, golf, fish, and garden. Although my kids keep telling me I should hire someone to do the yard work, I still enjoy mowing the lawn and tending the garden, and have no plans to stop any time soon.



Bel (left) and Cal Stein (right) with Mr. and Mrs. Felipe Carbonell of Peru

IAM Staff Favorites at a Glance



	Books	Music	Wheels	Guilty Pleasures
Terry Head	Clive Cussler novels; Civil War history	Just about everything; really like country music artist Kenny Chesney	THEN: Renault Dauphine NOW: Two Jaguars	Crown Royal on the rocks; watch- ing old Westerns
Bel Carrington	Fiction, drama	Jazz	THEN: 1965 Ford Mustang NOW: Mercedes Benz	A cold beer and watching old Westerns late at night
Chuck White	Game of Thrones, Inferno	Pop, with a slant toward R&B and hip-hop	THEN: Plymouth Duster NOW: Lexus ES 300	German Gummy Bears (the best!); red licorice
Janet Seely	Mainstream fiction, classics	Eclectic: Classical, Eric Clapton, Al Green, Beyoncé, bluegrass	THEN: 1966 Ford Mustang NOW: 2004 Subaru Forester	A movie on the big screen, large buttered popcorn, and a Diet Coke
Brian Limperopulos	History	Daft Punk, Passion Pit	THEN: 1992 Ford Tempo NOW: 2006 Honda Accord	Peanut butter, right from the jar
Julia O'Connor	Thrillers/mysteries Favorite author: Dan Brown	Coldplay, Foo Fighters, Mumford & Sons, The Lumineers	THEN: Red Pontiac Sunfire NOW: SUV "Kidmobile"	Chai tea lattes
Jamila Kenney	Love Insha'Allah: The Secret Love Lives of Muslim Women	Jazz, salsa, reggae, smooth R&B, Miguel	NOW: Subaru DREAM CAR: Lincoln Navigator	
Lanee Johnson	Mysteries, historical fiction	Classical, R&B from 1990s and prior, instrumentals	THEN: 1998 Toyota Camry NOW: 2001 Mercedes C320	"Guy Code" show on MTV
Joyce Dexter	Mainstream fiction, mysteries	Classical, '60s classic rock, old-style country and western, smooth jazz	THEN: 1963 Chevy Nova NOW: 2011 Honda Accord	Sudoku, cross- words, red wine, good chocolate

Charles L. “Chuck” White, Director, Military & Government Relations

I was born in Fort Knox, Kentucky, and spent my youth as an only child and Army brat, living seven out of my first 10 years of life in Germany, where my father served two tours of duty. After that we were posted all over the map—in Virginia, Kentucky, Texas, New Mexico, California, and Missouri. So it seems fated in a way that I’d now be fully immersed in military relations between the services and the moving industry. However, I got from Point A—a military childhood—to Point B—my current job with IAM—via a very circuitous route.

Sports were always a passion of mine, and I always figured I’d wind up in a sports-related career. To this day I’m nuts about NFL football. (Don’t tell anyone here in DC, but I’m a diehard Dallas Cowboys fan.) I attended the University of Maryland on a football scholarship. During that time I was a letterman for the U of M Terrapins, playing on a team that won three consecutive Atlantic Coast Conference football titles. I was also—drum roll, please—named the Most Valuable Player in the 1977 Hall of Fame Bowl game held in Birmingham, Alabama.

After graduating from the U of M with a B.S. in Biological Sciences in 1978, I set out to make the National Football League rosters, trying out for the New York Jets and then the Baltimore Colts. I made it to the final cut each try, but alas, “close” only counts in horseshoes. So I did the next best thing, and became a high



Baby Chuck, pictured here with his family, knew how to mug for the camera even then.

school biology and chemistry teacher and football coach in private and public high schools in the Washington, DC, area and Baltimore. In 1990, I was head coach of a Virginia state championship high school football team.

In 1994 I switched to an entirely different line of work, joining Executive Moving Systems, Inc., in Woodbridge,

Virginia, as director of sales and operations, a job that lasted until 2005, when I joined the HHGFAA (now IAM) staff. I was well acquainted with the Association, having served on its Executive Committee in 2000.

After more than eight years here at IAM, I’m thinking this is what I was born to do. The family atmosphere among the



Chuck's yearbook photo, when he was a senior in high school

staff, the relationships and true friendships I've developed during my tenure, the synergy I share with both the members and the government partners I interact with—well, you couldn't ask for more in a career.

Moving is my life, always has been, since moving from Fort Knox to Germany at the age of 6 months. For a while, I moved from military post to military post with my family. By the time I got to high school, I was getting around in my first car, a Plymouth Duster. Man, I thought I was so HOT! These days, I go places in a Lexus ES 300.



Chuck and his wife, Becky. They married in December 2012.

The Lexus, of course, is my mode of transportation when I'm not using my feet to dash from one end of an airport to another. My job involves a lot of travel. It's a good thing I enjoy visiting new places and seeing new things. Over the years, I've traveled throughout all of Europe, Canada and Mexico, Alaska, Hawaii, and the Caribbean. But my most memorable and exotic destination was Africa, where I went on a two-week safari in Kenya. Waking up at the base of snow-capped Mt. Kilimanjaro is an experience that's hard to beat.

I got married for the second time in December 2012, to my significant other, Becky, and I have two daughters from my

first marriage, one a recent graduate of Virginia Commonwealth University and the other a junior there.

No doubt there's still a lot for me to do here at IAM, since the industry's relationship with the military continues to evolve. But when it's time for me to move on, I expect to complete the circle where my career has taken me, and return to coaching high school football. When that day comes, you can look for me and my team in the newspapers under the headline, "State High School Football Champions!"

 **The Pets of IAM**

Several members of the IAM staff have pets who share their lives—dogs, cats, even, in one case, a family of ospreys. Meet the companion animals we snuggle up with every night—and who help keep us balanced and sane.



For five years now Laura and I have had a pair of nesting Osprey (Romeo and Juliet) on the end of our dock. This a photo Juliet with of this year's babies—Wynken, Blynken and Nod.
— Terry Head



Henry, who lives with Janet Seely



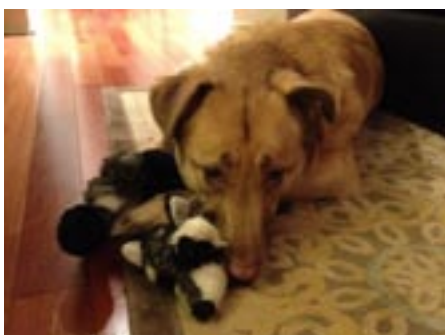
Shelby, Joyce Dexter's all-black German shepherd (and home security system)



Newman, Julia O'Connor's greyhound



Max, Chuck White's cat



Zoe, Brian Limperopulos's mixed-breed dog with a favorite toy

Janet Seely, Director, Communications & Member Engagement

I'm a native of the Washington, DC, area and have lived here all my life. I love to travel, and I tell my husband that when we retire I want to live in one place for a few months and then move on to another, until I satisfy my travel bug. I think the most exotic city I've visited is Bangkok, but I have also enjoyed a number of trips to France, Spain, Italy, and a very interesting trip to visit my husband's daughter in Sarajevo. That was the only city in our travels where we were totally at a loss with the language. When his daughter was doing errands and we were tagging along, she would park us in a café and tell the waiter to keep bringing us coffee until she came back. When I retire I want to learn another language, or two.

I'm the baby of my family, with one sister who lives nearby. As an adult, I've never been one to make a five-year plan, or even a one-year plan, and I definitely didn't know what I wanted to be when I grew up. I just knew that when my parents mentioned how nice it would be if I became a teacher or a nurse, I went back to reading my book.



Janet, on right, with big sister Linda

In retrospect, that was an "aha moment." After working for a law firm and a charitable organization, and moonlighting as a waitress and coat check girl, I landed a dream job that lasted 18 years, working at Time Life Books, a division of Time Inc. I started out as an admin, and then moved on to researching, writing, and editing books on a variety of topics. My favorites were history and photography, and a pop culture series called "Mysteries of the Unknown." To write for a book called "Psychic Powers," my research was a little odd: I had my palm read, my birth chart mapped, and my aura analyzed. I also visited a psychic, who told me that my boyfriend's mother was a problem. Yep, knew that. So books played a big part in my life.

The highlight of my career at that point was making a presentation to the Time Inc. board of directors in New York City, pitching a project on African American history called "Voices of Triumph." We wanted full backing to engage the marketing machine, and later met at the Beverly Hills, California, home of music producer Quincy Jones to gauge his interest as a backer. It was pretty heady stuff, especially seeing Michael Jackson's Grammy awards displayed in the den and Jones's big, beautiful grand piano in the living room, which overlooked a canyon.



Janet's graduation photo

Surprisingly, I never worked for the U.S. government, Washington, DC's largest employer, or for any of the thousands of trade and professional associations headquartered here, until I came to IAM in 2009. When I joined as employee number seven—lucky seven—I immediately felt comfortable taking on the position. Although I knew little about IAM and the industry at that point, I knew wanted to work for Terry Head; he looked past age and saw experience and a willingness to work hard and meet goals. One of the best things about working with Terry and at IAM is that we are always looking for ways to improve and move forward,



Janet and husband, John

whether it's adding a mobile app for the annual meeting or exploring new ways to engage the members through our newsletters, magazine, and—soon—our newly redesigned website.

I still feed my love of books. Recently I joined a book club with a twist: We alternate reading a book one month and viewing a film the next, which works out great for me since I also love movies. The first book was “A Woman in Berlin,” based on a diary the author kept during the 1945 Russian occupation of the city, and the latest film we watched was “Diva,” a 1981 French picture about an opera star who never allowed a recording to be made

of her singing. So, lots of variety in the choices. I tend to read mostly mainstream fiction and biographies, with an occasional dip into classics. I don't enjoy science fiction.

As for music, my taste is eclectic there as well. I listen to everything from classical to Eric Clapton (especially “Unplugged”) and Al Green to Beyonce, and recently bluegrass. I plugged in the soundtrack from the 2000 movie “O Brother, Where Art Thou,” and sang in the car for two hours.

My worst fear in life is to be bored... or boring.

Brian Limperopulos, Programs Manager

When I was growing up in the Hudson River Valley in New York, my life revolved around sports like soccer and football as well as school. When I was younger, I always dreamed of being a swashbuckling archaeologist in the vein of Indiana Jones so I could combine the activity and competition of sports with my love of history and learning about the world. Life, however, is not like the movies, and reality has taken a more sane and logical course—which is not to say that it hasn't been exciting at times.

After high school, I attended The George Washington University in Washington, DC, and earned a degree in international affairs, with a minor in history. My first job after graduation was with Security International in Washington, where I coordinated shipments for the World Bank account. Several years later, in 2009, I joined IAM as its programs manager.



Young Brian

Working at IAM is a constant learning experience. Whether it's a new program we are developing for our members or meeting new members and learning about their business, it's refreshing to work in an environment that isn't static. One thing that I strive for is to always be open and willing to learn new things. I hope never to be a person who is narrow-minded and rigid about one's views, unwilling to have them challenged.

I'm relatively young but I've enjoyed plenty of opportunities to go abroad, both on my own and for work. In fact, I studied in Belgium during my junior year in college. That was pretty cool to begin with, but it also provided a perfect jumping-off point to explore Western and Central Europe. My most memorable experience was backpacking through Italy with my roommate from Brussels. He had tracked down some distant relatives who lived in Pescara, on the Adriatic Coast, and in a tiny village high up in the Apennines. My roommate's cousin and her friend (two beautiful Italian women—never a bad thing!) picked us up and showed us around Pescara, and we hung out with their friends for a few days. The highlight, though, was when we traveled to the small mountain village and were welcomed by my roommate's relatives as part of the family. They didn't speak Italian but had their own dialect. It was a unique cultural experience that I'll never forget. But all things considered, my favorite site has to be the Amalfi Coast in Italy—probably the most beautiful place I've ever visited.

My work-related travel hasn't been too shabby, either—what's not to like about Australia, Turkey, and Malta? It's been very rewarding to see those places and speak to the Young Movers Conference each year as a representative of IAM.

Back at home, I really enjoy playing and watching soccer (some of our members may call it "football"). My favorite team is Arsenal, and I try to watch them whenever possible. When I'm



Brian was into sports from the time he was a youngster.

not indulging my passion for sports, I enjoy spending time with my wife, Lena, whom I married a year ago, and my dog, Zoey, as well as going out with friends.

Having minored in history in college, I confess to still being a total history nerd, and love diving into books and podcasts that explore the past. Right now I'm reading Eric Foner's *Reconstruction: America's Unfinished Revolution, 1863-1877*, which describes the social struggles the United States faced in the aftermath of the Civil War. And you never know—I'm kind of hoping that doing all this "homework" on my own will prepare me for my secret ambition: being a contestant on *Jeopardy!*



Brian with his wife, Lena

Julia O'Connor, Manager, Member Services

I'll tell you a secret: When I was growing up, I wanted to be a psychologist working with children and adolescents. Following through with that ambition may have helped when it came to raising my two small children, but as John Lennon once observed, life is what happens when you've made other plans.

Like so many people who live in the Washington, DC, area, I'm a transplant. My father worked in medical sales and was regularly transferred to cover various territories throughout his career, so my two siblings and I spent those years in a lot of places: Buffalo, the Washington, DC, area, Boston, and California, where I attended high school and college at Pepperdine University. During the summer before my junior year, I returned to DC to stay with my sister and met the man of my dreams through her co-ed soccer team. Alas, he was taken, so I settled for my husband.

My professional career has been devoted to helping others through the work of associations, including ones serving military officers, technical communication professionals, and those involved in training and development. For a while, I tutored gang members in a juvenile detention center (relax—I was tutoring them in schoolwork, not gangster stuff!). I like to think that my empathy for others has been an asset in those positions as well as my current one at IAM.

I've been with IAM for two years now. It's a great place to work, and I re-



Above: Julia as a baby. At right: In high school.

I ally enjoy the great relationships I have with my coworkers. I arrived on the staff at a perfect time—just as the Association was gearing up for its 50th anniversary celebration. So far, that's been a highlight of my time here.

I love dealing with people from all over the world. During my sophomore year of college, I spent four months studying abroad in Argentina. I stayed with an Argentine family with whom I enjoyed late-night dinners, and came to love Boca Juniors Football Club and wine.

My husband and I have always looked forward to trips abroad. In our eight years of marriage, we've been to Belgium, France, Italy, Germany, and Spain. We had a particularly memorable time in Mojacar, Spain, which is very popular with English and Irish tourists. We took a day trip to Gibraltar, where we saw the famous Gibraltar monkeys, and then took the ferry



over to Tangiers. We also spent a glorious night of dining in Madrid at a place that rarely saw Americans, which is just what we wanted.

Three years ago, my husband surprised me with a Christmas trip to Belgium to visit my sister's family. We took day trips to Germany, Antwerp, and Paris, the last of which involved a walking tour of most of the city's major landmarks. Last year, we spent a week in Tuscany and thoroughly enjoyed the wine and cuisine in that region. We can't wait to go back!

Of course, our two boys, three-year-old Sebastian and three-month-old Jack, keep us fully deployed. (Recently, when my phone, keys, and wallet went missing, I discovered that Sebastian was throwing my personal articles in the trash.) But my husband and I still find time to do other things we love: playing bocce in the nation's largest bocce league, playing soccer, skiing, and discovering new and delicious wines.

Being a grownup with responsibilities entails making more thoughtful choices. I'll always remember my first car, a snazzy red Pontiac Sunfire, but these days I drive a kidmobile: an SUV my son calls "Silver Carrrrr." The tradeoff is well worth it, considering the precious cargo riding in it. And someday, when the kids are older and we're ready for a big change, our dream is to own a ski chalet in Beaver Creek, Colorado. Now that's something to look forward to!



Julia with her husband and two children

Jamila Kenney, Manager, Operations

Although I've been with IAM for 11 years now, I'll bet most people don't know that I grew up in Saudi Arabia. My family is Sunni Muslim, and we lived in the holy city of Mecca, where my brothers went to school to memorize the Quran and I went to school to learn Arabic. My dad thought that country would be a better environment for a Muslim family, and being blessed and making Hajj was an important milestone in my life.

A native of Coney Island, New York, and the oldest of eight children, I returned to the States in 1988, where I lived in Queens with my Grandma Mary. Growing up, I always wanted to go into the medical field.

After losing my first husband to a motorcycle accident, I wanted a fresh start. I heard that the school system in Northern Virginia compared favorably to private schools, so I decided to move here. I'm now married to my second husband, and we have three children, ranging from 9 to 24 years old. I always say he's the "bestest man in the whole wide world!"

Family is really important to me. I'm typically the one who hosts family holiday dinners and I like to cook. Sometimes I experiment, but mostly I think I'm a home cook, focusing on comfort and fast food for my family gatherings.

Despite staying pretty busy with work, school, and family, I sometimes daydream about racing cars. I've been with IAM for 11 years now. Watching the Association change with the times has been interesting, especially the evolution we're going through right now. Someday, though, when I've got my degree, I'd like to



Jamila daydreams about racing cars.

start my own business. I want to promote a holistic way of living, including the foods and products we use in our everyday lives.

When I can carve a few minutes out of my day, I enjoy reading. Right now, I'm reading *Love Insha'Allah: The Secret Love Lives of Muslim Women*. It has interesting insights into the challenges of being a Muslim and finding a good man. It's also been illuminating to travel, and I've been to a variety of fascinating countries, including Yemen, Kuwait, Jordan, Saudi Arabia, Namibia, Mexico, and several islands. One of these days, I'd like to visit Europe and India.

When I turned 40, I woke up and thought, "OMG—I think it's time to grow up!" So right now I'm back in school, majoring in business management, with a concentration in human resources. I plan to do big things with my degree—starting with hanging it up on the wall so I can remember the sacrifices I made to accomplish that goal.



Jamila grew up in Saudi Arabia and in Queens, New York.



Jamila and husband Vincent, whom she calls "the bestest man in the whole wide world."

Lanee Johnson, Member Services Associate

Since I'm just 25 now, I laughed when I was asked about the highlight of my career thus far. For me, it was getting health insurance!

Seriously, though, I've been pretty happy with the way things are going. I've lived my whole life right here in Virginia, growing up in a large extended family that includes an older sister, a twin sister, and a younger brother. Even my time at college wasn't too far from home. I spent those four years in Richmond, Virginia, earning my B.S. degree in mass communications at Virginia Commonwealth University, and right now I'm pursuing an M.B.A.

I once thought I'd make a great lawyer. As a child, I enjoyed winning arguments and persuading my siblings that I was right. But then, when I was 19, I worked for a law firm in Washington, DC, where I quickly realized that being a real lawyer seemed a lot less fun. What I did do, which most people don't know, is spend four years as a first chair violinist in a symphony orchestra.

Three years ago, after I graduated from college, IAM offered me a full-time position. My first IAM annual meeting was in Denver, Colorado, a couple of years ago. I was extremely impressed by the way such a small team could execute such a large production. My coworkers are pretty great. It's a well-matched group of people, and I especially enjoy having



Toddler Lanee (left) with her twin sister

the opportunity to communicate on a daily basis with individuals around the world. That makes me even more eager to travel abroad more and experience new cultures. Recently, I visited Isla Mujeres, Mexico—my first overseas trip as an adult. It was an absolutely beautiful island, only about nine miles in length.

It's funny the way young people learn the difference between cost and value. When I was 15 years old, I saved up money from my summer job and bought my first car, a green 1988 Toyota Camry, for less than \$800. A great bargain, I thought, but it barely held up for a month. These days, I drive a much more dependable 2001 Mercedes C320. True, it's still

an older car, but at least not from the year I was born!

Right now, I live with my boyfriend of seven years. There's no significant other in my life, unless you count my sweet dog, Nylah, a one-year-old LhasaPoo (a Lhasa Apso-toy poodle mix). The wonderful thing about dogs is their unconditional love and loyalty, and Nylah is always happy to see me walk through the door in the evening. Most of my free time is spent with my big family, but I also enjoy swimming (good for beating the heat of a hot Washington summer), decorating, shopping, and eating (bring on the cake!). And somewhere down the road, I want to learn to surf.



Lanee in a school photo



Lanee at the 2012 Annual Meeting

Joyce Dexter, Portal Editor

Growing up in Abilene, Texas, I had no idea I'd wind up in the Washington, DC, area. My family on both sides descended from German farmers who settled in the Lone Star State and never left. My mom, a naturally talented musician who couldn't read a note of music, wanted me to learn an instrument, so we settled on the accordion and I started lessons when I was nine.

As it happened, the accordion proved too big for me to handle easily, and soon I switched to piano lessons—at least the keyboard was the same. A few years later came organ lessons, and I wound up being the organist for our church when I was still in high school: Sunday services, choir practice, weddings, funerals—you name it—found me in the choir loft at the console of the giant Wurlitzer. The rest of my non-school time was spent at my summer job behind the concession stand at a local movie theater, selling popcorn, drinks, and hot dogs.

Eventually I married and moved to Florida, where I no longer had a piano or organ. But I did have three children who kept me busy, as well as a series of jobs as a complaints officer at a small telephone company, a clerk at the state Game and Freshwater Fish Commission, a real estate title examiner, and even an encyclopedia salesperson. (Incidentally, as a notary public in Florida, I was empowered to perform weddings. I officiated at about a dozen ceremonies there.)

After my divorce I realized I couldn't make a decent living in Florida and on pure impulse moved to Washington, where I didn't know a soul. But when the stars align these things have a way of working out, and within three days I had launched a new career.

I had no formal journalism training, but soon discovered that I had a knack for editing. That led to a few small writing assignments and then a job with the U.S. Senate Foreign Relations Committee, where I spent nearly three years editing



Left: Joyce in her Brownie uniform, second grade. At right: at age 12, when cats-eye glasses were all the rage



the U.S. State Department's Historical Series before moving on to work for former Secretary of State Cyrus Vance, researching and editing his memoirs.

Freelancing suited me, and I edited or ghostwrote two other memoirs, for a radio journalist and an English professor, and a book on landscaping. I began temping for a moving and storage association (which later merged with the American Movers Conference); that organization ultimately hired me full time, and I stayed there for seven years before returning to freelance work. (During that time I wrote a couple of novels, one of which came within inches of getting published; now that I think of it, maybe I should dust it off and try to market it again!)

One day I got a call from HHGFAA (now IAM), asking me to help produce *The Portal*, which at the time was 16 pages and printed in two colors. After Terry Head became the Association's president, the publication began growing bit by bit—along with the membership—to become a full-size four-color magazine. Seeing

that progression has been deeply satisfying and rewarding. I've now been editing and writing for *The Portal* for 17 years, and the folks at IAM have a generosity of spirit that is all too rare among clients. They rejoiced with me when I got married, accommodated me through the occasional illness, and offered moral support when I suffered deaths in my family.

I'm so lucky to be able to work on *The Portal* from my home office. My support staff—a year-old black German shepherd named Shelby—doubles as a security system (he has quite a ferocious bark when salesmen come to the door!). My husband, Dave, retired from the federal government more than a decade ago, so we enjoy traveling when we can, although his schedule permits more of that than mine. Together we've been to The Netherlands, England, Scotland, Ireland, Belgium, France, and my favorite destination of all, Tuscany, where we spent a glorious week with a friend who rented a 15th-century villa. From there we were



Joyce's high school photo, junior year



With husband Dave and their then-puppy, Quincy. They now have a year-old German shepherd, Shelby.

able to explore the hill towns and countryside, including a little jewel of a village called Pienza. Absolute heaven!

When I'm not working on *Portal* deadlines, I enjoy cooking. My specialties are ethnic foods (particularly Indian and Thai) and baking bread. There's something earthy and relaxing about kneading dough. Somewhere on the horizon, a painting class is calling my name. A drawing class I took a decade ago got me interested. When we moved last year, I discovered that several of our new neighbors are amateur and professional artists—as good a reason as any to whip out the paintbrushes and see what happens next.

Members
can display
the ILN logo
on their
websites!

The IAM Logistics Network IS Now Accepting Members!

Is your company diversifying into logistics? Do you already work in logistics, providing office moving, project forwarding, warehousing and distribution or cargo moving?

Then it's time to join forces with a group of IAM members who **recently formed the IAM Logistics Network (ILN)**

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IAM Logistics Network - ILN

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Young Movers Discuss Opportunities, Challenges During Gathering in Amsterdam

Significant changes lie ahead for the removals industry. Developments in international standardization, legislation, and regulations, along with advances in technology, will not only bring major changes to the work itself over the coming years, but will affect the way that work is carried out. This was the conclusion reached by the annual international Young Movers Conference, held recently in Amsterdam.

The Young Movers Conference for young managers in the removals industry has been held every year since 1991. This year no fewer than 180 participants, representing removal companies from 33 countries in Europe and far beyond, came to Amsterdam to exchange ideas about the future of the international removals sector. The meetings, gatherings, discussions, and workshops were aimed at preparing these young managers for the tasks that lie ahead. The Young Movers Conference also offers those managers an excellent opportunity for international networking

and for sharing knowledge and experience.

One of the conference's guest speakers was IAM Programs Manager Brian Limperopulos. Limperopulos identified climate change as one of the challenges facing the removals industry. "Climate change leads to more stringent fuel-efficiency requirements, the use of alternative energy sources, and effects on urban freight transport through the introduction of low emission zones," he explained. "All of these interventions do, however, lead to increased costs."

There are opportunities for the industry in terms of technological developments, innovative industry-led solutions, and the acceptance of common standards. "By becoming proactive today, we as an industry will be able to determine which policies are implemented—and how—instead of waiting for developments to happen," Limperopulos noted.

Ellen Troska from the Federation of European Movers Associations

(FEDEMAC) examined the various standards affecting the industry in more detail. In addition to the European CEN (European Committee for Standardization) standard, various countries also require compliance with their own supplementary standards, codes and best practices. In the United States as well, different standards apply. One of the workshops was dedicated to discussing the need for and impact of standardization.

"The whole sector in Europe is in a transitional phase. We need to come together in order to consider more efficient solutions, sustainability, and lower costs," said Jelle Boonstra of the Dutch Association for Transport and Logistics. "The focus is shifting to include supplementary facility services, including storage, relocation services, and consultation, in addition to the traditional transportation of goods from A to B. Increasingly, it's all about making life easier for customers and offering them added value. It's up to removal companies to determine for themselves where exactly they want to be within the chain."

In addition to the plenary discussions, the conference program also offered its international participants a number of excursions, guest speaker lectures, and workshops. Visits were made to destinations including FloraHolland in Aalsmeer, P.A. van Rooyen Topmovers in Uithoorn (a visit that included a viewing of ECB Group containers), and Koninklijke Saan and the Saan Museum in Diemen.

This year's Young Movers Conference was organized by P.A. van Rooyen Topmovers and the ECB Group with the support of the Dutch Association for Transport and Logistics, FEDEMAC, the Dutch Organisation for Certified Movers, and many sponsors. The 2014 conference will take place in London.



Participants at the Young Movers Conference Amsterdam 2013 at Koninklijke Saan in Diemen.

ALAN F. WOHLSTETTER SCHOLARSHIP FUND 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:

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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.

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For information on eligibility, requirements,
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"I feel very proud to have been selected twice for the Alan F. Wohlstetter Scholarship. With the scholarship, I was able to cover my yearly University fees and the cost of my books, which can be very expensive."

"Through the Alan F. Wohlstetter Scholarship Fund's financial support, all current and potential students in our industry are being given the opportunity to achieve our educational goals and the ability to improve ourselves."



Millennials Are Rewriting the Rules of Work and Entrepreneurship

By Rieva Lesonsky

What do Millennials want? Flexibility and independence top the list, according to a new study, “Millennials and the Future of Work,” from oDesk and Millennial Branding that polled nearly 2,000 people aged 19 to 30. Here’s some of what the study found, and what it means for your business.

A desire for freedom and flexibility

Millennial workers want freedom and the flexibility to work how they want. Many Millennials have a “freelance” attitude. Almost nine in 10 (89 percent) say they prefer to work when and where they choose (compared to a corporate, 9-to-5 job). When comparing freelance work to “regular” jobs, Millennials say freelancing gives them more freedom to:

- Work wherever they like (92 percent)
- Work whenever they like (87 percent)
- Work on more interesting projects (69 percent)
- Travel while working (half say they’d prefer this to taking vacation time)

Is there a closet freelancer on your staff?

Many Millennials are biding their time at regular jobs and freelancing on the side until the time is right to leave.

Nearly three-fourths (71 percent) of those who work regular jobs want to quit to be entirely independent; 61 percent say they likely will quit within two years, and 17 percent say they definitely will.

A new definition of “entrepreneur”

For 90 percent of Millennials surveyed, being an entrepreneur means having a certain mindset, rather than starting a company. Aspects of this mindset mentioned included being a self-starter, risk-taker, visionary and someone who “spots opportunity.”

Millennials see themselves as building entrepreneurial careers whether they work for someone else or freelance—they don’t necessarily have to start their own businesses. In fact, more than half (58 percent) already classify themselves as entrepreneurs.

A rosy view of entrepreneurship

Three-fourths of Millennials say the benefits of being an entrepreneur outweigh the downsides. In fact, for 57 percent of them there are no downsides to entrepreneurship. More than a third (38 percent) say they’d pursue a promising startup opportunity rather than finish a traditional college degree.

What do these figures mean to your business?

- Satisfy their desire for freedom. Keep Millennials on your staff happy and attract more of this age group by offering flexibility and the ability to work from home or on the road.
- Help them move ahead. Millennials have an insatiable desire to move faster in their careers. Provide lots of feedback and let them know what they can do to improve.
- Sell them on “small.” Millennials hate having to follow corporate rules and climb the steps of the corporate ladder, making small businesses a natural fit for them. If you’re looking to hire, promote your small business as a place where they can wear different hats and learn a lot of skills.
- Tap into Millennials’ entrepreneurial attitudes. Since Millennials can feel entrepreneurial even as employees, take advantage of their self-starting nature. Give them projects of their own and let them run with them.

SOURCE: Small Business Trends

CBP Intensive Examinations of HHG Shipments: June 2013 Report

IAM is conducting an ongoing survey designed to collect information about our members' experiences when importing or exporting shipments of used household goods and personal effects to or from the United States. Principally, IAM is interested in discerning how burdensome intensive customs examinations by U.S. Customs and Border Protection (CPB) are on our members and their clients, so we asked respondents to provide the following detail:

- Country of origin
- Port of origin
- Shipping line that transported shipment from origin to destination
- Country of destination
- Port of destination
- Date of examination
- Cost of intensive examination
- Name of Centralized Examination Station (CES)
- Estimates of damages
- Estimates of ancillary costs emanating from examination

To date, our findings confirm some aspects of the problems that IAM members had asked us to explore. First, the import examinations that have been reported were largely in line with

shipping volumes and flows of international relocations vis-à-vis the United States. In addition, many of the examined import containers/shipments originated in countries that typically ship high volumes to the U.S. Imports originating in the UK though have been selected more than any other country, with 33 total reports. The next closest country is Germany, with just 11. The UK number could be high for a number of reasons, but it is something we will continue to monitor.

Anecdotally, before we began this data collection, it seemed that intensive examinations on export shipments were the primary source of concern based on complaints received from IAM members. Our survey is starting to bear this out statistically now with over a quarter of all responses focused on export shipments alone (53 responses). Of that total, almost three-quarters of all export exams are taking place at the port of Long Beach. Interestingly, there is barely any report of export examinations on the Eastern Seaboard.

On the import side, we see a different picture. The port of New York/New Jersey leads the way, followed by Long Beach. However, there is no enormous disparity like there is on the export side. Houston, Baltimore, Charleston, and Norfolk make up the rest of the top six.



Since 1999, the International Association of Movers (ISA) has provided international shippers and forwarders of Commercial and US Military and Government household goods, unaccompanied baggage, and general commodities the lowest comparative shipping rates (FCL & LCL) and best service throughout the world by establishing volume discounts with preferred vendors.

Members: When contacting vendors please identify yourself as an ISA member to receive preferred rates.

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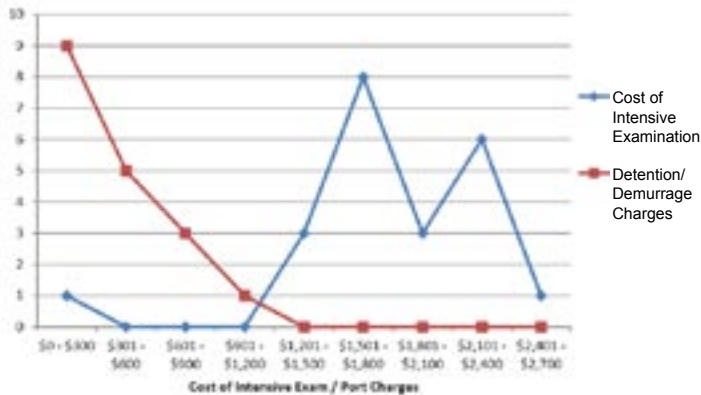
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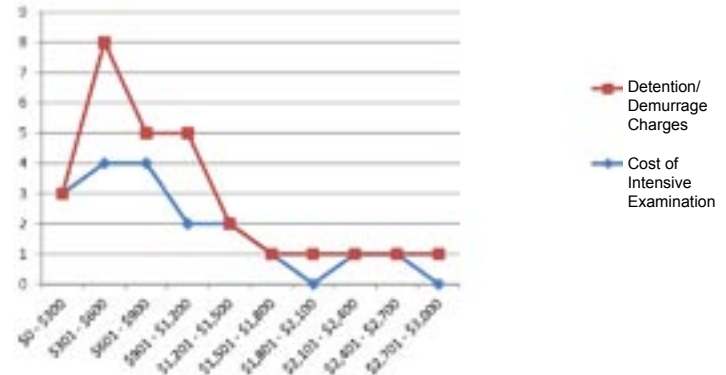
The data implies the existence of a systematic issue at the Port of Long Beach where shipments are being selected for export examinations at a disproportionate rate. We have analyzed the data to look only at exports from the port of Long Beach to determine whether this disproportionate increase in exams correlates with damages and/or exorbitant additional charges. The first chart below shows the monetary amounts responders have reported in the survey for the intensive examination charges as well as the ancillary port charges:



As you can see from the chart, these are exorbitant charges specifically for intensive examinations on export shipments. To add insult to injury, many of these shipments are also assessed demurrage and/or detention, albeit at rates lower than what we are seeing for the examination charges. Parsing through the data further, we found that only one Centralized Examination Station (CES) was reported by the survey respondents who also experienced these sky-high exam fees: Price Transfer.

The U.S. Customs & Border Protection Office of Field Operations at Long Beach noted that Price Transfer was the only operating CES at the Port of Long Beach for export shipments. Citing the preponderance of defense contractors in the immediate vicinity of the port, the officer stated that the high number of exams is because the U.S. government is concerned about the export of sensitive military technologies and weaponry.

To provide a comparison to Long Beach, below is the same chart showing imports to the port of New York/New Jersey:



Here we can see that the cost of intensive examinations is much less significant. Rather, high detention and demurrage charges seem to be more of a problem at this port.

This is just a preliminary review of the data and we need more data provided by the industry in order to draw firmer conclusions.

Coast Guard Should Reconsider TWIC After Critical GAO Report, Ports Say

By Eric Miller

The trade association representing the nation's ports called on the U.S. Coast Guard to reconsider several proposals concerning the Transportation Worker Identification Credential (TWIC) program, largely due to recent criticism by the Government Accountability Office.

The American Association of Port Authorities, which represents 160 seaports, is the latest stakeholder to question the TWIC program, which has been a frequent target of Congress for the years-long delay in plugging security vulnerabilities at ports. Specifically, it asked the Coast Guard to delay plans to require that TWIC electronic card readers—which match a fingerprint embedded in the card with the holder seeking port access—be deployed at U.S. ports classified as “high-risk” for a terrorist event.

“AAPA would like the Government Accountability Office (GAO), Coast Guard, and Transportation Security Administration (TSA) to be in general agreement on how the rule should be implemented before it is put into place,” said Aaron Ellis, a spokesman for AAPA.

In a comment letter that was introduced into the record of a June 18 congressional hearing on the TWIC program, AAPA said that the Coast Guard should reassess the way it plans to classify ports as high-risk. Only a small percentage of all ports and ships have received the high-risk classification in the proposed Coast Guard

rule put forth March 22, and they are the only ones that actually would be required to deploy the card readers if the proposal becomes final. The group asked the Coast Guard to alter its proposed “risk-based” concept—which separates port facilities and ships into three categories—to require card readers for only the highest risk group.

The Coast Guard's proposed TWIC reader rule designates just 38 of 13,825 vessels and 552 of 3,270 facilities as high-risk and therefore required to use card readers. Although the Coast Guard has declined to release the names of facilities it plans to classify as high-risk, such large facilities as the Port of Los Angeles and Port of Houston are not on the high-risk list, according to Transport Topics.

Stephen Lord, director of GAO's Homeland Security and Justice unit, said at the June 18 congressional hearing that GAO requested that Congress force a delay in the TWIC card reader rule because it would be based on a flawed reader pilot test. GAO concluded the flaws in the \$23 million pilot test were so egregious that they “call into question the program's premise and effectiveness in enhancing security.”

Rep. Candice Miller (R-MI), chairwoman of the House Subcommittee on Border and Maritime Security, also criticized TSA at the hearing, saying that after more than a decade since the 9/11 attacks,

the TWIC program is “no more than an expensive flash pass that costs workers \$130.”

Delays essentially have caused the biometric capabilities on the card to be of “little use,” Miller said. “The way this program has been run so far does not give us the confidence that we are on the right course.”

The program was first authorized by Congress shortly after 9/11. The TWIC reader is designed to recognize the holder's fingerprint template embedded in the card.

Rear Adm. Joseph Servidio, the Coast Guard's assistant commandant for prevention policy, acknowledged that TWIC had limitations but said it is part of a “layered security strategy.”

“We do see that the TWIC is an enabler for the future, in addition to allowing a migratory worker population to move between various facilities,” Servidio said.

Stephen Sadler, TSA assistant administrator, said TSA disagreed with GAO that the pilot was not a valid test. “Following analysis of the pilot results, TSA concluded that TWIC reader systems function properly when they are designed, installed and operated in a manner consistent with the characteristics and business needs of the facility or vessel operation,” he told members of the subcommittee.

SOURCE: Transport Topics

U.S., Canada Begin Phase II of Entry/Exit Project

The U.S. Department of Homeland Security (DHS) recently announced the implementation of Phase II of the Entry/Exit information system, a commitment of the Beyond the Border Action Plan.

Under Phase II, DHS and the Canada Border Services Agency (CBSA) will expand the exchange of biographic entry data collected on third-country nationals (those who are neither citizens of Canada nor of the United States), permanent residents of Canada who are not U.S. citizens, and lawful permanent residents of the United States who are not Canadian citizens, to all automated land ports of entry at the common border, including all major land border crossings.

A coordinated Entry/Exit information system will facilitate exchanges of entry information such that an entry into country becomes and exit from the other. It will help the U.S. and Canada identify persons who potentially overstay their lawful period of admission; better monitor the departure of persons subject to removal orders; and verify that residency requirements are being met by applicants for continued eligibility in immigration programs.

The process of collecting and sharing information will be done in accordance with each country's privacy laws and policies and consistent with the Action Plan, Joint Statement of Privacy Principles, and an Annex to the Statement of Mutual Understanding on Information Sharing agreed to by DHS and the CBSA.

The U.S. and Canada have issued appropriate privacy documents for Phase II, including Privacy Impact Assessments and updated System of Record Notices. Information on these documents is available on CBP.gov and CBSA-ASFC.gc.ca.

On February 4, 2011, Prime Minister Harper and President Obama released the Beyond the Border Declaration, articulating a shared vision in which our countries work together to address threats at the earliest point possible while facilitating the legitimate movement of people, goods and services across our shared border. The Action Plan, released in December 2011, outlines the specific steps our countries intend to take to achieve the security and economic competitiveness goals outlined in the Beyond the Border Declaration.

Horizon Lines to Convert Two Ships to Dual Diesel/LNG Power

Horizon Lines, Inc., an IAM member and one of the nation's leading domestic ocean shipping companies, recently announced that it plans to convert the power plants on two of its steam turbine cargo vessels to modern diesel engines capable of burning conventional liquid fuels or liquefied natural gas (LNG).

"We are viewing this as the first step in a repowering initiative for Horizon Lines vessels serving in the Hawaii and Puerto Rico trade lanes," said President and Chief Executive Officer Sam Woodward. "The two initial steam vessels targeted for the planned repowering are structurally viable for the conversion from steam-powered to dual diesel/LNG engines." Horizon plans to work closely with the American Bureau of Shipping (ABS) and the U.S. Coast Guard (USCG) throughout the project."

The project's goal is to reduce fuel consumption and lower emissions. The project, which would include an integrated repowering solution encompassing main engines, supporting components, and LNG storage tanks, has attracted interest from both domestic and foreign shipyards. Six request-for-pricings (RFPs) have been issued to U.S. shipyards and six to foreign shipyards. The company has not decided where the repowering work would be conducted, pending receipt and evaluation of the RFPs. Horizon Lines requested a predetermination ruling from the USCG National Vessel Documentation Center on coastwise eligibility in order to determine whether the company could consider foreign options in addition to U.S. shipyards for the project. The USCG ruled that the work as described can take place in a foreign shipyard without jeopardizing the Jones Act status of the vessels.

The completed RFPs are expected in mid-July and will be evaluated based on the overall value that the shipyard can provide in terms of quality of work, cost of the project, and schedule requirements, said Pete Strohla, vice president and general manager of the company's Ocean Transportation Services group. "As we further explore a comprehensive fleet program, additional RFPs will be needed to meet our vessel requirements. We expect U.S. shipyards will provide bids for this initial repowering project, as well as for upcoming projects. We tentatively expect work to commence on the first vessel in January 2015 and the first two ships to be completed late that same year or in early 2016."

Horizon Lines also is conducting due diligence regarding various engine manufacturers capable of meeting its specifications for a dual-fuel, medium-speed diesel power plant required for the planned repowering project. The company has engaged MAN Diesel & Turbo SE to conduct preliminary engineering, consulting and design work related to the proposed repowering project.

"Horizon Lines is committed to a comprehensive repowering program that will improve our fleet's fuel efficiency and environmental impact," said Bill Hamlin, executive vice president and chief operating officer. "Doing this in a cost-effective manner, while continuing to provide outstanding service to our customers without disruption, is consistent with Horizon Lines' commitment to its customers, the consumers in the markets we serve, and our obligations as a Jones Act carrier."

Foxx Unanimously Confirmed as Transportation Secretary

By Michele Fuetsch and Timothy Cama

Anthony Foxx, the current mayor of Charlotte, North Carolina, recently was confirmed unanimously by the U.S. Senate to be the next U.S. transportation secretary.

Foxx, 42, a Democrat, has led the state's largest city since 2009. He succeeds Ray LaHood, a former Republican congressman from Peoria, Illinois, who says he will return to private life.

President Obama said in a statement that he looked forward to working with Foxx "as we aim to modernize the infrastructure that powers our economy. [Foxx knows] firsthand that investing in our roads, bridges and transit systems is vital to creating good jobs and ensuring American businesses can grow and compete in a 21st Century global economy."

Foxx's nomination and confirmation hearing generated no controversy and considerable praise.

"The challenges of being mayor of a large city like Charlotte are not all that different from those of being a governor," American Trucking Associations President Bill Graves said. "So, I'm confident he will be up to the test of providing this country with the first-rate, world-class transportation system our industry and our economy demand."

Edward Wytkind, president of the Transportation Trades Department, AFL-CIO, said, "Foxx is a skilled and respected leader who understands that America's economy cannot thrive without a world-class transportation system and workforce."

In a final speech to members of the National Press Club in Washington, LaHood cited challenges Foxx will face.

"There's no debate about what America needs. We have 50-, 60-, 70-year-old transit systems all over the country. We have a president with a vision for high-speed rail. America is what I call one big pothole right now, we need to fix up our roads and bridges," he said.

He also lamented a lack of bipartisan-ship to solve problems. Without bipartisan work, he said he doubts Congress can pass a reauthorization of highway programs when MAP-21, the current spending law, expires in October 2014.

"I do think the prospects are pretty good in the Senate right now," he said. "I think the prospects in the House are not good." He blamed the lack of cooperation on politicians who "came here to do nothing. And that's what they've been doing."

"While we have not always seen eye-to-eye on the issues, no one can question Ray's passion and the vigor he brought to the job," Graves said. "

While LaHood had experience in Congress before coming to DOT, Foxx is expected to bring a different perspective. Brian Turmail, spokesman for the Associated General Contractors of America called Foxx an "inspired" choice.

"More so than someone from Congress, a mayor's in a position to really appreciate the need for funding solutions," Turmail said. "The mayor is the one held accountable for traffic and potholes in the end, but also they're in a pretty good position to appreciate how challenging it is to get any kind of regulatory approval on new infrastructure."

SOURCE: Transport Topics

Toward a Honduran Land Bridge

The government of Honduran President Pepe Lobo has announced that it will sign a memorandum of understanding with China Harbour Engineering Company Ltd to build a railway to link Interoceánico Amapala island in the Pacific with Puerto Castile in the Atlantic.

Miguel Angel Gamez, former public works minister and now a consultant to that agency, said the land bridge will offer natural advantages and pointed out that Puerto Cortes already has a U.S. customs post.

The promoter of the project, Livy Sierra, stated that the project is not aimed at competing with the Panama Canal or the future Nicaragua land bridge. "We think it is very appropriate for Nicaragua as any other country in Central America or in the world to have this kind of idea and carry it out," he said. However, he added, Honduras' inter-oceanic railway is aimed at transferring cargo of ships of up to 300,000dwt and the "mega port to be built in Amapala is only for such vessels.

"We're way ahead. We are about to reach an agreement with the world's number one firm in maritime works," said Sierra."

SOURCE: World Cargo News

Eurozone Crisis Cools, but Unemployment Hits Record

The economic crisis in southern Europe may be easing, a key survey signaled recently, but new data showed the Eurozone jobless rate returned to a record high of 12.1 percent in May. There are signs too that economies in eastern/central Europe may be on the mend.

The Eurostat figures offered little hope of a quick end to the social crisis, with the unemployment rate for the entire European Union being unchanged at 10.9 percent. Eurostat said 26.4 million Europeans are now out of work. Provisional official data in Italy showed the jobless rate hitting a new record of 12.2 percent.

EU leaders agreed to deploy up to 8.0 billion euros (\$10.4 billion) in programs to fight youth unemployment at a summit in Brussels last week after U.S. President Barack Obama warned of the risk of a “lost generation” in Europe.

The Eurostat report, which revised previous figures, showed the Eurozone rate reached 12.1 percent in March. It then edged down to 12.0 percent in April—a slight improvement that ended two years of increases—but then rose in May.

The results were far worse than in May of last year, when Eurozone unemployment was at 11.3 percent and the EU rate at 10.4 percent.

For under-25s the picture was even bleaker, with the rate rising to 23.0 percent for the EU as a whole from 22.8 percent in May 2012. In the Eurozone, it rose to 23.8 percent from 23.0 percent.

There were wide differences between EU members. Unemployment fell in May in 10 countries on a 12-month comparison. The best results were in Latvia, where the rate fell to 12.4 percent from 15.5 percent, and in Estonia, where it went down to 8.3 percent from 10.0 percent. The worst was Cyprus, where the banking sector is being cut radically and where the jobless rate rose to 16.3 percent in May 2013 from 11.4 percent in May 2012.

Unemployment data is a lagging indicator. In a separate set of figures, Eurozone manufacturing showed signs of continued improvement in June.

The Markit Eurozone Composite Purchasing Managers Index (PMI), a survey of what businesses see happening in their production processes, rose to 48.8 in June—a 16-month high—from 48.3 in May. The PMI index is considered to be a reliable indicator of future activity.

Ireland saw an improvement and Spain remained stable, while the rates of contraction eased in Austria, France, Greece, Italy and the Netherlands.

“Strong improvements in Spain, Italy and France more than offset a mild German setback as exporters there struggle with weakness in China and competition from Japan,” said Christian Schulz, an economist at Berenberg Bank. “On current trends, the end of recession in the crisis countries is approaching fast. Spain’s manufacturing PMI left contraction territory for the first time since April 2011 and Italy was not far behind.”

The PMIs for Italy and Spain were higher than Germany’s for the first time since the Eurozone debt crisis reached its peak in 2011.

Meanwhile, William Jackson, the emerging markets economist at Capital Economics in London, said that the latest batch of PMI indicators for several countries in central Europe added “to the growing sense that things are improving in the region. Even so, we still expect the recovery to be pretty lackluster.”

Jonathan Loynes, chief European economist at Capital Economics, was cautious, pointing to unemployment and inflation data, which he said underlined the “fragile recovery” in Europe. “The latest Eurozone inflation and labor market figures inject a slight note of caution,” he said. “There is nothing here to suggest that the Eurozone economy does not need additional policy support, though the ECB (European Central Bank) looks unlikely to oblige” at its monthly policy meeting.

Eurozone inflation accelerated to 1.6 percent in June from 1.4 percent in May largely due to higher energy prices, Eurostat said, but is still a long way from the target set by the ECB of keeping inflation at just below 2.0 percent.

SOURCE: EUBusiness



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SDDC Plans to Move Forward with Open Season in 2013

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

After what appeared to be a great deal of reflection, the Surface Deployment & Distribution Command (SDDC) announced on July 2 the timeline and details for the Open Season they plan to hold this year for new entrants to the Defense Personal Property Program (DP3).

In a communication to the industry, SDDC issued the following details regarding the Open Season timeline:

SDDC Pamphlet 55-4: The 12 Apr 2013 draft will become the official TSP Qualifications document once posted 3 July. Other than grammar, the only change to this document was adding a legal disclaimer to the introduction paragraph.

Open Season: SDDC is still preparing to conduct an open season this fall for new entrants into the program. We are now completing DPS testing and putting the finishing touches on the complete process. For planning purposes, we anticipate the open season process to take 120 days and will look like this: 19 July 2013 open season message released, Aug will be for prescreening of TSP applicants by completing a questionnaire and visiting HQ SDDC to tell us about your company and what capacity you will bring to DOD, Sep is for TSPs who pass the prescreening process to get their ECA certificates to access DPS, Oct will be for Presidents/CEOs ONLY to get into DPS and complete CIP, COR and ETOSSS, Nov is for TSP reps (bond, insurance, financials) to access DPS and complete their certifications. The open season message will provide complete details.

All interested parties were urged to react immediately following the release of the “19 July 2013 open season message.” The July 2 communication indicates that *all* new applicants will be “prescreened” through the completion of a questionnaire and a face-to-face visit to HQ SDDC at Scott AFB, Illinois. Considering the large number of potential applicants, it would be in an organization’s best interest to get on SDDC’s calendar as early as possible.

The new Qualifications Document (Pam 55-4) has been posted to the SDDC website and can be accessed at the following link: <https://www.sddc.army.mil/PP/Defense%20Personal%20Property%20Program%20DP3/Transportation%20Service%20Providers%20%28TSP%29/TSP%20Qualifications%20Pamphlet%2055-4.pdf>

All organizations interested in applying as a new applicant or a current Transportation Service Providers (TSP) interested in seeking an increase in scope should familiarize themselves with the new requirements.

SDDC is planning to have all applications processed in time to allow new entrants the ability to file rates in February 2014, which will allow them to receive shipment awards for the 2014 Annual Cycle.

Also included in the Open Season message were other updates on issues critical to TSPs currently operating in DP3.

- The SDDC “Scoping” initiative appears to be dead! SDDC indicated in their message that “TSPs that are approved to move shipments in a particular market will be allowed to file rates into any channel where they can provide the level of service DP3 requires.”

However, the message also indicates that SDDC is reviewing other alternatives that will reduce “authorities commensurate with each TSP’s current overall volume of shipments.” SDDC will be providing more details on this proposal “no later than the next Industry Day/Personal Property Forum in the fall of 2013.” No date for this meeting has yet been set.

- The message confirmed that in 2014 the entire 70 percent for the Performance Score (PS) element of the Best Value Score (BVS) will be based on the Customer Satisfaction Survey (CSS). The Claims Score (CS) element will be removed from the BVS calculation.
- The Minimum Performance Scores (MPS) for all markets in the 2014 annual rate cycle have been amended. This was necessitated by the change in the BVS calculations. The 2014 MPS values will be as follows:
 - Domestic household goods (dHHG)—48.00:** This means the lowest average CSS value a TSP can earn so as to not fall below the MPS would be approximately a 69.
 - International household goods (iHHG)—51.00:** This means the lowest average CSS value a TSP can earn so as to not fall below the MPS would be approximately a 73.
 - Unaccompanied Baggage (iUB)—56.00:** This means the lowest average CSS value a TSP can earn so as to not fall below the MPS would be an 80.
- SDDC will change the CSS data pull timeframe for the May 15, 2014–July 31, 2014 Performance Period by 30 days. The

pull will be done 30 days earlier to allow TSPs to receive their scores in time to incorporate this information into their rate filing decision making process. The new data pull for next year will be January 1, 2013–December 31, 2013.

- There has been a great deal of consternation among TSPs regarding the change in the contractor operating the DP3 Helpdesk/System Response Center (SRC). The new contractor has been inconsistent in allowing military members to complete their CSS through the phone survey process.

SDDC has been working with the new contractor to ensure they understand the importance of continuing to allow members to complete surveys via the phone. At this point it appears that the new contractor will continue to take phone surveys but will first try to connect the member to the survey in DPS. If that is not successful then they will conduct the survey over the phone.

SDDC did want to remind TSPs that if they connect the member to the Helpdesk they should not remain on the line while a survey is being conducted.

- The one additional update that was *not* included in the message was that the functionality allowing domestic TSPs to file both Peak and Non-Peak rates will be added to the DPS production environment with the next DPS release currently scheduled for August. This means that when TSPs file rates for the 2014 annual cycle this capability will be available to them.

The functionality is currently being tested and TSPs are included in the group working to ensure the update is ready for the next DPS release.

More Corporate Travel Department Heads Taking Charge of Meetings Management and Planning

By Barbara Scofidio

Their titles might be Travel Director or Travel Manager, but more and more travel department heads are being charged with meetings management and other tasks, according to recent research from the Global Business Travel Association.

More than half (55 percent) of the travel directors responding to GBTA's 2012 Travel Management Compensation and Benefits Survey said they are responsible for developing strategic meetings management programs (SMMP) in their companies, and there was a significant increase in travel managers charged with SMMP—42 percent of respondents in 2012 versus 33 percent in the 2011 survey. Meeting planning has also been added to the job responsibilities of an increasing number of respondents—43 percent in 2012 and 2011, up from 39 percent in 2010.

At Apple Inc., Angie Henderson, global strategic meetings manager, says the SMMP “has always rolled up into travel, which then reports to finance. I feel we were one of the first large corporations that designed our meeting program in that fashion a long time ago. My boss, who is the global travel manager, has accountability for me and my team, who oversee all meetings.”

Judy Bauer, global leader, corporate travel, at Marsh & McLennan Companies, was charged with creating her company's SMMP about two years ago. The company does not have a centralized meeting management department and is not planning to create one. She hired consultants to help her accomplish the task, and plans to hire a manager to oversee the SMMP. She estimates that once this is in place, SMM responsibilities will still be 25 percent of her role.

The increasing responsibilities don't end with meetings. More travel directors are being asked to create green travel policies—36 percent in 2012 versus 32 percent in 2011. And more travel managers also take on that job—27 percent in 2012 versus 26 percent in 2011.

Another task that has fallen on travel directors is risk management: 68 percent are responsible for creating the company's overall risk management programs in 2012, up from 56 percent in 2011. In addition, more travel directors are being put in charge of their companies' overall corporate social responsibility programs—26 percent in 2012, up from 22 percent in 2011.

SOURCE: MeetingsNet.com

Survey Allows Passengers to Really Answer the Question: 'How Was Your Flight?'

If only airlines could read their passengers' minds—but they can come close with the Passenger Choice Awards. As the FAA contemplates rules related to portable electronic devices, the traveling public can weigh in on every aspect of the trip by participating in this airline-focused awards program. In addition to getting recognition for doing what works, airlines can see exactly what moves passengers one way or the other.

The awards were created to recognize airline achievements in the passenger experience and to give airlines useful data on how flyers view specific services. The program gives passengers a virtual hotline to airlines to keep them in the know on what's working and what needs improving.

Virgin America took home the 2012 award for Best Overall Passenger Experience (Up to 50 IFE Equipped in Fleet) and several other Passenger Choice Awards. "In this industry, finding ways to improve the passenger experience is always evolving," said Alf Veretto, manager of IFE and Partnerships for Virgin America. "The more information we have, the better the experience becomes."

The survey, available year-round at www.passenger-choiceawards.com, is customizable and asks passengers to

rate aspects of the travel experience that are applicable to them. Questions cover ticketing, ground experience, comfort, inflight entertainment, and more. Responses are tabulated by ratings and research specialists at The Nielsen Company, and results are sent to participating airlines.

Travelers can fill out the survey multiple times and are encouraged to do so every time they fly. Awards categories include inflight publications, connectivity and communications, food and beverage, informational videos and entertainment, cabin ambiance, and pre-departure experience. Past winners include Southwest Airlines (Best Inflight Publication), Norwegian (Best Inflight Connectivity & Communications), and Singapore Airlines (Best Food & Beverage).

The Passenger Choice Awards were created by the Airline Passenger Experience Association (APEX) to recognize airline achievements in passenger experience and to give airlines useful data on how flyers view specific services.

You can join the conversation by becoming a fan of the Passenger Choice Awards on Facebook and following the awards on Twitter for air travel tips and information.

IATA: Partnerships Key to Air Cargo Competitiveness

The International Air Transport Association (IATA) called for strong partnerships to promote air cargo competitiveness through e-commerce technology at the IATA e-cargo conference held recently in Geneva.

"An electronic revolution is transforming logistics and transport, creating a fundamental change in the security, safety, efficiency and reliability of airfreight," said Des Vertannes, IATA's global head of cargo. "This conference has undoubtedly put e-cargo at the forefront of industry thinking. Now we need to drive action through strong partnerships across issues such as e-customs, advanced electronic information, the digitization of transport documents, e-cargo security, and e-Air Waybill (e-AWB) implementation."

Total annual freight metric tons carried has grown by just 1.4 million metric tons since 2010, and IATA's forecast for the air transport industry estimates cargo growth of only 1.5 percent in 2013. Yields are expected to fall 2 percent and total cargo revenues will be \$62 billion—down \$4 billion from 2010.

The centerpiece of IATA's e-cargo program is its e-freight initiative. E-freight offers the opportunity to improve shipment times by up to 24 hours, and remove 7,800 metric tons of paper documents annually. The efficiency and reliability of shipments will increase as multiple data entry is removed. And regulatory authorities seeking greater security oversight of airfreight will also benefit from swifter and more accurate access to electronic information on shipments.

"Convergence is coming our way this time," said Marco Sorgetti, director general of the International Federation of Freight Forwarders Associations (FIATA). "I have been following these e-initiatives for something like almost 20 years now. The numbers we have seen here, the faces, the people...no one was falling asleep and everyone was quite keen to hear what was coming in the future."

Vertannes said the current global implementation of the e-AWB stands at 9 percent. He remains optimistic that IATA's goal of 20 percent will be achieved by year's end, but said current projections place it at 18 percent.

SOURCE: Air Cargo World

The iPad Mini: A Natural Choice for the Moving Industry

By Max Kreynin and Morgan Polak, Voxme Software Inc.

When Apple launched the iPad Mini at the end of last year we saw great things in store for it, especially in its applicability to the moving industry. The use of tablets to replace pen and paper for common tasks, such as a pre-move survey or creating a packing inventory, is a rapidly growing practice among movers. As an app developer we often get asked which tablet would work best for both the in-house estimator and the foreman on the job. Since each company has its own requirements, we typically end up suggesting different tablets. That is, until the iPad Mini came along. This device, as we had cautiously predicted in an article published days after its release, is just the right size and just the right design to cater to both estimators and movers and would suit a large number of moving companies.

The traditional way of doing on-site estimates with pen and paper is pretty much a thing of the past. The real question now is the choice of the device and the application. Smartphones are mobile and easy to carry, but don't offer a large enough screen for fast and accurate data entry and display of the results to the transferee. The full size tablets are too bulky to carry and sometimes are too heavy on the wrist. The iPad Mini doesn't have any of these shortcomings. The device fits easily in one's palm and at 0.68g is actually lighter than a typical notepad, making even those long 40-minute surveys a breeze. A smaller screen size poses certain limitations. If an in-house company presentation is part of your pre-move survey routine or if the user has massive hands or diminished eyesight that requires a large, retina screen, then the Mini screen may not be ideal. However, the availability of Apple TV in many modern-day households and most boardrooms solves this by allowing projection onto a larger screen instead of using the iPad's screen.

The on-screen keyboard of the Mini is almost the size of that on the regular iPad, so typing the client's info easy. In fact, while holding the tablet vertically, it's actually easier to type with two thumbs because the device is narrower, allowing the thumbs to comfortably reach the middle of the keyboard. This comes in handy when the surveyor has to type in extensive notes. Having the survey information already in digital format also eliminates the need to decipher chicken-scratch notes taken on a piece of paper or retype the information later on. The Mini streamlines the work by letting you e-mail the survey results directly to yourself, the office, or the client. The 5-megapixel rear camera allows you to snap pictures and associate them with articles and residence access during the survey, as opposed to combining a written list and a camera and later having to figure out which picture belongs to which item.

Speaking of pictures, moving companies first started asking their foremen to record preexisting damages using point-and-shoot cameras. The foremen answered back with an even better solution, and started taking pictures with their smartphones, dispensing the need to use the company's bulky camera. The next logical step was to move from smartphones to tablets, which would allow the foremen to easily create a packing list and



The iPad Mini

photograph articles with a single device. Fast forward a few years and now the main requisite for foremen is having a device that is highly portable and that doesn't get in the way while they work. The iPad and other 10-inch tablets are therefore out of the question. The preferred alternative is a tablet of the 7" variety with a proper rugged case.

Nowadays, 7-inch tablets that sell for as little as \$199 inundate the market. When the iPad Mini first came out with a price tag of \$329, we wondered how it would fare against the competition. It has in fact been selling not only better than same form-factor tablets, but has surpassed the regular iPad in sales as well. Perhaps one of the reasons behind its success is that it's not a 7" tablet at all, but a 7.9-inch tablet, a subtle but important difference. Some of us have larger fingers than others, and to a mover having to type in a packing list after a long arduous day, that slightly larger screen makes his or her life a whole lot easier. Yet it is still small enough to carry everywhere, is highly responsive like all of Apple's products, and has a short learning curve, especially for movers already familiar with the iOS from using their iPhones.

It is now becoming the preferred method for the foreman to create a digital packing inventory at the job-site using a tablet. This not only saves time by not having to re-type the information, but enables the foreman to send the inventory for printing straight from the device, check off the items on an electronic bingo sheet, and e-mail it back to the office right away for processing. So, if you're looking to do away with old-fashioned pen and paper, a tablet is the right way to go. As for a device that will work both for your in-house estimator and your crews out in the field, the iPad Mini is the natural choice, well worth the initial investment.



iPhone scanner

Voxme Adds Support for iPhone Scanners

Voxme recently unveiled the latest version of its Inventory application, which adds support for the most popular iPhone barcode scanner sleeve, LineaPro. This development enables users of the Voxme Inventory to perform barcode-based scanning, loading, and delivery bingo. LineaPro is currently available for the iPhone 4, 4s, and iPhone 5.

“We are excited to offer an Apple-based scanning solution to our clients,” said Max Kreynin, managing director of Voxme Software. “The combination of ease of use and cost-efficiency is a key factor to a successful implementation of any inventory barcoding solution, and that’s what we are able to deliver, thanks to the iPhone scanners. The majority of packers and warehouse staff are well familiar with Apple’s products, which shortens the learning curve to a minimum.”

Could BYOD Become Mandatory by 2016?

A new survey of chief information officers by Gartner, a technology research firm, found that 38 percent of companies expect to stop providing devices to workers by 2016.

What happens if you buy a device for an employee and he or she leaves the job a month later?

Some other highlights of the research:

- BYOD (Bring Your Own Device) is more common in mid-to large-sized companies—those generating \$500 million to \$5 billion in revenue per year with 2,500 to 5,000 employees.
- Workers in BRIC nations (Brazil, Russia, India, and China) are most likely already using a personal device at work. U.S. companies are more likely to allow BYOD than those in Europe, probably because the United States has better data regulation.
- Around half of all BYOD programs provide a partial reimbursement to employees, with full reimbursement costs likely to become more rare. “The enterprise should subsidize only the service plan on a smartphone,” says Gartner vice president and analyst David Willis. “What happens if you buy a device for an employee and they leave the job a month later? How are you going to settle up? Better to keep it simple. The employee owns the device, and the company helps to cover usage costs.”

Even if the BYOD trend takes longer to cement itself, IT departments are grappling with the constant changes in today’s technology and will have to become that much more flexible to keep business information safe, secure, and efficient.

SOURCE: ASAE—Association Now

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A look at people and events shaping IAM member companies



John Rason



Joleen Lauffer



Philippe Mirault



Kevin Amatucci

The Santa Fe Group has named **John Rason** head of its new consulting services team to support clients across the globe. Rason joined the Santa Fe Group two years ago. His career in human resources and global mobility spans more than 25 years, during which time he has held senior roles in global mobility consulting, international HR, and HR consulting. He is also a Fellow of the Chartered Institute of Personnel and Development (CIPD).

Rason leads the group's consulting services team and works closely with the Santa Fe Group management to support clients on a global basis.

AIReS announced that **Joleen Lauffer**, CRP, GMS, has been promoted to vice president of operations.

In her new role, Lauffer will manage AIReS's growing service offerings and play a pivotal role in streamlining its client-facing technology innovations. She will also continue to oversee the company's business processes.

Lauffer first joined Pennsylvania-based AIReS in 1997 as a relocation specialist, and has previously served as program manager, account manager, business process manager, and director of client services and operations.

UniGroup Relocation (formerly UniGroup Worldwide UTS) has promoted **Chris Duello** to manager of business development. His extensive background in international business, the relocation industry and the UniGroup organization will serve him well in his new responsibility—business development in the Asia Pacific region. He will work alongside

the UniGroup Relocation Shanghai staff to help promote the company's comprehensive service packages, grow the local market and bring opportunities to the UniGroup Relocation network.

Duello joined UniGroup in 1997 as a temporary associate in international accounting. He later began working with UniGroup full time as pricing and traffic coordinator. He held progressively responsible positions during his 15 years at UniGroup, most recently as manager of international operations.

Grospiron International, headquartered in Paris, has hired a new managing director to oversee its continued expansion.

Philippe Mirault will lead the company's international relocation and moving activities, building on its recent acquisition of leading relocation specialist Cosmopolitan Services Unlimited (CSU).

During his 25-year career, Mirault has held senior appointments at some of the most influential names in the industry, including Arthur Pierre, Transeuro, and Team Relocations.

Asian Tigers Mobility, Malaysia recently announced the appointments of **Dan Brod**, **Anusha Pillay**, and **Raffi Cortanyan**.

Brod, who is tasked with looking after and developing the American market, previously worked for luxury hotels and resorts in California's San Francisco Bay Area and then ran his own surf tour business in Indonesia. He joins Asian Tigers Mobility, Malaysia after five years with its Indonesian counterparts. Brod speaks English, Bahasa, Indonesian, and Spanish.

Pillay, a native of South Africa, will oversee sales and marketing. She moved to Malaysia after living and working abroad in the United States and the UK. She brings business development knowledge of the moving industry.

Cortanyan, a French national, will continue to grow the French market. He has a background in the hospitality industry, having previously worked with Accor Hotels in Sydney, and is fluent in four languages: French, English, Armenian, and German.

Arpin Group has named **Kevin Amatucci** its new director of customer care.

Amatucci's primary responsibility is to ensure Arpin is providing top quality service to customers. He will manage client relationships, including Arpin's major corporate accounts, and provide direction to the Arpin customer care team to ensure that customer needs are being met on a daily basis. He will also provide sales support, conduct site visits and handle surveys.

He has more than 24 years of experience in the moving and storage business. Previously he was vice president of operations and customer service for Crofutt and Smith, an Atlas Van Lines agent.





Attendees at Arpin's HR Strategic Partnering Skills Summit

Arpin International Group Hosts HR Leadership Summit for Chinese Professionals in Shanghai

Arpin International Group's China branch gathered 56 Shanghai-based HR professionals from middle and senior management in May to provide training on a range of topics, with an important focus being the enhancement of "Key HR Strategic Partnering Skills."

"We see our role at Arpin as not just a global mover, but as a partner, adding value by supporting HR professionals to enhance their specialized knowledge, move into leadership roles and contribute to their organizations' bottom lines," said Michael Johnsen, Arpin International Group country manager for China. "We feel that offering focused educational seminars and workshops such as this HR Strategic Partnering Skills Summit is an excellent way to support our clients in their career development."

While the summit focused on how to form strategic partnerships with senior management, other topics included:

- How HR can help engage employees and why this is critical to successful leaders and organizations
- How to tell whether employees are engaged in a very simple way
- Three easy-to-understand core drivers of successful engagement
- Leadership positioning and executive "onboarding"
- Leadership development and communication programs

Arpin International Group in China plans to host more educational events for the benefit of HR professionals during the course of the year.



Tiddy S. Teerawit, executive director of Boonma, exchanges MOU with Kazuaki Kita, the founder of Kaz UFC.

Boonma, Kaz Sign MOU

Boonma and Kaz United Football Club recently signed a Memorandum of Understanding. The parties will cooperate to provide hassle-free, one-stop assistance to expatriates when they accept international assignments.

Kaz UFC is a Japanese and international coaching-style school that offers professionally coached football activities for children and adults.

The club's founder, Kazuaki Kita, noted, "My family has used Boonma's service for moving our house and sport equipment twice. The services were very good and nothing was damaged. Their teams were very well organized. I'm very confident that Boonma can compete with many other international movers because one of their key strengths is about caring. Their staff took very good care of our family and our moves."



World-Class WorldHosts at McGimpsey

With Northern Ireland now stepping up and competing on the world stage in terms of business exports, visitor numbers, and international businesses relocating and setting up in the country, it is only fitting that the Northern Ireland government has implemented a world-class, WorldHost Training Program to ensure that the country can fully embrace this new influx of worldwide business.

More than a million customer-facing staff globally have been trained through the program. The entire office team at

McGimpsey Brothers (Removals) Limited have all completed their WorldHost training program.

The program, coordinated by the Northern Ireland Tourist Board, the People 1st council, and the Department of Employment and Learning, is aimed at building repeat business by providing a warm welcome and impeccable customer service to visitors. It will feature a series of events, celebrations, and the launch of many new visitor attractions.



Some of the attendees at the ARA meeting enjoyed an afternoon outing.

Asian Relocation Association (ARA) Gathers in Manila

The Asian Relocation Association (ARA) held its 5th Annual General Meeting in Manila, the Philippines, April 20–22. There were 33 attendees from 19 countries at the gathering, which featured a discussion of a financial protection plan, a green award presentation, and a keynote speech on bridging cultural differences. Attendees also enjoyed a city tour and other social events. The 6th AGM will be held March 7–9, 2014, in Bangkok, Thailand, in conjunction with Boonma’s 50th Anniversary Celebration (Golden Jubilee). More details will be available at the ARA’s booth in the IAM Exhibit Hall, Vancouver, BC, Canada, during IAM’s 51st Annual Meeting in October.

IAM Execs Attend NCMA Meeting, Visit National Van Lines HQ



IAM President **Terry R. Head** (right) and Director of Military and Government Relations **Charles L. White** (left) recently paid a visit to **National Van Lines** headquarters in Broadview, Illinois. Pictured from left are White, National Van Lines President and COO **Tim Helenthal** and CEO **Maureen Beal**.

Head and White were in the Chicago area to attend and address the annual gathering of state executives of the National Council of Moving Associations. White gave the group an update on the U.S. Department of Defense household goods moving program.

MILESTONES

50 Years for Singapore Trailblazer K.C. Dat

Kok Chong Dat, a mover from Kuala Lumpur, headed south in 1963 to start a new company in Singapore with his business partner, Michael Lee. Little did he realize that from humble beginnings the company he launched was destined to become one of Asia's most successful: a pioneer, an innovator, an inspiration to others across the globe. Its success would derive largely from the energy, enthusiasm and expertise of some extraordinary people—most notably **Eric Lim**.

In 1969, **K.C. Dat** sold a controlling share to a major trading firm based in the UK. Eric Lim joined the company in 1975, about the time that the company was sold again to a consortium of some of the industry's most recognized players led by Jean-Jacques Bordstedt.

Open all hours

Lim was a salesman for a company managed by Geoff Eyer. Soon he would be a shareholder and, after weathering many a commercial storm, become the majority owner. Geoff was an inspirational leader and Lim and the other 20 or so employees worked from a small rented office and a single-story warehouse in Jalan Terusan, aggressively competing against some of the most iconic names in the moving industry—Crown, Smythe, and North American Van Lines—all of which had much greater resources than K.C. Dat.

"We worked long hours every day, including weekends," Eric recalls. "When we got a packing job everyone would help out. We were all passionate about the business and the company grew."

In 1983, Eyer had to return to his native United States due to ill health. His departure left an opportunity for Eric, having invested his profit-sharing bonuses to become a minority shareholder in the business and general manager. That was, arguably, the moment the K.C. Dat we know today was born.

Eric Lim takes control

After a further change of ownership to Boustead Plc, 1990 saw Lim mortgaging his house to raise the money to buy back the shares, with the help of the consortium. Later he managed to raise the funds



A group photo op at the K.C. Dat headquarters

needed to become the single biggest shareholder and in 2002 he gained a controlling interest. It took him 27 years, but at last Lim had bought the company he loved and had worked so hard to build into a success.

K.C. Dat has many extraordinary people all contributing in their own

way—people like **Anne Lim**, who joined in 1970 as a typist and still works for the company; **Mohd Dom**, **Ali Moksini**, and **Mohd Amin**, packers who joined as early as 1963 and stayed throughout their working lives; **Gordon Bell**, who joined in 1978 to work in the warehouse but was forced out of Singapore because of government regulations, only to return to the company in 2004 as the chairman of Asian



Eric and Erika Lim



GMS General Manager Robbie Heng

Tigers; **Robbie Heng**, the Global Mobility Services general manager who has been with the company 35 years and has done every job, starting with sweeping the floor; **Ruth Loy**, personal assistant to the chairman, who has been with the company for 33 years; **John Koh**, financial director; and **John Lim**, Eric's younger brother and group general manager. This level of loyalty is a remarkable achievement, especially in a country with full employment.

Setting up for FIDI

The K. C. Dat of today has come a long way since its days of hardship. Eric Lim was one of the first to recognize the opportunities of relocation, forming ARM (Asian Relocation Management) and later LARM (Latin American Relocation Management). He was the inspiration behind Asian Tigers 14 years ago and helped to build it into one of the industry's most powerful driving forces. And in 2006 he became the first Asian president of FIDI.

Changing times

Today the company has matured into a true world player, adapting to meet the needs of a changing industry but largely resisting the temptation to follow prices down in the face of more aggressive purchasing tactics by its corporate customers. "We used to think that we could get a premium for our service," says John Lim, "but the rules have changed. Cost became a huge factor and often companies don't want all the value added; they just want to get the basics done cheaply. So we have had to strike a balance between the services we offer and what the client is prepared to pay. In practice, the service hasn't changed, just what we include."



K.C. Dat owner Eric Lim (right), and his brother, Group General Manager John Lim

The key to success

The company's tale is one of people with drive, energy, enthusiasm, and extraordinary loyalty. Employees are loyal to the company because they love to be part of it and to work for it, and respect the whole management team. John Lim observes, "We feel that it is the interaction with our staff that makes the difference at every

touch point: reception, surveyor, move specialists, crews, quality control. We treat every client as if they are the last client we have."

Everyone in the organization is important, he adds, and understands his or her part in the process. "The customer will not buy a jigsaw puzzle with a piece missing."



Linda Chong, senior manager, Move Management



Finance Director John Koh

A new home

Two years ago the company built a new home on its existing site. Walk into the six-story offices and you will be struck instantly by the entrancing air of peace. At first it seems empty; but everyone is working quietly, at work stations, with communications mainly online and only the occasional soft telephone conversation.

The building is open-plan, with a majestic glass staircase forming the centerpiece running to all levels, as if underlining the natural culture of openness, innovation, support, and empowerment.



The new Asian Tigers Mobility premises in Singapore

It is designed and built to accommodate a rapidly growing company and provide a comfortable “home” for the staff who have made the company what it is today. Indeed, they all feel they are part of a family, enjoying the support of the management, and belonging.

The future

K.C. Dat now has offices in Hong Kong, Taiwan, and Myanmar. Relocation is providing much of the company’s growth. The Asian Tigers Group, conceived by Eric Lim, has become a true global player. And at home in Singapore the company is the market leader in the moving sector; Eric knows that it will only be through innovation that it will be able to grow further.

“The world is changing every minute and if you don’t change too it will pass you by,” he said. At 62 years old, and despite taking a distant back seat in the day-to-day running of the company, he has no plans to let anything pass him by. Succession in the business is secure with a dedicated and experienced team in place now and plenty of young talent waiting in the wings, including Eric’s daughter, **Erika**. After 50 years of success, the future looks rosy.



Ruth Loy, personal assistant to Eric Lim

GOING GREEN

Boonma Wins First Green Mover Award 2013

At **Boonma**, the management and staff care about the environment. As part of its ongoing commitment to use less energy and create less waste, the company undertakes practices that preserve our natural resources. Many of its customers have also expressed their interest in joining us in our efforts. Together, we can take action against climate change!

The **Asian Relocation Association (ARA)** has awarded the 1st Green Mover 2013 to **Boonma Moving & Storage Co. Ltd.** in recognition of the company's efforts and achievements as well as to encourage the company to continue and expand its efforts in caring for the environment further. In cooperation with the ARA Annual Meeting in Manila, the Philippines, in April, ARA President **Sudeep K. Shah** presented the Green Award and Certificate to Tiddy S. Teerawit, the executive director of Boonma.



Asian Relocation Association President Sudeep K. Shah (left) presents the 2013 Green Award and Certificate to Boonma Executive Director Tiddy S. Teerawit.

Tiddy said that several environmentally conscious activities in 2012 earned Boonma the distinction, such as planting a few green corners and parks in front of the office, carpooling, an advanced driving training program for drivers and staff, fleet maintenance program, reusing packing materials, recycling inbound liftvans and crates, and reducing paper use and printing.

Southern Alberta Affected by Severe Flooding

The city of Calgary, Canada, and surrounding Southern Alberta communities including Canmore, Banff, High River, Okotoks, Black Diamond and Turner Valley were in a state of emergency due to significant flooding recently. The severe flooding began on June 20 and was due to record-breaking rainfall amounts combined with runoff from the melting snow in the Canadian Rocky Mountains.

Because of the mandatory evacuation of many communities and closure of various roads, **Starline Overseas Moving** in Calgary instructed all operation teams onsite to return to the main office early on June 21. "By doing so," reports Starline Sales & Marketing Coordinator **Sylvia Cieslik**, "all of our office staff and teams were able to return home safely. The severe flooding has not directly impacted our Calgary office and storage facility."

As of June 22, 100,000 people were still directly affected by evacuation or being without power and or gas. More than 20 communities within the city, including downtown, remained on lockdown with the hope of reopening by the end of the following week. Many communities surrounding the city have been affected tremendously and the flood cleanup will take months to complete.

"Safety of our teams and customers remain our top priority," said Cieslik. "For the next two weeks, the Starline teams will continue to work around the clock to ensure all impacted families are serviced. We will do our best to ensure all delayed deliveries

are assisted as soon as possible. Meanwhile, we're working with local communities to donate cardboard boxes where needed.

"We appreciate the heartfelt concerns we have received over the past few days from many agents and accounts from around the world. Any agents or individuals who would like to assist are urged to make a donation to the Canadian Red Cross online at redcross.ca or by calling 1-800-418-1111."

Can you afford *not* to join?



Receivable Protection Program

Protect your business from monetary losses for a one-time \$650 fee.

Download RPP Guidelines and Application at www.iamovers.org/rpp.html

WELCOME NEW MEMBERS



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Financial Security

Security

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?



Receivable Protection Program

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 about IAM's Receivable Protection Program, go to the RPP website www.iamovers.org/rpp.html or contact IAM at rpp@iamovers.org

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PCS Program Changes in the Works

As part of the Fiscal Year 2014 federal budget process, the U.S. House of Representatives Defense Appropriations Committee has reduced the budget for the Permanent Change of Station (PCS) program by \$151 million. This reflects a program reduction of approximately 4 percent and if fully enacted could possibly take effect in October 2013. While this provision has been adopted by the House Committee, it still needs to pass the full House and Senate.

Program budget reductions

This reduction is consistent with pressures on all areas of the federal budget brought about by sequestration. Moreover, it reflects a new initiative by the U.S. Department of Defense (DoD) to increase the time-on-station for military service members, thereby realizing budgetary savings by reducing the overall number of moves department-wide. But House Appropriations Committee members indicated that there are additional areas of cost savings in the PCS program beyond those achieved by longer tours of duty.

This development is a little surprising since Congress last year had passed legislation requiring the DoD to review the PCS program for budget savings. That report has yet to be provided to Congress. So the committee's action took place before Congress even received the report that it directed the DoD to prepare. But the committee did praise DoD and the companies that participate in the PCS program for reducing costs and improving the overall quality of household goods moves. The committee also made favorable mention of the shift to the DP3 program for the handling of claims processing.

Longer tours of duty

Anticipating what the report is likely to recommend, the Army indicated that it intends to increase the length of time-on-station for its personnel from 30 months to 48 months. This decision is consistent with provisions contained in the DoD Authorization Act that recommended an overall reduction in PCS moves by 10 percent. The committee also noted that this change would have the added benefit of creating a more stable environment for military families.

There may be some exceptions to this new policy, as the proposed increase in time-on-station would affect most, but not all, of approximately 432,000 enlisted soldiers. One notable exception would be for deployments, as the Army has stressed that the mission will always come first. Other possible exceptions could

be for high-demand career positions such as recruiters and drill sergeants, special duty positions in the intelligence community, and soldiers with special-needs children.

There are also some specific exemptions to this new policy, as soldiers assigned to Korea will continue to serve for one year, not three, maintaining current policy. And it appears that the status quo will also apply for soldiers assigned in Germany, Hawaii, and Alaska, with those soldiers continuing to be locked into three-year tours.

Possible delays in Open Season timeline

For months DoD has tried to meet an October 1, 2013, target date for a new Open Season for new entrants to the PCS. It now appears that DoD may be unable to meet that October 1 deadline.

A number of snags have arisen as DoD tried to pull together hardware and software needed for the Open Season. One apparent challenge is finalizing the document that new entrants must use to become a DoD-approved Transportation Service Provider (TSP). Part of the challenge now facing DoD is the requirement that a 120-day public comment period be allowed once the form is released. Since the release hasn't happened yet, the 120-day period would preclude meeting the October 1, 2013, target date. Part of this problem may be challenges to the staffing needs of the Military Surface Deployment and Distribution Command (SDDC) to meet these deadlines. If the October 1 deadline is not met, it is likely that new entrants might not be able to qualify as DoD TSPs until 2015. We will continue to monitor this issue.

FMC Eyes Tariff Publication Exemption for Foreign-Based NVOCCs

At their June meeting, the Federal Maritime Commissioners continued to move forward in their efforts to provide industry relief. The Commission unanimously voted to extend the tariff publication exemption to foreign-based unlicensed non-vessel operating common carriers (NVOCC). The final rule will require these NVOCCs to register with the Commission and renew that registration every three years.

The rule remains at OMB for final review, and will become effective upon publication in the *Federal Register*.

IAM Offers Volume Discount Pricing for Metal Seals

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

	IAM Members	Nonmembers
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Over 10,000	.07 each + shipping	.10 each + shipping

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

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Price List for Selected IAM Publications, Miscellaneous Items

	CONUS MEMBERS	OVERSEAS MEMBERS
<hr/>		
2012–2013 IAM Membership Directory	95.00	110.00
Additional 1-year subscriptions to <i>The Portal</i>	120.00	145.00
Additional IAM Membership Certificates	55.00	65.00

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

THE PORTAL

ADVERTISING RATES, DIMENSIONS, AND DEADLINES

The Portal accepts only computer-generated files, graphics, and ads. (If you plan to submit your ad on CD-ROM, please contact IAM for requirements.) **ADS SENT BY E-MAIL MUST BE HIGH-RESOLUTION PDFs.**

Prices shown are the total cost for six insertions (one year). **All new ads must be in color.**

AD FORMAT AND SIZE	WIDTH	HEIGHT	COST*
Full page	7-1/2"	10-1/4"	US\$3,187.50
Full page bleed (add 1/8 at each edge)	8-1/2"	11"	
1/2 page horizontal	7-1/2"	5"	US\$1,687.50
1/2 page vertical	3-3/4"	10"	US\$1,687.50
1/2 page vertical bleed (add 1/8" at top and bottom)	3-3/4"	11"	
1/3 page horizontal	7-1/2"	3-1/8"	US\$1,187.50
1/3 page vertical	3-3/4"	5"	US\$1,187.50
1/3 page box	3-3/4"	5"	US\$1,187.50
1/4 page horizontal	4-3/4"	4"	US\$875.00
1/4 page vertical	3-3/4"	5"	US\$875.00
1/6 page horizontal	3-1/2"	3"	US\$531.25
1/6 page vertical	2-1/4"	4-3/4"	US\$531.25
1/8 page	3-1/2"	2-1/2"	US\$437.50



Deadlines to receive new artwork**:

September/October Issue	August 15, 2013
(ANNUAL MEETING ISSUE)	
November/December Issue	October 20, 2013
January/February 2014 Issue	December 20, 2013
March/April Issue	February 15, 2014
May/June Issue	April 30, 2014
July/August Issue.....	July 1, 2014

*Ad rates in effect for 2013; subject to change thereafter.

**Deadlines to receive new artwork are subject to change.

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

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

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Kassel, Germany

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

February 15–20, 2014

LACMA Convention
Playa Herradura, Costa Rica

March 7–9, 2014

Asian Relocation Association
Bangkok, Thailand

October 7–10, 2014

IAM 52nd Annual Meeting
Orlando, Florida, USA

October 18–21, 2015

IAM 53rd Annual Meeting
San Diego, California, USA

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