

# THE PORTAL



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VOLUME XLV

The Journal of the International Association of Movers

September/October 2013

## Vancouver... Spectacular by Nature



Annual Meeting Preview

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**THE PORTAL****President & Publisher**

Terry R. Head

**General Manager/Portal Advertising**

Belvian W. Carrington Sr.

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**Layout/Design/Editor: Joyce Dexter**

## If You Build It...



**TERRY R. HEAD**  
**IAM President**

Many if not most of you are no doubt familiar with the 1989 American fantasy movie “Field of Dreams.” In the beginning of the movie, novice farmer Ray Kinsella, played by actor Kevin Costner, is walking in his cornfield when he hears a voice whispering, “If you build it, he will come,” and a baseball diamond appears before him.

Although she is skeptical, Ray persuades his wife to let him plow under his corn to build the baseball field. Nothing happens, nobody comes. So Ray faces financial ruin and the possibility of losing his farm. But one day, Ray’s young daughter sees a man on the field who turns out to be a long-dead, infamous ballplayer wrongfully shamed in a cheating scandal decades earlier.

This further convinces Ray that his decision is valid, but still no one comes. So after hearing the voice again, he sets out on a journey in which he encounters a number of seemingly unrelated characters who, by strange coincidence and because of their association with baseball, further convince Ray he’s done the right thing in building the field ... and that they will come. If you haven’t seen the movie, you should, so I won’t spoil the ending.

For years I have been hearing the voices of members who have been encouraging the staff and volunteer leadership of the Association to hold our annual conference and tradeshow outside the United States. Those voices have become even more numerous and distinct since we changed our organization’s name in 2009. The idea makes sense—you can’t argue with the fact that any organization that calls itself the *International* Association of Movers ought to conduct business and host meetings on a global scale.

As we make the final preparations for IAM’s 51st Annual Meeting in Vancouver, BC, Canada, I sort of feel like farmer Ray. I heard the voices, and built the field—but will they come? Vancouver is in neither Asia nor Europe (which will present their own unique practical and logistical challenges), but it is outside the United States. Holding our 2013 meeting in Canada has already been a good test of our capabilities to organize, plan, and promote an international gathering.

I will not go into the details here, but there have been numerous challenges thus far; and undoubtedly we will learn even more in actually conducting the conference and from listening to and drawing on our members’ experience. From this collective knowledge we will be better positioned to consider holding future international meetings well beyond the shores of the North American continent.

But the question remains: Will they come? Vancouver is one of my favorite cities, and if you’ve visited here before—perhaps you even had a chance to experience its charms during the 2010 Winter Olympics—you know it has something for everyone. It offers everything our attendees might want in a lively urban setting, with the great outdoors, spectacular vistas, and opportunities for adventure only minutes away.

In selecting Vancouver, I was concerned that even our most loyal sponsors and exhibitors would be reluctant to come or provide their full support at a gathering outside the United States, thus having to deal with different customs procedures, tax structure, currency, and, for some, costlier shipping and more onerous air travel.

But we built it, and they came. We sold out our exhibit booths in record time. As a matter of fact, the response was so good we had to expand the size of the exhibit hall in order to accommodate a growing exhibitor waiting list.

So only one thing is still to be determined: Will the rank-and-file members come? As this issue of *The Portal* goes to press we are running a little behind in our registration numbers, but those numbers are trending up as the weeks before the conference tick off.

I guess we all have a part to play in the still unwritten script. If you are one of the cast who accepted the role and came to Vancouver, please be sure to participate in all the business sessions and social networking events—and by all means, visit the exhibit hall to show your appreciation to the sponsors and exhibitors, without whose support we could not stage a conference of this size and scope.

I suppose that since I built it, if they don’t come I’ll be hearing a different set of voices. But just like farmer Ray, I am convinced we did the right thing—and that there will be a happy ending!



## MEET THE CANDIDATES



**Jeff Coleman**



**Peg Wilken**



**Richard W. Curry**



**Brandon Day**

**Jeff Coleman** is running for chair of IAM because he feels strongly that his experience as chair and as a member of the Executive Committee for more than a decade has prepared him to successfully lead the Association through all of the great opportunities and the tremendous challenges that lie ahead.

Coleman is president and CEO of the **Coleman World Group**, a family-owned transportation and relocation company that was established in 1914. Headquartered in southeast Alabama, the Coleman World Group is ranked one of the top 50 largest privately owned companies in the State of Alabama. The company operates two main divisions, Coleman American Moving Services, one of the largest agents for Allied Van Lines, and Covan Worldwide Moving, one of the largest independent moving and storage companies in the world.

Raised in Dothan, Alabama, Coleman graduated from Northview High School and was a member of the team that won the 1981 State of Alabama High School Football Championship. He earned a BS degree in commerce and business administration from the University of Alabama, where he was a Capstone Man, a member of Jasons Men's Honor Society—the highest honorary for leadership and academics—and a member of Omicron Delta Kappa National Leadership Honor Society. He earned an MBA degree from Troy University Dothan, where he received the Dean's Award, the highest award given to a graduate student in recognition of scholastic achievement, leadership, and service; and was named Alumni of the Year in 2003.

In 2006, Coleman was appointed by Governor Bob Riley to serve on the Alabama Commission on Higher Education; he is currently vice chairman.

Jeff Coleman currently serves as vice chairman of the Alabama Trucking Association and chairman of IAM, and he is a member of the Board of Directors for the American Moving and Storage Association.

He is committed to serving his community, and he and his company actively support several civic organizations, boards, and companies.

**Rick Curry** has been president of **Gateways International, Inc.** for 16 years. He is a 40-year veteran of the transportation industry, having begun his experience in the military in New Ulm, Germany, and then returning home to Baltimore to finish his BS degree in business and start working for Davidson Forwarding. While working during the day, Curry earned an MBA degree by attending evening classes at Morgan State University. Rick

### 2013 Governing Members Slate of Candidates

#### Chair

\*Jeffrey Coleman ..... Coleman World Group

#### Vice Chair

\*Margaret (Peg) Wilken..... Stevens Worldwide Van Lines/  
Stevens Forwarders Inc.

#### Four Governing Members-at-Large

\*Richard W. Curry ..... Gateways International Inc.  
\*Brandon Day ..... Daycos  
\*Tim Helenthal ..... National Van Lines, Inc.  
\*Mike Richardson..... Senate Forwarding Inc.

\*Incumbent

The Annual Meeting of the Governing membership will be held on Thursday, October 10, 2013, 9:00am–12:00 noon, in Ballroom B, Convention Center East, at the Vancouver Convention Centre in Vancouver, British Columbia, Canada.

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



**Tim Helenthal**



**Mike Richardson**

continued his career and served in various senior management positions at North American Van Lines and Global Van Lines. He subsequently became president of Global Worldwide, international division, allowing him the opportunity to travel extensively, visiting many customers and agents throughout the world. In 1997, when The Pasha Group bought Gateways, he became its president and has commuted from his home in Southern California to Seattle.

Curry has been involved with IAM (formerly HHGFAA) since the mid 1960s. Cal Stein, the first president of the association, was Curry's wife's uncle. That allowed him to start understanding the transportation business even though he didn't know that it would be his career. He has been actively involved on many committees over the years and served on the IAM Executive Committee for five years, including three years as chairman.

Curry currently chairs the Claims Committee and the IAM Members' Ethics Council, and has served on the Hall of Honor Selection Committee since its inception. He has been actively involved on the IAM Government & Congressional Affairs Committee, as well as the AMSA Government Traffic Committee and International Committee.

He has had the opportunity to work in the military, GSA, and commercial domestic and international segments of our business. During trips throughout the world, he visited with many members of IAM, which allowed him to see first-hand what they were experiencing. This helped him in formulating his position on matters for Gateways International, Inc., and for the industry.

"If elected to the Executive Committee, I would vote on issues based on what is good for the industry and participate in the leadership of IAM."

**Brandon Day** is the CEO of **Daycos**, a full-service billing and audit firm located in Norfolk, Nebraska. Daycos provides billing and audit services to 700 different SCAC codes, processing more than 410,000 invoices per year totaling more than \$1.3 billion.

Day began his career in the household goods industry at age six as one of the "Associates" in post-audit firm John Day & Associates. After taking a brief hiatus to get an education and grow up, in 1994 he rejoined the family business, now known as Daycos, overseeing the data storage and information technology divisions. He became CEO in 2002. He is completing his third year on the IAM Executive Committee and as chair of the IAM Technology & Communications Committee. He has been also involved in the implementation and testing of CWA/PowerTrack, as well as the Defense Personal Property System.

"I think I have been able to bring a unique perspective as CEO of a company that works on behalf of 700 different TSPs, from small to large, domestic and international," says Day. "I particularly enjoy working with the Technology & Communications Committee, since our industry faces many technical issues, particularly with the DPS computer system."

**Tim Helenthal** is the president & COO of **National Van Lines**. Selected to serve as CEO Maureen Beal's successor, Helenthal began his career in the moving and storage industry in 1994, as manager of the Total Quality Assurance Program (TQAP) for National's military division. In 2000, he was named vice president of agency services for military.

His experience with TQAP led him to develop in-company programs that identify and select quality suppliers for household goods relocations, while monitoring trends within the DoD Personal Property Program and interpreting and executing ever-changing government guidelines. He oversaw the development of National's "PREVENT" quality control program, which includes the Military Procedures Manual, a DoD-specific training resource for all moving agents and drivers.

Committed to industry improvements, Helenthal currently is a member of the Executive Committee for the Government Traffic Committee for the American Moving & Storage Association; he was elected to serve on the IAM Executive Committee and is Chairman of the National Defense Transportation Association's Household Goods Sub-Committee.

**Mike Richardson's** 20-year industry career began in the corporate office of a major van line. He progressed through marketing, customer service, and quality management positions before relocating to branch offices in the eastern United States, working

in local operations. Experience “in the trenches” facilitated his transition 12 years ago to **Senate Forwarding**, where he is now vice president and general manager. Upon joining Senate, Richardson managed the company’s participation in pilot programs that predated DoD’s Defense Personal Property Program (DP3). He currently manages customer service, operations, rate filing, and claims management for the DoD international and domestic programs.

Richardson joined the IAM Executive Committee as a member at large in 2003, chairing the Accessorial Services Committee. He currently chairs the Carrier Relations Committee. He is a past chair and vice chair of the International Shippers Association (ISA). “I have gained valuable experience during my nine years in IAM and ISA leadership positions and in chairing committees, making positive gains in areas that have benefited both military TSPs and our commercial-based membership,” says Richardson. “With the full rollout of DP3 and the program’s potential outsourcing, this is a critical time for our industry. I look forward to continuing to serve our membership as your member at large.”

**Margaret (Peg) Wilken** has been an employee of Saginaw, Michigan-based **Stevens Forwarders** since 1981, currently serving as vice president of government traffic and claims, and a member of the Executive Leadership Team at Stevens. She is responsible for all government traffic management for the company as well as claims processing and loss prevention. Wilken manages Stevens’ relationships with the U.S. Department of Defense, the U.S. General Services Administration, and other federal agencies. She is also responsible for the selection and quality control for agents used to service DP3 shipments, rate filing, score management, training, and regulation adherence.

Wilken has served on IAM’s Executive Committee since 2009, and is currently the vice chair, with responsibility for the Government & Congressional Affairs Committee. She is a past chair of the IAM Claims Committee. Actively involved in the industry, Wilken also currently serves on the Government Traffic Committee of the American Moving & Storage Association. She has been involved for years in various military/industry working groups in the design and implementation of the DP3 program and continues to be an advocate and voice for the industry in various meetings, working groups, and conferences, to help make the DP3 and GSA programs more effective.



Han Helder

“Looking back over the last 60 years,” says **Han Helder**, candidate for Chair of the International Shippers Association (ISA), “I now realize that almost from birth, I was destined to be involved in international business.”

Born in The Netherlands before World War II, his family of seven moved to South Africa in 1952, where they lived in Johannesburg for seven years. After a short stay back to Europe, they moved again, this time to Hamilton, Ontario, Canada. From there they moved to the UK for a couple of years, before settling in the United States in 1963, where, Helder recalls, “good fortune landed me in the port of Baltimore. This is where I started my career in international transportation, typing Ocean Bills of Lading on a manual typewriter, moving mostly personal property, for both the military and civilian agencies of the U.S. Government.

“In the first few years, my responsibilities progressed quickly to local management functions, first in a physical environment of warehouses and trucks, where reality demands on time readiness at all times. It then moved to more ‘elevated’ functions within the headquarters of companies that spanned the globe, consisting mostly of desk jobs. I already knew, though, that each piece of paper represented real-time people in the field who did the hard work that just does not wait for tomorrow.

“In the process, I again had the good fortune to live overseas for a number of years, specifically in Iran, and Germany. It gave me a great opportunity to learn that cultures and the way of doing things differ greatly from one country or continent to another, and that the more one understands the variations, and is able to bridge them, the more successful cooperation becomes in international



Mark Nash

matters. One thing we learn in all this is that everything changes over time, and that flexibility is a must to keep up and stay ahead.”

After also living in Texas for a while, Helder ended up where he has now lived for many years, San Diego, California. The last 20 years there have been as president of his own company, **Crystal Forwarding Inc.** His total career since 1963 has been spent working for only three companies.

“After all this time,” he says, “I know that there is more to know, each day. And that doing it alone is not an option. Our International Association of Movers is a perfect example of this principle, and I live by it every day. My first committee involvement in the Association was in 1969, with many other others over the years, before serving on the Executive Committee for seven years, the last three as its vice chairman.” Today Helder continues his involvement as a member of the Government Affairs Committee.

“Due to my 50 years in the international logistics business, I have a background that allows me to facilitate and create mutual cooperation on the issues we need to address together,” Helder adds. “I plan to continue active participation in our Association for the foreseeable future. Our path is bright, if not always easy, as long as we are dedicated to growing consistently, within a changing International environment.

“As I always keep uppermost in my mind, the next decade is going to be the best in our collective lives.”

**Mark Nash**, President of **EuroUSA Shipping, Inc.**, started his moving career at age 20 by joining Four Winds London. After two years he was sent to Saudi Arabia, where for the next five





**Adam Hall**

years he managed the Jeddah office, then became the sales and marketing manager for all the offices in Saudi Arabia. In 1988, Nash and Tony Tickner set up EuroUSA in Guildford, England, with one truck and a warehouse smaller than the average American garage. Today EuroUSA has offices in the UK, United States, and France, and has a turnover of more than \$25 million per year, primarily shipping commercial household goods.

**Adam G. Hall** is vice president of the international division at **Coleman World Group**. A graduate of Auburn University with a degree in transportation and physical distribution, Hall spent 20 years in the LTL (less than truckload) industry before joining Coleman World Group. In his current role as vice president, Hall has managed the Relo Vault Container division and the Capstone Logistics division.

## INTERNATIONAL SHIPPERS ASSOCIATION

### Slate of Candidates

The Annual Meeting of the ISA membership will be held on Wednesday, October 9, 2013, from 11:00am until 12:00 noon in Convention Center East, Ballroom B, in Vancouver, British Columbia, Canada.

During the ISA membership meeting formal elections will be held for the positions of:

- Chair
- Vice Chair
- Secretary

**Note:** The ISA By-Laws provide for the ability to present nominations from the floor; however, candidates must be qualified for the positions to which they are nominated. Each member of the ISA Board of Directors must be a member of the International Association of Movers (IAM) and the Board must consist of a balance of no fewer than two IAM Governing members and two IAM Core members. The position of chair shall rotate every two years between a Governing and a Core member.

Based on recommendations provided by the ISA Nominating Committee, the official slate of candidates has been identified as follows:

#### Chair

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

#### Vice Chair

Mark Nash..... EuroUSA Shipping Inc.

#### Secretary

Adam Hall..... Coleman World Group

## 2013 IAM Hall of Honor Inductees

Three individuals with a long history of service or contribution to the forwarding and moving industry will be recognized during the IAM 51st Annual Meeting as inductees into IAM's prestigious Hall of Honor.

"With each new class of inductees, the IAM membership has the opportunity to pay tribute to those who dedicated so much of their time and effort to further the interests of both the Association and the industry as a whole," said IAM President Terry Head. "This year is no exception as the Hall of Honor Selection Committee chose three highly accomplished individuals who live up to the high standards set by previous inductees."

The Hall of Honor was established by IAM in 2008. Its purpose is to commemorate industry leaders whose careers have reflected exceptional and distinguished service to either their companies or the Association, or who have worked to elevate the industry as a whole.

The 2013 inductees are:

- Don Collins
- Heather Engel
- Jan Moore

**Don Collins** was born in 1938 in Flora, Indiana, home to only 1,500 people. His father was in the trucking business, hauling anything that could be loaded onto a truck and moved across the country. Years later, just after World War II, his father became an agent for Clipper Van Lines, later known as Wheaton Van Lines. When Don was 12 years old, he made his first trip on a moving van with his father in 1950, and thus began his career in the moving industry.

After graduating from high school in 1956, Don received a scholarship from the Freuhauf Trailer Company to attend Tri-State College in Angola, Indiana. That scholarship, enabling him to pursue studies in business administration with a major in motor transportation management, was the first offered by the company at any college or university in the United States. As a basketball player, he also received a scholarship to play the sport. He married in 1959 while still in school. Upon



Don Collins



Heather Engel



Jan Moore

graduating in 1961, he went to work at Fernstrom Moving Systems in Chicago, Illinois. Leaving there at the end of 1962, he joined his brother in Kokomo, Indiana, at Collins Moving Systems, where he spent many years as a long-distance driver.

By 1967, Don and his wife, Sharon, had five children. With the help of his father, Don purchased Twin City Moving and Storage in Lafayette, Indiana, an agency for North American Van Lines. In 1976, he learned about a business for sale in St. Thomas, U.S. Virgin Islands, and by April the following year he was the owner and president of **The Viking Corporation**, launching his career in international moving. Today Viking serves all three islands: St. Thomas, St. John, and St. Croix.

During the ensuing 35 years in the Caribbean, Don's career included 14 years on the Executive Committee of HHGFAA (now IAM), first representing Latin America and the Caribbean, and later as the Associate Members Representative. Two of his sons, Dale and Don II, have continued to pursue careers in the industry. Don sold The Viking Corporation in 2011 and continues to be active in his church and Rotary Club.

As President and Founder of **True North Relocation, LLC.**, Heather Engel has leveraged her 20 years of industry experience to create a company with a reputation for communication and honesty throughout the international relocation process.

After graduating from the University of Reno, Nevada, Heather moved to the northwestern United States. In 2004, she formed True North Relocation, an

independent freight forwarding company based in Seattle and dedicated to helping customers smoothly transition to their new location. The company is a member of the IAM, the American Moving & Storage Association, and the Better Business Bureau.

Heather first became involved with IAM (then HHGFAA) in 1997, during the Association's 35th Annual Meeting in Reno, Nevada. During that convention, she was introduced to HHGFAA cofounder Alan Wohlstetter. In 1999, she teamed with Michael Gilbert of Southern Winds and George Cooper of Australian Vanlines to create the Young Professionals group (YP-35), known today as IAM-YP. That organization was formed to extend support to the younger generation of forwarders as they became more involved with the Association. Heather served as the group's vice chair from 2000 to 2004. Since 2004, she has served as the first President of the Alan F. Wohlstetter Scholarship Fund.

From 2007 to 2010, she served on the Commercial Affairs Committee. She helped develop the Association's Shipper Guides (country-specific customs guides), and assisted with several ongoing tasks involving NVOCC filing, EIN (Employer Identification Number) requirements, Federal Maritime Commission hearings, and port security.

Born in Ft. Chaffee, Arkansas, **Jan Moore** spent the first 19 years of her life in a military household that frequently moved and the next 42 years moving other military families. After entering the moving industry in 1970 as a file clerk for Bekins Wide World, she witnessed and navigated many



changes in the business, including new ownership of Bekins and its subsequent name change to BINL, Incorporated. Throughout her career her love for the industry has never wavered. Jan has always felt that moving as a child every two or three years helped her relate to the challenges experienced by the families relocated by BINL. "I attended nine different schools in 12 years, so I can really appreciate the difficulties of adjusting to a new area," she says.

Jan had sat on several committees for the Household Goods Forwarders Association of America (now IAM) for more than 10 years prior to being elected to the Executive Committee in 2002, serving until 2012. She was the chair of the Claims Committee during the period when the industry transitioned from the "per pound per article" valuation to the Full Replacement Value procedures. "This was such a huge adjustment for all of us," she recalls, "creating uncertainty about the financial impact as well as the administrative burden that might be facing us."

Having spent two-thirds of her life in this industry, Jan regards it as her family. She values the many friends that she has made along the path she has traveled.

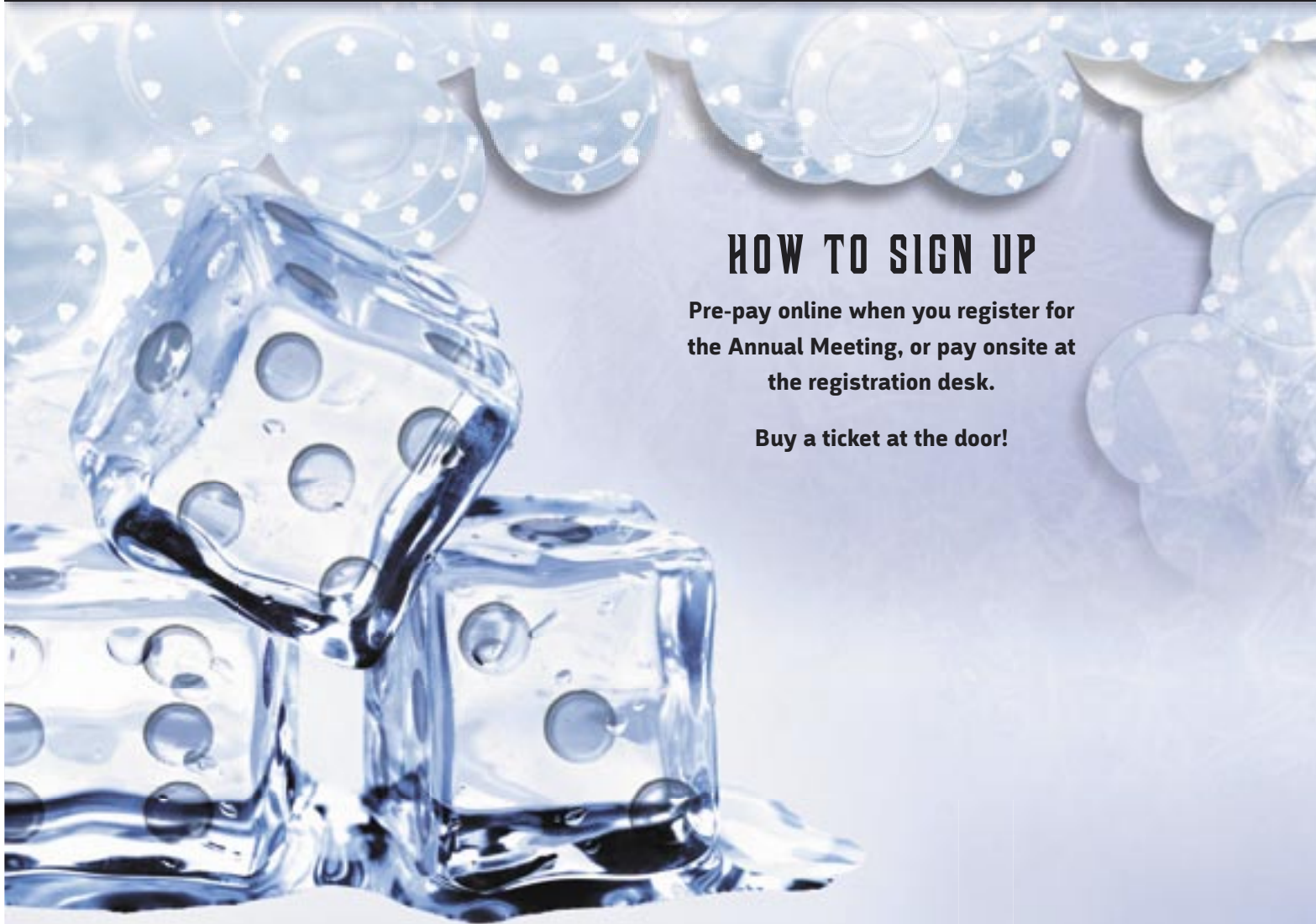
Since retiring in San Pedro, California, Jan has been able to devote her time to several charitable organizations. She has been involved with the Boys & Girls Club of the Los Angeles Harbor for more than a decade, and also serves as the Auction Chair for a local private high school fundraising event. Most important, she currently is the First Vice President for the San Pedro Peninsula Cancer Guild, an organization that has raised more than \$1 million for Cancer research at the University of Southern California Norris Cancer Center.

## 2013 Casino Night Sponsors

IAM is indebted to the following companies, which have generously sponsored tables at Ice & Dice on October 7, benefitting the Alan F. Wohlstetter Scholarship Fund..

American Fast Freight, Inc.  
Atlas Worldgroup International, Inc.  
Carlyle Van Lines  
Cartwright International Van Lines, Inc.  
Coleman World Group  
Daycos  
Executive Moving Systems, Inc.  
Gateways International  
Global Transportation Services, Inc.  
Government Logistics N.V. (Gov/Log)  
Gridiron Forwarding Company, Inc.  
Hidden Valley Moving and Storage, Inc.  
Jet Forwarding, Inc.  
Lynden Transport  
National Forwarding Co., Inc.  
Paxton Companies  
Republic Moving & Storage  
Secor Group (formerly Security Moving Storage Logistics of Washington)  
Sourdough Transfer, Inc.  
Stevens Van Lines, Inc.  
The Pasha Group  
Tri Star Freight Systems, Inc.  
True North Relocation, LLC  
Victory Van Corp.

# Alan F. Wohlstetter Scholarship Fund



## HOW TO SIGN UP

Pre-pay online when you register for the Annual Meeting, or pay onsite at the registration desk.

Buy a ticket at the door!

# Ice & Dice

**CASINO NIGHT & TEXAS HOLD'EM TOURNAMENT**  
**MONDAY, OCTOBER 7 2013 • 9:00 PM - MIDNIGHT**

BLACKJACK, PAI GOW, CRAPS, ROULETTE, AND MANY, MANY MORE.

CASINO FEES: \$75 (EARLY RATE ENDS OCTOBER 3RD) / \$95 (ON-SITE RATE)

**DON'T FORGET TO SIGN UP FOR THE FOURTH ANNUAL TEXAS HOLD'EM TOURNAMENT!**

*TOURNAMENT FEES: \$250 (SPACE IS LIMITED TO THE FIRST 36 ATTENDEES TO SIGN UP)*

# KNOWLEDGE LAB SCHEDULE



Taking place in East Ballroom C, next door to the Exhibit Hall, the IAM Knowledge Lab covers topics guaranteed to take your business to the next level. Whether this is your first annual meeting or your thirtieth, the Knowledge Lab serves up what you need to know for your business right now...in just 60 minutes.

And don't miss the new "App-y Hour" Reception in the Knowledge Lab on Monday, October 7, 4:00pm – 5:00pm.

## Monday, October 7

### 3:00pm – 4:00pm **Beyond the Business Card: Learn to Network like a Pro**

Presenter: Georgia Angell, Director of Agent Relations, Cartwright Companies

Former IAM Chair Ms. Georgia Angell calls on her 30 years of IAM Annual Meeting experience—and four years as Chair of IAM—to provide expert tips on networking for success, must-attend business sessions, reception hopping with your new IAM colleagues—and using social media to foster those connections after the meeting is over. Whether you are quiet and reserved or a big personality, you'll leave this session feeling comfortable conversing and connecting. *Recommended for first-time attendees.*

**NEW!**

### 4:00pm – 5:00pm **"App-y Hour" Reception**

The first "App-y" Hour Reception in the Knowledge Lab. Help is available from IAM "App-bassadors" in downloading and using the IAM 2013 annual meeting app, while you mingle and share "appy-tizers" and "appy-tinis" with your colleagues.

## Tuesday, October 8

**NEW!**

### 10:30am – 11:30am **REVEALED! Tour the All New IAM Website & Social Café**

Presenters: Janet Seely, Director of Communications & Member Engagement, IAM; Martha D. Jack, Director, eConverse Social Media Consulting, Inc.

Preview the *new* redesigned IAM Website and *new* online discussion forum, the Social Café. Become familiar with the most-visited Web pages, informative blogs, easy-to-find descriptions of IAM programs and membership services, and the NEW social media community, the Social Café. There, you can create individual profiles, join discussion groups, and connect with those who have common interests and goals.

### 3:00pm – 4:00pm **"Rogue Operators," Regulations and Consumer Protections**

Presenters: Jennifer M. Gartlan, Deputy Director, Office of Consumer Affairs & Dispute Resolution Services, Federal Maritime Commission; and Monique Riddick, Transportation Specialist, Federal Motor Carrier Safety Administration

In the United States, combating "Rogue Operators" remains a top priority for U.S. Government regulators like the Federal Maritime Commission (FMC) and the Federal Motor Carrier Safety Administration (FMCSA). Both agencies are focusing on educating consumers, stepping up enforcement efforts,

and working on new regulations that may affect the moving industry. Discuss these issues with the experts.

## Wednesday, October 9

### 10:30am – 11:30am **Cracking the Code: How IAM Codification Standard Can You Save Money and Time**

Presenter: Brian Limperopulos, Programs Manager, IAM

Each year, IAM Members spend untold amounts on translating and deciphering handwritten inventories in order to clear shipments through customs and ensure a successful shipment. Even then, considering that our members all ship the same commodity—Household Goods—there is no unifying system or standard for how this information is presented or communicated between agents and other industry stakeholders. In response, IAM has spearheaded an effort to cut down on these inefficiencies through standardization. Join IAM Programs Manager Brian Limperopulos in this hour-long discussion to gain insight into the Codification Standard and how it can help your company become more efficient and profitable.

### 1:00pm – 2:00pm **Complying with Sanctions, SDNs and Trade Embargoes**

Presenter: Boris Populoh, Sr. Vice President, Willis Relocation Risk Group

In today's complex and economically volatile business environment, regulatory compliance and transparency are more important than ever before. Being aware of, understanding, and navigating the regulatory environment are critical aspects of running a successful business. This session will focus on and discuss Sanctions, Embargos and Specially Designated Nationals (SDN) as well as the Organizations that issue these measures.

### 4:00pm – 5:00pm **Outlook 2014: Global Economic Forces Impacting Freight & Household Goods**

Presenter: Jeff Lineberger, Assistant Vice President for Government Relations, U.S. Bank

From the ongoing impact of government sequestration to the winding down of overseas military engagements, global economic forces continue to impact carriers of freight and household goods. Jeff Lineberger, manager for U.S. Bank's relationships with the U.S. Department of Defense and related agencies, will offer his forecast for the coming year and beyond, including an update on payment technology advancements and the promise they hold for making carrier's lives easier.



## 2013 Knowledge Lab Presenters



**Georgia Angell**

**Georgia Angell** has more than 30 years of industry experience in key management positions with some of the industry's leading household goods moving and forwarding companies, including the Cartwright Companies—where she is currently Director of Agent Relations—and Deseret Forwarding, Dell Forwarding, Shoreline International, United Van Lines, and American Ensign. She has managed all facets of the moving business and is experienced in local agency and port management.

A member of IAM's Executive Committee for several years, Ms. Angell served as Chair from 2003 to 2007—the first woman to hold that position in the organization's 50-year history. She has also chaired the Accessorial Services Committee and the Claims Committee; was a member of the Alan F. Wohlstetter Scholarship Fund Committee; and assisted in the development of the IAM Technology Partnership involving customs regulations, the Shippers Guides, the IAM Code of Ethics, and the Hall of Honor. Ms. Angell will call on her many years of networking at IAM Annual Meetings to give first-time attendees in Vancouver valuable tips on how to get the most out of their time at the conference.

**Jennifer Gartlan** is the Deputy Director of the Federal Maritime Commission's Office of Consumer Affairs & Dispute Resolution Services (CADRS), which provides ombudsman services and mediation, facilitation, and arbitration services to the shipping public.

Prior to joining the Commission as Counsel to the Managing Director in 2010, Ms. Gartlan practiced law at Thompson Hine LLP, where she represented clients in transportation contract negotiations, regulatory licensing and enforcement actions, and alternative dispute resolution proceedings before various federal transportation regulatory agencies. She has published articles and regularly gives presentations on transportation regulation and the use of ADR to resolve regulatory and commercial shipping disputes.

**Martha D. Jack** is Director and Head Consultant at eConverse Social Media Consulting, Inc. Located in Kitchener, Ontario, Canada, eConverse is an agency dedicated to helping organizations use social media to reach their goals.

After completing an undergraduate journalism degree with a specialty in online journalism at Ryerson University, Ms. Jack continued her education in England. At London Metropolitan University she completed a Master of Arts degree in digital



**Jennifer Gartlan**



**Martha D. Jack**



**Brian Limperopulos**

media, specializing in citizen media, social media, audience research, and digital media management. She was awarded the 2008–2009 Gordon Sinclair Fellowship. Her M.A. dissertation was entitled “Motivations and Gratifications: A New Model for Encouraging Citizen Journalism in Mainstream News Media,” and was published in the *Canadian Journal of Media Studies*.

**Brian Limperopulos** has served as IAM Programs Manager for more than four years. His responsibilities include coordinating the Association's efforts to analyze and distribute information on U.S. Customs and Governmental regulations; organizing IAM standards development efforts; and administering the IAM Receivable Protection Program (RPP), the IAM Logistics Network, the IAM-YP group, and the Hall of Honor. He also provides administrative support to the International Shippers Association (ISA) and the Alan F. Wohlstetter Scholarship Fund.

Prior to joining IAM, Mr. Limperopulos gained his experience in the moving business as an international move manager at Security International. In 2007, he graduated from the George Washington University with a bachelor's degree in International Affairs.

**Jeff Lineberger** serves as U.S. Bank's Assistant Vice President for Government Relations to the Department of Defense, Army Air Force Exchange Service, United States Air Force, Nexcom, and the U.S. Department of Veterans Affairs. A retired Air Force Lt Colonel with more than 23 years of leadership and business experience in the Department of Defense, he has supervised and led at the unit, squadron, and MAJCOM levels and worked at the Pentagon in both DoD and Air Force staff positions.

Since joining the bank in 2007, Mr. Lineberger has worked in various positions including project implementation consultant for such major launches as the Defense Personal Property System (DPS) and the Defense Transportation Coordination Initiative (DTCI). He has also worked as a U.S. Bank Commercial Relationship Manager.

**Boris A. Populoh** is Senior Vice President at Willis Relocation Risk Group. He brings 20 years of broad-based international business, management, and HR experience to the international transportation and logistics industry. Having held a number of senior managerial and executive leadership positions with trade and industry groups, Mr. Populoh led a number of initiatives,



**Jeff Lineberger**

including the drafting and implementation of quality and standards programs, transportation and security policy, as well as identifying changes in regulatory requirements and anticipating their impact on specific industry markets.

**Monique Riddick** is a transportation specialist and a member of the Household Goods Compliance and Enforcement Team, which is part of the Commercial Enforcement and Investigations Division at the Federal Motor Carrier Safety Administration (FMCSA), U.S. Department of Transportation. Ms. Riddick is in charge of outreach and education as it concerns consumer protection and interstate movement of household goods, and she responds to inquiries from the U. S. Congress, the media, industry, and the public. She oversees the Protect Your Move website ([www.protectyourmove.com](http://www.protectyourmove.com)).



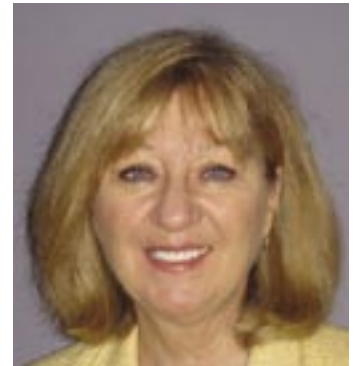
**Boris A. Populoh**

gov), and is responsible for the revised *Your Rights and Responsibilities When You Move* booklet. Ms. Riddick also manages the Annual Moving Fraud Conference, Household Goods and Moving Fraud Working Groups, and investigates complaints against movers, brokers, and auto transporters.

Ms. Riddick is part of FMCSA National Training Center's team of instructors teaching household goods enforcement to both federal and state personnel. She has also contributed to the design and updating of the Household Goods Enforcement Basic Course and Household Goods Enforcement Supplemental Course for State Partners. Prior to joining FMCSA three years ago, Ms. Riddick worked for 12 years in the relocation industry with Marriott International, Long and Foster Relocation, and Primacy Relocation handling household goods movement and real estate for transferring employees.



**Monique Riddick**



**Janet Cave Seely**

**Janet Cave Seely** joined IAM as director of communications and member engagement in 2009. Following short stints as a waitress and coat check girl, where she learned invaluable lessons about customer service, Ms. Seely launched her career as a communications professional, working for charitable organizations and a book publisher, and as a publications project manager. At IAM, she oversees membership services, and is responsible for the association's print and digital publications. These include *The Portal* magazine, the IAM Membership Directory, and a suite of annual meeting program materials, as well as e-newsletters, social media, and the newly redesigned [IAMovers.org](http://IAMovers.org) website. Learn more about [IAMovers.org](http://IAMovers.org) and its social media component, the Social Café, on Tuesday, October 8, in the Knowledge Lab.

# Get Wired, Stay in Touch at the Annual Meeting

## For Wireless Internet Connection:

1. Check for available wireless signal.
2. Select IAM network from available wireless signals.
3. Open Internet browser, which takes you to a log-on page
4. Enter username: **iammeeting**
5. Enter password: **iammeeting2013**
6. A browser should display and you can now browse the Internet.

The code is accessible for any electronic device with Internet access. This code will provide wireless connectivity through IAM meeting space only. If you lose access, you will need to reconnect your device.



## Download the IAM Annual Meeting Mobile Event App!

To enhance your annual meeting experience, IAM is providing an app to place important conference information right at your fingertips.

- If you are using an Apple device (iPhone or iPad), go to the Apple app store; search **IAM 2013**; download the app.
- If you are an Android user, go to the Play store and search **IAM 2013**; download the app.
- If you have a Blackberry or other device, go to **www.tripbuilder.net/mw/apps/iam2013** to access the HTML version of the app. (Note: A wireless Internet connection or 3G network is required to use this feature.)

After the app downloads, log in using your IAM Registrant ID (the 7-digit number on the email confirmation you received after registering for the conference) and the password **IAM2013** (which is case sensitive).

To start using the app, first go to the “About” button on the upper left of the home screen. Here you’ll find information about the meeting, but also be sure you click “This App,” which details how to use and update the app and to access support.



Once you have the app downloaded, use it to enhance your conference!

- \* View the daily schedule - and create your own custom schedule of sessions, meetings, and events.
- \* Use the interactive maps to navigate the Exhibit Hall and find event locations.
- \* Take notes and export them to your e-mail.
- \* Connect with other attendees, speakers, sponsors, and exhibitors—send messages through the app; no need to go out to e-mail!
- \* View information about what to see and do in Vancouver

## APP SPONSORS:







## 51<sup>ST</sup> ANNUAL MEETING | TENTATIVE SCHEDULE-AT-A-GLANCE

| Monday<br>October 7, 2013   | Tuesday<br>October 8, 2013   | Wednesday<br>October 9, 2013   | Thursday<br>October 10, 2013   |
|---|--|--|--|
| 10:00am – 6:00pm<br>Registration Open   | 7:30am – 5:00pm<br>Registration Open   | 7:30am – 5:00pm<br>Registration Open   | 7:30am – 12:00 NOON<br>Registration Open   |
| 2:00pm – 5:00pm<br>Network Central and Exhibits Open  | 10:00am – 5:00pm<br>Network Central and Exhibits Open  | 9:00am – 5:00pm<br>Network Central and Exhibits Open   | 8:00am – 11:00am<br>Network Central and Exhibits Open  |
| <b>7:30am – 11:30am</b><br>Exhibitor Set-up<br><br><b>8:30am – 10:30am</b><br>CMMB/YPMB/EXCOM<br>Breakfast Meeting<br><br><b>NEW</b> <b>10:30am – 1:30pm</b><br>Kick-Off Hospitality Lounge<br><br><b>11:00am – 1:00pm</b><br>Executive Committee Meeting<br><br><b>11:00am – 2:00pm</b><br>IAM-YP Cup<br>YP-Membership Soccer Tournament<br>LOCATED – Offsite<br><br><b>1:00pm – 2:30pm</b><br>Executive Committee Meeting Luncheon<br><br><b>2:30pm – 4:30pm</b><br>Executive Committee Meeting<br><br><b>3:00pm – 4:00pm</b><br>IAM-YP Board Meeting<br><br><b>3:00pm – 4:00pm</b><br>First Time Attendees:<br>Learn to Network Like a Pro<br><b>Knowledge Lab</b><br><br><b>NEW</b> <b>4:00pm – 5:00pm</b><br>“Appy” Hour Reception<br><b>Knowledge Lab</b><br><br><b>5:30pm – 7:00pm</b><br>IAM-YP Welcome Reception<br><br><b>6:00pm – 7:00pm</b><br>New Members, First Time Attendees<br>& Special Guests Reception<br><br><b>NEW</b> <b>6:00pm – 7:00pm</b><br>Ladies in Moving (LIMA) Reception<br><br><b>7:00pm – 9:00pm</b><br>Opening Reception<br><br><b>9:00pm – 12:00 Midnight</b><br>AFWSF Casino<br>Additional Ticket Required | <b>8:00am – 10:00am</b><br>IAM Membership Breakfast<br>Hall of Honor Inductions<br>AFW Scholarship Fund Recognitions<br>Terry Head: State of IAM Address<br><br><b>10:30am – 11:30am</b><br>Hall of Honor Selection<br>Committee Business Session<br>(Committee members only)<br><br><b>10:30am – 11:30am</b><br>REVEALED: Tour the All-New IAM<br>Website & Social Cafe<br><b>Knowledge Lab</b><br><br><b>11:30am – 1:00pm</b><br>ISA Board Meeting<br>and Luncheon<br><br><b>11:30am – 12:30pm</b><br>Exhibitors’ Cocktail Reception<br><br><b>1:00pm – 3:00pm</b><br>Core Membership Meeting<br><br><b>3:00pm – 4:00pm</b><br>Are You in Compliance?<br>FMC & FMCSA Presentations<br>New Policies and Regulations<br><b>Knowledge Lab</b><br><br><b>3:15pm – 4:30pm</b><br>IAM-YP Members Meeting | <b>7:30am – 8:30am</b><br>AFW Scholarship Board Breakfast<br><br><b>7:30am – 9:30am</b><br>Buffet Breakfast<br><br><b>8:30am – 10:30am</b><br>Claims Panel<br><br><b>10:30am – 11:30am</b><br>Cracking the Code: How IAM<br>Codification Standard Can Help You<br>Save Money, Time and Increase Efficiency<br><b>Knowledge Lab</b><br><br><b>11:00am – 12:00 NOON</b><br>ISA Membership Meeting & Elections<br><br><b>12:00 NOON - 12:30pm</b><br>ISA Board Meeting<br><br><b>12:00 NOON - 1:00pm</b><br>Buffet Lunch in the Exhibit Hall<br><br><b>1:00pm – 2:00pm</b><br>Complying with Sanctions, SDNs and<br>Trade Embargos<br><b>Knowledge Lab</b><br><br><b>1:30pm – 3:30pm</b><br>Military and Government<br>Affairs Panel<br><br><b>4:00pm – 5:00pm</b><br>U.S. Bank Freight Payments<br>Outlook 2014: Global Economic Forces<br>Impacting Freight & Household Goods<br><b>Knowledge Lab</b><br><br><b>4:00pm – 6:00pm</b><br>IAM Logistics Network<br>Organizing Meeting:<br>The Way Ahead<br><br><b>9:00pm – 11:30pm</b><br>IAM-YP Social Mixer<br>IAM-YP Members Only | <b>7:30am – 9:00am</b><br>IAM Ethics Council Breakfast<br>(Council members only)<br><br><b>8:00am – 11:00am</b><br>Breakfast with Exhibitors<br><br><b>9:00am – 12:00 NOON</b><br>Governing Membership Meeting<br>& Elections<br><br><b>11:00am – 12:00 NOON</b><br>Exhibit Teardown<br><br><b>1:30pm – 4:00pm</b><br>Special Sessions<br>Associations: Where is the Value?<br><i>Moderated by Terry Head</i><br>PARTICIPANTS FROM<br>American Moving & Storage Association,<br>British Association of Removers,<br>Canadian Association of Movers<br><br><b>Government and Military Moving:<br/>The Certainty of Uncertainty</b><br><i>Moderated by Charles White</i><br>PARTICIPANTS FROM<br>U.S. Department of Defense, including<br>SDDC; U.S. Department of State;<br>and Industry Panelists<br><br><b>6:30pm – 7:30pm</b><br>Closing Reception<br><br><b>7:30pm – 9:30pm</b><br>Closing Dinner and<br>Entertainment<br><br><b>9:30pm – 11:30pm</b><br>Post Dinner Entertainment<br>& Dancing |
|   | <i>Free Evening - There will be no scheduled IAM events this evening</i>   | <i>Free Evening - There will be no scheduled IAM events this evening</i>   |  |



## IAM 51ST ANNUAL MEETING SPONSORS

*IAM extends its thanks to the following distinguished companies that have supported this year's Annual Meeting through sponsorships.*

### **Platinum**

Intlmovers.com

### **Gold**

AGS World Wide Movers  
Denali Group Inc.  
Flatrate International  
MEBS Global Reach, LC  
Movers International Pvt. Ltd.  
National Van Lines

### **Silver**

Air Animal Pet Movers  
DeWitt Companies Ltd. LLC  
Garcia Trucking Services, Inc.  
Gosselin Group N.V.  
Gridiron Forwarding Co., Inc.  
High Relocation Korea  
iMoveGREEN, LLC  
Isaacs Moving and Storage  
Movecorp International Removals Ltd.  
Moveware Pty Ltd  
Netensity Corporation  
S.E.A. Corp.  
Security International, a division of Secor Group  
The Pasha Group  
TMM (Total Military Management)  
UniGroup Relocation Network  
Zuhal Pack International

### **Bronze**

Baker & Company  
Coleman World Group  
DAS Global Services  
Daycos  
Econocaribe  
E-Movers L.L.C  
Globalink Logistics Group (HQ)  
Horizon Lines LLC  
IGL Relocation (A Division of  
Interport Global Logistics Pvt. Ltd.)  
Les Gentlemen Du Demanagement  
MoversPOE  
Moving Home Company Ltd.  
New Haven Moving Equipment Corp.  
OM TRAX Packaging Solutions Limited  
Republic Moving and Storage  
Schenker Deutschland AG  
Schumacher Cargo Logistics, Inc.  
Shipco Transport  
SIR Move Services Pte Ltd.  
Transport Management International Ltd.  
United Software Solutions, Inc.  
Victory Packaging Inc.  
Williams Moving International  
YRC Worldwide, Inc.

## SPECIAL THANKS

*We are grateful to the following companies for providing amenities and services at the Annual Meeting.*

### **Key Card — Marriott Pinnacle Downtown**

Carloking Freight Service

### **Key Card — Fairmont Pacific Rim**

Pac Global

### **Internet Café Sponsor**

Worldwide Movers Africa

### **Conference Tote Bag Sponsor**

OM Trax

### **Lanyard**

Status Baby

### **Mobile App**

Arrowpak International Movers  
International Shippers Association

## Things to See and Do in Vancouver

**K**nown for its beautiful landscape, spectacular views, and culture, Vancouver is a sea-level port city that is truly a dream destination. It was rated the top city in Canada by *Condé Nast Traveler* magazine's 2012 Readers' Choice Awards, and there is plenty to do when you visit, from sailing and skiing to shopping and golfing.

To assist you in experiencing this green city, IAM has negotiated discounted rates for local tours with Landsea Tours & Adventures during the Annual Meeting. Since 1985, Landsea, a Canadian family-owned and -operated company, has offered a variety of half-day and full-day sightseeing excursions around Vancouver, Victoria, Whistler, and Vancouver's North Shore.

Landsea Tours & Adventures suggests comfortable clothing for the day, including a warm shirt or outer layer. Walking shoes are recommended.

Please note: All bookings and payments must be made with Landsea directly onsite at the Tour Desk located in East Ballroom A of the Vancouver Convention Centre during registration hours. *Bookings are not part of your Annual Meeting registration.*



Get a great overview of Vancouver on the City Highlights Tour.

### VANCOUVER CITY HIGHLIGHTS TOUR

The City Highlights Tour—the best way to see our West Coast gem—is a 4-hour excursion through one of the most beautiful cities in the world with stops in Stanley Park, Granville Island, Vancouver Lookout (10am only) and Queen Elizabeth Park (2pm only). Our award winning tour guides will also tour you through Gastown, Chinatown, Robson Street, English Bay, Vancouver Harbour, and more. 4 hours.

Departs 10am or 2pm. Adults \$62.10, Children \$40.50.

### NORTH SHORE TOUR

The Capilano Suspension Bridge and Grouse Mountain Tour takes you to the amazing temperate rainforest of Vancouver's North Shore. This is your best option for a light adventure, a half-day excursion into the stunning nature that surrounds the city. Stops include Capilano Fish Hatchery, Capilano Suspension Bridge, and Grouse Mountain. Check out the new cantilever "cliffhanger" walkway over Capilano Canyon. 5 hours.



An aerial view of the Capilano Suspension Bridge

Upgrade to the Adventure PLUS options at Grouse Mountain and either enjoy ziplining or be awed at the top of the Eye of the Wind. 6 hours.

5 hour tour departs 9am. Adults \$121.10, Children \$85.50

6 hour tour departs 11am. Adults \$130.50, Children \$89.10





## WHISTLER MOUNTAINS & ADVENTURE TOUR

This is the best way to explore the “Sea-to-Sky Highway”—literally the road to the 2010 Olympics and to the Whistler resort area. Pass 7,000-foot mountains, the third-highest waterfall in British Columbia, and the second largest granite monolith in the world. Experience this and more as our guide brings the trip to life with history, current events, and personal anecdotes. Stops include Britannia Beach, Whistler Village, Shannon Falls, and the new Aboriginal Cultural Centre and Museum. 11 hours.

Departs 8am. Adults \$125.50, Children \$67.50



Whistler Village



A bird's-eye view of the harbor



The Vancouver panorama

## FLIGHT-SEEING TOUR— PANORAMA CLASSIC

The most popular tour of the city and North Shore mountains, this ideal introduction to seaplane aviation departs from downtown Vancouver's Coal Harbour and includes a complete aerial view of the city and surrounding parks and beaches. A 30-minute experience with 20-minute flight time.

Adults \$114, Children \$62, Children 11 years and under free.

## FLIGHT-SEEING TOUR— EXTENDED PANORAMA

Discover even more of the majestic mountains and expansive coastline that surround breathtaking Vancouver. This extended version of the Panorama Classic follows the coast further north toward Whistler, then loops back over Sunshine Coast. A 45-minute experience with 35-minute flight time.

Adults \$176, Children \$92, Children 11 years and under free.

## VICTORIA AND BUTCHART GARDENS TOUR

Victoria and Butchart Gardens, Landsea's most popular excursion, is the best if you want to visit the provincial capital and the world-renowned gardens in just one day. Maximize your time by turning a potentially difficult transfer between Vancouver and Victoria into an easy, fully-narrated day tour. With plenty of free time in downtown Victoria and at Butchart Gardens, this will be a day you will never forget. 13.5 hours.

Departs 7am or 9am. Adults \$170.10, Children \$89.10.



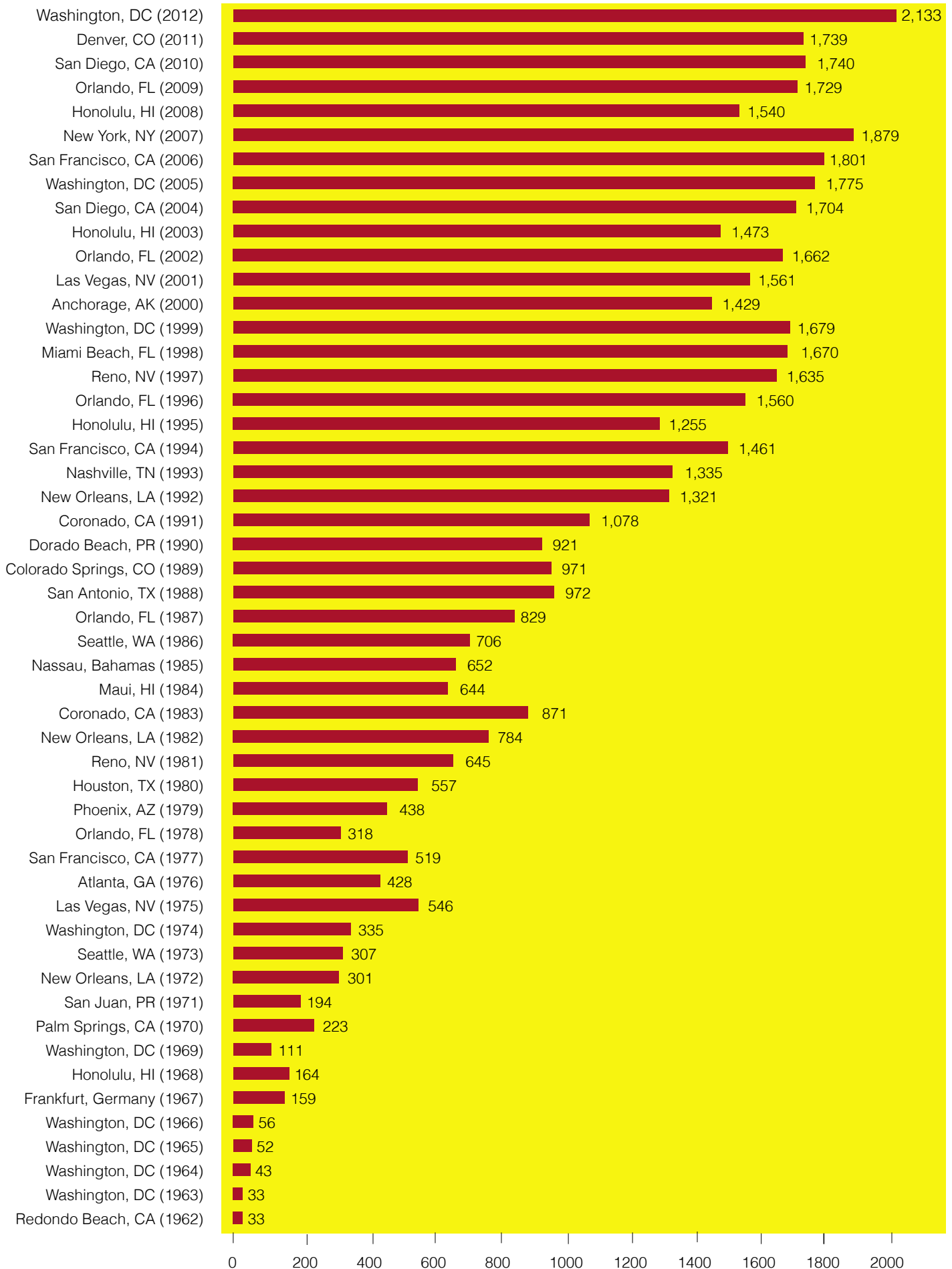
The Victoria and Butchart Gardens tour is a full-day excursion to one of the area's most popular destinations.

## IAM 51ST ANNUAL MEETING EXHIBITORS

ABC Cargo Logistic S.A.S  
Africa Mobility Services (AMS)  
AGS World Wide Movers  
Air Animal Pet Movers  
American Moving & Storage Association  
American Services (Italy) s.r.l.  
Argenvans Transportes Internacionales S.A.  
Ashoka International  
Asian Relocation Association  
Baker & Company  
Buenos Aires International s.r.l.  
Carloking Freight Services  
Carrie International Freight Services LLC  
Cartwright International, Inc.  
Certified Packaging & Transport Inc.  
China Way International Moving & Warehousing  
Coleman World Group  
Continental Movers & Storage Sdn. Bhd.  
DAS Global Services  
Daycos  
Denali Group Inc.  
DeWitt Companies Ltd. LLC  
E-Movers LLC  
Econocaribe  
Economy Packing & Freight Services S/dn Bhd  
Elite World Wide Movers (A Division of  
Elite Shipping LLC)  
Fauna & Flora Customs House Brokers Inc.  
Flatrate International  
Fleenor Paper Company Inc.  
Frontline Relocations  
Gallagher Transport International Inc.  
Garcia Trucking Services, Inc.  
Globalink Logistics Group (HQ)  
Goeldlin International Movers s.r.l.  
Golden Horse Freight Services  
Gosselin Group N.V.  
Gridiron Forwarding Co., Inc.  
GRIP Inc.  
High Relocation Korea  
Horizon Lines LLC  
iMoveGREEN, LLC  
IGL Relocation (A Division of  
Interport Global Logistics Pvt. Ltd.)  
Integrated Logistics  
Intermove Egypt  
International Wood Industries Inc.  
Intlmovers.com  
Isaacs Moving and Storage  
ITO Mobiltransport GmbH  
Jacksonville Box & Woodwork Co.  
JPMO—DPE HHG Systems  
Korea Transport Moving & Storage  
L.A.C.M.A.  
Leader Freight Forwarders  
Les Gentlemen Du Demenagement

Marine Lumber Company  
Masstrans Freight LLC  
Matson Navigation Co.  
MEBS Global Reach, LC  
Move for Hunger  
Movecorp International Removals Ltd.  
Moveline  
Movers International Pvt. Ltd.  
MoversPOE  
Moveware Pty Ltd  
Moving Home Company Ltd.  
National Van Lines  
NEDRAC, Inc.  
Netensity Corporation  
New Haven Moving Equipment Corp.  
Nippon Express Co., Ltd.  
OM TRAX Packaging Solutions Limited  
Orbit International Moving Logistics Ltd.  
Orient International Relocations  
Orphee Beinoglou Int'l Forwarders S.A.  
P.M. Relocations Pvt Ltd.  
PML International Movers Ltd.  
Prime Transport  
Rainier Overseas Movers Inc.  
Red Recruit Ltd.  
ReloTrans, LLC  
Republic Moving and Storage  
S.E.A. Corp.  
Schenker Deutschland AG  
Schumacher Cargo Logistics, Inc.  
Security International, a Division of Secor Group  
Shipco Transport  
SIR Move Services Pte Ltd.  
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Victory Packaging Inc.  
Voxme Software Inc.  
Williams Moving International  
WorldCare Pet Transport  
Writer Relocations  
YRC Worldwide, Inc.  
Zuhal Pack International

## IAM Annual Meetings: A Year-By-Year Comparison





### Getting from Here to There

*By Joyce Dexter, Portal Editor*

Remember the good old days, when that plane ticket meant arriving at the airport a half-hour early, hopping on board, and soaring off into the clouds? Way back then, the airlines allowed a cushion for no-shows, who were allowed to fly at a later time without penalty. And what about the food? It never was all that great, perhaps, especially on domestic U.S. flights, but at least a cheerful attendant brought you a little bag of pretzels and a drink, and—if the flight was long enough—a plate with a sandwich or pasta, along with a little salad and a brownie. If nothing else, the food was something to occupy your time while transiting from Point A to Point B.

Flying even used to be fun once upon a time. Now, not so much, especially if you're not in First Class or Business Class. The less privileged among us who must fly coach are finding our seats and legroom shrinking with relentless regularity. Our grim-faced seatmates try to squeeze overstuffed bags into the overhead bin to avoid paying equally inflated fees to check their suitcases, just as we're doing. All of us seem to be trying to "game the system," by packing much smaller bags (the better to fit in the bins or under your seat), or

even donning that hideous but clever new fad, "wearable luggage"—one of those huge cargo overcoats that will accommodate wardrobe, toiletries, and even shoes.

And don't even mention security. That infamous day in U.S. history—better known as 9/11—changed everything about travel and our attitude toward it. Security



means removing shoes, having strangers go through our carry-ons, getting wanded by electronic detection devices. We appreciate that it's all for safety's sake, but still are deflated by the here-we-go-again routine that comes with that boarding pass. My husband once had to go through a security portal three times—shedding coins, watch, belt, even his shirt—before the security personnel discovered that

what was causing the alarm to go off was a foil-wrapped Nicorette patch, which he was then compelled to open and apply to his arm before being allowed to board.

Travel—once an eagerly anticipated adventure—is still an adventure, but maybe not in a good way. Airline mergers have left fewer carriers with less competition, and they are in a more powerful position to do exactly as they please—a fact of life that is undeniable and disheartening. If you miss your flight—even for a very good reason—chances are you'll have to eat the cost. But if the airline is at fault for your missing a connection or for not deploying a scheduled plane at all, chances are that's your problem as well.

So what's a traveler to do? It's not as if you can drive from New York to Nairobi. IAM members collectively clock many millions of miles every year, and their experiences—as well as airline and hotel tips we've culled from blogs and other sites—may not make flying any more fun, exactly, but perhaps they will help you get from Point A to Point B with less wear and tear on your psyche, and without a migraine at your destination. And if you're reading this in Vancouver, we're very glad you're here!

# Up in the Air

By Elad Gur-Arie

Those of us who travel often have learned by experience—and a bit of trial and error—a few tricks to make our lives easier.

## Collecting frequent flyer miles

Many of us enroll in almost every airline's frequent flyer program, but that is a big mistake. Today, most airlines are affiliated with one of three major alliances: Star Alliance, Skyteam, and One World. You need only a card for each alliance. Then, all you have to do is compare flight schedules and fares and choose the most convenient option.

If you are free to book your own hotel, choose one of the partner hotels of the airline you fly with; you will earn more miles by doing so. Using an airline's credit card (where applicable) is also a good way to earn valuable miles toward free flights and upgrades.

## Direct flight versus connecting flight

When you compare the price of a direct flight to an indirect flight (i.e., with connection), take a good look at how many hours you must spend at the airport. If the stopover is longer than two or three hours, you are probably better off booking a direct flight. Waiting passengers tend to spend money at the airport to pass time, and prices at airport concessions are high. So whatever you save on the ticket you will waste in the terminal on snacks, food, beverages, magazines, and other impulse shopping.

## Want a vacant middle seat?

If you book a ticket with a companion, the airlines sees it as a mutual booking. When you choose your seats, if there is a free three-seat row, choose an aisle and a window seat.

At most airlines, the seating system will leave your middle seat to the last of the bookings; if the flight is not full, you have a

good chance of sitting in a row with a vacant a middle seat. Most passengers will not choose a middle seat unless the aisle and window are occupied. In the event the seat is later assigned, you can always ask the passenger to switch with your aisle or window seat so you can sit next to your companion.

## Boarding first or last?

First! That gives you a 100 percent chance of having room for your carry-on luggage. Instead of standing in the aisle waiting for that family of 12 to sit down or juggle their carry-ons, you can relax in your seat, read a magazine, and know that your bag is within reach.



## When booking a ticket

Log onto the airline's website and fill out all the important info like destination address and vital contact information. On flights to the United States that originate overseas, this could save you some time at check-in. You can also choose your seat and perhaps work your way toward an upgrade, if you are a true frequent flyer.

## Comparing websites

When seeking a hotel room, always compare prices on the popular booking websites (Expedia, Travelocity, etc.) to those on the hotel's own website. The prices may appear to be the same, but the hotel's website may offer you a discounted third or fourth night, and the booking website won't.

## Saving room in your suitcase

Buy inexpensive small plastic bottles and fill them with shampoo and other products you prefer to use. At the end of your stay, simply discard the bottles before checking out of the hotel.

## Shopping bags

Don't throw out the shopping bags you acquire during your stay. Use them as a barrier in the suitcase between clean clothes and dirty ones.

## Hotel toiletries

I always take the small complimentary soaps from the hotel to use on the plane, as I don't like using the watery-soap dispenser in the lavatory.



Elad Gur-Arie is the Relocation Manager at Transclal Fine Arts Ltd., Natbag, Israel.

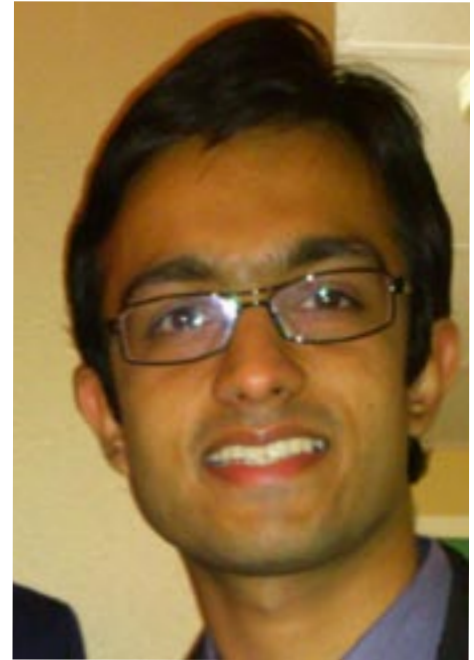
# Strategies for (Almost) Painless Travel

By Nikhil Ohri

Whether you are traveling by boat, train, plane, or car, here are a few tips you can try on your next trip.

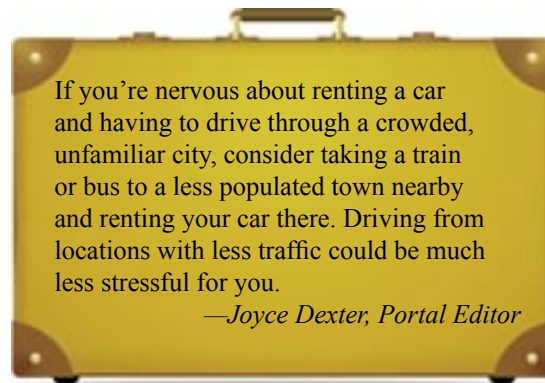
1. **Travel light.** Easier said than done! Plan your wardrobe carefully.
2. **Avoid baggage fees.** Use a large jacket—called “wearable luggage”—and a cabin max bag to get the maximum amount of clothing onto the plane without having to pay extra check-in costs.
3. **Eat to beat jet lag.**
  - *Three days before your trip*, eat a high-protein breakfast and lunch and a high-carbohydrate dinner. Limit caffeine to between 3 p.m. and 5 p.m. only.
  - *Two days before*: Limit yourself to light meals like salads, fruits, and juices.
  - *The day before* you travel: Eat high-protein foods for breakfast and lunch and a high-carbohydrate dinner. And limit your caffeine, too.
  - *On the day you leave*: Limit caffeine in the morning if you are flying west, or between 6 p.m. and 11 p.m. if you are heading east. On long flights, try to sleep, waking at breakfast time at your final destination and staying awake until landing. A high-protein breakfast is best. Avoid alcohol and stay hydrated by drinking plenty of water.
4. **Learn at least a few basic phrases** of the local language of the destination country. This will help you navigate your new surroundings with less difficulty.

5. **Always keep your medicine and prescriptions handy.**
6. **Wear dark sunglasses** throughout your entire flight if you want your fellow passengers to leave you alone. Most people (at least the ones who don't presume you are a celebrity) will assume that you are either trying to sleep or nursing a migraine, and will behave accordingly.
7. **Keep your iPod/iPad handy** in case there is a problem with your onboard TV. Last year I was stuck in my airline seat without a working TV due to “technical difficulties.” It was a 16-hour flight from Mumbai, India, to New York, and I was stuck! I was without video and as luck may have it my iPod didn't have enough battery charge to last me more than an hour and I am one of those people who find it very difficult to sleep during the flight. So I spent hours trying to watch whatever my neighbor was watching on his TV—English movies, cartoons, regional cinema on MUTE! To add to my misery, my neighbor fell asleep



Nikhil Ohri, Vice President—Marketing & Sales, Packways, India

and started to snore! The lesson learned: Carry a change of batteries in your carry-on bag!



If you're nervous about renting a car and having to drive through a crowded, unfamiliar city, consider taking a train or bus to a less populated town nearby and renting your car there. Driving from locations with less traffic could be much less stressful for you.

—Joyce Dexter, Portal Editor



## Down That Way

By Shmuel Mantinband

Traveling to an international conference from Israel always involves many hours of flights, something I have become used to.

However, my first trip to India on two weeks' notice was unusually special. Sonigo Shipping was newly accepted to FIDI and when David Sonigo said, "Go to the conference," I didn't ask questions, I just started looking for flight and hotel reservations.

When I could not find a hotel reservation, I should have understood this was not meant to be. However, I did find a great business class fare that was cheaper than flying coach on El Al, so I was off.

Or so I thought. I flew charter to Istanbul, where I was to catch my business class flight to New Delhi. After disembarking in Istanbul, I started searching for the Air India desk. Little English was spoken, so hand gestures

sufficed to point me "down that way." When I got to "down that way," I asked again and was pointed even farther "down that way."

When I got to the exit of the terminal and still had not found the Air India desk, I assumed I had simply missed it. At that point I met my first English speaker, who explained that "down that way" was 75 kilometers away, at Istanbul's other airport!

After an excruciatingly long taxi ride, I surprisingly (to me, anyway) made it to the Air India desk, where my flight was waiting for me.

Even with cab fare, it was still cheaper than El Al!



Shmuel Mantinband is Vice President, Sales & Marketing at Sonigo Quality Worldwide Moving in Ashdod, Israel

## Advice for Airport and Hotel

By Sylvia Cieslik

- \* **Choose the "right" security line.** This trick is more of an art than actual science. The shortest line might not be the quickest one. Look ahead at the type of individuals within the line. If possible, try to avoid families with small children, passengers with irregular luggage that will probably have to be checked by security, and individuals who look as if they have never traveled before.
- \* **Arrange for mobile phone and Internet access before you leave.** Depending on which country you are destined for, it may be cheaper to purchase an international data plan before you leave for your trip, rather than paying the daily local rates. Some hotels charge more than \$30 per day for an Internet connection at their hotel. Also, keep an eye out for local hot spots for your laptop or pad.



Sylvia Cieslik is Sales & Marketing Coordinator at Canada-based Starline Overseas Moving

# 2013 Travel and Hotel Trends: Affordability is Thy Middle Name

By Archita Datta Majumdar

Good economy or bad, nothing can stop Americans from heading out to exotic locales and exciting hotspots, both domestic and international. The spring break travel trends as well as the early summer bookings already show significant increase in industry numbers. There are however two things that stand out from these trips and planning—unanimous need for value and connectivity.

Foreseeing the increasing demands for better value for money, even luxury chains are gearing up to garner considerable market share of the new travel trends. Affordability and convenience have replaced the quest for luxury for most. This has been easier with the advent of more affordable hotel options from elite chains. They have their own standards to maintain, which means you get incredible rooms at less than half the cost.

Another new phenomenon that has immediately become a craze, are the “pop-up” hotels. These are mostly temporary and quickly assembled accommodations put up by leading hotels to offer more room for travelers in busy hotspots during the high seasons. They come with all the convenience but at a fraction of the cost.

In most cases they are erected to provide extra room during festivals and special events. Temporary cabanas in Mexico or pop-up yoga ashrams in Bali make exotic international travel a trendy and affordable reality. While they are more of an international phenomenon, American hotels are also rising up to the challenge by creating “pop-ups” that offer more than room, they offer a heady mix of comfort and local ambience for those who want a more authentic experience of the place.

Living like a local is another hot new trend that offers a whole new experience for one to soak up, not to mention it is definitely easy on the pocket. One can now simply rent a room in a local home or cottage, stay in one corner of a castle or even in a tree house and get close to the natives.

Similar to 2012, the first spring break travel in 2013 saw more of family affairs as well. According to Travel Guard, 40 percent of these families are traveling with young children while 29 percent with teens and 13 percent with even grandparents in tow. Along with affordability, the chief consideration has also been resorts, which come with all sorts of amenities and entertainment for kids as well as free meals for them. In fact, 46 percent of the bookings have been made when parents were sold on the presence of high-tech clubs and concierge programs for kids and childcare facilities. Not surprising then that 52 percent of all bookings this spring were for all-inclusive resorts.

First-quarter travel trends show 95 percent of the travelers have flown coach—a number that is definitely meant to mark the rest of the year. The figures also show 23 percent of the travelers, both business and leisure, booked their tickets at least 30 days before their journey.

These trends are a further testament to the fact that Americans are not just looking for good deals, but they are looking for the best ways to derive maximum value for their money. With flight prices going up, there has been a tectonic shift towards alternate modes of travel as well, especially in domestic sectors. No doubt this is the reason behind the boosting of car rental industry figures.

But the tech-savvy digital generation needs more from the hospitality industry than just savings. When they say they need value, they are looking for more than mere comfort. They are looking for options that allow them to enjoy their break without taking a total break from their regular lives. In short, connectivity. Hotels, airports, cafes on the roadside, RVs, and even pop-up hotels now come equipped with high bandwidth offering exactly what the current traveler needs.

This demand has led to the advent of WiFi in cruising altitudes as well. United Airlines was the first to announce onboard satellite-based WiFi Internet connectivity for its international flights and for some of its domestic ones—at a cost of course. Other airlines are not too far behind.

—SOURCE: [www.multibriefs.com](http://www.multibriefs.com)



The temperature of airplanes can vary so you never know what to expect. Dress in layers so you can easily add or remove clothing as necessary. Also, if you are traveling from a warm climate to somewhere cold, don't forget to pack a sweater in your carry-on.

—Travel Tips for the Non-Traveler

# 10 Insider Tips for Navigating TripAdvisor Reviews

By Dr. Irene S. Levine

To plan a vacation, people are increasingly seeking out insider tips and recommendations from online review sites. With travel sites in 21 languages and a collection of more than 500 million user-generated traveler reviews, it's not surprising that TripAdvisor leads the pack.

In fact, TripAdvisor reviews have changed the travel landscape dramatically by giving travelers a public platform on which they can gripe about a lumpy mattress, an overcooked entree, an unexpected fee, or lackluster service. But even the most savvy traveler needs to do due diligence to get the most out of TripAdvisor—or any other online review site.

Earlier this year, the *New York Times*' frugal traveler, Seth Kugel, penned a column about TripAdvisor that provoked hundreds of reader comments to help you evaluate the reviews you read. Here are 10 insider tips for using TripAdvisor reviews:

## 1. Look for trends.

Don't be swayed by one or two reviews that are either exceptionally good or exceptionally bad. Read multiple reviews and look for consistent trends.

## 2. Check dates and timing.

Things change. If you are looking at old TripAdvisor reviews, the problems may have been experienced under different management or before a recent renovation. Bad reviews followed by good ones are more reassuring than good ones followed by bad. Also, see whether the visits took place during the same season when you plan to travel. Perceptions in another season may be totally different.

## 3. Pay attention to specifics rather than global judgments.

If someone hated (and poorly rated) a hotel because the walls are paper-thin, that is more informative than if he/she simply wasn't able to sleep.

## 4. Look for outliers and negative reviews.

Pay specific attention to major shortcomings that may compromise your stay. But recognize that an especially harsh review may simply reflect the mood of a grumpy reviewer or a competitor.

## 5. Evaluate the experience of the reviewer.

Give more weight to experienced reviewers. The comments of a seasoned traveler are generally more helpful than from someone who rarely travels.

## 6. Know thyself.

Not everyone is looking for the same type of experience. For example, if you are a backpacker, you may be more interested in hostels reviewed by backpackers than hostels dissed by luxury travelers. People of different backgrounds, ages, and socioeconomic status may have different expectations, perceptions, and preferences.

## 7. Evaluate the responsiveness of management.

When a negative review appears, does management make a credible attempt to apologize or explain what happened? Or, do they spill out a boilerplate apology or even worse, make believe Trip Advisor doesn't exist?

## 8. Check the forums.

If you have unanswered questions,

check out the forums on TripAdvisor where members may have raised the same concerns and where you can pose new questions. Contact reviewers and commenters to ask them questions as well.

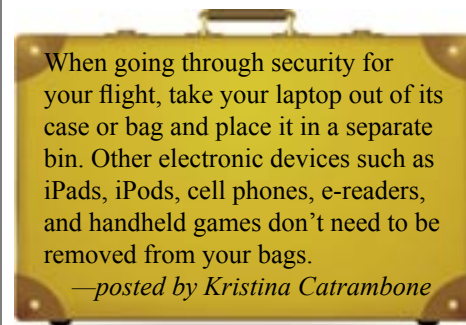
## 9. Don't forget to look at the photos.

Publicity shots on property websites can be deceiving. On the other hand, photographs taken by real people offer a better glimpse at what a room really looks like. For example, a picture with two suitcases on the floor and toiletries in the bathroom will allow you to better gauge space (or lack thereof) than a room that is staged and photographed with a wide angle lens.

## 10. Don't rely solely on one review site.

While TripAdvisor, the largest and most popular review site, is a wonderful source of crowd-sourced information, check out other edited review sites (e.g., *Frommer's*, *Fodor's*, *Lonely Planet*, and *Zagat*) where experts weigh in. Also scour books and websites to be a better informed and more satisfied traveler.

SOURCE: [www.huffingtonpost.com](http://www.huffingtonpost.com)





# Baggage Fees Turn Five Years Old; Passengers Turn Blasé

By Marilyn Geewax

Hey, baggage fees—happy fifth birthday!

Even if passengers aren't eager to celebrate, airlines are. The fees, launched in 2008, helped financially desperate carriers stay aloft as the U.S. economy was spiraling down.

"That was a watershed year that scared the bejeezus out of the airline industry," said Mark Gerchick, an aviation consultant and author of *Full Upright and Locked Position*. Even as ticket sales were sliding, jet fuel prices were shooting to historic highs.

"Suddenly, everyone's thinking changed in the industry," he said. Rather than try to provide a single price for comprehensive service, airlines started charging fees—typically \$15 per bag—to boost revenues. Today, fees are not only the norm; they are going up—now \$25 to \$35 a bag on most domestic flights, and roughly three times that amount on many overseas flights. And everything comes with a price tag—from two more inches of legroom to a can of Coke.

Denver-based Frontier Airlines soon will charge up to \$100 for a single carry-on bag for any customer who fails to book through the company's own website. Booking directly online eliminates payments to travel agents, is a big cost saver for the airline, and generates more revenues.

Now United Airlines will offer annual "subscription" fees to allow customers to prepay a year's worth of baggage fees, seat upgrades or airport club access. The plans start at \$349 and allow you and your family to check up to two bags per flight.

Gerchick said the fees reflect the impact of a single idea that took hold in 2008. Carriers realized they would have to "unbundle" the air travel experience—charging passengers for each service, such as checking bags, changing tickets, getting a snack box, and so on.

Fees have allowed the airline industry to reshape its business model. In 2012, U.S. passenger airlines collected \$3.5 billion in bag fees and an additional \$2.6 billion in reservation-change fees. That totals \$6.1 billion in fees—and as luck would have it, airlines made a profit of roughly \$6 billion. In other words, airlines just break even on flying their customers; they make money by dreaming up fees.

In this age of fees for everything, it makes more sense than ever to travel light. But most people do need to bring along some clothes when they head out of town.

That need has set off a game between travelers and airlines. "It's like the 'Spy vs. Spy' cartoon in *Mad* magazine," Gerchick said. Passengers attempt to cram everything into carry-on bags,

and airlines use sharp-eyed gate attendants to watch for "non-complying" bags.

The typical size allowed onboard is no more than 45 "linear" inches—that is, 22 X 14 X 9 inches in size—and no more than 40 pounds in weight. If a traveler tries to hoist a "non-complying" bag into the plane's overhead bin, she might be forced to pay a "gate bag fee" for having to check it belatedly.

That has a few people trying out "wearable luggage" (i.e., loose jackets and vests that feature huge pockets). Rather than pack a bag, a traveler can stuff clothes, makeup, an electronic tablet and whatnot into the pockets of the puffy outfit and get onboard without having to pay any bag fees. However, security guards will look very hard at anyone trying to get into the gate area while sporting a bulging vest.

Doesn't this sort of fee-avoidance effort—to say nothing of the fashion statement—take the fun out of traveling? For some, yes, but most people know that they and the airlines are trying to outsmart each other, and they have come to accept the fees game as part of today's traveling experience, Gerchick said.

The latest customer polls reflect that acceptance. Passengers' overall satisfaction with air travel has risen to the highest level since 2006, according to the J.D. Power & Associates airline satisfaction study for 2013. "With each year, passengers are increasingly more accepting of carriers unbundling baggage and other fees," said Ramez Faza, a senior manager at the company.

Another recently released survey, called the American Customer Satisfaction Index, shows that customers hate airlines' cramped seats but are adjusting to the other realities of today's air travel experience. In fact, satisfaction has risen for two straight years, a time when fees were sharply increasing.

Ironically, the improvement in customer satisfaction to some degree reflects the positive impact of higher fees on baggage handling, Gerchick said. Over the past five years, passengers have been cutting back on checked bags, which means airline employees are better able to handle their workloads, he said.

And since 2008, the biggest carriers have merged, leaving the airline industry more financially stable. That means carriers can afford to invest in new services that customers want, such as better luggage-tracking technology and more Wi-Fi on flights.

"It was considered outlandish when the airlines started charging fees five years ago," Gerchick said. "But now, it's a matter of routine—people have started to accept that it's the new normal. And for airlines, fees are a key component of revenues."

SOURCE: NPR Online

## Hotel Secrets from Behind the Front Desk

Jacob Tomsky has worked on the front lines of hotels for more than a decade, starting as a lowly valet in New Orleans and ultimately landing at a front desk in New York City. He's also the author of *Heads in Beds: A Reckless Memoir of Hotels, Hustles, and So-Called Hospitality*, and a man with some hospitality secrets to spill. Here are a few:

### Staying for just one night? You might get “walked.”

The term “walking a guest” sends shivers down any manager’s spine. Since the average no-show rate is 10 percent daily, hotels will overbook whenever possible. The sales and reservations departments are encouraged to book the property to 110 percent capacity, in the hope that with cancellations and no-shows they will fill every room. What happens when the numbers game doesn’t play in the hotel’s favor? Someone gets walked. The hotel will now pay for the entire night’s room and tax (plus one phone call—how cute is that?) at a comparable hotel in the area.

A guest is more likely to get walked if:

1. He booked using Expedia (hence he has a deeply discounted rate and is less important).
2. He never stayed here before and may never visit the city again.
3. He’s a one-nighter.
4. And this one is so much more important than all the others: He is acting like a jerk.

### Smart complainers win.

Although most complaints should be delivered to the front desk directly, in person or on the phone, keep in mind that most issues will not have been caused by the front desk at all. So briefly outline your problem, offer a solution if you have one, and then ask whom you should speak with to have the problem solved. “Should I speak to a manager about this?” “Should I speak to housekeeping about this?” Those are wonderful and beautiful questions to ask. Most of the time, the front desk will be able to solve the problem immediately or at least act as proxy.

Want to make sure that the agent doesn’t nod, say “certainly,” and not do a damn thing? Get his or her name. Nothing tightens up an employee’s throat like being directly identified. You don’t have to threaten him or her, either, just a nice casual “Thanks for your help. I’ll stop by later to make sure everything has been taken care of. Tommy, right?” Whatever you asked me to do, I am doing it. (Will screaming get you what you want? Well, probably. But it’s not nearly as effective.)

### Book on a discount site, get a discount experience.

Reservations made through Internet discount sites are almost always slated for the worst rooms. Does this seem unfair? First of all, we earn the slimmest profit from these reservations. And honestly, those guests didn’t really choose our property based on quality; they chose based on value. We were at the top of a list sorted by price. But the guest behind them in line, the one with a heavy \$500 rate, she selected this hotel. When she comes to New York, she goes to our website to see what’s available. Since we

have no reason to assume Internet guests will ever book with us again, unless our discount is presented to them, it truly makes business sense to save our best rooms for guests who book of their own volition.

### Front desk agents can also be agents of karma.

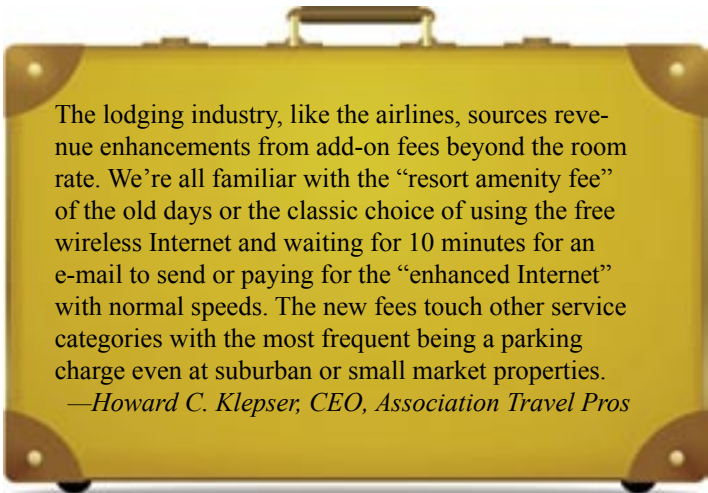
Any arriving guest should receive what are referred to as initial keys, which are programmed to reset the door lock when they are first inserted, deactivating all previous keys. Not until the keys expire or a new initial key enters the lock will the keys fail to work. With a “key bomb,” I cut one single initial key and then start over and cut a second initial key. Either one of them will work when you get to the room, and as long as you keep using the very first key you slipped in, all will be well. But chances are you’ll pop in the second key at some point, and then the first key you used will be considered invalid. Trace that back to me? Not a chance. Trace that back to the fact that you told your 9-year-old daughter to shut her mouth while harshly ripping off her tiny backpack at check-in? Never.

### There’s one surefire way to get an upgrade.

Here is one of the top lies that come out of a front desk agent’s mouth: “All the rooms are basically the same, sir.”

Bull. There is always a corner room, a room with a bigger flat screen, a room that because of the building’s layout has a larger bath with two sinks, a room that fits two rollaway beds with ease, a room that, though listed as standard, actually has a partial view of the Hudson River. There is always a better room, and when I feel that \$20 you slipped me burning in my pocket, I will find it for you. And if there is nothing to be done room-wise, I have a slew of other options: late checkout, free movies, free minibar, room service amenities, and more. I will do whatever it takes to deserve the tip and then a little bit more in the hope that you’ll hit me again.

Some people feel nervous about this move. Please don’t. We are authorized to upgrade for special occasions. The special occasion occurring now is that I have a solid \$20. That’s special enough for me!



The lodging industry, like the airlines, sources revenue enhancements from add-on fees beyond the room rate. We’re all familiar with the “resort amenity fee” of the old days or the classic choice of using the free wireless Internet and waiting for 10 minutes for an e-mail to send or paying for the “enhanced Internet” with normal speeds. The new fees touch other service categories with the most frequent being a parking charge even at suburban or small market properties.

—Howard C. Klepser, CEO, Association Travel Pros

## Dress for Success: Easy Tips for Business Travelers

Do you pack like me when getting ready to attend a conference for three or four days? I bring a suitcase stuffed with seven skirts, five pairs of pants, a dozen tops, nine pairs of shoes, and ... what about any downtime? So I add shorts, jeans, capris, sundress, and the list goes on! Pretty soon I'm up to two full suitcases and a carry-on, and I'm shoving extra items into my handbag. Now I'm ready to survive a full year away from home—but this is just a three-day trip!

I end up only using a *fraction* of what I travel with. So I've established a few simple rules for myself on what to bring on a short business trip. Keep in mind that I want to dress appropriately, which most often means business clothes to business-casual dressing. Even for an after-hours event, unless otherwise indicated business-casual is most appropriate. I always keep in mind that I am representing my employer, so I want to give a good impression because a poor first impression is difficult to recover from.

During the educational sessions and networking I dress in formal business attire. For women this indicates a skirt or slacks, conservative blouse or top, and a tailored blazer or jacket. For men this simply means a suit, dress shirt, and tie. My shoes are business conservative; women should wear a medium heel, closed-toe shoe and men should wear dress shoes. My accessories like jewelry are also conservative. I don't wear large dangly earrings or multiple bracelets and rings. Small jewelry that complements my outfit is appropriate. I don't want to be remembered for enough jewelry to set off metal detectors, rather than as the smart person that I am. Men, no gold chains—this is not a Tom Jones performance!

For evening activities or networking receptions, unless specified in the invitation I find business casual is more appropriate. After all, I am still “conducting” business even though the day is over. But I do try to jazz up my jewelry a little or change my top to look a little more evening-appropriate. Ladies can even put on a higher heel if they want. Even though the jackets and ties come off at night, it's not recommended that men wear their shirt unbuttoned halfway down.

Now that I travel with ONE suitcase, I find that a couple pairs of pants, a couple skirts, a few mix-and-match tops, two to three pairs of shoes, and a jacket are enough, along with one or two casual outfits. Guess what? I don't miss all the other stuff because it's just not there for me to choose from. I never used it anyway; I just thought I would.

And here's another tip for traveling by air: I carry a small bag with one outfit that can be either business or business-casual just in case my luggage gets delayed or—even worse—lost. Also, when traveling to and from my destination I always dress business-casual, since you never know who will be on the plane or checking into the hotel the same time I am. I don't want to be remembered as the one with the ripped jeans, stained t-shirt, and scuffed-up sneakers. A first impression is a lasting impression.

—*from a blog posted by Lisa Appiaris*



# Why Frequent Travel May Be Good for Your Business

By Brad Handler

I understand. If I tell you to get out there and travel more, you may think I have an ulterior motive. After all, I am in the travel business. But I could still be practicing law, or working at eBay, or (if I'd been blessed with the ability to sing on key) a rock and roll star, and I would still preach about the benefits of frequent travel.

There are an increasing number of voices advocating travel for the younger generation. The International Business Times declares that traveling young creates good future leaders, while others tout the benefits of quitting one's job altogether to explore the world. But these benefits aren't limited to 20-somethings with adventurous spirits.

No matter your age or your profession, traveling can make you better—a better parent, a better citizen, and yes, even better at your job. It opens your eyes to the intricacies and diversities of the world we live in, and makes you think big. Travel also forces you to streamline. From planning flights to prioritizing your day-to-day itinerary, the benefits of travel go far beyond stamps in your passport.

Specifically, frequent travel makes you a better:

- **Manager.** Whether you are in the planning phase of a trip or in the midst of one, it is guaranteed that you will be forced to prioritize. If you're in Rome for two days, what sites are on your must-see list? What about your wife's, and your kids'? Aside from the rare solo trip, you will have multiple opinions and inputs to contend with when making decisions. This can affect everything from where you choose to have lunch to your ultimate destination. A good manager not only knows how to keep everyone as happy as possible, but also how to weigh the options to reach the best decision.
- **Planner.** I don't use an assistant, and I do all of my own travel planning. That's in part because I know what I like (the exit row aisle seat on the plane, for starters), but also because it forces me to be as effective as possible with my time. Whether you're traveling for business or pleasure, you will always be overwhelmed by choices—where to stay, how to divide your days, when to fly, and so on. Honing your travel planning skills will make you a better planner overall, and allows you to better navigate scheduling challenges at work and at home.
- **Problem solver.** It may be a universal travel truth that, when on a trip, something is bound to go wrong. One of the kids will get sick, a passport will go missing, the hotel will cancel your reservation, or you'll just get terribly lost when trying to get to dinner. The seasoned traveler knows that, instead of panicking, the most productive way to right a wrong is to play detective and seek out an efficient solution. Ask a local for directions, a concierge for a good doctor, or the U.S. Em-

bassy for advice. Flexibility, ingenuity, and a willingness to dig for answers all pay off in these situations, and are skills that can pay out in spades back home. Travel tests these problem solving abilities in real-time, and will make you all the more agile when dealing with work and home life upsets.

- **Team member.** No one wants to travel with a trip dictator. In addition to managing the expectations and desires of everyone else when traveling, you also want everyone to get along. No matter what, you're going to have to interact with people, whether it's the taxi driver from the airport or your whole family. Being a team player will not only make your trip run smoothly, it is a prime opportunity to exercise your ability to effectively compromise with others in order to achieve your goals. And whether you're en route or in office, approaching situations as a willing part of a team will make the experience more enjoyable for everyone.

SOURCE: [www.forbes.com](http://www.forbes.com)

## Study Projects Rise in Business Travel Spending

A study by the Global Business Travel Association projects spending on business travel will continue to rise, boosted in large part by domestic travel.

The "GBTA BTI Outlook—United States 2013 Q2," sponsored by VISA, found that overall business travel spending for 2013 is expected to reach \$273.3 billion, up from last quarter's forecast of \$268.5 billion and a 4.3 percent increase over 2012. "With the U.S. economy moving into a more stable growth mode, companies are seizing on opportunities closer to home," said GBTA executive director and COO Michael W. McCormick. "The rise in domestic business travel spending is a positive sign of increasing business confidence and bodes well for future employment growth."

Other highlights from the study:

- "Real" travel spending growth per trip—the increase after accounting for travel price inflation—is projected to reach 1.3 percent, compared with only a 0.3 percent bump in 2012.
- Group travel spending should grow by 5.3 percent to \$117.1 billion.
- Group travel volume will drop 0.3 percent to \$166 million, driven by some continued corporate constraints on meetings activity.

SOURCE: [Associationsnow.com](http://Associationsnow.com)

## Study: Hotel Satisfaction Up Significantly in 2013

Hotel guests were more satisfied with their stays in 2013 than ever before, according to a survey by J.D. Power.

The latest North America Hotel Guest Satisfaction Index Study study measures overall guest satisfaction across eight hotel segments. It examined seven factors within each segment to determine overall satisfaction: reservation, check-in/check-out, guest room, food and beverage, hotel services, hotel facilities, and cost and fees.

Hotel charges have gone up about 5 percent over the past two years, but guest satisfaction was up 20 points from 2012. It marks the highest satisfaction index score for the hotel industry since the study's current methodology was introduced in 2006.

A J.D. Power official said, that many chains are benefiting from the long-term investments they have been making to improve their properties in terms of staffing, rooms, and facilities.

The study also found that the number of interactions a guest has with the hotel staff might significantly influence overall

satisfaction, which was highest among guests who interact with four or more staff types. Satisfaction drops when guests have no interactions with staff beyond check-in.

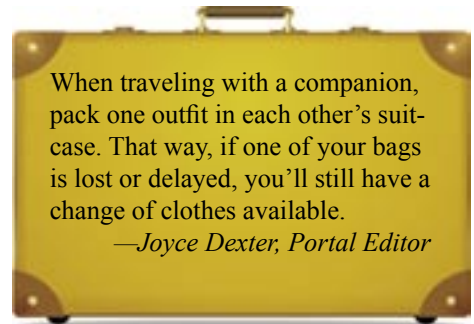
The human element is an important factor. Whether it's assisting a guest with a special request or a friendly greeting from staff members, the people aspect plays a key role in guest satisfaction and loyalty.

The following hotel brands ranked highest in guest satisfaction:

- *Luxury*: The Ritz-Carlton
  - *Upper upscale*: Kimpton Hotels
  - *Upscale*: Hyatt Place
  - *Midscale full service*: Holiday Inn
  - *Midscale*: Drury Hotels
  - *Economy/budget*: Microtel Inn & Suites by Wyndham
  - *Upper extended stay*: Homewood Suites
  - *Extended stay*: TownePlace Suites
- Other highlights from the study:
- Internet usage at hotels is increasing but remains the top problem experienced by guests.

- Overall satisfaction among guests who had difficulties connecting to the Internet was 133 points lower than among those who did not.
- When guests choose a hotel primarily because of price, satisfaction is significantly lower than when they choose based on other criteria. Among the most satisfied guests overall are the 7 percent categorized in the study as "scrutinizers"—those who seek information from online hotel review sites and use it as the basis for booking. Their satisfaction rated 114 points above the industry average.

*SOURCE: Associations Now*



When traveling with a companion, pack one outfit in each other's suitcase. That way, if one of your bags is lost or delayed, you'll still have a change of clothes available.

—Joyce Dexter, Portal Editor

## Last One Out, Get the Lights: Six Things to Check Before Leaving Home

You've banked all your paid time off for the year and worked hard to save the money. Finally, a vacation! But before you go, you've got a few things you should really take care of at home.

What are some things you should look into before you go out for your fun in the sun?

- **Hold your mail.** Keep bills and letters from stacking up by asking a neighbor to take your mail in or by placing a hold with the post office. This will keep your mailbox from overflowing and letting a potential home invader see that no one's collecting their mail.
- **Unplug your major electronics.** Many devices draw power even when not in use. More importantly, storms come and go in the summer, and replacing your new Hi-Def TV will certainly hurt your bottom line and sour your return home. Unplug your major electronics, including your coax cable from your TV and your ethernet cable from your desktop computers, to avoid lightning strikes and power surges.
- **Do a drip check.** Any leaky faucets or running water? Shut it off to prevent floods or water waste while you're on the

road. Specifically disconnect hoses and check your external spigots for running water.

- **Clean the fridge.** Lunchmeat going south before you hit the road? Chuck it. Milk close to sour? Use it to bake or dump it. Save yourself from unwelcome surprises growing in your fridge while you're gone by cleaning out the fridge, and remember to take out the trash before you go!
- **Get your pets in order.** Got a pet sitter yet? Chat with your neighbors to see who can feed and water your various pets while you're out of town. Boarding your pets? Make sure your kennel has space available. Taking the pet with you? Get a crate for them and double-check the pet policies where you've made accommodations.
- **Start the lightshow.** One of the easiest ways to keep criminals away from your home? Lights that turn on and off at specific times. Set auto-timers to turn lights on and off at various points in a day, especially at night. Consider installing motion-sensing lights that will deter people from certain entrances.

*SOURCE: Belvoir Credit Union Newsletter*

## 12 Phrases That Mean Big Travel Savings

Have you ever had a conversation where moments—or even days—later you realize, “I wish I’d said that”? Travel booking and airline and hotel check-ins can often feel like that, with so many questions, options, and price points to juggle. The travel experts at Budget Travel have assembled a 12-point cheat sheet with 12 phrases to help make your next travel booking easier, nab you some upgrades, and save you money.

### “Can I get an upgrade?”

Well, that question seems a little blatant, doesn’t it? Most airline passengers never ask, but it can pay off. Ask politely, and if you’re met with silence, be willing to wait for an answer instead of backing down. Last-minute first- and business-class seat availability can mean you pay an “up-sell” fee (typically \$50 and up) to get out of coach. The same question can work at a hotel, especially if it’s one that caters to business travelers and you’re checking in over the weekend.

### “Bump me!”

Airline crews deal with a lot of tired, anxious, and cranky passengers all day, every day. Letting them know that you’re willing to get bumped to another flight solves some major problems for them—and can result in your being moved up to first class just because you were willing to be accommodating. Note: It might also get you bumped, so make the offer only if you mean it.

### “I serve in the military.”

We can’t guarantee it, but first-class passengers have been known to trade seats with military personnel as a way of saying “thank you” for their service, and cruise lines will often offer a discount if you tell them about your military service.

### “Would you like some chocolate?”

This may sound a little precious, but as Budget Travel’s Trip Coach Fran Golden reported last year, handing out one-pound chocolate bars to the gate agents and flight crew gets John E. DiScala, founder of travel advice site [johnnyjet.com](http://johnnyjet.com), a better coach seat or upgrade about half the time.

### “We’re on our honeymoon!”

Our evidence here is anecdotal, but Budget Travel readers have reported that telling airline personnel at check-in that you’re newlyweds can get you moved to first or business class. Hotels, of course, will almost always respond with an indulgence or two. But don’t say it if it’s not true—apart from the fact that lying is wrong, you may have a difficult time answering questions about your alleged recent nuptials!

### “I have kids.”

Hotels may be willing to upgrade you to a suite at no charge, and if you ask for a later check-out to accommodate the little ones you’ll almost always get a thumbs-up.

### “I’m flying alone.”

When airlines try to accommodate families who want to sit together, it helps if they know they can move your seat, and there’s a chance they’ll move you to first or business class, where single empty seats are more common.

### “Give me the cheapest car you have.”

We know, we know. When renting a car, you don’t really want to cram yourself into the cheapest model in the company’s garage. But if you’re willing to take the chance, booking the lowest-priced car available and showing up super-early in the morning (before most people have returned their rental cars) can garner you a free upgrade to a bigger car.

### “Has the price gone down?”

Yeah, airline seats and hotel room prices fluctuate, and there’s a chance that the price has dropped since you made your reservation. Call the airline or hotel regularly as your trip approaches and, if the price goes down, ask for a refund or rebook. (But make sure there’s no significant rebooking fee!)

### “Is that ‘free’ newspaper going to cost me \$25?”

Resorts are notorious for tacking on fees up to \$25 per night for goodies you might assume were free—including pool towels, Wi-Fi, newspaper delivery, gym access, and even access to the resort’s casino. Hawaii, Puerto Rico, and Las Vegas are especially known for these non-negotiable surprises. Your best bet is to ask about extra fees up front when making a reservation.

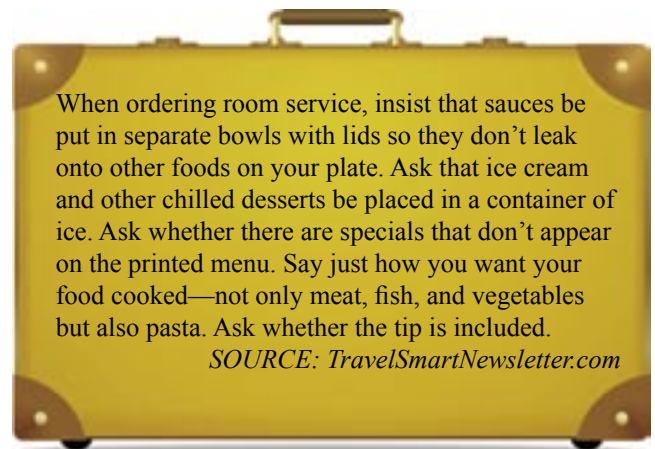
### “I’m a return customer.”

When booking a cruise, mentioning that you’ve sailed with the line before can nab you a five to 15 percent discount on your fare.

### “I’m 55+.”

Yup, just remembering the 1960s should get you a 5 percent discount from most cruise lines.

SOURCE: [www.huffingtonpost.com](http://www.huffingtonpost.com)



When ordering room service, insist that sauces be put in separate bowls with lids so they don’t leak onto other foods on your plate. Ask that ice cream and other chilled desserts be placed in a container of ice. Ask whether there are specials that don’t appear on the printed menu. Say just how you want your food cooked—not only meat, fish, and vegetables but also pasta. Ask whether the tip is included.

SOURCE: [TravelSmartNewsletter.com](http://TravelSmartNewsletter.com)



## Traveling Abroad? Consider a Chip-and-PIN Credit Card

Foreign countries have different cultures, different customs, different languages—and to top it all off, some countries have different styles of credit cards.

Rather than using the familiar cards, which feature a magnetic strip at the top of the card, several countries have transitioned to “chip-and-PIN” credit cards, better for consumer safety. While some foreign vendors will continue to accept your traditional magnetic strip cards, some may not.

So, what’s the difference? Chip-and-PIN cards are embedded with a computer chip that contains the information that would normally be contained in the strip along the top of the card. In addition to this chip system, users are required to enter a PIN code, much like what would be required for a debit card.

It is harder to clone the payment information when a chip is being used, thus reducing identity theft. In France, chip-and-PIN cards have been credited with a 50 percent reduction in payment fraud, according to the Federal Trade Commission.

The cards are increasingly being made available for U.S. residents. Officials suggest that before traveling, you check with your credit card company to see whether chip-and-PIN cards are available. If not, they suggest that you carry a little extra cash, in case foreign vendors refuse to accept your current credit card.

For more information, visit <https://smartpay.gsa.gov/news/european-travel-tips>

*SOURCE: USA.gov*

## Forecast: Business Travel, Attendee Costs Will Rise in 2014

*By Allen J. Scheinman*

There will be a moderate increase in business travel pricing worldwide next year, as well as across-the-board increases in daily attendee costs at meetings and events, according to Carlson Wagonlit Travel’s 2014 Travel Price Forecast. Some highlights of the report:

- U.S. fares could rise by as much as 1.2 percent during the year, while hotel and transportation rates might climb as high as 4.9 and 1.3 percent, respectively.
- Latin America will see a rise of up to 4 percent overall in air prices in 2014, with Argentina and Venezuela leading the region—and the world—at 13 percent and 8 percent, respectively. Hotel rates are expected to climb by up to 16 percent in Venezuela and 8.4 percent in Brazil, the two highest such gains in the forecast.
- The Asia Pacific region overall is projected to see airfare increases of 4 percent and hotel rates climbing by up to 4.9 percent, year-over-year, while China could experience an air price increase of nearly 7 percent as a rise in leisure travel adds capacity pressure to an already high demand for business travel.
- In Europe, the Middle East, and Africa, airfares will potentially increase by up to 3.1 percent overall; Russia and Germany will lead the pack with hikes of as much as 8 percent and 5.4 percent, respectively. Hotel rates in the same geographical grouping are predicted to range from a 2.5 percent decline to a 1.6 percent increase due to ongoing economic uncertainty.
- Latin America will see the highest price increases for daily attendees, of 4 to 7 percent, in 2014. As a result, group size in the region will fall by as much as 2 percent, and the region might see a switch to more domestic instead of international meetings.
- In Asia Pacific, a booming meetings industry will see group size increase by 3 to 5 percent, while daily costs per attendee will rise 4 to 5 percent.
- Ongoing economic concerns in the Euro zone will result in daily attendee costs remaining flat, while attendee numbers could decrease by as much as 3 percent.
- In North America, daily attendee costs could rise by as much as 5.5 percent, as demand for meeting space continues to outstrip supply.

*SOURCE: Meetings-Conventions.com*

## Musings of a YP Traveler

*By Catherina Stier, Inter S & R*

The official definition of a convention is “a formal meeting of members representatives or delegates as of a political party, fraternal society, profession or industry.”

It doesn't sound like fun, but actually it is, when you compare *being* there to *getting* there.

And how do we get there? I, a 31-year-old female, like to travel the world, but half the battle is in the preparation. When it comes to traveling it all starts with packing a suitcase—basically, my whole closet, including shoes, makeup, jewelry, and other odds and ends must be reduced to 50lbs/23kg maximum. Not possible!

I research the weather conditions at my destination and finally, after packing and unpacking several times, I make it to the airport. Somehow. My next challenge: the check-in. If I keep talking and smiling (mostly smiling) to the person behind the counter while they weigh my suitcase they might not notice my three handbags. Handbags are essential for women. Sometimes I don't even know what is in them. Whatever it is, it's definitely important.

On my way to the gate I buy some magazines, smoke a last cigarette, and think of what I might have forgotten.

Now I am ready to board the plane. Once I find my seat it's time to prepare for the 10-hour flight. What do I need to make it as comfortable as possible? Magazines, headphones, iPad, chewing gum, lip balm, comfy socks, sweater (in case it gets cold), sleeping mask, and my neck pillow. Now I know what I forgot—the chewing gum. If I'm lucky my seat neighbor will have some to share. Chewing gum is always good for takeoff and landing.

A while later, I look at my watch. Eight hours left. While watching a movie I realize I should start thinking about whether I'd rather eat pasta or chicken. It's an essential decision and unfortunately I'll have more than enough time to think about it.

Why do so many people order tomato juice during flights? Maybe I should try one. Better not; maybe next time. I'd rather go for a “walk.” After climbing over my two seat neighbors, I

make it to the restroom, and sneak a quick look at my watch. Only three minutes later I think I want to sit down again.

Time for dinner. I'll try the pasta this time. Sooo delicious. My seat neighbor made the wrong decision; he got the chicken and seems kind of envious of my dish.

I have one glass of wine, two of water, and my skin is getting dry. I am exhausted. Time to relax. I've learned from experience that sleeping on a plane is always more comfortable with a neck pillow and sleeping mask.

Suddenly I wake up. Turbulence is rocking the plane. Another quick glance at the time: two hours left. Great! Enough time for another movie. Just when it's about to end I hear a voice: Cabin crew, prepare for landing.

We've landed. I grab my purse, switch on my phone, grab my other two handbags, and wait until I can get off the plane.

Honestly, the flight wasn't so bad. Now my stay in [insert city here] starts. I am ready!



*Catherina Stier, who lives and works in Spain, is the chair of the IAM-YP Events Committee and an IAM-YP European Representative.*

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

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All application materials must be submitted together.

**The deadline for submitting applications is May 1.**

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## Nigeria Government Orders Shutdown of Port Facilities with Security Challenges

By Godwin Oritse

The Nigerian Government has ordered that any port and terminal facility across the country having security deficiencies be shut down following the arrival of officials of the United States Coast Guard in Nigeria to carry out a security audit exercise on Nigerian ports.

Disclosing this fact to Vanguard, a news organization, Senior Special Assistant to the President on Maritime Leke Oyewole said that any terminal or port facility that is found to have security deficiencies will be closed before the arrival of the U.S. Coast Guard officials who were to begin their inspection exercise in early September.

The U.S. Coast Guard officials were to arrive in Nigeria in late August to carry out an audit exercise of the security deficiencies observed in some ports and terminal facilities to determine their compliance level with International Ship and Port Facility Security (ISPS) Code.

Operators of such facilities were seen putting last-minute measures in place to avoid sanction. The Coast Guard had observed on their first visit that Nigeria port facilities fall short of compliance with the International Ship and Port Facility Security (ISPS) Code, hence requiring a second verification exercise to test compliance level.

The Nigerian Maritime Administration and Safety Agency (NIMASA), which was appointed as the designated authority to

facilitate the implementation of the ISPS Code, has been collaborating with various stakeholders in the Nigerian maritime industry to ensure that there are no deficiencies in their facilities.

Earlier this summer, the United States Government threatened to withdraw shipping services to Nigeria if some of the security deficiencies observed in some facilities were not corrected within 90 days.

The United States had said it will stop vessels that call at ports and terminals with deficiencies in Nigeria from entering American territorial waters, adding that it will encourage its allied countries to do same. In addition to the moves by NIMASA to ensure compliance, industry operators have also expressed concern over Nigeria's preparedness to meet the 90-day ultimatum, saying that the consequences of failing to comply will be very grave.

Speaking at the end of its monthly meeting, some members of the Port Facility Security Officers (PFSO) Forum said that vessels will now sail to neighboring ports and Nigeria importers will be forced to take delivery of their cargoes from these ports. The officers also said that noncompliance with the Code will lead not only to loss of revenue to government, but also to the loss of jobs at the various port facilities in the country.

SOURCE: AllAfrica/Vanguard



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# MARITIME/OCEAN SHIPPING

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## Ice-breakers Get Competition in the Arctic Shipping Boom

*By Steve LeVine*

Nobody wants to end up like the *Titanic*. But a boom in Arctic shipping, triggered by global warming, has made the fate of the luxury liner a real risk for hundreds of ships.

The Northern Sea Route—a.k.a. the Northeast Passage—is a shipping lane from Europe to the Far East that runs around the north of Russia, cutting thousands of miles off a trip that would otherwise be made through the Suez Canal. Melting ice has made it more accessible, and since April this year, 266 ship voyages have received permission from Russia's Northern Sea Route Administration to use the lane; in 2010, just four ships made the trip. But the main way to accomplish the trip safely has involved either bulking up with expensive iceberg protection, or hiring the service of Russian ice-breaking vessels.

Raytheon, the Massachusetts-based defense contractor, says it has developed a new, less cumbersome way to make the voyage. For three years, it has been developing radar-, sonar- and satellite-fed software called RAMP. The software analyzes the various data feeds and, loaded into a ship's navigation system, steers it around icebergs, finds otherwise little-known villages, and otherwise maps out a safe sea route.

Until now, Raytheon has been testing out RAMP with the U.S. military. But the company is targeting the growing Arctic traffic, arguing that RAMP is a cheaper way to avoiding the Arctic's hazards than hiring icebreakers. "What you need is better eyes to see in a very austere environment," Raytheon's Tim Raglin told Quartz.

*SOURCE: Quartz*



## The Gathering in Vancouver: A Can't-Miss for All Military/Government Service Providers

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

The first half of 2013 has been a topsy-turvy ride for the U.S. Department of Defense's (DoD) personal property program and the IAM members that participate in it. The program has seen a new set of Qualification requirements that culminated in the first Open Season for new applicants since 2006. Budget cuts, conference travel restrictions, furloughs, and sequestration seem to show up in every headline concerning DoD personnel and have had dramatic effects on the Defense Personal Property Program (DP3). The contract for the Defense Personal Property System (DPS) is in the middle of a re-compete and the new contract award winner will be announced on October 1. Many new rules are set to take effect in 2014, the full ramifications of which are just now starting to be analyzed. Finally, and possibly most important, are the planned DoD force reductions and Congress's proposed Permanent Change of Station (PCS) budget cut that has found its way into the 2014 Defense Appropriations bill.

These changes raise many questions about the future of the DoD program and ultimately their impact on IAM members involved in DoD business—questions we all need to resolve. Where can you find the answers? You can start by exploring these issues at IAM's 2013 Annual Meeting.

Even taking into account the budget concerns and travel restrictions that DoD has in place, it appears that a number of the key decision-makers may attend our gathering in Vancouver. They understand the importance of the meeting and the access it offers to almost the entire moving industry. Right now we are scheduled to have representatives from the Surface Deployment and Distribution Command (SDDC), the DPS Program Office, all of the major Military Claims Offices, the Government Services Administration (GSA), and the U.S. Department of State.

Many of these representatives are scheduled to come to Vancouver in person and others will be joining the meeting via video conferencing. This will be your opportunity to get answers to the questions that may well decide the future of your organization. Can you afford not to be there?

Most of the U.S. government- and military-focused part of the Annual Meeting program will take place the last two days of the meeting, on Wednesday, October 9, and Thursday, October 10.

Wednesday morning the program will kick off with the Claims Panel. Representatives from the Army Claims Center and Air Force Claims will join with industry claims veterans to dissect the newly released Claims and Mold rules. We will

also be adding a bit of commercial flavor to this year's panel, with a representative from Willis providing a short presentation on Risk Management.

That afternoon the always-anticipated Military and Government Affairs Panel will convene to discuss a wide variety of topics from across all sectors of U.S. government household goods moving. Representatives from SDDC, the DPS Program Office, GSA, GSA Audits, and the U.S. Department of State will provide a wealth of information and attendees will have an opportunity to direct pointed questions to each of the panelists.

The Annual Meeting Government/Military program culminates Thursday afternoon in the second half of our "Special Session." As IAM's Director of Government & Military Relations, I will moderate a panel of key government personnel and panelists from every segment of the industry. This lively assembly has become one of the highly anticipated sessions during the Annual Meeting, and one can never tell just how things may turn out.

With so many questions looming for the future of U.S. government moving, IAM's 51st Annual Meeting is a can't-miss for anyone with an interest in that aspect of the moving business.

# Travel Association Talks Up Government Travel

*By Byron Tau*

A new report by a top travel industry association finds that most government travel—far from being wasteful—pays dividends for taxpayers and businesses. The study, commissioned by the U.S. Travel Association, finds that government travel is cheaper and more efficient than similar travel by private-sector employees and helps boost the productivity of private-sector firms.

Government employees spend on average \$185 per day while traveling for business. Private-sector employees average about \$224 per day. On the operations and logistics side, government conference organizers typically spend \$173 per attendee, while private sector functions average \$339 per attendees.

Conference spending and travel by government employees have increasingly come under scrutiny from regulators after a series of high-profile embarrassments by agency employees. The House is considering a bill that would cap conference spending for government employees, and the Obama administration has ordered agencies to adopt similar guidelines.

The study estimated that in 2011, government travel had a \$24.4 billion impact on the economy, helped support more than 340,000 U.S. jobs, and generated \$14.5 billion in U.S. wages and \$5.5 billion in local, state, and federal tax revenue.

The Travel Association study research found that canceling business travel for government employees can save money in the short term, but at the expense of long-term efficiency and the ability to deliver services to taxpayers. In 2013, the Military Health Systems Conference was canceled, but part of the point of the gathering was to eliminate redundancies and reduce health care costs. U.S. Travel's research estimated that the cancellation cost taxpayers about \$813,000.

The study found that private sector bosses also liked sending their employees to events at which they could interact with government regulators. Moreover, 74 percent of private-sector managers liked the opportunity to meet with public-sector employees at conferences and believed that such meetings boosted their firm.

*SOURCE: [www.politico.com](http://www.politico.com)*

# Work Smart: Do Your Worst Task First (or, Eat a Live Frog Every Morning)

*By Gina Trapani*

The best work habit you can ever get into is very simple: Do your worst task first thing in the morning. Every given day, you've got one major to-do that's highest priority. But when you've got the whole day stretching out ahead of you, it's easy to put it off until after you get your coffee, check your e-mail, or go to that meeting. But just as breakfast is the most important meal of the day, the first thing you accomplish at work sets the tone for the rest of the day.

Do your worst task first. By “worst” I mean “most important,” and by “most important” I mean the task you're most likely to procrastinate on. The deadline you're dreading, the slides for the presentation you're terrified of giving, the research you're sure will turn up information you don't want to know. Do it before you do anything else, before you have time to think about it too much.

Author Brian Tracy calls this “eating your frog,” quoting Mark Twain. Twain famously said that if the first thing you do in the morning is eat a live frog, you can go through the rest of the day knowing the worst is behind you. Your frog is your worst task, and you should do it first thing in the morning.

First thing in the morning your mind is clear, the office is quiet, and you haven't gotten pulled into six different directions—yet. It's your one opportunity to prioritize the thing that matters to you most, before your phone starts ringing and your e-mail inbox starts dinging. By knocking out something important on your to-do list before anything else, you get both momentum and a sense of accomplishment before 10 a.m.

Before you leave the office tonight, set yourself up to eat your frog tomorrow morning. Choose your frog, and write it down on a piece of paper that you'll see when you arrive back at your desk in the morning. If you can, gather together the material you'll need to get it done and have that out, too.

Getting things done is a habit, and if you start every day by accomplishing something important, you'll get more done than 90 percent of the other people in the office.

*Gina Trapani is the author of [Upgrade Your Life](#) and founding editor of [Lifehacker.com](#).*

*SOURCE: [www.fastcompany.com](http://www.fastcompany.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 Federal Aviation Administration contemplates rules related to portable electronic devices, the traveling public can weigh in on every aspect of the trip whenever they wish 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 Passenger Choice Awards were created to recognize airline achievements in the passenger experience and to give carriers useful data on how flyers view specific services. Thus, the passenger voice can be heard with each and every flight.

“This is valuable information that is specific to our airline, coming from the people who travel with us,” said Alf Veretto of Virgin America. Virgin America took home the 2012 award for Best Overall Passenger Experience and several other Passenger Choice Awards. “In this industry, finding ways to improve the passenger experience is always evolving. The more information we have, the better the experience becomes.”

The survey, available year-round at [www.passenger-choiceawards.com](http://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. Results 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 the passenger experience and to give airlines useful data on how flyers view specific services.



## Airline Quality Rating High in 2012, but So Are Passenger Complaints

Despite improvement by airlines in areas such as on-time arrivals and baggage handling last year, passenger complaints increased by roughly 20 percent, according to an annual study of industry performance. Although overall airline quality remained high last year for the second year in a row, passengers were less happy with their flight experiences.

Airline quality in 2012 declined only slightly from the previous year—in which quality ratings reached an all-time high—but customer complaints rose by roughly 20 percent, according to the “2013 Airline Quality Rating.”

Conducted annually by researchers at Purdue University and Wichita State University, the study analyzed 14 airlines in four performance areas:

- **On-time arrivals.** Almost 82 percent of flights arrived on time in 2012, up from 80 percent in 2011.
- **Lost or mishandled luggage.** The number of bags lost or mishandled dropped to 3.07 bags per 1,000 passengers from 3.35 in 2011.
- **Customer complaints.** The rate of complaints in 2012 was 1.43 per 100,000 customers, compared to 1.19 in 2011.
- **Overbooked flights.** The number of travelers unable to board planes because of overbooked flights increased from 0.78 passengers per 100,000 in 2011 to 0.97 in 2012.

“U.S. airlines have been working to improve the customer experience and reinvested more than \$9 billion last year, which has resulted in the best-ever bag handling and third-best on-time performance,” Victoria Day, a spokeswoman for the trade group Airlines for America, told the *Los Angeles Times*.

Complaints were higher largely due to smaller seat sizes and overbooking. “The way airlines have taken 130-seat airplanes and expanded them to 150 seats to squeeze out more revenue I think is finally catching up with them,” said Dean Headley, a business professor at Wichita State University and coauthor of the report

for the past 23 years, in an interview with the Associated Press.

Headley told the *Los Angeles Times* that while passenger complaints were high, they ultimately would not affect the industry’s bottom line. “A sizable number of passengers are still unhappy,” he said. “Are they going to stop flying? That’s doubtful.”

The study ranked the 14 airlines in the following order, from best to poorest performance: Virgin America, JetBlue, AirTran, Delta, Hawaiian, Alaska, Frontier, Southwest, US Airways, American, American Eagle, SkyWest, ExpressJet, and United.

*SOURCE: Associations NOW*

### Did You Know ...?

Workers get the most days off per year in Austria and Portugal. Both countries require 35 vacation days and paid holidays. Germany and Spain give workers 34 days off per year, France 31. The United States is the only developed country without any legally required paid vacation days or holidays.

*SOURCE: Center for Economic and Policy Research*

# Travelers Say: For Friendly Skies, Don't Pick a U.S. Airline

By Molly McCluskey

Measuring satisfaction can be a tricky business, and nowhere is that trickier than in the airline industry, known for delays, bad food, and uncomfortable seats.

It's far easier to measure the things that can lead to dissatisfaction—how long travelers are stuck on the tarmac, how many flights are overbooked, the average wait time at a check-in counter. But there are a handful of studies that attempt to provide insight for travelers.

How do U.S. airlines stack up to their peers worldwide? In a word, horribly.

Travelers only have to look to the 2012 World Airline Awards to see that in the ranking of all the world's airlines, the U.S. simply is losing altitude. The first U.S. carrier appears at slot 49. That airline, Alaska Airlines, earned the right to be rated as the top North American carrier, too.

## Service with a strained smile

Alaska Airlines shows up again in the annual North America Airline survey by J.D. Power & Associates where the carrier again earns the top spot (without any of the 48 international peers to stand in its way). The survey offers a closer look at how the U.S. fleet is serving customers' needs.

Evidently satisfaction is improving. Sort of.

J.D. Power found that customers are slightly more satisfied with the ancillary fees associated with traveling—not because those fees have decreased, but because customers have become resigned to them.

Travelers are also happier—again, just slightly—with the check-in experience than they were when asked last year. It's not that check-in has gotten easier. It's primarily because more passengers are bypassing the counter entirely to use mobile tools and check-in kiosks.

And if it seems as if more airline personnel are smiling these days, it's not your imagination—it's good business. The study found that travelers greeted with a smile were more satisfied than those who weren't. (If you want to avoid the rudest airlines, a study at [Airfarewatchdog.com](http://Airfarewatchdog.com) can help guide you toward happier carriers.) Though smiles and upbeat employees probably aren't as helpful as on-time departures and luggage that makes it to the final destination on time.

## How airlines are really doing

Perhaps the most accurate portrayal of the industry comes from Purdue University, which tracks airline quality in its Airline Quality Rating (AQR) report. That monthly study tracks 15 different aspects of airline travel that affect customers, including on-time arrivals, mishandled baggage, and overbooked flights, as well as how pets are handled, discrimination complaints, and a variety of ticketing and booking woes. Award categories run the gamut from best airline to best cabin to best seats, and votes on staff service, lounges, and catering. It offers a quantitative measure of performance factors and is a must-read for frequent travelers.

Among other findings, AQR reports that customer complaints increased from 2011 to 2012, as did the number of customers bumped from flights.

The AQR report found Virgin America to be the highest performing among the 14 U.S.-based carriers it studied. The California-based airline is 25 percent owned by The Virgin Group, and was designed by British entrepreneur Richard Branson.

And how did Alaska Airlines, the top dog from the J.D. Power study and World Airline Awards' best North American airline, fare in AQR's assessment? Not so well. The AQR report reveals that the survey darling of the year, Alaska Airlines, actually had an increase of bumped passengers and a higher rate of mishandled baggage than in 2011.

## Add international flavor to your domestic travel

What's a traveler to do? With the expansion of international carriers in the North American market, it's becoming easier to avoid the U.S.-based carriers altogether.

Websites like Airline Network News & Analysis ([www.anna.aero/](http://www.anna.aero/)) provide information on new routes. Booking flights on the first few days of a new route offers savings similar to seeing a play when it's in previews.

Experimenting with partner carriers in rewards programs can also reveal opportunities on little-known airlines.

Finally, avoid getting socked with surprise fees. A site like Kayak ([www.kayak.com](http://www.kayak.com)), which maintains a list of fees for the major carriers, with links to each airline's fee policies worldwide, can help travelers understand baggage and other fees, and avoid surprises at the check-in counter.

SOURCE: AOL

## Airlines Aren't Afraid to Use Your Fear of a Bad Seat Against You

People know that when an airline tells you that you have a ticket but no seat assignment, you're likely doomed for a middle seat in the bowels of the plane or will get bumped to another flight. It turns out airlines that know this, too, and have been creating artificial shortages to get you to spend more money to book a seat you may not even need.

The practice, according to *The Wall Street Journal's* Scott McCartney, involves creating an "artificial shortage" of sorts by not making all the seats available when people book their tickets. United appears to block seats, only opening them up a few hours prior to check-in. McCartney explained:

Two weeks before its July 16 departure, American Flight 34 from Los Angeles to New York showed only two middle seats in the back of the airplane available, plus 11 Preferred seats—regular coach seats toward the front without extra legroom—available for a \$56.44 fee. A week later on Tuesday, the seat map available to non-elites showed only one available middle seat, 38E, in the back of the Boeing 767-200, plus the same 11 Preferred seats at \$56.44 each. But elite-level customers saw a total of 41 of 128 coach seats empty.

Think about that: one available middle seat in the back of the plane, when, in reality, there were 40 more that were actually empty. And they're not the only airlines doing it. Apparently, so do Delta, U.S. Airways, and American. "American Airlines blocks a large number of coach seats, both with extra legroom and without, to make them available to customers with top-level status in its frequent-flier program on every flights," McCartney wrote.

Obviously, sending travelers into anxiety isn't the ultimate goal of airlines—they're here to make money. And they achieve this by parlaying that panic and anxiety into customers buying "extra legroom" seats, which are sold for more (depending on the airline and the flight). It's a brilliant move from a business standpoint, but it's also borderline abusive. "Those seats show up on seat maps as occupied for customers without elite status, leading them to conclude seats are scarce. This prompts a portion of them to pony up," explains McCartney.

The only reason travelers want to pony up is because they've likely seen what airlines used to do to you by giving you that "seat at check-in" option: for example, getting bumped off a flight, sitting next to the toilet, or having to check your carry-on bag and it then getting lost. We have been conditioned by airlines to be scared and wary when we're not assigned seat numbers, because, well, they love to do bad things to us.

The cold-turkey remedy is to resist with every fiber of your body every urge that tells you to pull out the credit card and trust that there will be seats. The other options are, of course, pricier—keep shelling out more money until you get the frequent flier status. Or just fork over the \$55 for extra legroom. You've earned it, after all.

SOURCE: [www.theatlanticwire.com](http://www.theatlanticwire.com)

## Airline, Pilot Associations Assess Impact of New Pilot Training Rule

Big changes are on the way for pilot training requirements after the Federal Aviation Administration (FAA) recently finalized new regulations. Although the timing is coincidental, the FAA issued new, tougher regulations for pilots seeking to achieve first officer, or copilot, status—just days into the Asiana Airlines accident investigation, which has focused heavily on pilot error as a possible cause of the crash.

To become a first officer or copilot at a U.S. airline, pilots will be required to log 1,500 flight hours, up from 250 hours under previous regulations. The rule also requires a pilot be at least 23 years old and pass a test demonstrating knowledge of the type and class of aircraft that he or she will be operating.

Congress mandated the changes for commercial airline pilot training requirements after the 2009 Colgan Air crash near Buffalo, New York, where 50 people died. The National Transportation Safety Board found that pilot fatigue, training, and qualifications were all factors in the crash. The pilots, including a 24-year-old first officer, made mistakes that stalled the plane in a snowstorm.

"The rule gives first officers a stronger foundation of aeronautical knowledge and experience before they fly for an air carrier," said FAA Administrator Michael Huerta. "With this rule and our efforts to address pilot fatigue... we're making a safe system even safer."

Associations in the aviation community have different reactions to the new rules. Capt. Lee Moak, president of the Air Line Pilots Association, welcomed the change, citing the pilot union's commitment to safety. The group hopes "to make the transition to the new pilot qualifications rule as smooth as possible for our members," Moak said.

The Regional Airline Association (RAA), however, expressed concern that the stricter requirements could hurt regional airlines, whose pilots typically have less experience than pilots for the major carriers.

"The changes will impact the future supply of pilots and could imperil service to 500 communities across the U.S. that rely on regional airlines exclusively for their scheduled flights," RAA President Roger Cohen said. "We are hopeful the FAA will take additional steps to help bring more highly trained aviators into the cockpit and an airline career."

SOURCE: *Associations Now*

# Handling Your Health Care Needs Overseas

By Matthew Perrone, AP Health Writer

An international vacation typically involves months of advance planning, from renewing passports to finding flights and booking hotels. But even the most carefully planned itinerary can be knocked off course by an unexpected health problem.

If you're traveling in a country where you don't speak the language and your insurance isn't accepted, even a basic errand like filling a prescription can become a complicated ordeal.

Last year nearly 61 million Americans traveled abroad for either business or pleasure, according to the U.S. Office of Travel and Tourism Industries. The most popular overseas destinations included Europe, the Caribbean, and Asia, which together accounted for nearly 80 percent of all trips outside North America.

Here are some tips for getting the medical care you need, no matter where your travels take you:

- **Prescriptions.** It's far easier to bring an ample supply of medication from home than to refill it overseas. If you're going to be away for a few weeks, most pharmacies will give you an extended supply of medication if you show them your travel itinerary. All prescriptions should be kept in their original bottles clearly displaying your name, especially when traveling through foreign customs where your baggage may be searched. If you have any kind of narcotic-based pain medication, such as codeine, you may want to check with the U.S. embassy in the country you're visiting to make sure the drug is not considered illegal. Go to <http://www.usembassy.gov/>. If you lose your medication or need a new prescription abroad, most pharmacies will honor a fax or e-mail from a U.S. physician. But some countries do not even require prescriptions for common medications.
- **Doctors.** Sometimes you'll need more than a prescription refill to get your trip back on track. Let's say you're swimming on a beach in Ecuador and get stung by a jellyfish. A small rash develops into a larger infection and you want to find an English-speaking doctor who can diagnose the problem and

prescribe the best treatment. Your health insurance does not cover overseas travel and your Spanish is limited.

There are several organizations that offer free help finding qualified physicians. The International Association for Medical Assistance to Travelers maintains an online database of licensed, English-speaking doctors in 90 countries at [http://www.iamat.org/doctors\\_clinics.cfm](http://www.iamat.org/doctors_clinics.cfm). Concierges at most major hotels keep a list of English-speaking doctors in the area and typically have a doctor on call who can see you in your room. Doctors recommend that travelers with chronic conditions, allergies, or rare blood types bring a form with their medical history. The American College of Emergency Physicians offers a medical history form on the website [www.er101.org](http://www.er101.org), and your doctor can help you decide what to include. This is something you will want to keep in your wallet or purse.

- **Insurance.** Most government and employer-based health plans do not cover medical care overseas. For this reason, many travel agencies recommend that customers purchase some sort of travel health insurance. Along with covering the cost of cancelled trips or travel delays, companies like Travel Guard (<http://www.travelguard.com>) provide a range of health coverage options, from basic medical expenses to medical evacuation. Depending on the country and the condition of the patient, an international medical flight can cost \$50,000 or more, making an insurance policy a smart financial decision. Adventure travelers who face a serious risk of harm can even be covered for the repatriation of dismembered limbs and other remains. Travel insurance prices vary depending on the cost of the trip and the age of the travelers. For example, a 30-year-old traveler purchasing coverage for a trip that costs \$1,500 might pay \$80. But a 70-year-old traveler on the same trip would pay \$160.

SOURCE: San Francisco Chronicle





# **IAM™ International Association of Movers**

**51st Annual Meeting  
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## Not Just a Pretty (Sur)face—a Winning Device for Movers

By Ramiro Quiros, MoveWare

Are you tired of having a phone, a desktop computer, a laptop and a tablet, and none of them “talking” to each other? You are not alone. There is growing tendency in today’s market in the search of the “one device” concept, reducing the hardware clutter we all carry and replacing it with a more portable and better organized solution. We could summarize the main requirements for such a device to be portability, universal connectivity, high performance, capability to run a wide variety of software, and competitive pricing

This is quite an undertaking, if you stop to think all that is required to meet these five “simple” requirements. Coming up with such a device is clearly not an easy task, and it’s fair to say it would be impossible to satisfy all needs, but the big manufacturers have been working hard to get us closer to this objective. The result is that today there are many hardware options available that aim to address all or some of these requirements. Below we examine Microsoft’s Surface™ Pro tablet, which may come the closest one yet to achieve this goal.

- **Portability.** It’s hard to deny that the Surface is a highly mobile device. At only 10 inches across and weighing less than two pounds, the Surface is designed to fit into even the smallest backpack. The Surface has also a very innovative design, incorporating a thin kickstand that allows the device to be stood up at an angle for hands-free viewing, and a lightweight keyboard that easily attaches or detaches magnetically and also serves as a cover case. There is no need with the Surface to carry additional hardware, and it can quickly and easily convert from a hand-held tablet to a fully performing laptop.
- **Universal connectivity.** With integrated WiFi, Bluetooth, audio jack, USB, Micro SD, and HD video output



### The versatile Microsoft Surface Pro tablet

ports, the Surface is ready to connect with all devices—your phone, a second display screen for when you are working in the office, or your cloud-based file storage application.

- **High performance.** Simply put, the Surface is impressively fast and responsive. Think of the Surface Pro as an ultrabook or laptop that just happens to look like a tablet. It boasts an Intel Core i5 processor with 4GB of RAM. In recent benchmarking tests it delivered a PC mark of 4,818—one of the highest for ultrabooks. During the same test the Surface regularly managed rates of approximately 300fps (frames per second), which is just about as good as it gets for devices of this size.
- **Capability to run a wide variety of software.** The Surface pro allows the use of all the traditional programs one could run in Windows 7 or previous versions of Windows, like the full Office suite and business applications, as well as thousands of apps that can be easily found and downloaded from the Windows store. MoveWare is fully compatible with Windows 8, and we also offer our mobile applications for

the Windows RT version.

- **Competitive pricing.** Starting at \$799 for the Surface Pro and considering all its capabilities, this price can be seen as a bargain. Think how much it would cost you to provide, for example, a sales consultant with all the same functions that the Surface offers by coupling multiple devices. You would probably need to consider purchasing a laptop for when working from home, a desktop PC for working in the office, and a tablet for completing surveys.

Other nice features of the Surface and its design we could add would be its impressive screen resolution boasting a Clear Type display full HD 1,920 x 1,080p, the ten-point touch capability, the included smart stylus pen that can be very useful for making handwritten notes and drawing (or capturing a customer signature when surveying!), and its two 720p HD cameras, one front facing and one in the back.

In summary, if you are looking for the perfect mix between work and pleasure and a highly mobile yet capable device with plug-and-play capabilities and for a very reasonable price, the Microsoft Surface Pro may just be your answer.



### Moving Precious Cargo with Care and Compassion

*By Joyce Dexter, Portal Editor*

If you have a soft spot in your heart for a pet, you can appreciate the plight of a nervous owner who must be separated from a beloved animal when en route to a new destination. And you'll certainly have a warm regard for the people handling the transfer of your precious cargo if you know they care (almost) as much as you do.

Ross Gays well understands the angst of those who are fearful for their pet's welfare. He has four animals himself: a 13-year-old Lab named Rocco, a seven-year-old Lhasa Apso named Buddy, and a pair of cats, Minty and Blue.

"One of the big concerns people have is that their pet will die," he says. "But there's really nothing in the process that will hurt the animal during a flight. Fatalities happen, but they're rare, and usually

it's because of undiagnosed medical conditions. When the pet arrives safely, we're heroes. Sometimes an owner will ask whether he should sedate his dog or cat to keep it calm. I always explain that it isn't necessary and in fact could be dangerous. Then I add, 'But you can take a sedative yourself if it would help.' We try to keep things light and reassuring."

Gays, Reece McDonnell, and Don Uyeno realized there was a need for compassionate and professional pet transportation services in the 1990s. At the time they were working in the car business, providing vehicles to military personnel and expatriates worldwide. "As that business declined, the cold war ended," he recalls. "We started working with moving and relocation companies to provide cars for expatriates. In addition, we began to expand their menu of destination services, such as helping the transferee open bank accounts, set up mobile phones and utilities, and so on." Soon, it was clear that the next most important thing was their pets.

"Most of the pet transport providers were catteries and kennels that really didn't cater to corporate relocation clients," says Gays. "We took the mechanics of the process and made it more personal." His partners founded WorldCare Pet Transport in 1999. "It was like going from Dollar Store to Nordstrom's. We upped the ante on customer service. Even today we get calls from owners who have been shopping for pet transport providers, who comment that we're the only ones who asked their pet's name.



**"I'm as soppy about my pets as anyone," says Ross Gays, pictured with his Lhasa Apso, Buddy, and his Lab, Rocco.**

"We personalize," he explains. "When we're about to move a family's two dogs to France, we talk about 'the girls' trip to Paris.' We discuss the needs of Freckles or Whiskers, not 'the dog' or 'the cat.' Pets tend to be the nucleus of the moving family—their surrogate children, their babies, their darlings. They'll tell us, 'If anything happens to them, I'll kill you!'"

WorldCare Pet Transport was launched at just the right time. "We quickly realized that this was a great opportunity," says Gays, who is the company's vice president and European director. "We had our original offices in New York and in the UK. Then we opened another in Connecticut, and now have offices in Shanghai, Beijing, Tokyo, and India. There are about three other companies that do what we do. We have a preferred partner network worldwide in addition to our own offices and provide door-to-door service from anywhere to anywhere else on the planet."

The company is a member of the International Pet and Animal Transport Association (IPATA), a network of animal transportation providers. It offers training and other support, but WorldCare "does its own thing in that respect," says Gays.

WorldCare Pet Transport employs about 38 to 40 people, although that number fluctuates depending on the season. The busiest time, as all IAM members know, is from June to August—with moves typically revolving around children's school and vacation—followed closely by May and September. The company is very much a family affair. Gays's son works in the



### Gays's two cats, Minty and Blue

UK office, as do his sister and her son. His partner, Don Uyeno, has family employed with WorldCare as well.

"It's a very unusual job," Gays acknowledges. "We transport people's pets. It's very rewarding, and you have to be almost a psychologist because, really, handling the owner is a bigger job than handling the pet."

Clients are reassured to learn that their dog or cat won't travel across the oceans in a plane's cargo hold, but in a comfortable airline carrier in a pet cabin, a pressurized and heat-regulated enclosure. "The animal probably will sleep all the way to destination," says Gays, "and it doesn't have to suffer airline food or in-flight movies!"

It seems that WorldCare has hit on a formula that works. "We focus on communicating throughout the entire process—check-in, customs, and so on. The client appreciates the updates; the worst thing is not knowing how things are going."

Since 2005, the company has worked with more than 11,000 moves transporting about 15,500 pets. About 30 to 35 percent of the company's business comes from repeat customers. "Those who have moved their pets once typically use us again the next time," says Gays. "There's a Javanese cat named Duncan we transport between the US and UK each year, and a golden retriever, Nico, who enjoys six to eight weeks of summer vacation abroad with his family. One lady in Hong Kong goes to the US each summer and flies Lidgate, her West Highland terrier, to London to stay with her dog sitter while she's away. In the unusual event that something goes wrong, it's how you deal with it that matters—not that it went wrong in the first place. If you are transporting a child, you can communicate with them. Not so

with pets. There are tearful separations, then tearful reunions at destination."

Animals travel mostly on commercial airplanes, occasionally by road. But when you factor in all the paperwork and other time-consuming arrangements, there are times when it's actually more efficient just to drive them to their new home, such as taking them between the UK and Switzerland.

Transporting animals from one country to another isn't simple, which is why it helps to use a company that understands all the nuances. "In India, for example, the government has changed rules governing how you can import pets, and the types of certificates and permits required," says Gays. "This has created utter chaos. An owner now can bring only up to two pets into the country. Lots of documentation is required, lots of hoops to jump through. Each time you submit something they want something else. But people still want to take their pets, so we try to explain how frustrating the process is. There are many countries like that. In some, there are rules governing vaccines. An animal's rabies or other vaccines may still be perfectly valid, but they can't come into the country unless they've been vaccinated within the last 30 days." Many countries have quarantine requirements as well.

Several years ago, the company was tasked with transporting a cat from Germany to Columbia, which had an embargo on animals from certain countries it deemed risky because of mad cow disease. "Unfortunately," says Gays, "the Colombians did not announce the embargo! No one in Germany or the airlines used knew about it, so the cat had to be sent back to Germany. Then the embargo was lifted a few weeks later and the cat made a second flight to Colombia."

Microchipping is a must, Gays explains. Because the chip matches the pet to its documents, however, scanned microchips show only a number, not any other information. "Often people get the microchip but fail to register it," he says, "so there's no way to connect the animal to them." Moreover, if an animal slips away during the move or out of his new home, his tags probably still have the contact number at his former home, which won't do anyone much good in trying to track his owners. So WorldCare Pet Transport ensures that the animals they handle are entered into the Global Pet Register (GPR), a new company that provides more information in order to facilitate reunions. The GPR registration is complimentary through WorldCare, as is a grooming service. The company also offers a pet protection plan to cover medical emergencies and other contingencies.

No two cases are alike. "The job is tons of fun," says Gays, "because you are dealing with people and their pets. We are pas-



sionate about pets. Each has its own challenge. During the time you are involved with the pet you're the most important person in the owner's life. Once they're reunited with the animal, you're history."

It's easy to understand the human attraction to dogs and cats, and perhaps even hamsters, gerbils, and the like. But Gays has seen the same affection lavished on ... would you believe a red-eared water turtle named Harold? Or a California king snake named Adrian? And what about the two sea monkeys the company was hired to transport from Pittsburgh to Dusseldorf, when the owner could easily just have ordered a couple of new sea monkeys from a catalog or on the Web? It's true that not all pets joyously greet their owners returning from work in the evening, or are capable of snuggling up with them on the bed or sofa, but we all have our reasons for being drawn to our animals, be they dogs, cats, horses, or sea monkeys.

A natural reluctance to be separated from the creatures who share our lives contributed to a logistical challenge several years ago during an uprising in Libya, where BP had posted many employees. BP, a WorldCare Pet Transport client, generally discourages its employees from taking pets with them to foreign assignments. But at the time chaos ensued, it was discovered that the employees collectively had about 50 pets in Libya, says Gays. "So we liaised with a company in Cyprus to provide a ship from there to Libya. They collected the animals—some of them alone in the houses where they'd lived with their owners—so we could take the pets to Cyprus and then send them to their owners."

WorldCare Pet Transport continues to expand through the ongoing process of business in a global market. "Moving and relocation companies drive our business," says Gays. "A few dabble in moving pets, but people tend to feel more comfortable if there's a specialist department, or a third-party provider. We deal directly with some individuals who are moving, but our core business is the corporate relocations market—HR officers, relocation management firms, and household goods movers."

When working with relocation and moving companies, WorldCare tailors its services to their profile and adapts to requirements dictated by company policy. If something goes wrong, he says, "We always go to great lengths to make sure they hear of any problems from us, not the customer, so they aren't blindsided."

"We're driven to create 'raving fans' of our customers and accounts," says Gays. The company takes pains to keep things personal, a quality that reassures pet owners. "We always ask for photos of the animal we're dealing with," he adds. "The fact that you ask for a picture shows you care. And we also send the owners postcards from their pet when checking in at destination." It's touchy-feely stuff, he adds, but it gives clients confidence that the company empathizes and knows what it's doing.

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

### APPOINTMENTS

**Arpin International Group** has hired **Lina Bedoya** as a relocation coordinator.

Bedoya is now part of Arpin's onsite team handling international relocations for Weichert Relocation Resources in Morris Plains, New Jersey. She has experience in import and export coordination, and domestic logistics. Fluent in Spanish, Bedoya will specialize in employee relocations to and from Central and South America.

A dual citizen of the United States and Colombia, Bedoya, who has more than 15 years of experience in the field, most recently served as an international sales coordinator at Reldan Metals Co. in New Jersey.

### EXPANSIONS

**Gosselin Group** CEO **Marc Smet** has announced that the company has purchased the grounds and facilities of the Crown Cork Company, located near the Gosselin Group Headquarters, at Belcrownlaan, Meksemsesteenweg in Deurne, Belgium.

The total surface of these premises amounts to 72.000m<sup>2</sup> (774.720 square feet) grounds and 32.000m<sup>2</sup> (344.448



An aerial view of The Gosselin Group's new property

square feet) of warehouse space and offices.

This investment means that within the Deurne industrial area, The Gosselin Group now owns 227.200m<sup>2</sup> (2.445.580 square feet) of grounds, including 112.750m<sup>2</sup> (1.213.190 square feet) of warehouse space.

This purchase was a necessary next step in the continued development of The Gosselin Group, and the company plans to make good on its investment by utilizing the new space with the same commitment to customer service, efficiency and professionalism it is already known for, Smet said.



An artist's rendering of Transworld's new warehouse in Rio de Janeiro

**Transworld**—having experienced rapid growth in São Paulo with a new warehouse—is currently investing in a new area in Rio de Janeiro.

Due to the World Cup and the upcoming Olympic Games in Rio de Janeiro, the demand for storage and services has increased. The government has offered incentives to companies from all around the world to open in Rio de Janeiro.

“This new warehouse should be ready before the World Cup and will be five times bigger than our old one,” said **Jonathan Lacayo**, quality manager. Construction is progressing at full speed, as is the company’s growth, he added.



The Lacayo brothers at the construction site of Transworld's new facility. From left to right: Nick, Jason, Michael, and Jonathan.

**MoveWare** has announced its latest expansion. Following continued growth in the North American market, the company recently moved to a new larger facility located in Burlington, Ontario, part of the greater Toronto area.

The new address is 2477 Queensway Drive, Suite 110, Burlington, ON, Canada, L7R 0C9. All other contact information remains the same: e-mail [sales@moveconnect.com](mailto:sales@moveconnect.com) or telephone at 1888 858 1345 (from within North America) or +1 416 900 6691 (international calls).

In addition to the new office, MoveWare has welcomed its latest support team staff member, **Paul Pamplona**, who will be based in the North America office, strengthening its local presence and resources.

Pamplona previously served in a similar IT support position and joined the company after completing his education in computer engineering technology.

## Boonma, TISTR Organize Conference at Manufacturing Expo 2013

**Boonma** was asked by the Thailand Institute of Scientific and Technological Research (TISTR) and Reed Tradex to co-organize a conference in conjunction with Manufacturing Expo 2013 in June. The conference theme was Machine Packing Techniques for Safety Transport and Storage.

Topics included type of packing, objectives, professional packing steps, how to handle high-risk and high-value machines, wood packaging materials, fumigation, and symbols. The event closed with the auto parts and industrial parts manufacturing industries now speeding toward a future full of opportunities and challenges.

**Jirateep Sutthiprapha**, Boonma’s project manager, was the co-speaker, and Executive Director **Tiddy S. Teerawit** was the keynote speaker.



Boonma project manager Jirateep Sutthiprapha and Managing Director Tiddy S. Teerawit were speakers at the Manufacturing Expo 2013.



## MOVERS DOING GOOD



**Globalink Logistics**, aware of the importance of corporate social responsibility, regularly participates in all types of charity events.

Driven by corporate conscience, Globalink recently partnered with the Red Crescent Society of Kazakhstan and organized a charity campaign covering nine regions in Kazakhstan. “So Easy to Do Good Deeds” was the theme of the event, aimed at providing support for handicapped children and orphans. Proud to be a part of this, Globalink gathered and provided 16,000 items of children’s clothes to the Red Crescent for distribution to those in need. The Red Crescent operates centers in Astana, Almaty, Aktau, Aktobe, Atyrau, Kyzylorda, Uralsk, Oskemen, and Shymkent.

“Our efforts were purely focused on providing support directly for children, as well as assistance to families who often struggle in providing life’s basic necessities,” said Globalink President and CEO **Siddique Khan**. “The Red Crescent Team has a challenging task to handle and they do it exceptionally well on a daily basis year in and year out. The least we can do is support them wholeheartedly.”

Effective July 2013, **Team Relocations** has embarked on a three-year commitment to a major fund-raising initiative to support Plan, a UK-headquartered global children’s charity. Founded more than 75 years ago, Plan is one of the oldest and largest children’s development organizations in the world. Its vision is of a world in which all children realize their full potential in societies that respect people’s rights and dignity.

Team Relocations Company Group Compliance Officer **Leonie Kerkelaan** said, “We wanted to strengthen our core business values by demonstrating our commitment to helping shape society and economy in underprivileged locations, in a positive and sustainable way.”

Project Saksham, operated by Plan in India, aims to achieve decent employment for youth living in poor urban and rural areas to ensure that all entering the workforce are equipped with the knowledge and life skills required for quality jobs and can work their way out of poverty.

Team’s commitment to the project will encompass all of its 34 locations in 13 countries and will include significant fundraising initiatives aimed at contributing €50,000 to the project annually.



## Arpin Moves Olympic Hockey Legend

Occasionally, **Arpin Van Lines** has the opportunity to move high-profile people including CEOs, politicians, and non-profit leaders. However, this season the company had the honor of moving someone who played an important part in one of the most remembered and celebrated Olympic moments in U.S. history—Dave Christian.

Christian is best known as a member of the U.S. Olympic hockey team that won the gold medal in an event known as the “Miracle on Ice” during the 1980 Winter Olympics. The U.S. team, made up of amateur and collegiate players led by coach Herb Brooks, defeated the Soviet team that had won nearly every world championship and Olympic tournament since 1954. The event was the subject of two films, including “Miracle” (2004).

Arpin’s senior vice president, **Bob Sullivan**, and vice president of customer care, **Mark Dearborn**, played alongside Christian during the 2011 Arctic Cup Hockey Tournament in St. Petersburg, Russia, organized to promote environmental conservation.

“The day the U.S. team beat the Soviets in 1980 at Lake Placid,” said Sullivan, “was undoubtedly one of the greatest moments in U.S. sports history. But given that it occurred during the height of the Cold War and Iranian hostage crisis, the win transcended sports....I grew up admiring those men and getting to know Dave personally and having the honor to move him and his family was a privilege.”

Christian’s professional hockey career started one week after the Miracle on Ice when he joined the Winnipeg Jets. He set and still holds the record for the fastest goal by a player in his first NHL game, scoring just 7 seconds into his first shift, electrifying the crowd. He went on to play in the NHL with the Washington Capitals, Chicago Blackhawks, Boston Bruins, and St. Louis Blues. Between 1980 and 1993, he scored 340 goals and 433 assists in 1,009 NHL regular season games.

Christian personally requested that Arpin handle his family’s move from Moorehead to Chaska, Minnesota, which was successfully accomplished earlier this summer.

## HONORS AND AWARDS



BAR officials receive the TAF Best Practice Award at a networking dinner in London. From left to right: Ian Moore (Evening Host), Katy Moore (TwentyCi), Stephen Vickers (BAR Director General), and Caroline Suard (BAR Director of Marketing)

**The British Association of Removers (BAR)** has won a prestigious Trade Association Forum (TAF) Best Practice Award for Commercial Initiative of the Year.

The awards recognize and promote excellence and best practice among professional trade associations in the UK. BAR fended off competition from major organizations to win the accolade, which marks a significant achievement for BAR.

The judges felt BAR had demonstrated outstanding initiative in commercial venture through the development of new and innovative partnerships with leading consumer brands such as Rightmove, The Money Advice Service, Royal Mail, Zoopla, and Moveme.com. These partnerships have provided BAR members with new commercial opportunities, additional exposure, and exclusive sales leads, as well as contributed to improving consumer awareness of BAR and its consumer protection program.

BAR was also recognized as providing an outstanding electronic newsletter and 2013 Annual Conference, and was therefore named a finalist in the categories Electronic Communication of the Year and Conference of the Year.

BAR Director General **Stephen Vickers** said, “We are delighted to have won the Commercial Initiative award and for being finalists in all of the award categories that we entered. We realize how good the result was, especially for an association of our size. [Considering] the strength of the other finalists it is a testament to all of the hard work that our staff have put in across all parts of the association and the progress we have made together in the past few years. We have had a steady supply of awards in the past few years, which shows continuous improvement in all areas. We will enjoy the success, make the most of it, learn from it, and continue developing the Association as successfully as we have been doing”.

## GOING GREEN

**Transpack GmbH Zurich** has achieved certification as a green enterprise, authorized to display the “Green Company” label recognizing its efforts to protect and save the planet.

“We are proud to tell our customers that we have achieved a zero balance of CO<sub>2</sub> emissions,” says **John Appenzeller** of Transpack GmbH. The company is now 100 percent carbon neutral under the global benchmark established by the Verified Carbon Standard organization, which issued the certification.





**World Moving & Storage Ltd is a finalist in three categories for a prestigious business award.**

**World Moving & Storage Ltd** in New Zealand has been named a finalist in three categories of the Auckland–West Business award:

- **Best Medium–Large Business of the Year**, which recognizes high performing successful businesses that employ more than 15 full-time employees;
- **Excellence in Exporting**, which recognizes organizations where exporting plays a significant role in their business, as reflected in outstanding export achievements, sustainable growth, and financial results; and
- **Employer of Choice**, which celebrates businesses that value staff as their biggest asset. Excellence is shown through recruitment, induction and training programs that empower staff development, as well as the creation of a safe, healthy workplace that encourages excellence and full staff participation.

Over the past several years the company has been providing a hot breakfast to its employees for a nominal \$2 per day to eat as much as they like. As a result, these workers are more productive, eating a healthier diet, and contributing to a more positive attitude throughout the company. “They used to spend far too much money that they could not afford on the wrong foods,” says company Director Raymond Dobbe. “Their productivity was low, they used all their sick days each year, and were often late for work. We [subsidize the cost of providing the food beyond the \$2 they contribute.] The rewards to the business far outweigh the cost.”

World Moving & Storage is competing with more than 100 high-caliber entries for the business award. The winners will be announced on October 17.

In addition, says Dobbe, World Moving & Storage is a finalist in the Sustainable 60 Business Awards, for companies that achieve workplace sustainability. It also will soon achieve an Eco Warranty (which is equivalent to an ISO 14064-1), and soon after that it will also be the only transport company in New Zealand to be officially designated as Carbon Neutral.

## Boonma Thailand Provides Training for Int'l Transport & Business School

For the second consecutive year, **Boonma Moving & Mobility** was invited by the International Transport & Business School (ITBS) in cooperation with the Economic and Social Commission for Asia and the Pacific (ESCAP) and Thai International Freight Forwarders Association (TIFFA) to conduct a training program for their trainees and officers. For 20 years ITBS has worked to create qualified professionals in the field of international freight forwarding business.

In June, ITBS sent 48 people to participate in the one-day training on international packing and loading operations at Boonma Headquarters in Bangkok. The topics included household goods moving, mobility solutions, pet and animal transportation, fine arts handling, and industrial project turnkeys.

“As a preferred trainer of ITBS and ESCAP, we are proud to be selected again for their training program of the international transport and business,” said Boonma Executive Director **Tiddy S. Teerawit**.



Boonma Executive Tiddy S. Teerawit (in white shirt) with training program attendees. Below: A class in progress.





# Anatomy of a Mover's Move: How Santa Fe Group Fit a Builder's Hat onto a Mover's Head

By Jason Will, GMS Managing Director, Santa Fe Relocation Services—Indonesia

In Western countries, most moving companies build very large warehouses that accommodate large volumes of household goods in storage. In Indonesia, however, **Santa Fe**'s clients rarely require long-term storage. When they relocate to a new assignment or repatriate back to their home country, they usually take everything with them.

So why would Santa Fe Jakarta need to put a builder's hat on our mover's head to increase our warehouse size? In addition to offering moving and relocation services, Santa Fe provides records management services. In Indonesia, companies are legally bound to retain hard copies of records for ten years. This, combined with new business, means an ever-expanding warehouse space requirement. As our business grew, we found ourselves with multiple warehouses around Jakarta. Recognizing that managing warehouses in multiple locations is inefficient, we needed to develop a central facility to accommodate future warehousing growth.

## The first step: The corporate green light

Armed with spreadsheets containing growth projections, rental cost increase projections, and many other relevant (and sometime barely relevant) charts, I submitted a proposal to our Head Office regarding the feasibility of building our own warehouse and consolidating our operations into one location. The required investment was quite significant, and I was not overly optimistic that I would get a green light. So when I finally did receive approval to proceed, my initial reaction was surprise and delight. It was only upon further reflection and with some trepidation that I fully appreciated the enormous task now before me. Where to start? I have more than 20 years' experience in the moving and relocation industry but zero experience in constructing anything!

## The second step: Where to begin?

We began with a map of Jakarta. Since our Records Management Service is time-sensitive for pickups and deliveries, we needed a location with good access to the Central Business District of Jakarta



A skeleton of the building is erected on the new lot purchased by Santa Fe Jakarta.

via highways and toll roads. Our moving business required access to the port, airport, and expat residential areas. Meeting these criteria within our budget narrowed the suitable areas to about 15 percent of the map. Armed with this knowledge, I jumped into the car and began surveying them. This process took longer than expected.

I first targeted the industrial parks. However, these were either too far out of town or too expensive. So much for the easy option! I looked at the individual plots of land outside of industrial parks, but they were often too small, too large or inconveniently shaped. How can you build a large rectangular warehouse efficiently on a plot of land shaped like the letter Z? Eventually we found a plot of land with everything we had been looking for. It had good access to the toll road, was within our budget and—despite being an L shape—was a feasible building site. The fact that it was right next to a 45-hole golf course was simply a bonus and completely immaterial to the decision-making—or so it said in my official report.

## Step three: Government approvals

Before purchasing the land, we needed to find out whether the local land authority would permit us to build our warehouse. This meant designing the facility and getting approval to build it, on land that we had not even bought! We proposed a facility with three components: the office, the household goods warehouse, and the records management warehouse. The office was simple enough—two floors and some room for growth in employee numbers. The household goods warehouse was also straightforward—enough to cover the typical busy season, and a bit more. The records management warehouse needed a bit more thought.

We needed to maximize the warehouse space in terms of height, keeping in mind the competitive benefits versus the construction costs. We were pleasantly surprised to learn that local building authorities would allow us to build the warehouse 25 meters high, which equated to six levels of racking. I had never previously seen a records management warehouse that high, but if it could be done then we



were going to do it. It did mean that we had to purchase specially made racking, and that a significant amount of piling needed to be done. But once we recalculated the costs of the whole project, it made financial sense to go ahead and build.

#### **Step four: Construction**

Now we were ready to begin construction. Again I asked myself, “How should I start?” I assembled a number of building consulting companies—a quantity surveyor, an architect, an engineering firm and an MEP (Mechanical–Electrical–Plumbing) consultant. With these experts assembled, we transformed the concept of “the perfect office and warehouse” into the reality of drawings and plans. Then the actual fieldwork began. The first step was soil testing. Then came earthmoving. Then came piling. Given the height and expected weight of the records management warehouse, the required piling came as no surprise, but it did add a number of months onto the total construction time. Finally the tenders were issued. When reviewing the tender submissions, we considered the bidders’ experience, size of the company, and pricing. We then shortlisted them and benchmarked their tender prices for a final round of negotiations. Finally, we issued the contracts to the selected successful companies, and the construction process could begin!

It was exciting to see the weekly progress as the concept became reality. The project seemed to move slowly at first but then things began to happen more quickly. It was startling to see how high 25 meters actually is. It was one thing to imagine during the planning phase, but another to see the reality. The construction workers at the top of the 25-metre-high frame appeared very tiny from the ground. As the construction progressed, there were a number of details that need to be decided upon. This ranged from major design decisions to the style of door handles on the office doors. Reception tiles, bathroom tiles, cladding, office wall paint, office flooring, types of toilets, etc.—literally hundreds of decisions had to be made.

Throughout the design process, we worked with the newly formed Green Building Council of Indonesia (GBCI) to ensure that the new facility met Green Building standards. They ad-



**The structure takes on a recognizable shape. “It was exciting to see the weekly progress,” says Santa Fe’s Jason Will.**

vised that although they had already compiled the standards for office buildings, ours would be the first industrial building to be assessed for GBCI certification. It quickly became obvious that achieving green building certification was complicated and required careful and deliberate planning.

Some of the initiatives that we implemented as part of achieving this certification included:

- stormwater underground harvesting tanks for irrigation and other uses
- solar-tube natural lighting in the office areas
- LED energy efficient lighting around the perimeter and in the warehouses
- waterless urinals
- handicapped toilets
- bamboo flooring (a more sustainable alternative to timber).

We also engaged a Corporate Social Responsibility consultant to advise us regarding possible CSR programs we could initiate in the area around our new facility. Based on their recommen-



**The company moved into the completed structure on July 19.**

dations, we implemented a catfish cultivation project that was designed to empower the women in the area to enhance their family's income. Our funds allowed ponds and pumps to be built, training to be provided, catfish to be harvested, and assistance bringing the catfish to the market. This is a self-sustaining program and with the profits the women entrepreneurs are able to build new catfish ponds to increase production. It has been particularly rewarding to witness this project progress from implementation to cultivation.

On July 19, 2013, we moved into our new facility. The feedback from both our employees and our customers has been fantastic. Overall, the result is everything I could have hoped for, and we have received many admiring comments from our colleagues elsewhere. It was certainly a learning experience for me and I have come through it significantly wiser about the construction process. I could not consider myself an expert in this area, but the benefit of our experience in this project will certainly be of value to our colleagues elsewhere should they embark on a similar project.

If you are ever visiting this part of the world, do please stop by to visit and see

first-hand the result of my experience putting a builder's hat on a movers head. And don't forget to bring your golf clubs, just in case you want to stop by the 45-hole golf course next door!



**Jason Will—without his "builder's hat"**

## WHAT'S NEW

**LookChina, Inc.**, has unveiled a new SMP® (Standard Moving Pad®), the Deluxe Pad (D Pad) for antiques and fine arts protection. According to the company, the traditional moving pad has three disadvantages:

- **Color bleeds:** Any moving pad's color may come off and pollute upholstery fabric during extreme hot or humid/damp moving conditions. Most moving pads are not required to pass a colorfast test.
- **Imprints:** Moving pad fabric may leave permanent marks on fine furniture finishes due to tie-down pressure or overloading/stacking.
- **Rough surface:** A moving pad may be made from low thread yarn counts and result in a rough surface rubbing against furniture.

These issues undermine consumer satisfaction and are possible grounds for damage or insurance claims.

The SMP Deluxe Pad (D Pad) is designed to overcome such protection flaws. Its interior is made of non-dyed and non-woven fabric, which eliminates



D Pads are sold in pallets of 12 dozen.

the potential for color bleed and imprint issues. The interior is softer, and a brushed surface offers a more gentle contact with any furniture, making it particularly suitable for use with antiques and fine arts.

The D Pad exterior is made of cotton-ply woven cloth and designed for long-lasting durability. The filler is made from 100 percent recycled textiles waste, aiming to lower cost and protect the environment. D Pads come in 72"x80" size, weigh 7 pounds each, and are sold as 12 dozen per pallet (40"x48"x60"). Free sample swatches are available. E-mail [sales@lookchina.com](mailto:sales@lookchina.com).



The D Pad

## MILESTONES



Chaivudhi Pungthong (son of the founder) presented flowers to Mr. & Mrs. Pungthong.

The day was perfect on July 12. **Boonma**'s family members, management, and staff held a special celebration for **Boonma Pungthong**, the founder of the company, on his 84th birthday. His family hosted a lunch for everyone in the company, and presented each employee with a 10-kg bag of premium export quality rice.



To underscore its Green Mover Award 2013 presented by Asian Relocation Association (ARA), the company also gave its distinctive "Let's Go Green" bags to the staff (pictured above).



## IN MEMORIAM

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### Richard “Dick” Suddath

**D**ick Suddath, 94, passed away peacefully at his home on August 24, 2013. He was born in Jacksonville, Florida, on April 22, 1919, the same year that his father, Carl Suddath, founded Suddath Moving and Storage Company, now known as The Suddath Companies.

A graduate of the University of Colorado, he served in World War II, rising to the rank of major. He assumed leadership of the company after the war following his father’s death from leukemia. Mr. Suddath served as President and then Chairman of the Board of the company until he retired in 1989 and turned the reins over to his son, Steve. A competitive



businessman, Mr. Suddath transformed Suddath Moving and Storage Company from a small local company to one with branches throughout the Southeast, and provided specialized services to meet the needs of its clients and customers.

When he assumed leadership of the company in 1946, Suddath was not affiliated with a van line. Recognizing the need for a strong agency network, Mr. Suddath joined 29 other movers in a back room during the 1948 Movers’ and Warehousemen’s Association meeting in Chicago, where they agreed to form Atlas Van Lines. He subsequently served on the Atlas Board for many years, and also was President of the Movers’ and Warehousemen’s Association (now part of the American Moving & Storage Association).

In the late 1960s Mr. Suddath envisioned a company of a size and complexity that required more depth within its management, and selected Quinn Bell as General Manager (and later President) to drive the success of the organization into the next era. George Doyle, Barry Vaughn, and others later joined Suddath and the growth was further accelerated.

Years later, in 1981, Messrs. Suddath and Bell and their team orchestrated a move to United Van Lines, which at the time was the second largest of all the van lines. It was a great fit for a growing and diverse Suddath, providing a great reciprocal platform and many strong brother agents.

Mr. Suddath was recognized as a community leader in Jacksonville. He served in various leadership capacities for the Northeast Florida Council of the Boy Scouts of America, the Jacksonville Children’s Museum (now known as the Jacksonville Museum of Arts and Sciences), the Northeast Florida Division of the Children’s Home Society, and the Jacksonville Symphony Orchestra. An art lover, he supported Jacksonville and North Florida artists; the Suddath home office building displays the fruits of this interest. For more than 60 years he was a devoted member of The Meninak Club, a business group whose mission is helping young people. He was very dedicated in his retirement years to the Meals on Wheels program. He is known for his private and public generosity, for his passion for those he loved, and for succeeding wherever he focused his energy and resources.

An intellectual and a visionary, his strongest character traits are embedded today in The Suddath Companies’ culture, including its commitment to community volunteerism and assistance to the needy. While Mr. Suddath valued hard work and stewardship, he also enjoyed having fun. He was an avid boater, camper, and traveler, and became a competitive runner in his 50s, completed a marathon in his 60s, and competed in the Jacksonville 15K River Run for many years until the age of 72. In retirement he turned to writing and published a historical novel, *A Simple Thread*, as well as a children’s book, *Ohio is Purple*.



## On the Horizon: The New Gosselin

Headquartered in Belgium, and with 48 local offices in 32 countries throughout Western and Eastern Europe, the Caucasus, and Central Asia, **The Gosselin Group** has been exceptionally busy over the past year. In less than 12 months, they have opened two new corporate sales and global mobility offices in Brussels; acquired one of the major players in the Belgian relocation market, the Belgian Relocation Center (BRC); expanded their headquarters to more than 2 million square feet of logistics capacity; and set up a new online division allowing clients to book everything from excess baggage services to flights.

As if this weren't enough, The Gosselin Group is also in the process of rebranding and consolidating its different divisions under one new brand name. Part of that change is that Gosselin's partner



Gosselin's container terminal at the Group headquarters in Antwerp.



Gosselin Group CEO Marc Smet

we become a 'one-stop-shop solution' for clients. This will make us a much stronger player, particularly in the corporate moving and relocations fields.”

offices currently operating under the Corstjens name very soon will be incorporated into the Gosselin brand. It's a change that actually began years ago, with the rebranding of Nomad Express into Gosselin Caucasus & Central Asia (GCCA), and then the rebranding of GCCA and Vivet-Gosselin into Gosselin Moving.

So why is all this happening right now? “The main aim of all of this is to become more competitive and efficient in today's market,” explains Gosselin Group CEO **Marc Smet**. “By uniting all of the expertise we have within the different divisions into one entity, into one brand,

“It's a new management structure that will decide centrally and implement locally,” says Smet. “That is, our entire network will be able to offer the same services in all markets where we are present, with central decisions being carried out by local experts on the ground to meet clients' expectations.”

The changes will be supported by a powerful logistics division that has been favored by the U.S. Department of State

for almost 20 years. It's a division that already works with a “one-stop-shop” mentality, offering in-house customs clearance, lashing and securing, freight forwarding, custom-made crates, and more, all from its own inland terminal, which is connected to the ports of Antwerp and Rotterdam.

“The future definitely looks bright for Gosselin, who will of course be present at the 51st annual IAM Conference in Vancouver,” says Smet. “The team warmly welcomes anyone who is curious to stop by booth 325 for a visit and a gift that reflects the brilliant things we have in store.”





**Jeffrey Coleman**  
Coleman World Group  
IAM Chair

## CORE MEMBERS

### Action Global Forwarding Ltd.

2 The Mill  
Stanwell Moor, Staines  
Middlesex, TW19 6BJ, United Kingdom  
Tel: 01753-687470  
Fax: 01753-680468  
info@actionglobal.co.uk  
P.O.C. Terence Bowen  
P.O.C. Daniel Bradford  
Sponsors: Servile Relocations Pvt. Ltd., India  
Stewart, Harvey & Woodbridge Ltd., England

### Arnold Transporte Gmbh Euromovers

Frankfurter Str. 53  
63128 Dietzenbach, Germany  
Tel: 49 6074 91440 0  
Fax: 49 6074 91440 16  
Thomas@arnoldtransporte.de  
P.O.C. Thomas Arnold  
P.O.C. Karin Arnold  
Sponsors: Gebr. Roggendorf GmbH  
Euromovers, Germany  
Euromovers International S.A., Luxembourg

### Atlas Movers Packing LLC

Suite #2808  
Churchill Executive Tower, Business Bay  
232161 Dubai, United Arab Emirates  
Tel: 971 4 43 85233  
Fax: 971 4 43 85232  
info@atlas movers.ae  
P.O.C. Tahir Ali  
P.O.C. Javaid Baquer  
Sponsors: Inter S&R, Spain  
Servico Freight Services, Pakistan

### Beijing Phoenix International Co., Ltd.

D103 Elite International Apart.,  
Tongzhou Distr.  
101100 Beijing, China (PRC)  
Tel: 86 10 89505187  
Fax: 86 10 89505967-200  
webmaster@phxlogistics.com.cn  
P.O.C. Li Yang  
P.O.C. He Xinzhou  
P.O.C. Yang Fei  
Sponsors: Bloom International Relocations  
Inc., California  
Inter Trans Insurance Services Inc., California

### Cardinal Van & Storage

P.O. Box 817  
73873 Calle Todd Ln.  
29 Palms, CA 92277-0817 USA  
Tel: 760-367-7529 • Fax: 760-367-2054  
pat@cardinal.com  
P.O.C. Pat Welch  
P.O.C. PJ Welch  
P.O.C. Andrea Brohamer

### Direct Freight Solutions

Madina Munwara Street, Complex 198  
Tla'a Al Ali-Amman West  
11196 Amman, Jordan  
Tel: 962 6 5562484 • Fax: 962 6 5562474  
info@freight-direct.com  
P.O.C. Mohammad Alkhatib  
P.O.C. Ahmad Alkhatib  
P.O.C. Derar Aizgoul  
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Tel: 52 55 52 80 09 52  
info@francepack.com  
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michele.preshaw@irishrelo.com  
P.O.C. Michele Preshaw  
P.O.C. Jason Crane  
P.O.C. Helen Pee  
Sponsors: Branch Location

### JVK Africa Movers Ltd.

Room 3, Block 5  
Road 401, Close C, Festac Town  
Lagos, Nigeria  
Tel: 234 8093529500  
nigeria@jvkafrica.com  
P.O.C. Nkem Melaugha  
P.O.C. Paul Sutton  
Sponsors: Branch

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P.O. Box 16144  
Washington, DC 20041-6144 USA  
Tel: 703-471-9279 • Fax: 703-471-8436  
jb@lainginternational.com  
P.O.C. JB Magee  
P.O.C. Deena Catron  
Sponsors: NEDRAC, Inc., California  
Dewitt Companies Ltd. LLC, California

### Mercury Mobility Sarl

35, Avenue de la Praille  
1227 Geneva-Carouge, Switzerland  
Tel: 412-28550005 • Fax: 412-285-50005  
info@mercury-mobility.ch  
P.O.C. Nick Hirst  
P.O.C. John Ayliffe  
Sponsors: 360 Relocations Ltd., England  
Champion International Moving Limited,  
Pennsylvania

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Unit 4B The Courtyard  
Reddicap Trading Estate, Sutton Coldfield  
Birmingham, B75 7BU United Kingdom  
Tel: 0121 311 0550 • Fax: 0121 311 0553  
Chadd@millenniumcargo.com  
P.O.C. Chadd Blunt  
P.O.C. Grant Newman  
Sponsors: Pioneer Movers SDN BHD,  
Malaysia  
World Freight Logistics B.V., The Netherlands

### Move One

4th Floor, Bahria Complex 4  
Main Chaudhary Khaliq UZ Zaman Rd.  
Gizri, Clifton, Karachi, Pakistan  
Tel: 9221 3 5147782-83 • Fax: 9221 3 5147776  
moving@moveoneinc.com  
P.O.C. Tahir Mansoor  
P.O.C. Andy Taylor

### Moveline Group, Inc. d/b/a Moveline

110 Fifth Ave, 5th Floor  
New York, NY 10011 USA  
Tel: 800-579-0635 • Fax: 646-513-2875  
www.moveline.com  
frederick.cook@moveline.com  
P.O.C. Frederick Cook  
P.O.C. Alexander Alpert  
Sponsors: Rainier Overseas Movers Inc.,  
Washington  
Southern Winds International Inc., California

### New Generation S.r.l.

Zona Industriale A.S.I.  
81030 Teverola. Italy  
Tel: 0039 081 8911458 • Fax: 0039 081 5016949  
abate\_newgeneration@alice.it  
P.O.C. Aurora Avellino  
P.O.C. Alessandro Abate  
Sponsors: Franzosini Sud SRL, Italy  
International Transport Company S.R.L., Italy

### Nippon Express India Private Limited

Plot No. 442, Udyog Vihar, Phase- III  
Gurgaon, 122001 India  
Tel: 91 124 4001357/58  
Fax: 91 124 4216532/37  
prashast.chaturvedi@nittsu.co.in  
P.O.C. Prashast Chaturvedi  
P.O.C. Mohinder Pal Singh  
Sponsors: Servile Relocations Pvt. Ltd., India  
Agarwal Packers & Movers LTD, India

**P.M. Relocations Pvt. Ltd.**

Plot No. CZ-34  
SCE-Metropolitan Society, Canal South Road  
Kolkata, 700105 India  
Tel: 91 33 3257 1152  
Fax: 91 33 23232081  
rajeev@pmrelocations.com  
P.O.C. Utsab Paul  
P.O.C. Aakanksha Bhargava  
P.O.C. Archana Bhargava

**Premiere Van Lines International**

5655 Kennedy Road, Unit #3  
Mississauga, ON L4Z 3E1 Canada  
Tel: 905-502-6683  
Fax: 905-502-7850  
fredgamboa@premierevanlines.com  
P.O.C. Fred Gamboa  
P.O.C. Walt Peniuk  
P.O.C. Frank Martin

**Pronk Multiservice Middle East LLC**

Floor 33, Jumeirah Business Center-5  
Jumeirah Lakes Towers District  
Interchange 6, Sh Zayed Road  
P. O. Box 37944  
Dubai, United Arab Emirates  
Tel: 971 4 453 9659  
Fax: 971 4 453 9651  
sales.dubai@pronkmultiservice.com  
P.O.C. Sajid Amin  
P.O.C. Muhammad Usman Sarwar  
P.O.C. Syed Salahuddin  
Sponsors: Leader Freight Forwarders,  
United Arab Emirates  
Masstrans Freight LLC, United Arab Emirates

**Relosmart**

7C, Fu Hop Factory Building  
209 & 211 Wai Yip Street, Kowloon  
Hong Kong  
Tel: 852 2561 3030  
Fax: 852 2561 3000  
lars.kuepper@relosmart.asia  
P.O.C. Lars Kuepper  
Sponsors: Donath International, Germany  
IMS—International Moving Service GmbH,  
Germany

**Ruocco & Bertrans SRL**

Via Prov. Montagna Spaccata, 162  
80162 Naples, Italy  
Tel: 0039-0815785041 • Fax: 0039-  
0815783721  
ruoccobernardo@tiscali.it  
P.O.C. Bernardo Ruocco  
P.O.C. Maria Luiza Ghitui  
P.O.C. Gerardo Scioscia  
Sponsors: Magnolia Moving, Italy  
Roiatti SRL International Moving, Italy

**Sealine Shipping and Removals L.L.C.**

P.O. Box 115375  
115375 Dubai, United Arab Emirates  
Tel: 971 43404037 • Fax: 971 43404027  
sealines@eim.ae  
P.O.C. Tegin Thomas  
P.O.C. Biju Joseph  
P.O.C. Sunil John  
Sponsors: First Gulf Shipping Ltd.,  
United Arab Emirates  
Pack N Move L.L.C., United Arab Emirates

**SUPPLIER MEMBER****Marine Lumber Company**

11800 SW Myslony St  
Tualatin, OR 97062-8391 USA  
Tel: 503-692-4250 • Fax: 503-691-1674  
scott@marinelumberco.com  
P.O.C. Scott Tracy  
P.O.C. Ed McGrath  
P.O.C. Lisa McGrath  
Sponsors: Dewitt Companies Ltd. LLC,  
California  
Cartwright International, Inc, Missouri



# Financial 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?**

# Security



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](mailto: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](http://www.iamovers.org/rpp.html) or contact IAM at [rpp@iamovers.org](mailto:rpp@iamovers.org)



## FY 2014 Defense Spending Update

As Congress continues to grapple with budget and spending issues, the implications of these pressures on many of the programs in which IAM members participate are beginning to reveal deep concerns. The widely discussed sequestration element of the budget has resulted in deep cuts in almost all federal agencies, including the Department of Defense. The cuts demanded by DoD in all program areas (to meet these reduced budget amounts mandated by sequestration) have made programs such as the Permanent Change of Station (PCS) much more vulnerable. DoD does not want to make these cuts in areas dealing with direct weaponry, systems, and mission execution.

Earlier this summer, the U.S. House of Representatives passed its FY 2014 (beginning this October) defense spending bill, which would reduce the PCS budget overall by \$151 million. In the FY 2013 Defense Appropriations bill that passed last fall, Congress requested a report analysis that would focus on the impact that a projected \$146 million reduction to the PCS program would have on readiness and personnel (no actual cut to the program was incorporated into the legislation at that time). That report has not yet been issued, and the House Defense Appropriations Committee requested a similar report when including reductions for 2014. Again, the pressure to reduce PCS is twofold: Every level of the DoD is seeking to reduce spending with respect to the demands of sequestration; this, coupled with a concerted effort to keep service members at stations for longer periods of time, thereby reduces the costs of the moving program itself.

Just prior to the August recess, the Senate Appropriations Committee approved its version of the FY 2014 DoD spending bill. The Committee Report that accompanied that spending bill

states that the services expect to “underexecute” their PCS budgets by more than \$124,000,000 in FY 2013 due to lower average costs per move and fewer overall moves than budgeted.

While the committee awaits the report required by the FY 2013 defense bill from the Under Secretary of Defense (Personnel and Readiness) on potential efficiencies that can be realized in the PCS program, it believes savings can be realized immediately in the FY 2014 PCS program. Consequently, the Senate Defense Appropriations Committee recommended a total reduction of \$294,265,000 across the services’ operational and rotational base budgets. The committee expressed its support for the services’ increased time on station goals and encourages the services to continue working to meet these established goals.

The Senate bill is now awaiting consideration and a full vote on the Senate floor. Should the Senate pass its bill, a conference committee would hammer out differences between the two proposed cuts and send to President Obama for his consideration.

However, it is important to note that Democrats and Republicans remain at odds over broader budget issues, which may force the FY 2014 defense spending bill into a Continuing Resolution (CR), where several other federal agencies are believed to be headed. While the Defense budget has rarely been subject to a CR in the past, the deep divides between the House and Senate (and between Republicans and Democrats) on these spending and budget issues makes it a real possibility this year.

If that happens, the 2014 House- and Senate-proposed deeper cuts to PCS would not take effect, and the PCS and all ongoing DoD programs and operations would continue at the FY 2013 levels. Incidentally, the FY 2013 spending levels are less than in FY 2012 for the PCS program.

## Members Only | IAM Store

### Price List for Selected IAM Publications, Miscellaneous Items

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

To receive an order form and payment information, please email [info@iamovers.org](mailto:info@iamovers.org)

## IAM Offers Volume Discount Pricing for Metal Seals

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

|              | IAM Members         | Nonmembers          |
|--------------|---------------------|---------------------|
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| 1/8 page  | 3-1/2" | 2-1/2"  | US\$437.50   |



### Deadlines to receive new artwork\*\*:

|                                      |                               |
|--------------------------------------|-------------------------------|
| 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                  |
| <b>September/October Issue .....</b> | <b>August 15, 2014</b>        |
|                                      | <b>(ANNUAL MEETING ISSUE)</b> |

\*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,  
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## Industry Calendar

### September 19–21, 2013

General Assembly of the German Movers Association AMO  
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

### Is Your Contact Information Current?

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