

THE PORTAL

CUSTOMS QUIRKS, SHIPPING NIGHTMARES...

GOOD, BAD & UGLY



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THE PORTAL

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TERRY R. HEAD
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Wake Me Up from This Nightmare!

Portal readers who have been in the moving industry a long time have undoubtedly handled at least one truly disastrous shipment. And those who are new to the business undoubtedly will experience their own nightmare one day.

Often a shipment that becomes the stuff of nightmares is the result of not knowing or understanding the requirements, particulars or peculiarities of the origin or destination country. Identifying and being aware of these idiosyncrasies is where the true value of the IAM global network comes into play.

For this issue of *The Portal* magazine we asked IAM members to share their experiences—the good, the bad and the ugly—as well as what they believe others would benefit in knowing about international moving. Specifically, we asked them, based on their personal experiences, to help us identify the easiest and worst (that is, most difficult) countries or regions to ship into and out of, as well as tell us how those problem areas earned a spot at the top of their list.

By no means are we trying to shine a negative light on any one country or region; rather, we'd like to save others the grief or nightmare that comes from not being aware of and thus failing to adhere to requirements and regulations that can make compliance difficult, if not impossible. There's an old saying, "Ignorance is no excuse in the case of the law," and that principle applies to shipping rules as well.

The biggest benefit that comes from this type of exercise is the ability to identify various resources you can consult in educating your staff, as well as keeping your clients and accounts informed as to what they can anticipate during the course of a move.

As one of our contributors in this issue notes, forewarned is forearmed. Knowing how to navigate bureaucratic hurdles and being able to communicate to our customers the quirks and requirements that are unique to a given area is a great place to start, and can go a long way in helping you to avoid unforeseen issues. The next best thing is knowing where you can turn to solicit guidance or assistance to keep the problem from becoming a nightmare for all involved.

Apart from passing along some excellent perspectives and advice in this issue, IAM can play another role in educating our members and warding off those bad dreams. Our *Shipper Guides* are readily available as a resource on our revamped website, www.IAMovers.org. Considerable effort has been expended over the past year by IAM staff and our Core Members Management Board in reaching out to our members to update and validate the country-customized information contained within the *Shipper Guides* for well over 180 countries.

I also believe that in the near future the new IAM Social Café will become a valuable tool for those asking questions or wishing to share information on shipping into or out of problem or hard-lift areas. I've already seen messages and discussion threads of this nature within the Café and anticipate that more and more members will use this online resource to solicit pre-movement advice and avoid having their own nightmares. If you need login credentials for the Social Café, e-mail Membership@Iamovers.org and we will assist you.

As we look ahead to the summer moving season—the industry's most demanding time of the year—here's wishing you only sweet dreams!

Hassle-Free Shipping? In Your Dreams!

By Joyce Dexter, Editor

Just like old soldiers, all movers have war stories. You hear them all the time, at conventions and other gatherings where they mostly seem rather hilarious after the fact—fodder for raconteurs whose tales make for happy dinner guests.

Hilarious, yes. But at the time these things happen ... not so much. In the moment, there are perhaps intransigent or inept bureaucracies to deal with, not to mention very disenchanted customers and late-night phone calls checking on status.

Let's face it: If overseas shipping were easy, anyone could do it. That's why you're the expert getting paid the big bucks (we can only hope) for your services. But sometimes it takes more than one expert to get the job done and keep everyone happy. And that's why you have partners overseas who can help guide you through the bureaucratic quirks and sometimes strange requirements in lands they're most familiar with.

IAM is its own nation of experts who have lived through their own nightmares and lived to tell about it. We must confess that this issue was fun to put together. Some of the accounts you'll read in the following pages are bound to conjure a few laughs. If you've never tried to do a delicate packing job while the comely lady of the house—naked, no less—runs around giving instructions, or watched an ambassador's piano drop on top of her fancy car, no doubt you have your own war stories that have clung to your memory for years or decades.

And what about the pensive wooden Buddha who's mistaken for an illegal immigrant? Or the shipment that arrived at a cargo terminal over Christmas week and racked up storage bills of more than \$4,000 while it awaited its inspection because the agents were on holiday?

We all know that careful planning is key to a hassle-free shipment. But sometimes, even when you dot all your i's and cross your t's, the gods are laughing more than they're helping—teaching you lessons the hard way. But at least you'll come out of the experience as an expert. And you have a great story to tell over dinner.

The following pages offer some useful nuts-and-bolts information and advice about shipping to certain countries that have earned a reputation for being difficult. And what you don't find here is apt to be readily available in IAM's *Shipper Guides*, which you can access via the IAM website. The *Shipper Guides* are constantly evolving to reflect the fluid nature of the rules and regulations that govern our industry around the world.

As long as there are movers there will be war stories about nightmare shipments. Which makes it all the sweeter when the job goes like a dream.



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Soggy Diplomacy: All's Well That Ends (Mostly) Well

By Val Prinsep, Chairman, Worldwide Movers Africa Group

My very tall boss, Bill Beuthin of northAmerican Van Lines Beirut, sent me to West Africa. I hadn't done anything wrong but I had no work at the time, was penniless and quite desperate. This was in the early 1970s when shipmasters were tossing bags of cement into the sea around Lagos because the stuff had set solid in their holds during the three-month wait to get into port.

Gruff in voice but not in spirit, Bill said, "You should go wave the company flag in Tema, Ghana, as we control the 40-foot ISO inbound move of H.E. Ambassador Black" (this would be the former Shirley Temple, child star of "On the Good Ship Lollipop," now in diplomatic garb). A shiny deck-loaded white Cadillac Cabriole with enormous fins would finish the photo op really nicely.

What a chance to shine—what an opportunity to show the lanky guy what I was made of. Fortunately the ambassador's airfreight was only slightly sodden and somewhat pilfered; the



"The delay in port was now close to 14 weeks and Her Excellency was getting bored with the script and was becoming quite prickly."

lovely lady was a stoic star and unpacked her wet clothing like a trouper. But menacing clouds were on the maritime horizon.

The delay in port was now close to 14 weeks and Her Excellency was getting bored with the script and was becoming quite prickly. For good reason, to be sure, and I was a wreck relaying daily "no-new-news" bulletins. But at last the M.V. Orlando pulled into Tema port and we were there, all of us except the Ambassador: the guys from Panalpina, the GSO from the U.S. Embassy, and of course the invited local press, photographers and me.

In retrospect, I wish I had contracted a good dose of cerebral malaria and missed the wretched day. The super-cool Caddy was unloaded with the help of those wheel nets and looked simply splendid on the dockside. Our guys were there with buckets of soapy water to make it sparkle brilliantly. The photographers clicked at the Caddy like madmen. This was looking really good.

The four corner shackles of the single-cable crane were clanked into place on the 40-footer and the stevedores hopped down from the newly painted box. (The steamship line, you see, wanted to show off and get some pictures). The electric motor whined and the super box rose from the deck like a phoenix—up, up into the crystal azure sky. Up and up. Then it stopped.

A wicked crack rent the air and the congregation below went silent. The box tilted alarmingly as one of the four-corner cables detached. The crane operator reversed gears right away and, suspended by just three corners, the box started down at high speed,

jolting sickeningly. "Crack" went the second cable and the entire box swung in a wide and lazy arc right across the heads of the fleeing spectators. On the third pendulum swing the wretched doors sprung open and much of the contents of Her Excellency's move crashed out onto the dockside; but worse—now wait for it—Shirley Temple's childhood white piano landed right on top of the shiny Cadillac Cabriole. Well, not right on top, more on the back part so the massive chrome radiator pointed aggressively in to the bright Ghanaian sky.

The photographers went into a clicking frenzy and the stevedores thought it was a great opportunity to liberate the Ambassador from the best of her undamaged household goods. But the stevedores knew that telling photos of them on the job was not good and promptly attacked the photographers, liberating their cameras from their grip. And of course the port police then started beating up the stevedores while our guys were tossing H.E.'s belongings back in the container, which now looked like a peeled green banana.

The GSO sensibly stood by rather than create an international incident while I tried to assure the press that there were sometimes mishaps in port and that everything would be put to rights in no time at all and that I had no idea where my northAmerican Van Lines flag had gone. Sometimes you lose your presence of mind, as when you volunteer for war or decide to bungee jump off Victoria Falls Bridge. My inane choice was to personally explain to H.E. that her move had sustained some bumps and that it might be another 24 hours before we could get the shipment to the embassy residence.

Amazingly enough, many of the goods were retrievable and the new container we delivered to the residence was almost as shiny as the one that looked like a banana. The piano was sort of fixed up and balanced well on its three repaired legs and the local panel beaters made a brave attempt at fixing the trunk and fins on the Caddy. One fin was now a smidgen taller than the other, but only to experts with an eagle eye.

The ambassador was a star in every sense of the word. "I didn't like most of that awful furniture in any case," she said, and my heart swelled almost to bursting. I even got an invitation to dinner at her oh-so-slightly damaged dining room table, although the chair I sat on was very wobbly. The tall lanky guy in Beirut was super cool about it and expounded upon the benefits of door-to-door marine insurance. He obviously hadn't seen the front-page photos of the riot in and around the catastrophe or the headlines that screamed, "U.S. Ambassador Black Arrives in Ghana with a Bang."



Nightmare Shipments



You Know the Story ...

By Elad Gur-Arie, Household Goods Div. Mgr., Transclal Fine Arts & Moving

You know the story. You book a move, pack it, ship it, everything is going smoothly, and all of a sudden the problems begin. Container is stuck at the destination port, because the documentation is insufficient, and client argues about the duties he has to pay. Storage and demurrage charges are increasing every day and by the time shipment is delivered, you get a very unhappy client, with guts full of bad feedback just waiting to be published on every social media platform. How can we, the agents, avoid such frustration and minimize the chances of delays at destination port? It's very simple; just follow these steps.

First, get as much information as possible about the destination country, even prior to the pre-move estimate. The pre-move estimate is a sales tool, and if you come armed with some vital information, the client will tend to see you as an expert. When you make your initial phone call to schedule the survey, ask about his status in the new country. Will he or she be moving based on a work visa? Or maybe a student visa? An immigration visa, perhaps? Every country has its own regulations for each type of visa, and the fact that one country exempts duties for student visa holders (like the United States, for example) does not mean all countries grant the same privileges.

Never assume you can speak with authority about other countries' customs. You never know when regulations might change. Don't tell a client he won't pay duties just because a previous shipment was exempted. Each shipment has its own criteria, and each shipment's status should be verified prior to relaying the information to the client—always with a big disclaimer that the information is subject to a change.

Always ask your overseas agent to provide you with the most up-to-date customs regulations, so you can discuss the matter with the client during the pre-move estimate. A nice short conversation over a cup of coffee is a real icebreaker and might be the tipping point that will help you book the move.

Now that you have all the relevant information and the client is updated, you can relax and prepare the quote. NOT! Use the quote template to insert crucial facts the client should know: notifications on specific documentation the client must prepare at origin or at destination, prohibited, restricted or dutiable items, and everything else you believe the client should highlight. This is very important, because once the client signs the quote, he or she can't come up and say, "I didn't know about it." Once it's put



"Never assume you can speak with authority about other countries' customs. You never know when regulations might change. Don't tell a client he won't pay duties just because a previous shipment was exempted."

—Elad Gur-Arie

in writing, the client can't ignore it. Don't fall back on the excuse that amending takes too much of your time.

Verification is the best way to ensure everything is in order for a smooth shipment. If your client provided documents at destination (letter from employer, letter from embassy or consulate, etc.), send them to the destination agent for approval. Send a draft Bill of Lading to the destination agent for approval. If the client has difficulties obtaining a certain document, ask your destination agent for guidance how to bypass this problem—but don't ignore it! Don't let it fall between the cracks.

Quality is a key factor in avoiding delays. The clearer your documentation is, the better. It's a well-known fact that a clear and readable clearance file makes the customs officer inspecting it less suspicious. Always ask your client to use flatbed high-resolution scanners for the documents, and avoid accepting scans done by smartphone. More and more copies of passports and other formal documents are being rejected by customs officers because of poor-quality scans, and the flash from the smartphone always covers part of the document (especially in passport scanning).

Since you are the expert in logistics, do not defer to a client who says, "Don't worry, just ship it! I'll manage on the other side." If a problem in clearance rises, you will be the first to be blamed. If the client won't budge on this issue, consider waiving this shipment, in order to avoid unfortunate repercussions down the line.

Remember: Never assume, always verify, and you will experience smooth and hassle-free shipments.

What You Need to Know About Australia and New Zealand

By Nicki French, General Manager International, Grace Removals Group, Australia and New Zealand

Wherever I go it's one of the first questions overseas agents ask: "What items must my customer not ship?" If only the answer were that simple.

As islands, Australia and New Zealand both have strict regulations on all goods entering the country to protect the environment and agricultural industries. The first thing your clients need to know is that their goods will be inspected—all shipments are inspected. In Australia the inspection will take place at the destination agent's warehouse and all goods must be unloaded from the shipping container before inspection. This means it is not possible to have a direct delivery from the shipping container. For many of the import customers we work with, this comes as a big shock. In New Zealand, inspection at residence is possible in port city metropolitan areas and is the standard practice. If the NZ MAF (Ministry of Agriculture and Forestry) will not visit the designated residence, then goods must to be inspected at the remover's facility and this will typically incur additional charges.

So, back to that question about what you can and cannot ship: The Australian and New Zealand governments do provide comprehensive information on this question on their websites. Here are the best links:

- Australia: www.daff.gov.au/biosecurity/travel/moving-emigrating
- New Zealand: www.biosecurity.govt.nz/enter/personal/belongings (see the section titled "Sending unaccompanied items, personal effects and household goods to New Zealand").

There are in fact very few items that can't be shipped but as a general guide the following are of most concern:

- Honey, pollen, propolis, honeycombs and other bee products, including beeswax candles
- Prohibited packaging such as straw or used fresh food cartons
- Items restricted under the Convention on International Trade in Endangered Species (CITES) such as coral, ivory, snake-skin or whalebone items, turtle shell and some seashells
- Fresh fruit and vegetables
- Live plants and bulbs
- Prohibited and restricted seeds

- Unidentified seeds (can include some foods, such as spices)
- Biological products, including some plant-based herbal medications
- Unprocessed goods of plant or animal origin
- Soiled items, or items containing organic residues
- Items knowingly infested with pests or a disease

Most wooden household furniture does not present an issue. It has been manufactured and will have been treated during the manufacturing process. What you should look for are bespoke pieces made from untreated wood sources.



"The first thing your clients need to know is that their goods will be inspected—all shipments are inspected."

—Nicki French

When an item of concern is identified during inspection the quarantine officer will determine treatment required to make the item safe. Treatments or disposal of the item can be expensive as there are strict regulations governing both practices. If the shipment includes an item that may require treatment it can still be included but you should make the customer aware of any possible costs. Having items identified for treatment (or destruction if the client chooses that option) does not slow down delivery of the goods. The balance of the shipment is delivered and the customer receives treated items once these have been dealt with.

The most vital document to reduce the chance for complications during inspection is a comprehensive packing list with detailed descriptions of all packages and items. For example, a package called "Suitcase" is not sufficient. The inspector will want to know what's in it. "Suitcase containing clothing" or "Empty suitcase" would provide a detailed description.

Buddha and His Bodyguards

By Patrick Le Merrer, CEO, Deminter International, Tunisia

In the summer of 2008, we at **Deminter International Tunis** were tasked with handling an import shipment from China. The expatriate client, an employee of a multinational company, was being assigned to Tunisia, and we have served many expats over the years.

This gentleman arrived from China with his 40-foot shipment full of cartons, furniture, and the usual household goods, plus some Chinese statuary—some more typical than others. One of them was a wooden Buddha in its traditional meditative position, a beautiful piece of art. Two others were Chinese soldiers, replicas from the Qin Shi Huang Army made of bronze. Tough, calm, and serene, these warriors, 1.85-meters high, were impressive.

In 2012, we were called by the same customer to organize his transfer back to Europe. Therefore, after the usual survey,



we took care to measure all these Chinese figures in order to prepare some suitable and comfortable wooden crates for their journey.

At the time of loading, we managed to stand the three crates not too far from the doors but not too close in case of a physical customs check. Once the documentation was in order, we transferred the container to the port of exit.



“I was called urgently to the spot, as where the law is concerned I was the one ultimately responsible.”
—Patrick Le Merrer

Tunis Rades port is equipped with a very efficient scanner provided by the European Commission, primarily to track any weapons, drugs, and illegal immigrants using trailers to go to Europe.

When it was time to prepare the container for boarding, our staff loaded it onto a trailer to be scanned. But when it was being taken out of the building, customs officers ran to it shouting to our staff, “Don’t move—there are immigrants inside!” The police arrived and surrounded the truck. I was called urgently to the spot, as where the law is concerned I was the

one ultimately responsible, especially in case of illegal immigration—meaning I would be presumed to have organized the smuggling.

We explained that this was impossible.

The seals were still on the doors, intact, and no one could be in the container. It was full; how could people squeeze into it?

They took me into their office to have a look at the screens. They showed me the three figures, one sitting and two standing up. I explained what they were looking at, showing them the list noting the Buddha and the two soldiers.

This was not enough, however. A police officer asked to scan it a second time, and in the meantime instructed our driver to accelerate and brake abruptly to see how the “immigrants” would react. Of course, there was no reaction inside the crates.

Nevertheless, with the police squad and customs officials around, we finally had to open the container and one crate to present the evidence. Finally, Buddha and his two bodyguards boarded the ship for their cruise to Europe.

Patrick Le Merrer is a CMMB Representative for Africa (Region 1)



Nightmare Shipments

Understanding Brazil's Import Regulations

By Rosaliene Bacchus

The movement of goods across borders is governed by laws and regulations with due penalties for failure of compliance. Import regulations are intended to deter the entry of illegal and dangerous products. With the application of duties and fees, they also serve to protect domestic production of similar items or produce.

The Brazilian government controls its foreign trade sanctions through an integrated computerized system known by its acronym, SISCOMEX. Introduced in 1993 for exports and expanded to include imports in 1997, SISCOMEX is administered by the Foreign Trade Secretariat (SECEX), Federal Revenue Secretariat, and the Central Bank of Brazil. The customs department falls under the jurisdiction of the Federal Revenue Secretariat of the Ministry of Finance.

SISCOMEX centralizes the flow of information between all government organs and banks involved in import/export operations. Online analyses of import operations registered within the System reduce the number of documents required and speed up the process. Only importers or their representatives registered with the Registry of Exporters and Importers can access SISCOMEX. Registration is automatic with the importer's first import operation. However, the writer recommends registration before shipment of goods as the existence of unpaid federal taxes will defer approval and delay customs clearance.

All merchandise entering Brazil, whether or not subject to import taxes, are inspected by customs at the port of entry. The registration of the Import Declaration (DI) by the importer or his legal representative initiates the import process.

The DI should contain the complete names and addresses of the importer and exporter, description of goods with their product classification numbers, the unit price and total value by product, and the origin of the goods.

The importer should next present supporting shipping documents to the customs officials at the port of entry. These documents include the Original Bill of Lading or Air Waybill; Original Commercial Invoice, signed by the exporter; Packing List, when applicable; and other documents, as required. The System calculates import taxes levied on the merchandise as well as other federal taxes applicable to the importation, and then debits the importer's bank account for the amount due.

Imported goods not registered with SISCOMEX within 45 to 90 days following their arrival in the country are considered abandoned. Customs authorities then destroy or dispose of such imports in accordance with the law. Goods held for 60 days following an interruption in the import process also suffer the same fate. This can occur when the importer fails to comply with customs requirements.

For the most part, imported goods do not require an Import License and are subject to automatic licensing within the System. Complete and correct documentation expedites clearance through customs within 10 working days from the date of registration of the DI.

However, some imports are subject to non-automatic licensing. They may also require approval from the competent government agency that controls the production and commercialization of certain products, such as food products and medicines. The importer should obtain the Import License(s) prior to shipment of goods. Failure to comply will result in a penalty. Generally, requests can take up to 60 days for approval and are valid for 60 days from date of shipments of goods to Brazil.

Goods costing US\$3000 or less imported through the postal service or courier companies fall under the Simplified Taxation Regime (RTS). Customs applies a 60 percent tax rate over the invoice price plus shipping and insurance costs. When the value exceeds US\$500, the importer must register a Simplified Import Declaration (DSI).

For more details about Brazil's import regulations, visit the website of the Federal Revenue Secretariat (www.receita.fazenda.gov.br).

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Rosaliene Bacchus, former sole-proprietor of RB International Trade Services (2007–2010), initiated the USBrazil Trade Assist Desk with the mission to share know-how and experience in operating in the Brazilian market; to promote trade between Brazil and the United States; and to provide reliable and useful information about international trade, and the U.S. and Brazilian markets.

Forewarned Is Forearmed: A Laundry List of Country Quirks

By *Mónica García, International Operations Manager, De la Fuente International Movers, Spain*

When you've been in the moving business as long as I have, you quickly become aware of the quirks of the various jurisdictions where you do business. Some are serious, some merely annoying, but all are worth being aware of.

Colombia

Colombia is a very difficult country with respect to customs and port charges for several reasons:

- Shipments are fully examined by customs and there are always damages afterward. The client has on many occasions congratulated us for our great work when packing his belongings, only to discover quite a few damages upon arrival. It is hard to explain to clients that their things probably weren't handled the best possible way at customs.
- We now always recommend that clients spend a bit of extra money to insure their belongings. It is a must for Colombia!
- Port charges are extremely high in Colombia. We try to inform clients of this to prevent sticker shock when their goods arrive. On the other hand, when we handle corporate moves and have to advance these charges ourselves, it takes a very long time to get port invoices that we can present to the companies we work for. This makes our accounting department unhappy, but what can we do?
- Regarding exports from Colombia, we once handled a corporate move for a person who did not know at the time to which country he was going to be transferred. Our agent in Colombia carried out collection but the removal was kept in storage. In Colombia, you have 120 days to export your belongings once you have left the country. We really thought we weren't going to make it! This person was in Spain waiting for his new post and still had no news. We were told that he may have to go back to Colombia so that he wouldn't lose his belongings. Finally, we made it just in time!
- The bureaucracy for customs is also extremely onerous. All documents must be notarized by an official Colombian notary.

Brazil

- Customs procedures in Brazil take a long time—about one month. Moreover, every copy of every document must be notarized, even the blank pages of the passport!
- Port charges are very high, and it takes quite a bit of time to receive port invoices.

Trinidad and Tobago

We once handled a shipment of office furniture for a company in Trinidad and Tobago. It took a long time to complete import customs procedures and the company had to pay US\$20,000 plus customs broker fees for VAT, for furniture valued at £38,000.

Tunisia

On one occasion, we sent a small shipment for a company attending a congress in Tunisia. Once the shipment arrived in that country, it was impossible to do import customs clearance there because the address we provided—the hotel where corporate employees were staying—was not considered a valid address. We tried to clear the shipment with one of our agents in Tunisia but it was impossible. We were informed that Tunisia was then in a pre-

war situation and advised that it was best not to send shipments there for the time being.

Angola

We managed the shipment of a company sending new furniture to Angola. Customs clearance took two months and demanded very high taxes—35 percent of the shipment's CIF (cost, insurance, and freight) value. We also sent an air shipment, and the customs clearance process didn't take so long.

Peru

A corporate client with a small shipment had packed everything himself and told us that he was just taking clothes, bed linen, and



"Shipments [to Colombia] are fully examined by customs and there are always damages afterward. The client has on many occasions congratulated us for our great work when packing his belongings, only to discover quite a few damages upon arrival."

— Mónica García

a few odds and ends. All shipments are inspected in Peru, and when the shipment was being inspected, it turned out that there were some office articles that hadn't been declared: a scanner and two computer programs.

The transferee had also included three ornaments that were smoking pipes. Customs did not allow the import of these articles as they were considered tobacco material. Therefore, we were never able to clear these items and they were confiscated by customs.

Lesson learned: Since that time we have always prepared very detailed packing lists for Perú and wait for our destination agent's green light.

Spain

For shipments arriving in Spain, we always try to make sure the client brings a Certificate of Change of Residence from the country of origin. Spanish customs are very strict and they often don't accept documents such as utility bills or house rental contracts as a proof of previous residence.

When clients want to ship a car to Spain, we strongly urge them to ensure that the car complies with European requirements; otherwise they will not be able to register the car in Spain and therefore will not be allowed to drive it once the temporary permission of import clearance has expired.

Tips for overcoming unexpected difficulties

- Examine all customs requirements very carefully and inform the client accordingly.
- Be sure to send a pre-alert to your destination agent before the packing begins.
- Always open and check the boxes that have been packed by the owner to verify that no prohibited or undeclared articles are included.

When All Else Fails, There's Candy Crush

By Deb Gallagher, Licensed Customs Broker, Vice President,
Gallagher Transport International Inc.

International shipping: It makes you laugh, it makes you smile, it takes your breath away, it makes you scream, “Calgon, take me away!”

Those of a certain age will recall the Calgon commercial of a few decades ago. Calgon is a water softener for your bath. Simply pour it under running water, crawl into your bathtub, and all your problems disappear. Today’s generation finds comfort in its own way: Close your work and click on Candy Crush.

But have you ever noticed that once a person is involved in the world of logistics, he or she rarely leaves?

I am a U.S. Customs broker, so I have a few thoughts about the ports at which your customers will incur lower costs for the VACIS exams. VACIS—short for Vehicle and Cargo Inspection System—requires exams on most containers arriving in the United States.

VACIS exam higher costs: The New York/New Jersey port used to be one of my favorite arrival ports for shipments. Terminals were organized, VACIS exams were performed at terminals, the move to inland cities went smoothly. Screech! Stop the presses! VACIS exams now require the container to be moved from the terminal to the Customs Exam Site (CES).

A VACIS exam that used to cost \$340 now ranges from \$800 to \$1,700 (two drays, chassis, demurrage, detention). Since the container is moved from the terminal for the VACIS, the importer/shipper now has to pay the CES to take it to the rail, if it is moving inland. If the container did not leave the terminal, this charge is included in the ocean freight. If CBP orders an intensive exam, add a few hundred dollars more. This process is disheartening to see.

One side note: If CBP (U.S. Customs and Border Protection) orders an intensive exam, all CES in New York/New Jersey, Los Angeles/Long Beach, Atlanta and Chicago definitely have some of the highest intensive exam costs.

VACIS exam lower costs: Here’s one thing they do NOT do big in Texas. In Houston, the VACIS exam is \$115. In Norfolk, Savannah, Charleston, Los Angeles/Long Beach, Miami, Char-

lotte, typical fees are \$200 to \$300. (Please note that the exam costs are assessed by the contracted CES, not CBP.)

Shifting gears for a moment, *The Portal’s* call for nightmare shipment stories brought to mind the time when a cricket was found inside the engine compartment of a vehicle we shipped. After many days



Nightmare Shipments

“VACIS exams now require the container to be moved from the terminal to the Customs Exam Site (CES). And a VACIS exam that used to cost \$340 now ranges from \$800 to \$1,700.”

—Deb Gallagher

of storage, with costs piling up, CBP required that the vehicle be fumigated. Alas, the chemicals used were not “accepted well” by the vehicle, and it had to be flattened.

On another occasion, a container was completely devanned at the initial port for an intensive exam; the inland destination then ordered another intensive exam. When it was explained that this container had already been completely devanned and inspected by CBP, the inland port’s response was, “They were not looking for what we will look for.” WHAT?

I leave you with one piece of important advice: Avoid shipment arrivals during a holiday week. An air shipment sat at a cargo terminal for eight days over Christmas and New Year’s waiting for an exam to be conducted. Every day CBP advised that they were behind because of the holidays. The storage bill: \$4,300.

Once a shipment arrives at the first port, know where it is every day. Proactive costs much less than reactive, and it’s far more productive than a Candy Crush binge!

The Best Surprise Is No Surprise

By Aulina Mithal Sood, Director, Star Worldwide Group, India

There's much to be said for handling a move that goes exactly according to plan. Alas, that doesn't always happen, so expecting the unexpected is often the best policy. In terms of customs clearance of household goods being brought into a country, for example, we've found that the United States can be a dream or a nightmare. When a shipment goes through without any delays or hiccups, it's great and very quick too. The paperwork is relatively simple and easy to complete. The nightmare begins when a shipment is selected for further screening or x-ray. Clients are understandably frustrated if their container is "randomly" chosen to for x-raying, as well as the additional time it takes to complete the process—not to mention the wide range of charges that may incur. We recently handled a move to the USA that was tagged for intensive examination, adding nearly US\$2,400 in fees—and that was just for the x-ray and related charges!

When timing is everything, it pays to cushion the schedule—that is, factor in a bit more time—when it comes to sea shipments going to Switzerland that are booked through Rotterdam/Antwerp port. The process of taking the container from Rotterdam/Antwerp to, for example, Zurich or Vevey or any other Swiss city can take about two weeks! The detention charges on the container begin two or three days after the shipment has arrived at

point of entry (POE), and by the time the agent delivers the goods to the residence and returns the empty container, detention charges can be quite substantial. We advise that when booking the container at origin, the forwarder should negotiate a 14-21 day free period for the container, which saves a lot of the additional charges. It's very difficult to explain these addition-



"We recently handled a move to the USA that was tagged for intensive examination, adding nearly US\$2,400 in fees."

—Aulina Sood

al charges to the client because he/she did not cause the delay, so it's best to secure as much free period on the container as possible.

You'll save yourself and your clients a lot of grief by getting confirmation from the destination agent (DA) in advance. In fact, we do not forward a shipment to the destination country unless we have a written "green light" or "go ahead" from the DA. In order to give the approval to forward, the DA may require several details or documents, and even establish contact with the shipper to clarify the client's

visa status or work permit details. This saves everyone a lot of hassle and shockers when the shipment actually arrives at Customs at destination. It's also a good idea to ensure there are no prohibited items before packing.

I'm happy to report that the customs clearance process for household goods is relatively simple in India, or at least not half as complicated as that of Brazil or as time-consuming as Russia. Sea shipments clear within three or four working days and air shipments within one or two days for both imports and exports. In certain cities, client presence is mandatory during customs examination, while in others it may not be. For non-diplomats, import of alcohol (except 2 liters per shipper) is not permitted by either air or sea. Indian citizens may not import/export food items, while non-Indian passport holders may bring food items worth US\$1,800 per shipper. Shippers should be honest while declaring their inventory to avoid penalties while checking. When exporting furniture items/antiques by air from India, the shipper is advised to produce the original invoice to avoid any exigency, as it falls under the scrutiny of customs to get it cleared by the Wildlife Board, Archaeological Survey of India (ASI) or any competent authority.



Nightmare Shipments

Shipping to Colombia: A Cautionary Tale

By Luis Colmenares, CEO, Portan

With respect to U.S. diplomatic shipments of household goods and privately owned vehicles originating in the USA and destined for Colombia, the booker typically waits for a “green light” from the diplomatic post indicating that the paperwork is in order to obtain customs release under diplomatic franchise (e.g., duty free). The booker then forwards the shipments via surface. Once the shipments arrive as planned, we start the customs clearance process.



“The shipper was very upset with the Embassy, the agency he worked for, the booker, the Ministry, us, and everyone else because no one had informed him of this particular regulation.”

—Luis Colmenares

On one occasion, however, when the U.S. Embassy submitted our paperwork to the Foreign Affairs Ministry, together with the shipper’s accreditation in order to obtain the secure the diplo-

matic franchise, the Ministry realized that the shipper had dual nationality: Colombian, as he was born in Colombia, and of course U.S. nationality.

The resulting problem at the Ministry was twofold for our client. Essentially he was told: A) If you want diplomatic franchise for importing your shipments you have to give up your Colombian nationality; B) if you want to keep your Colombian nationality, you cannot obtain diplomatic franchise and thus you will have to pay import duties on both shipments.

The shipper was very upset with the Embassy, the agency he worked for, the booker, the Ministry, us, and everyone else because *no one* had informed him of this particular regulation. It took *six months* of discussions, as well as storage charges at the port of entry, until the shipper finally relinquished his Colombian citizenship. The related costs and annoyance: Immeasurable!



**Nightmare
Shipments**



It Pays to Have a Sense of Humor ...

By Edward Wickman, President, Wickman Worldwide Services, Inc.

For those of us in this international removals industry, it isn't absolutely necessary to have an advanced college degree to succeed. However, it is necessary to be part psychologist, psychiatrist, minister, marriage counselor, mathematician, wordsmith and politician. We never know which or what combination is needed for the next call. Most of us who have been in this industry for a few years have some stories that would confirm this theory. Here are a few personal experiences:

The customer and his wife had just returned from Asia, where they had enjoyed a pampered life. Having maids, drivers, etc., at their beck and call actually had them believing they were now entitled. Their manners were not conducive to survival in the



"The lovely 30-something lady was completely naked. It was a claim waiting to happen, if you were the distracted young fellow packing the glassware!"

—Edward Wickman

USA, but apparently they weren't acceptable in Asia, either. Their container arrived in Seattle and the odor was overwhelming. A dead, rotting sloth—not declared on the manifest—was inside. A last payback, perhaps?

When the call came, in the tone was whispered. It was the crew chief at the residence where a European executive's goods were being packed. The couple was in the process of a divorce. He was returning and she had opted to move to a warmer climate since she was a naturalist. The crew chief wanted to know what to do since she was running around the house giving orders to

everyone what was for her husband and what was to go in her shipment. Unusual? Not so much, except that the lovely 30-something lady was completely naked. It was a claim waiting to happen, if you were the distracted young fellow packing the glassware!

An extremely hot and muggy day in Houston was typical for August in Texas. The packing and loading for the container going to Kingston went perfectly. Everyone did a great job that day. At the end of the final walk-through of the house the customer picked up a duffel bag she had left on the kitchen counter. We later found out it contained water and some food to sustain her for a week. We learned this only after leaving the house when she walked up the ramp and into the container. She selected a box to sit on and told the crew to close the container since she was going with it to her home in Jamaica.

So, as we prepare for another season let's hope we all keep a sense of humor, work hard, give our customers one hundred percent service and take a few moments now and then to be grateful for being part of this wonderful extended family known as IAM.

Edward Wickman is a CMMB Representative for North America (Region 6).



Nightmare Shipments

U.S. Authorities Implement New Guidelines for Wood Packing Materials

U.S. authorities have recently implemented new guidelines for the import of all wood packing materials. The statutory requirements of 7 C.F.R. §319.40-3 mandates that regulated wood packing materials (WPM)—such as crates, boxes, and pieces of wood used to support or brace cargo—being imported into the United States shall be heat treated or fumigated with methyl bromide in accordance with EPA label instructions and include a mark that certifies the wood completed the required treatment under the “Guidelines for Regulating Wood Packing Material in International Trade,” ISPM 15 of the International Standards of Phytosanitary Measures (ISPM) and any associated amendments, revisions or exemptions identified by the U.S. Department of Agriculture, Animal and Plant Health Inspection Service (APHIS).

The regulation (7 C.F.R. §319.40-3) requires that WPM display a visible, legible and permanent mark certifying treatment. The mark must be a legible and permanent mark that indicates the article has been subjected to the approved measure and include the following elements:

1. The International Plant Protection Convention (IPPC) logo;
2. The ISO two-letter country code for the country that produced the wood packaging material followed by a unique number code;
3. The unique number code is assigned by the country’s National Plant Protection Organization (NPPO) to the producer of the wood packaging material, who is responsible for ensuring appropriate wood is used and properly marked. Therefore, this code allows a trace back to the facility that treated and stamped the WPM; and
4. An abbreviation disclosing the type of treatment (HT for heat treatment or MB for methyl bromide fumigation; Guatemala is approved to use TT in place of HT or BM in place of MB).

Failure to comply with new regulations

Regulated WPM must be properly marked to indicate that it has been either heat treated or treated with methyl bromide. There are three categories under WPM for this enforcement:

1. **UNMARKED:** WPM that is encountered by CBP during the course of inspection and found not bearing the required treat-

ment and markings required under 7 C.F.R. §319.40-3(b)(1) and C.F.R. §319.40-3(b)(2)

2. **INAPPROPRIATELY MARKED:** WPM that is encountered by CPB during the course of inspection and found to be inappropriately marked or illegibly marked is assumed to be untreated by either of the approved methods identified under 7 C.F.R. sec319.40-3(b)(1)
3. **INFESTED:** WPM that is infested with a named pest confirms that the WPM has not been treated in accordance with 7 C.F.R. §319.40-3(b)(1). Named pests are live wood boring pests of the families *Cerambycidae*, *Buprestidae*, *Siricidae*, *Cossidae*, *Curculionidae*, *Platypodidae*, *Sesiidae*, or *Scolytidae*.

Section 319.40-3(b)(3) provides for immediate export of WPM that does not contain the required mark. Marked WPM containing pests in the above mentioned families is considered WPM that has not been treated and marked in accordance with §319.40-3, and shall be immediately exported pursuant to §319.40-3(b)(3). The importer of record, carrier, or bonded custodian is responsible for any costs or changes associated with export.

Assessing penalties

Penalties may be addressed in addition to claims for liquidated damages.

Note: Please direct all future inquiries to New York/Newark Problem Resolution Unit at NY-NWKPROBRES@cpb.dhs.gov

Keyvan Santiago
U.S. Customs and Border Protection
Supervisory Agriculture Specialist
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Baltic States Offer Simple, Transparent Shipping Rules

By Douglas Balchin, Sales Director, Zebra Cargo Sia

Can you stand some good news? International moving into the Baltic States is as simple to arrange as to any other European country, and the documentation requirements are very similar. All of the three Baltic states—Latvia, Lithuania and Estonia—are full members of the European Union.

Our very close neighbor Russia is perhaps the most difficult country locally, to ship into and out of. However, following the regulations and being meticulous in attention to detail ensures that no bad surprises arise. The Baltic states are a traditional transit point for Russia and our staff has long experience in this field. Ensuring smooth and stress free deliveries are the result of planning, checking details with our partners in Russia and waiting for their “green light” before shipping.



“Our mantra is, ‘We don’t know everything, but we know someone who does.’”

—Douglas Balchin

Arcane requirements and regulations do not exist in the Baltic states mainly as a result of Latvia, Estonia and Lithuania gaining independence at the height of the IT boom. Governments, customs, private companies and individuals all embraced the new technology from day one. Joining the EU and embracing their directives ensured that transparent and easy-to-understand regulations are in place.

Fortunately, nightmare shipments are rare. A recent difficulty occurred when a shipment of hunting trophies destined for Azerbaijan came through Riga port. As this shipment needed to transit Russia to reach its final destination, very specific and difficult documentation was required. Our solution was to remove the trophies from the container and airfreight them to the final destination, avoiding the Russian red tape and ensuring a happy customer.

Our procedure to identify potential hurdles in countries where we do business, or are new markets for us, is to contact our partners who have experts in that country for specialist advice. Our mantra is, “We don’t know everything, but we know someone who does.”

We are not free from bureaucratic obstacles but in general following the rules ensures that business is conducted smoothly and in a normal manner.

Unexpected difficulties occur from time to time regardless of the care taken. We ensure that we have open lines of communication with heads of customs, ministries, embassies, ports, shipping lines and chambers of commerce to ensure that our point of view or suggestions are heard and understood.

So if you’re shipping to our part of the world, relax—you can rest assured that the Baltic states are open for business.

We're
always open!



IAM SOCIALCAFÉ »»



What can you do in the IAM Social Café?

- Build an individual profile with a photo or import your LinkedIn profile with just a few clicks. It's that easy!
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- Post a message. Got a question? Your colleagues may have the answer! Click Post a Message to send a question or discussion starter to your colleagues around the world.

Access through www.IAMovers.org or <http://socialcafe.iamovers.org>

The Case of the Vanishing Shipment

By George Cooper, Australian Vanlines

Whenever asked by a client, “How can I confirm my shipment has sailed?” I’ve always told them that once I receive the Bill of Lading this means the vessel has sailed with their shipment on it. After all, you never get a B/L if this is not the case ... right? It was about 12 years ago when what I thought was a foolproof system came crashing down, not once but twice for the same shipment.

It was a private move of a 20-foot container from San Francisco, California, to London, England. The pack and uplift went



“What I thought was a foolproof system came crashing down, not once but twice for the same shipment.”

—George Cooper

without a hitch along with the container meeting the cutoff at the rail for transport down to Houston, Texas. Soon after the vessel departed on time and upon receipt for the B/L, I contacted the client to advise of the sailing and provide the ship line details so they could track the shipment themselves.

Upon confirming the vessel’s arrival into Felixstowe I surprised to hear from the delivery agent asking where the container was. I soon learned that the container was still in the railyard in Houston. I never got a full explanation of how the oversight occurred, but the ship line assured me that once the next vessel departed my client’s container was loaded and on its way. Even upon receipt of the B/L I was not convinced the container was

indeed on board; however, with extra assurance from the line I had no choice but to believe it. After all, what were the odds they’d left the container at the port?

The day after confirming for the second time the shipment’s arrival into Felixstowe, I received a call from the delivery agent advising that the container again was not on board. Surely this was a joke, I thought; but I soon learned there had been an engine fire on the vessel, which then made its way to port in Halifax, Nova Scotia, Canada, for repairs. It offloaded several hundred containers, including my client’s, then commenced its journey after the repairs.

Another round with the ship line ensued. Apparently it is up to the captain of the vessel that containers be taken off the vessel if required for safety purposes. But as before, I never received a full explanation as to why notification of the container being offloaded was not forwarded to me so I could in turn notify my client.

They say that the third time’s the charm, but could this be the case this time? Fortunately, it was. The next vessel the container was loaded on finally arrived; the goods were cleared, and then delivered.

So now, when I’m asked by a client the inevitable question, “How can I confirm that my shipment has sailed?” I explain that once I receive the B/L this means the vessel has sailed with their shipment on it. After all, you never get a B/L if this is not the case ... right?

George Cooper is a CMMB Representative for Oceania (Region 7).



Nightmare Shipments

Shipping to Curaçao and Other Islands of the Dutch Caribbean

By Manuela Carolina, Director of Operations, Caribbean Moving Services N.V.

The Caribbean is the region southeast of the Gulf of Mexico and the U.S. mainland, east of Central America and north of South America. The region—consisting of the Greater Antilles to the north, Lesser Antilles (Leeward Island, Windward Island and Leeward Islands) to the east and south—comprises more than 700 islands, islets, reefs and cays surrounded by the Caribbean Sea, with some bordering the Atlantic Ocean.

The Greater Antilles comprises Cuba, Jamaica, Cayman Islands, Puerto Rico, Haiti and the Dominican Republic.

The Lesser Antilles is the long arc of small islands extending in a north-south direction from the Virgin Islands to Trinidad and then in an east-west direction from Margarita to Aruba of the Northern coast of Venezuela. Trinidad and Tobago, St. Vincent, Barbados and the Dutch Antilles (Curaçao, Aruba, St. Maarten, Bonaire, Saba and St. Eustatius) are some of the countries of the Lesser Antilles.

Each Caribbean nation has its own customs regulations and these are subject to change from time to time, so checking with the local agent well before and right before shipping will ensure smooth handling.

Our location outside the hurricane belt and deep natural harbor has always been the reason why Curaçao has a very important role in the Caribbean economy. While most of the Caribbean islands rely on tourism, Curaçao has an open economy, with tourism, international trade, shipping, refining, storage (oil and bunkering) and international financial services being the most important sectors.

When shipping to Curaçao or one of the other Dutch Caribbean islands, remember that although Curaçao, Aruba and St. Maarten are serviced by the bigger shipping lines, not all of the ports in the region are. The island of Bonaire, for example, is serviced from Willemstad, Curaçao, and the islands Saba and St. Eustatius are serviced from Philipsburg, St. Maarten, by feeders.

The Dutch Caribbean consists of six islands—Curaçao, Aruba and St. Maarten, each a constituent country—while Bonaire, Saba and St. Eustatius are all special municipalities within the Netherlands. Each country and special municipality within the Kingdom has its own custom regulations.

In order to obtain exemption of duties in Curaçao, the applicant must have a resident permit or be in the process of obtaining the permit. While awaiting the permit, the applicant can still import his/her possessions by means of a bank guarantee/deposit.



“Each Caribbean nation has its own customs regulations and these are subject to change from time to time, so checking with the local agent well before and right before shipping will ensure smooth handling.”

—Manuela Carolina

The customs clearance process can be initiated only upon the arrival of the shipment. Once the documents have been delivered to customs it will take about five working days for the shipment to be cleared.

Prior to moving to Aruba the shipper must ensure that a residence permit will be granted to him; otherwise he will have to pay import duties on the shipment. The client must be on the island during the customs procedure, as he/she must appear at Customs in person. The customs clearance process will take about three working days.

St. Maarten is a duty-free island.

When moving to the islands of Bonaire, Saba and St. Eustatius, the applicant must be in possession of the residence permit in order to obtain exemption of duties. If the applicant can request the exemption prior to the arrival of the shipment, this will ensure a swift delivery when it does arrive.

Manuela Carolina is a CMMB Representative for Central & South America and the Caribbean (Region 2).

Disparities among EU Member States Regarding EU Imports of Household Goods

By Gabriela Dimitrova, Head of European Affairs, FEDEMAC

Currently customs clearance varies greatly within the European Union. Despite the fact that the EU has established a customs code with a minimum level of rules to respect, it is clear that the differences in the rules are a cause of concern.

Through the single market and the free movement of goods, imports of household removals coming from countries outside the EU destined to a primary residence within the EU can be cleared for onward delivery to any other EU member state without further customs clearance. This is a relatively straightforward procedure using the standard customs import formalities as per the country of first entry.

However, we currently have disparities whereby some Member States allow for full clearance in the country of first arrival and others are still insisting that consignments be “bonded on” to the EU country of destination for final clearance. The latter makes it an overcomplicated procedure imposing needless bureaucracy and administrative burden, thus creating real limits on the flexibility that businesses need to maintain efficiency, as well as hindering to the movement of consignments between various Member States.

Some harmonization has already occurred with respect to the customs nomenclature, where household goods handled during removals have now their own special custom codes. This change was of great importance for the removals industry as businesses no longer required the use hundreds different codes to describe all the goods they were transporting. The customs nomenclature will be soon revised at EU level, with a change in the current codes but without jeopardizing the successful work FEDEMAC has done in promoting the introduction of these codes.

FEDEMAC has been actively assisting its members in advocating a harmonized and simplified customs system across the EU, with the aim of creating an equal playing field among all Member States. With the current system still facing disparities among EU countries as well as for businesses, FEDEMAC will be closely following any discussions taking place within the European Commission with the aim of advocating the issues that citizens as well businesses face with respect to imports of household goods within the European territory.

New CMMB Reps Named for Regions 2 and 4

Alvaro Stein, managing director of **Decapack**, headquartered in Santiago, Chile, has been appointed to the Core Members Management Board (CMMB) as a representative for Region 2, Central, South America and the Caribbean.

Stein began working at Decapack, a family-owned business, in 2005 and became its managing director in 2010. “I have been attending IAM meetings since 2008 in Hawaii and learning about our industry and about other moving companies around the world,” says Stein. “The global reach of our industry and the strong international network we create are among the things that differentiate us from other industries and it’s what attracts me most.”

His degrees in mathematical engineering and applied economics have prepared him to focus on continuous change and improvement. “This is exactly where I believe my strengths and contributions to our association and our industry could be,” he says.

Stein is active in other industry associations, including LacmaNext, the young professionals group for which he currently serves as a member of the board of directors.

Also named to the CMMB is **Aivars Usans**, with **FF International Movers, Ltd.**, in Latvia. Usans will be a representative for Region 4, Europe.

Usans graduated in 1993 from Riga Technical University with a degree in economics and foreign affairs. That same year, he launched his career in the freight forwarding and shipping business, working at a company with a household goods mov-



Alvaro Stein



Aivars Usans

ing department. “At that time,” he recalls, “only foreigners and diplomats were using moving services as no one else even knew about their existence.”

From 1998 to 2000, Usans had an opportunity to work in Rotterdam, The Netherlands. Then, after returning to his home country, he established the privately owned company FF International Movers, which today is one of the top three moving companies in Latvia, covering the Baltic states (Latvia, Lithuania and Estonia) with extended service throughout the European Union.

Usan’s relationship with IAM began in 2002, when FF International became a Core Member. The company is also member of FEDEMAC, where Usans has served on the board since 2004 and now is that organization’s president.

When Partnering Pays

It was while working in an embassy environment that Eloisa Piermaria came to the realization that there was a real need for a trusted resource for all kinds of advice and services for expats arriving at their new posting. And so she created Easy Diplomacy, a special service agency that can direct clients to the best services available in the market.

It was quite an honor, then, when **Italian Moving Network** was selected by Easy Diplomacy as a recommended provider of removal services for the expatriate community.

Rome-based Italian Moving Network, now 25 years old, counts among its clients corporate and individual accounts as well as diplomatic organizations and embassies. Those in need of services of various types can visit the Easy Diplomacy website (www.easydiplomacy.com) to find what they need to settle into their new home, as well as a means to connect with colleagues within the diplomatic com-



Barbara Savelli

munity. And now, when they search for moving services, they are directed to Easy Diplomacy's recommended provider, Italian Moving Network

IMN International Sales Manager & Partner **Barbara Savelli**, who is also

a CMMB Representative for Europe (Region 4), explains that her company's reputation has grown over the years among expats and embassy administrators. Easy Diplomacy representatives have visited the company's premises and, based on their findings and the experiences of its customers, determined that Italian Moving Network would be featured on its site.

Piermaria noted that Italian Moving Network was chosen as its exclusive supplier for removal services in Italy for its excellent service and because "its work ethic is commendable. All its staff are extremely punctual, professional, and prepared, and able to deal with a wide variety of demands—an aspect that is crucial to our members."

Ms. Savelli feels that this type of partnership benefits not only her company and Easy Diplomacy, but also the clients who seek confidence that they are receiving the best services available, from companies committed to meeting their needs.

ISO Working Group Meets about IAM Standards

For the better part of the past decade, IAM has worked to develop and certify an inventory codification standard as a Global Standard with the International Organization for Standardization (ISO; www.iso.org). This standard codifies information found on the packing lists and inventories that your companies use each day. In the future, this will enable your company to collect and transmit this information far more efficiently than is possible today.

We are one step closer to this goal after meeting on April 24–25 in Washington, DC, for the fourth meeting of the ISO Working Group on Household Goods Shipments. This group has been convened specifically to obtain feedback and consensus from any interested stakeholder affected by the standard. Although these standards were initially developed by IAM, the Association is indebted to the experts who have contributed their time, energy and expertise. Through their deliberation, the original standard has been revised to provide the industry with a solution that is more efficient than the status quo. It has also paved the way for future cooperation on important industry issues where it is necessary to bring together representatives from around the world to work to identify solutions.

Present at the April meeting were the following:

- **Dr. Ellen Troska** of the German Association of Movers (AMÖ). She represents the German National Standards Body as an expert and serves as the Working Group Convenor.
- **Mr. Brian Limperopulos** of the International Association of Movers (IAM). He represents the American National Standards Body as an expert and serves as the Working Group Secretary.
- **Mr. Terry Head** of the International Association of Movers (IAM). He represents the American National Standards Body as an expert.
- **Mr. Katsumasa Ishiyama** of Nippon Express. He represents the Japanese National Standards Body as an expert
- **Mr. Rajeev Jain** of Red Sky Mobility Solutions. He represents the American National Standards Body as an expert.
- **Mr. Freddy Paxton** of Paxton International and the International Federation of International Movers (FIDI). He represents the American National Standards Body as an expert.
- **Mr. Boris Populoh** of Willis Relocation Risk Group. He represents the American National Standards Body as an expert.
- **Mr. Frank Schafer** of Spangenberg GmbH & Co. KG, L. and the German Association of Movers (AMÖ). He represents the German National Standards Body as an expert.
- **Mr. Chris Wayment** of Quality Service Standards and the British Association of Removers (BAR). He represents the British National Standards Body as an expert.

The agenda of this meeting focused on achieving consensus on the entire text of the codification standard. Once the revisions agreed upon by the Working Group are incorporated into the draft of the standard, it will be distributed to all National Standards Bodies for their review and comment. If you have an interest in reviewing this document and providing feedback, you must engage with your National Standards Body for the specific Technical Committee in which this work is being conducted. To identify your National Standards Body and its contact information, consult the list on the ISO website (<http://bit.ly/QMDHwO>).

This inventory standard was initially part of a larger standard that was accredited as an American National Standard in 2010. Based on the recommendation of the Working Group, that standard has since been separated into the inventory standard referenced above and one that specifies a recommended format for the exchange of inventory information between moving companies and their external partners. This latter document will provide guidance on how companies and industry technology providers may utilize the inventory standard in an electronic inventory environment.

Please direct questions on this issue to IAM Programs Manager Brian Limperopulos at brianl@iamovers.org.

IAM to Launch Mentor Match Program in June 2014



IAM soon will unveil a new program to elevate the competence, professionalism and success of moving, relocation, forwarding and logistics industry professionals through positive mentoring relationships. Through IAM Mentor Match, employees of member companies will have an opportunity to connect, as a mentor or as a protégé, to give or seek professional advice and guidance, and enhance leadership skills in pursuit of their professional development goals.

How does it work? Read below for details on the program and how to sign up.

Who are the mentors and protégés?

In this program, mentors and protégés are employees of IAM member companies who want to connect with and learn from moving, relocation, forwarding and logistics industry insiders. Mentors are professionals who want to share their skills, knowledge and expertise in one or more areas of the business to help others become more successful in their chosen careers. Mentor Match protégés are industry professionals who want to expand their knowledge in certain areas and/or learn specific skills, while also receiving guidance toward achieving their professional development goals.

How are mentors and protégés selected?

Interested mentors and protégés sign up through the IAM Mentor Match online site and are matched based on factors such as career

aspirations and interests, and skills and abilities sought. Mentors and protégés are male or female, of all age groups, and may be working in any part of the world.

How do I get started on Mentor Match?

Mentor Match is an online networking and career development tool. You can sign up as a mentor or protégé, then select the topics you wish to mentor or be mentored in (i.e., project management, claims/insurance, sales/marketing, human resources, and more), how you would like to connect (telephone, email, etc.), language(s) you speak, the region where you are located, and more. Next, you search the database to find your mentor matches.

Is there a fee associated with using Mentor Match?

Mentor Match is a benefit of IAM membership and is available only to employees of IAM member companies. There is no fee to use this resource.

To learn more about this program or to become a mentor or protégé, go to the Mentor Match page on the IAM website (<http://bit.ly/1nolhyl>) and login to your IAM Social Café profile. Or contact the IAM Member Services Coordinator Ms. Ayana Singhateh, at ayana.singhateh@iamovers.org.

A screenshot of the IAM Social Café website. The top navigation bar includes links for 'IAMovers.org', 'Search', 'Admin', 'Contact Us', 'Code of Conduct', and 'Mobile'. The main header features the 'IAMSOCIALCAFÉ' logo and a user profile for 'Carl' with options for 'Profile', 'Communities', and 'Logout'. Below the header is a navigation menu with 'HOME', 'MY PROFILE', 'DIRECTORY', 'COMMUNITIES', 'EVENTS', 'GLOSSARY', 'PARTICIPATE', 'MENTORING', and 'HELP'. A search bar is located on the right. The main content area is titled 'About Mentor Match' and contains text describing the program. To the right of the text is the 'IAM MENTOR MATCH' logo. At the bottom, there is a footer with a grid of links for various site features like 'My Profile', 'Directory', 'Communities', 'Events', 'Glossary', 'Participate', 'Mentoring', and 'Help'.

IAM-YP Call for Nominations

We are now accepting nominations for IAM-YP Chair and Vice-Chair positions.

The IAM-YP Chair has the following responsibilities:

- Non-voting member of the IAM Executive Committee
- Appoints the IAM-YP Management Board and IAM-YP committees with approval from the IAM President
- Works closely with IAM-YP Management Board and IAM-YP Committees to accomplish the projects identified as important to the ongoing success of the IAM-YP

The Vice-Chair supports the Chair in each of these efforts.

The Chair and Vice-Chair are both elected to two-year terms and serve on the Alan F. Wohlstetter Scholarship Fund Board of Directors.

We will conduct elections for IAM-YP Chair and Vice-Chair beginning on **July 15, 2014**. If you would like to run for either of these positions or wish to nominate someone to do so, please notify IAM Membership Services Coordinator, Ms. Ayana Singhateh, at ayana.singhateh@iamovers.org by June 15, 2014.



IAM-YP Annual Meeting Schedule of Events*

Team-Building Event

Tuesday, October 7, 11 a.m.–2 p.m.

Welcome Reception

Tuesday, October 7, 5:30 p.m.–7 p.m.

Membership Meeting

Wednesday, October 8, 3:15 p.m.–4:30 p.m.

Mentor Meet-Up

Thursday, October 9, 10:30 a.m.–12 noon

YP Social Mixer—ICEBAR

Thursday, October 9, 9 p.m.–2:00 a.m.

**NOTE: This is a tentative schedule and subject to change.*

Future YPs ...?

Two YPs recently welcomed babies into their families.

Kim Stoute, director at **Michael Greaves Associates (Barbados) Inc.**, and her husband, Dale Stoute, announced the birth of their daughter, Dominique Sarai Stoute, on February 10.

On September 27, 2013, **Asiatic Trans-Pacific** General Manager **Brian Goldstein** and his wife, Chie, welcomed a son, Kaisei Jean Goldstein.



Dominique Sarai Stoute



Kaisei Jean Goldstein

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:

Platinum (\$5,000 or more)

AARE Logistics, LLC
Crown Worldwide Holdings Ltd.
Deseret Forwarding International, Inc.
Gridiron Forwarding Company, Inc.
National Forwarding Co., Inc.
Walter E. and Alicejo P. Saubert
(in honor of the lifetime
commitment of David P. Beere)
Vancouver Convention Center

Gold (\$2,500–\$4,999)

Cartwright International
Van Lines, Inc.
Daycos, Inc.
Deseret Forwarding International
DeWitt Transportation Services
of Guam
GovLog, N.V.
Paxton Companies
Republic Moving and Storage
Company
Roiatti International Moving Italy
(in memory of Alessio Prodocimo)
Crown Worldwide
(in memory of James Thompson Sr.)
Wagler Integrated Logistics, LLC

Silver (\$1,000–\$2,499)

ABBA International Inc.
Adele Forwarding Ltd.
Aloha Worldwide Forwarders, Inc.
Arrowpack International
Arpin International Group, Inc.

Atlas World Group International
Blonde International, Inc.
Carlyle Van Lines, Inc.
Coleman World Group
Crystal Forwarding, Inc.
Executive Relocation International, Inc.
Executive Moving Systems Inc.
Foremost Forwarders, Inc.
Gateways International, Inc.
Global Transportation Services, Inc.
Graebel Movers International Inc.
Terry R. Head
Hidden Valley Moving & Storage, Inc.
Jet Forwarding, Inc.
Lynden Transport
Morrissette Family Foundation
Nilson Van & Storage
Pac Global Insurance Brokerage
Priority Moving, Inc.
Secor Group/Security Moving & Storage
Southwest Port Services Inc.
Stevens Forwarders, Inc.
The Pasha Group
Trans-Atlantic American Flag Liner
Operators
True North Relocation, LLC
Victory Van Corp.
Wagler Integrated Logistics
Westpac International

Bronze (\$500–\$999)

AAA Systems, Inc.
Affiliated Transportation Systems, Inc.
Allstates Worldwide Movers Inc.

Aloha International Moving
Services, Inc.
Andrews Forwarders, Inc.
Claims Adjustment Technology, LLC
(in honor of Sandra Rowe Maier)
Classic Forwarding, Inc.
Richard & Judith Curry
(in memory of Cal Stein)
First Enterprise Forwarding, Inc.
Gulf Agency Company
Pan American International Movers
Pearl Forwarding, Inc.
R.D. Simmons & Associates, Inc.
Sourdough Transfer, Inc.
Total Military Management, Inc.
Westpac International, Inc.
Wonjin Transportation Co., Ltd.

In Kind or Other

Claims Adjustment Technology, LLC
(in honor of Jan Moore)
Albert Moving & Storage
Joyce Stanley Batipps
(in memory of Gregory Raven Batipps)
Bay Area Movers, Inc.
Katrina Blackwell
Evergreen Forwarding, Inc.
*D. Finke
Terry R. Head
Republic Moving & Storage
John and Dana Rotticci



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

Join this prestigious list of contributors by sending your contribution TODAY! For more information on how to donate, please go to www.IAMovers.org and click on Affiliate Groups. Make checks payable to **Alan F. Wohlstetter Scholarship Fund**.

Alan F. Wohlstetter Scholarship Fund

5904 Richmond Highway, Suite 404 • Alexandria, VA 22303
Phone: (703) 317-9950 • Fax: (703) 317-9960

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

Going to College?

Apply to IAM for tuition assistance anywhere in the world!



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

The Alan F. Wohlstetter Scholarship Fund awards scholarships to assist the employees of IAM member companies and their dependents with college tuition.

This benefit is also available to Student Members of IAM.

The deadline for submitting applications is May 1.

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

The AFWSF board selects recipients based on the merit of each applicant.

For more information on eligibility, requirements,
and application instructions, go to

www.IAMovers.org

click on **Affiliate Groups**



Bliss Visits KLM in Amsterdam

In March Amsterdam hosted the 3rd IPATA EU Regional Meeting. This year's event was organized by Bliss Pet Services and **Bliss Moving & Logistics** CEO **Francesco Argirò**, the newly elected Regional Director of the association. The Regional Meeting drew many attendees and earned an extremely positive outcome.

During the gathering, the attendees were able to visit the KLM Animal Hotel in Schipol airport (where all pets transiting through or staying overnight in Amsterdam are transferred upon arrival) and the hangar where aircraft are parked for maintenance, giving them an opportunity to look inside the aircraft holds.

“The visit was really interesting. Being directly in touch with the airlines is such a great opportunity to increase the expertise for all the professionals of this industry who plan shipments by air very often,” said Argirò, who is an IAM-YP member. “I was pleasantly surprised by such a great attendance to this event. There was a very good mix of young employees and more experienced professionals and I loved the energy and the enthusiasm of this group of people! The conference not only offered great content for pet shippers, but also saw the participation of special guests such as veterinarians and airlines managers. This gave all of us the opportunity to see with our own eyes the aircrafts and the facilities of KLM, one of the most important air carriers worldwide.”



Francesco Argirò and Annamaria Mannozi of Bliss, checking out the cockpit of a plane during their visit to KLM in March

U.S. Customs and Border Protection to Hire 2,000

At a time of federal downsizing, the U.S. Customs and Border Protection website is displaying a prominent “Now Hiring” notice, part of a push to recruit 2,000 officers to be stationed at air, land and sea ports nationwide.

The new officers, approved as part of the Homeland Security Department’s fiscal 2014 appropriation, will be assigned to 44 ports in 18 states. Locations include New York; Los Angeles; Detroit; Buffalo, New York; Houston; Dallas; Chicago; Las Vegas; Laredo, Texas; Nogales, Arizona; and New Orleans.

CBP officers are required to wear uniforms and carry firearms as they fulfill duties in inspection; passenger and cargo analysis; and examination and law enforcement activities related to the arrival and departure of travelers, merchandise and conveyances such as cars, trucks, aircraft and ships at U.S. ports of entry, the agency said.

A January House summary put the CBP’s current appropriation at \$10.6 billion, an increase of \$110.6 million above the fiscal 2013 level. “This funding will allow for the highest operational force levels in history—21,370 Border Patrol agents and 23,775 CBP officers—including an increase of 2,000 additional CBP officers slated for the nation’s busiest ports of entry,” it said. “The amount includes increases for CBP’s threat-targeting systems for needed improvements identified following the Boston

Marathon attacks, such as enhancements to aid the identification of known and suspected terrorists and criminals.”

But the National Treasury Employees Union, which represents CBP, argues Congress needs to do more to protect the borders. At an April 8 hearing of the House Homeland Security Border and Maritime Security Subcommittee, NTEU President Colleen Kelley called for a hike in customs and immigration user fees to bring the total number of CBP officers to 25,775.

“If Congress is serious about job creation,” she said “then Congress should support enactment of legislation that increases [user fees] by \$2 each and adjusts those fees annually to inflation.”

SOURCE: govexec.com

Note to Members: IAM has been given authorization by CBP to provide an **Automated Confidentiality Request Form** on the association’s website so that IAM member companies and your clients can more efficiently request confidentiality of personal information. The form can be found here: <http://bit.ly/REIgKs>

It is important to circulate this information to your entire office and include it in your advice and guidance to clients who are either moving to or from the United States.



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

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

Preferred Vendors

USA Outbound Commercial HHG: FCL & LCL

Mallory Alexander International Logistics
+1 (502) 327-7776
www.mallorygroup.com
Contact: Theresa Walker
theresaw@mallorygroup.com

Direct Container Line / Vanguard Logistics
+1 (847) 238-5029
www.dcl-global.com
Contact: Steven Leff
stevenleff@theleffgroup.com
(502) 468-2575

S.E.A. Corp.
+1 (704) 732-6063
www.seacorpnc.com
Contact: Sheena Kiser
rates@seacorpnc.com
bookings@seacorpnc.com

For U.S. Military HHG to/from from the UK and North Europe

North Atlantic Services
+32 (0)3 360 78 21
www.nas.gosselingroup.eu
Contact: Patrick Vercauteren
patrickv@north-atlantic-services.com

Pasha International
+1 (415) 927-6439
www.pashagroup.com
Contact: Mike Connolly
Mike_Connolly@Pashanet.com

For U.S. Military or Government HHGs Port to Port to/from Pacific Rim

SEACO Shipping SA
Contact: Patrick Vercauteren
Patrickv@north-atlantic-services.com
Contact: Mike Connolly
Mike_Connolly@pashanet.com

ISA Members are eligible to earn an annual patronage dividend. For information or to join ISA, go to www.IAMovers.org, click on Affiliate Groups

(tentative)

Schedule-at-a-Glance

TUESDAY OCTOBER 7, 2014	WEDNESDAY OCTOBER 8, 2014	THURSDAY OCTOBER 9, 2014	FRIDAY OCTOBER 10, 2014
<p>10:00am–6:00pm Registration Open</p> <p>2:00pm–5:00pm Network Central and Exhibits Open</p>	<p>7:30am–5:00pm Registration Open</p> <p>10:00am–5:00pm Network Central and Exhibits Open</p>	<p>7:30am–5:00pm Registration Open</p> <p>9:00am–5:00pm Network Central and Exhibits Open</p>	<p>7:30am–12:00 Noon Registration Open</p> <p>8:00am–11:00am Network Central and Exhibits Open</p>
<p>7:30am–11:30am Exhibitor Set-up</p> <p>8:30am–10:30am CMMB/YPMB/EXCOM Breakfast Meeting</p> <p>10:30am–11:30am KNOWLEDGE LAB</p> <p>11:00am–1:00pm Executive Committee Meeting</p> <p>11:00am–2:00pm IAM – YP Team Building</p> <p>1:00pm–2:30pm Executive Committee Meeting Luncheon</p> <p>2:30pm–4:30pm Executive Committee Meeting</p> <p>3:00pm–4:00pm IAM-YP Board Meeting</p> <p>3:00pm–4:00pm KNOWLEDGE LAB</p> <p>5:30pm–7:00pm IAM-YP Welcome Reception</p> <p>6:00pm–7:00pm New Members, First Time Attendees & Special Guests Reception</p> <p>7:00pm–9:00pm Opening Reception</p> <p>9:00pm–12:00 Midnight AFWSF Casino Night "HOT HAVANA NIGHTS" <i>Additional Ticket Required</i></p>	<p>8:00am–10:00am IAM Membership Breakfast Hall of Honor Inductions AFW Scholarship Fund Recognitions Terry Head: <i>State of IAM Address</i></p> <p>10:30am–11:30am Hall of Honor Selection Committee Business Session</p> <p>10:30pm–11:30pm  Excited About Apps</p> <p>11:30am–1:00pm ISA Board Meeting and Luncheon</p> <p>11:30am–12:30pm Exhibitors' Cocktail Reception</p> <p>1:00pm–3:00pm Core Membership Meeting</p> <p>3:00pm–4:00pm KNOWLEDGE LAB</p> <p>3:15pm–4:30pm IAM-YP Members Meeting</p> <p>4:00pm–5:00pm  Ladies in Moving (LIMA) Business Meeting</p> <p>5:00pm–6:00pm Ladies in Moving (LIMA) Networking Reception</p> <p><i>Free Evening- There will be no scheduled IAM events this evening</i></p>	<p>7:30am–8:30am AFW Scholarship Board Breakfast</p> <p>7:30am–9:30am Buffet Breakfast</p> <p>8:30am–10:30am Claims Panel</p> <p>10:30am–12:00 Noon  "Mentor Match Meetup"</p> <p>11:00am–12:00 Noon ISA Membership Meeting</p> <p>12:00 Noon–12:30pm ISA Board Meeting</p> <p>12:00 Noon–1:00pm Buffet Lunch in the Exhibit Hall</p> <p>1:30pm–3:30pm Military and Government Affairs Panel</p> <p>4:00pm–5:00pm KNOWLEDGE LAB</p> <p>4:00pm–5:30pm IAM Logistics Network Business Session</p> <p>9:00pm–11:30pm IAM-YP Social Mixer IAM-YP Members Only-Offsite</p> <p><i>Free Evening- There will be no scheduled IAM events this evening</i></p>	<p>7:30am–9:00am Ethics Council Breakfast <i>(IAM Members Ethics Council only)</i></p> <p>8:00am–11:00am Breakfast with Exhibitors</p> <p>9:00am–12:00pm Governing Membership Meeting</p> <p>11:00am –12:00pm Exhibit Teardown</p> <p>1:30pm–4:00pm Special Session</p> <p>6:30pm–7:30pm Closing Reception</p> <p>7:30pm–9:30pm Closing Dinner and Entertainment</p> <p>9:30pm–11:30pm Post Dinner Entertainment & Dancing</p>

What Lies Ahead for DPS

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

It been almost eight years, but I can clearly remember sitting in the basement of SRA International in Fair Oaks, Virginia, and getting my first look at the Defense Personal Property System (DPS). A large group of industry and Department of Defense (DoD) stakeholders participated in this unveiling. SRA had been awarded the contract to develop DPS almost two years before the meeting and though we still weren't able to see a fully functional system, we did get our first peek at DPS 1.0.

During two days of meetings the attendees were able to see digital screenshots of the different DPS modules and how the system was envisioned to work. We had an opportunity to discuss the proposed functionality and the user roles within the system and, we thought most importantly, were able to provide feedback regarding the key functionalities that each group wanted to see added to the system. For the industry participants, the top item on their wish list of system enhancements was what was termed a "two-way interface." The industry wanted the ability to move data electronically from DPS into their systems and out of their systems into DPS. DPS was supposed to be a state-of-the-art system, but for some reason this functionality had been left out of DPS 1.0. We were promised by all of the individuals in charge of the system at that time that our needs had been heard and that they would do everything in their power to ensure that DPS would have the capability to move data in an automated fashion in short order.

It's 2014 and DPS still doesn't have the functionality that industry clamored for many years ago.

The household goods industry comprises a huge number of assiduous individuals and to fill the gap left by the lack of a two-way interface a number of companies stepped up to fill the void. Companies knew they needed a way to move data in an automated fashion and they either developed their own product or procured a system built by one of the innovative companies that worked alongside the industry. These innovators helped fill the gap and allowed the Defense Personal Property Program (DP3) and DPS to continue to move forward.

However, there is still a cry from most of the industry for the continued maturation of DPS, and one of the key functionalities that they are still looking forward to is a true two-way interface. Last October U.S. Transportation Command (USTC) awarded a new contract for the sustainment and further development of DPS to CACI, a well-known defense contractor. That contract calls for a full DPS architecture overhaul, which should allow the system to support many of the enhancements that both the industry and the military services have been calling for but that the old architecture was not able to support.

At the latest Personal Property Forum (PPF), held April 2 near Scott Air Force Base, Illinois, the program manager for the DPS Program Office, Lt Col Gina Prevett, briefed the attendees on the most current timeline for DPS enhancements. The first step will be an overhaul of the current DPS architecture and move to a structure based on a "WebMethods" software suite. This product is designed to make application integration much easier than the previous DPS architecture. Once that is fully implemented, the true system enhancements are scheduled to begin.

The notional timeline ("notional"—or estimated—being the key word) for enhancements is currently:

- Document Imaging Part 1—3rd Quarter FY15
- Document Imaging Part 2, Web Services for TSP Data Transfer (type of two-way interface)—4th Quarter FY15
- Claims Module Redesign—1st quarter FY16
- Digital Signature—4th Quarter FY17

These enhancements, along with a number of other added features, are part of an aggressive timeline for upgrades to DPS. The "Web Services for TSP Data Transfer" is obviously the most interesting to the industry, but the ability to image documents and then store them in DPS is also a major upgrade.

Whether the DPS contractor will be able to achieve these system enhancements as laid out in the current timeline remains to be seen. But at least we know that some of the systems enhancements the industry has been seeking for almost the last decade are part of the new contract and will eventually become a reality. It has been a long time coming.

States Are Fighting Back Against This Burdensome Law

Lawmakers from Hawaii, Alaska, Puerto Rico and Guam are teaming up to pressure the U.S. government for relief from a maritime law passed in the 1920s.

The Jones Act was designed to protect the domestic shipping industry. It states that only ships made in the U.S. and flying the country's flags can deliver goods between U.S. ports. That means that a cargo ship filled with goods from China can only make one stop in the U.S. at a time. It can't stop in Hawaii to exchange goods before heading to Los Angeles.

Hawaii State Sen. Sam Slom says the law punishes the people of Alaska, Puerto Rico, Guam and Hawaii with high costs of living. Representatives from the affected states and territories met in a videoconference recently.

"All of our areas are specifically impacted by the Jones Act," Slom said. "It is now known that the Hawaiian cost of living, primarily because of our additional shipping cost and because of the Jones Act, are now 49 percent higher than the U.S. mainland. And this is becoming unbearable. It's difficult for individuals. It's difficult for families. It's difficult for small businesses as well.

Slom is part of a bipartisan group of Hawaii lawmakers pushing Congress to reconsider the Jones Act or to consider a waiver for noncontiguous states and territories. Slom said it costs about \$790 to

ship a 40-foot container from Los Angeles to Shanghai, but it costs \$8,700 to ship the same container from Los Angeles to Honolulu.

Alaskan lawmakers have made a similar request to Congress, but the state hasn't yet seen results, said Alaska state Sen. Fred Dyson. Like Hawaii, the state brings in most of its goods by ship or airplane. Most of Alaska's goods move along the coast, and freight rates would be drastically reduced if the state could use foreign ships, Dyson said.

The American Maritime Partnership, a coalition that represents vessel owners and operators, unions, equipment yards and vendors, says the Jones Act is critical for economic and security reasons. It says the domestic maritime industry is responsible for nearly 500,000 jobs and more than \$100 billion in annual economic output.

The Puerto Rico Senate passed a resolution calling for an investigation of the economic impact of the Jones Act. Studies by the World Economic Forum and Federal Reserve Bank in New York have concluded that the Jones Act hinders economic development in the commonwealth, Puerto Rico Sen. Rossana Lopez Leon said. "If we truly want to create jobs and boost our economic development, we need to eliminate the implementation of the Jones Act in Puerto Rico," Lopez Leon said.

The territory of Guam is currently exempt from the Jones Act, but because natural shipping lanes pass through Honolulu the law affects Guam. Rep. Gene Ward (R-HI) of Hawaii said the state isn't asking for much, just a waiver from the rules. "Having something made, flagged, and owned by America is obsolete," said Ward.

The cost of building ships in the U.S. is five times higher than constructing comparable ships in Japan and South Korea, said Michael Hansen, president of the Hawaii Shipper's Council, an association that represents the interest of cargo owners. There also are far fewer ships built in the U.S. than abroad.

"The extraordinarily high cost of shipbuilding and the artificial shortage or commercial ships in the U.S. creates a narrow and highly concentrated domestic shipping market," Hansen said.

The group agreed to stay in touch and meet again to coordinate efforts. "The general population is utterly ignorant of either the Jones Act or its implications for us," Dyson said. "We have a job to do to explain what the savings would be."

SOURCE: Huffingtonpost.com

UAE Customs: Not So Scary If You Follow the Basics

By Abhilash Nair, Manager Removal Division, ISS Worldwide Movers

Of all the customs bureaucracies around the world, one of the easiest and fastest to navigate is in the United Arab Emirates. As a duty-free country for used personal effects, compared to other parts of world it's much more user-friendly. Here are a few things you need to know:

- **Importing pork products and pornography into the UAE is illegal.** Videos, books and magazines may be subject to scrutiny and may be censored.
- **Weapons and related equipment** such as ammunition, body protection, cleaning kits, gun belts, etc., however small the quantity and whatever the purpose, all require permission before entering or transiting the UAE.
- **Technical equipment** like satellite phones, listening or recording devices, radio transmitters, powerful cameras or binoculars may require a license for use in the UAE.
- **Items of personal use and used household items** brought into the country will be exempted from customs tax and duties after being checked by the customs inspectors. However, a 5 percent customs tax will be imposed on goods if found by the customs inspectors to be in commercial quantities.
- **Import documents needed:** Passport copy, residency visa copy, a written list of the imported goods.
- **New and secondhand vehicles:** You can import new or used cars according to the import requirements but the following documents need to be provided if the vehicles are brought to the country by a shipping company: invoice, the packing list, bill of lading, passport copy. If the cars are imported by individuals, the a copy of the passport and invoice are required. The imported vehicles will be checked and evaluated by the customs inspectors and customs tax of 5 percent will be imposed on the total assessed value of each car.

If you're visiting the UAE or even just passing through a UAE airport, here are a few other things you need to know:

- **Drugs:** There is zero tolerance for



Abhilash Nair

drugs-related offenses. The penalties for drug trafficking, smuggling and possession of even residual amounts of drugs are severe. Possession of even the smallest amount of illegal drugs can lead to a minimum four-year jail sentence. The presence of drugs in the blood stream counts as possession. You should take care over the import of prescription drugs, some over-the-counter drugs and certain substances known as herbal highs, which can include synthetic cannabinoids.

Many people lay over in UAE airports on their way to other destinations. UAE airports have excellent technology and security, so transiting passengers carrying even residual amounts of drugs are arrested.

- **Local laws and customs:** Ensure that your actions don't offend, especially during the holy month of Ramadan or if you intend to visit religious areas. There may be serious penalties for doing something that might not be illegal in other countries. You are strongly advised to familiarize yourself with, and respect, local laws and customs.
- **Alcohol:** Non-Muslim residents can get a liquor license to drink alcohol at home. These licenses are valid only in the Emirate that issued the license. Residents must also get a permit to be able to drink in licensed venues. Passengers in transit through the UAE under the influence of alcohol may be arrested.
- **Electronic cigarettes are illegal** in the UAE and are likely to be confiscated at the border.
- **Dress code:** Women should dress modestly when in public areas like shopping malls. Clothes should cover the tops of the arms and legs, and underwear should not be visible. Swimming attire should be worn only on beaches or at swimming pools.
- **Hotels:** It is normal practice for hotels to take a photocopy of your passport or other ID.
- **Offensive behavior:** Swearing or making rude gestures is considered an obscene act and offenders can be jailed or deported. Take particular care when dealing with the police and other officials. Public displays of affection are frowned upon, and there have been several arrests for kissing in public. Cross-dressing is illegal
- **Relationships outside marriage:** Sex outside of marriage and homosexual relationships are illegal. Problems will be encountered if an unmarried woman gives birth in the UAE. To get a birth certificate from the UAE authorities, you must provide a marriage certificate. The registration authorities may compare the date of the marriage against the date of birth. It is against the law to live together or to share the same hotel room with someone of the opposite sex to whom you are not married or closely related.
- **Buying property:** If you want to buy property in the UAE, you should seek appropriate professional advice.
- **Financial crimes,** including fraud, bouncing checks and nonpayment of bills (including hotel bills) can often result in imprisonment and/or a fine. Bank accounts and other assets can also be frozen. Bail is generally not available to non-residents of the UAE who are arrested for financial crimes. Those convicted will not generally be released from jail until the debt is paid or waived.
- **Photography of certain government buildings** and military installations is not allowed. Don't photograph people without their permission. Men have been arrested for photographing women on beaches. Hobbies like bird watching and plane spotting may be misunderstood, particularly near military sites, government buildings and airports.

Moving Industry Perspective from India

By N. Srinivasan, General Manager South India, Santa Fe Moving Services Pvt Ltd

India has been one of the most vibrant countries for many years now, having been recognized by many experts decade after decade for its potential as an economic powerhouse of the future. It seems that the country is finally beginning to fulfill some of that potential, which, in turn, is attracting the attention of expats from around the world.

Today India is well positioned to emerge as a global manufacturing hub. Several multinational companies from diverse industries have shown growing interest in setting up world-class manufacturing facilities in India to cater to the domestic market as well as the export market. The Indian automotive industry is well on its way to being one of the world's major automobile manufacturing hubs.

As a result, the logistics sector in India has become an area of priority. This large volume of traffic has provided for growth opportunities in all facets of logistics, including domestic and international moving services.

International opportunities

The trend today is that Indian managers with global exposure are making their way back into India to head operations there.

On the other hand, according to human resource experts, Indian managers are also open to the prospect of working abroad, prompting their international headquarters to pick them up at the opportune time.

According to research from the University of St. Gallen in Switzerland, Indian executives are inclined toward participative management and building meaningful relationships with subordinates. "The leadership style traditionally employed in India fostered an emotional bond between superiors and subordinates," the study notes. It is one of the reasons why Indian managers are a top draw for global companies.

With the appointment of Satya Nadella as chief executive officer, Microsoft has joined a growing club of multinational corporations run by India-born managers. The list includes Deutsche Bank, MasterCard, Adobe Systems, Diageo, Reckitt Benckiser and Global Foundries. Therefore, the flow of workers into and out of India reflects a community not only of expats but also of Indian citizens.

Domestic opportunities

Currently India's logistics sector is valued at around US\$125 billion and is projected to cross the US\$200 billion mark by 2020. The projection is based on the significant expansion scope of industries like banking, auto, pharmaceuticals, retail, engineering goods, chemicals, gems and jewelry, and manufacturing in India. This augurs well for the domestic moving industry, as these companies are likely to continue hiring new resources and moving their internal talent as and where required.

There is likely to be an intense global race for foreign investments in India. The reform in the FDI (foreign domestic investment) regime has provided simplified procedures and policies, with foreign investors facing fewer restrictions—an added advantage in garnering maximum FDI.

The growth opportunities can successfully be translated into profitable business and delighted customers when supported by better infrastructure facilities coupled with simplification of complex government regulatory compliance and better adoption and utilization of technology. The government is fully aware of the requirements and has been making efforts in that direction.

To bottom line: The future of the moving industry in India is very bright and we are sure to witness exponential growth in the coming years.

Forward-Thinking Companies Link Talent Management with Global Mobility

With organizations anticipating growth in assignment activity over the next 12 months, attention is likely to turn to how to supply the demand for candidates. It therefore makes sense that global mobility goes hand-in-hand with talent management.

In fact, the *Global Mobility Survey 2014*—the world's largest study of global mobility professionals with 1,269 respondents from around the world—reports that half of companies (47 percent) are already starting to make this a reality by linking their global mobility programs to talent management.

Companies that are linking their Global Mobility with Talent Management are most likely to be able to deal with increased demands in assignment activity and to deliver results back to the business than companies that do not link the two.

Of those companies that link talent and mobility, more than a third (36 percent) are able to draw assignees from a talent pipeline versus only 15 percent of those without links to talent management.

This makes a dramatic difference in the effectiveness of each assignment and the way that business is able to perform, notes Global Mobility Survey Research Editor Mike Brazier. Having a



well-managed talent program and linking it with your global mobility program means that your business can be highly effective in identifying skills requirements, build its talent pool and have assignment-ready employees ready to meet the demands of your business.

The 2014 Global Mobility Report investigates the linking of talent and global mobility along with a commentary from an expert panel of highly respected global mobility commentators on best practices for setting up a talent management program that is correctly aligned with Global Mobility.

Visit www.globalmobilitysurvey.com to request a copy of the report and gain access to an interactive Web portal that allows you to explore the results.

Most People Skim. Few Read Deep.

Watch your own behavior the next time you pick up the newspaper.

You browse first. If you find something of interest, then you start reading. And even then, you often read no more than a paragraph or two before jumping to another story.

When your newsletter arrives, first they browse: skim a few headlines, look at the photos, maybe read a caption, to see if anything's of interest. If nothing is, they put it aside, likely never to return. If there's nothing of interest in your "browser level" (see below), you've wasted your time and money.

Don't expect readers to read deep, because most of them won't. Instead of saying, "When people read our newsletter ...," start saying, "When people skim our newsletter, this is what they will learn."

What readers look at

Siegfried Vögele, dean of the Institute of Direct Marketing in Munich, Germany, electrified the direct marketing industry when he introduced his eye-motion research in the 1980s.

Vögele used cameras to observe the human eye as it encountered a fresh printed page. He confirmed that our eyes tend to look first at the biggest splashes of ink (photos, headlines) and then at briefer, bolder things (captions, bullet lists, three-word paragraphs). Long copy—articles and such—is ignored until last.

A decade later, Drs. Mario Garcia and Pegie Stark Adam conducted the first

Poynter Institute study using eye-tracking equipment. Their findings reinforced Vögele's:

- **Photos attracted attention.** Color photos were viewed as often as black and white. Color was a powerful tool that pulled the eye toward various parts of a page, especially when readers viewed two facing pages.
- **Eyes followed a common pattern of navigation.** The majority of readers entered all pages through the dominant photo or illustration, then traveled to the dominant headline, then to teasers and cutlines [captions], and finally to text.
- **Teasers [pull quotes] accompanied by visuals** received far more attention than text-only teasers.
- **Two facing pages were viewed as one.** When viewing two inside facing pages, readers entered the pages on the right-hand side and traveled immediately left. Readers viewed a two-page spread as if it were one single unit.
- **Readers love color.** The majority of participants said they read more of the text on a colorful page, though, in fact, many had not. Color also gave readers the illusion that there was more information than appeared on the pages.
- **Images (photos and graphics) were viewed more than text.** Photos and artwork were looked at the most, followed by headlines and advertising,

then briefs and cutlines. Text was read the least.

In time, these findings may change, as print media give ground to digital media. But not until the Baby Boom is history, at the soonest.

Why what you put on your "skimming level" is so important

It's safe to say that no more than 20 percent of your so-called "readers" will ever penetrate much beyond the first sentence of any given article.

What are the other 80 percent doing? They're skimming. They're looking briefly at your "skimming level," comprising

- photos and illustrations
- headlines and decks
- pull quotes (also called "teasers")
- captions (also called "cutlines")
- bullet lists

In other words, they're looking at anything that's easy and quick to read.

Successful publications are built backward from the needs and wants of their target audiences.

And where will those messages and sentiments have the best chance of penetrating the largest number of "reader" brains? NOT in lengthy articles. Any message you hope to get across MUST be in the bigger, bolder, briefer bits (headlines, pull quotes, captions)—the parts that people habitually skim.

SOURCE: Excerpted from Making Money with Donor Newsletters

Serving UK Military Members with Agility

By Joyce Dexter, Portal Editor

In 2010, when Britain's Ministry of Defense (MOD) first entrusted **Agility** with handling its moving requirements, the company was a relative unknown in that country. The company is a large global logistics firm comprising a large group of freight forwarder companies with several divisions worldwide.

Agility Senior Project Manager **Simon Kirby** and his American-born colleague, Project Director **Anne Bradley**, told *The Portal* during IAM's 2013 Annual Meeting in Vancouver that the MOD project headquarters is near London, with 25 employees dedicated to global removals management services. The MOD contract is a very big deal. In 2012 alone, it entailed some 35,000 moves. An extension was awarded in late 2012, reflecting new priorities and logistical requirements. For instance, in Brunei Agility will handle about 400 moves for a single unit at one time, and in addition there will be a big drawdown from Germany.

"We're a smaller division within a much larger machine," Kirby explains. "We are not asset-based—we are essentially a management company, an umbrella organization that serves as an outsourced entity for MOD and handle only household goods."

Agility currently has eight suppliers in the UK—Armishaws, Bishops, Britannia, Doree Bonner, EuroUSA, Fox, Pickfords and White & Co.—movers who go all over the world to fulfill the MOD contract. "A large amount of the contract is Europe-based work," says Kirby. "Then there is a section that is the global piece. The one place we can get together with all these agents in one place is the IAM meeting. We meet with our major trading partners, who have very specific places they go: Canada, Cyprus, Australia. We [Kirby and Bradley] travel year-round."

That travel involves visiting their supplier partners and ensuring that they have the ample resources to live up to the demands of the contract. "We actually go and count the trucks," says Kirby, "and determine whether we need more coverage."

He and Bradley—both from moving backgrounds—meticulously follow through on all the details to ensure that Agility meets key performance targets. "We've had an amazing year regarding quality," he says. "We follow up with our clients to ensure on-time delivery and have access to post-move surveys that provide customer feedback—it's all very transparent. If the satisfaction level is below a certain point, we follow up, identify issues and eradicate them."

That strategy has paid off. Agility has established strict Key Performance Indicators (or KPIs) for the suppliers, and they have logged exceptional results: a 98 percent satisfaction rating in 2012. Nevertheless, he says, "We're always looking for ways to learn and improve. We have asked all of the suppliers for their suggestions on how we can help them make the process smoother and more efficient. Sophisticated software systems that facilitate the transfer of information have enhanced efficiency and operations as well.



Project Director Anne Bradley and Senior Project Manager Simon Kirby travel year-round to meet with trading partners.

Agility has four full-time inspectors who work from home. Their job, says Bradley, is solely checking on ongoing moves. "They measure volumes, confirm that packing standards are met, ensure that our people are wearing uniforms and badges and so on. They go to the containers and check on the packing standards that were used."

Most of the goods Agility handles travel to or from the UK. "We check all the warehouses being used and drop in unannounced," says Kirby. "We've found that the suppliers love it—they don't always know if there are issues, so it's how they become aware. It's the people who do the work, who are the face of the company. Little tweaks can make huge differences when you are going into somebody's home."

Before the 2010 contract, says Kirby, "The UK military was new to us and to the company. MOD was new to the process as well. Since the beginning of 2013, we've had time to look at more global issues as opposed to the day-to-day implementing of this complex contract."

The attention to quality for MOD has paid off for Agility's supplier companies as well. As Kirby points out, "The personal touch and contact gets better results. We enforce our standards every single day, and from the mover's standpoint, if you're doing it for Agility you might as well do it all the time. The benefits are lower claims and insurance costs."

A look at people and events shaping IAM member companies



Michael Cazalet



Daniel Drenger



Narda Korakin



Elwine Burger



Jo-Anne Mansfield

The Gosselin Group has named **Michael Cazalet** as the new president of its Mobility Division. In his new role, he will join the Steering Committee, where he will focus initially on sales and business development. He will also contribute to further implementing the Group's strategy of "One Brand, One Organization, One Solution," and play a supporting role in all the other areas of the company.

Cazalet has more than 36 years of management, sales and business development experience in the industry. Most recently, as president and managing director at Interstate International, Inc., he expanded the company's removals and logistics businesses to produce long-term growth.

His experience also includes executive positions at New World International, Prudential Relocation Resources, Fourwinds and Mayflower International.

Also, The Gosselin Group has announced the complete rebranding of its Corstjens Eastern European offices to Gosselin as part of the company's program to consolidate its different divisions under one brand, The Gosselin Group.

The rebranding program began several years ago with the change of Nomad Express into Gosselin Caucasus & Central Asia (GCCA), followed by the rebranding of GCCA and Vivet-Gosselin into Gosselin Moving. Similarly, Gosselin's offices currently operating under the Corstjens brand name will now be rebranded to the Gosselin name.

Gosselin Group CEO **Marc Smet** explained that this step would make the company "more competitive and efficient in today's changing market of corporate moving, relocations and logistics."



Jeff Mason

Several of the Corstjens back-office functions, including all sales and marketing activities, finance, IT and HR, will be performed from the corporate Gosselin headquarters in Antwerp, Belgium. The operations and logistics department of Corstjens will continue to operate from the Amsterdam office.

Ocean Group announced that **Daniel Drenger** has joined the company as its vice president for marketing and client development, as part of the Israeli firm's long-term strategy to focus on clients and drive growth.

Until a permanent replacement is found to fulfill the position of DSP Manager, **Narda Korakin** will be the interim manager of the DSP Department. She has worked at Ocean Relocation for the past 14 years and is well versed in all the aspects of relocation.

Daniel Drenger moves into his new role after completing his masters of law degree and after having worked for two years in a leading international law firm in London. At Ocean Group, he will head the marketing team and be responsible for planning and leading the client relationship program and client development initiative to enable the company to achieve its strategic aims.

Santa Fe Group has announced the opening of two new offices in South Africa. The Cape Town & Western South Africa office is managed by **Elwine Burger**. **Jo-Anne Mansfield** will head the Johannesburg & Eastern South Africa facility.

Moveware has appointed **Jeff Mason** as European Manager. Mason brings with him a wealth of experience gained over 35 years in the moving industry. He will be based in the London office and joins the company after a long career at Kent International Movers, where he began as an overseas packer and worked his way up to be group manager international services, helping drive Kent to become a leading international moving company.

With his intimate knowledge of the moving industry, key strengths in sales, customer service and management, Mason will play a key role in the continued expansion of Moveware in Europe as well as globally.

RILVAN Moving and Relocations, headquartered in Bucharest, Romania, has announced that **Elena Popescu** has joined the moving division in the Bucharest office as move manager. Popescu's previous working experience includes sales and human resources management.

RILVAN also has hired **Anatolie Zaharia** as sales manager for the branch in Chisinau, Republic of Moldova. He previously worked as logistics and supply manager at a club on Crete Island, Greece. His background includes experience in education, training and personal development, hospitality and entertainment.

AGS Worldwide Movers has announced the appointment of **Franck Bonnet** as branch manager for AGS Mauritania. This marks a return to the AGS Group for Franck, who previously worked as a branch manager for AGS in Niger, Sudan, Hungary, Malawi, and Guinea between 2005 and 2010.

Muriel Baudry is the new branch manager at AGS Toulouse. She ran a goods transport company for four years, having previously worked for an accounting firm and then the Gendarmerie.

EXPANSIONS

Invictus Relocation is moving to new facilities to accommodate its growing business, including a new 800-square-foot warehouse, located in Lisbon. According to CEO **Fábio Manuel**, Invictus will be the only moving company in Portugal with an official customs-bonded warehouse.

Invictus Relocation has now been approved as a Department of Defense (DoD) agent by NATO in Portugal and is now authorized to handle military shipments.

The staff at the new facility also includes **Manuel Medeiros**, sales manager; **Ryan Powell**, global move specialist; and **João Grilo**, import/export coordinator.

Baxter's International Removals Limited, a UK-based company owned by a consortium controlled by venture capital company Core Capital and trading as **Momentous Moving Excellence**, on March 19 sold 100 percent of its share capital to a company controlled by Paul Evans, a moving and storage company.

The company will relocate soon from its Waltham Abbey premises to a new facility in North West London, in addition to opening a central London office.

Emerald Relocation Services has opened a new office in Bangalore, India. **J. B. Ramesh**, a 20-year veteran of the moving industry, heads international operations for the company. He is responsible for overall operations, both domestic and international, as well as clients, agents, and new account development.

UniGroup Holds "Right Here Right Now" 2014 Convention

The delegates had a blast at the "Right Here Right Now" **UniGroup Relocation** Asia Pacific convention in Nha Trang, Vietnam. In attendance were UniGroup Relocation President **Pat Baehler**, a few guests from the home office in St. Louis, Missouri, and some special guests from the UniGroup Relocation Agents Network. The two-day convention featured programs for more than 30 delegates, aimed at celebrating 2013 success, strengthening bonds with each other, growing each other's potentials and planning for 2014.

Managing Director of Asia Pacific

Steve Lewis launched the convention with a welcome address, followed by an intensive sales training for delegates and presentations by guests to share some useful insights, tools and thought-provoking ideas related to the relocation industry.

The second day of the gathering the delegates went whitewater rafting. That evening, everyone eagerly anticipated Awards Night. UniGroup Relocation Singapore won most of the awards and **Liona Potrikus** from the Singapore office won the Brian Illes Award (the most prestigious individual award) for her contribution toward the company's growth and success.

MOVERS DOING GOOD

Arpin Van Lines agent Daly Movers recently provided a free cross-country move to a Florida family who had become victim of a moving fraud by another company.

Chip Martin, owner and operator of Daly Movers, based in Garden Grove, California, was inspired to help the family when he saw a story reported by KING5.com about Terri and Terrance Thomas, who had fallen victim to a common moving scam. The rogue mover had posed as a well-known truck rental company to gain trust before making off with thousands of dollars' worth of the family's household goods.

"Their story hit me emotionally and I needed to do something to help these people recover from their loss," said Martin.

The Thomases paid \$4,500 to move from Zephyrhills, Florida, to Everett, Washington. They thought they were using a well-known national company. However, after their belongings were taken, the couple could no longer get in touch with the movers. Among the items were some very personal and precious family pictures and mementos.

The Broward County Sheriff's office successfully tracked down their property. Thomas flew from Washington to Florida to identify the belongings and put them into storage until the family could save up again to pay for another move.

Martin, representing Arpin Van Lines, contacted the family and offered to move their belongings out of storage in Florida and deliver them free of charge to their new home in Everett.

Martin belongs to the American Moving & Storage Association (AMSA) ProMover program, a consumer protection initiative and certification program for movers designed to fight "rogue operators" by giving consumers an easy way to separate reputable, professional movers from con artists.

On the Move



Orphee Beinoglou is moving into new premises in Thessaloniki, the port of Northern Greece, in a privately owned modern complex of offices covering an area of 750m2 and serving the nearby countries and the Balkans.

Globalink Logistics Group always stands ready to cooperate with global and local aid organizations when disaster strikes, to make meaningful contributions to support the people in need. In continued partnership with the Red Cross Society charity project in Kazakhstan, Globalink also joined hands with the Philippine Red Cross, which assisted millions of people after the Haiyan disaster. This typhoon was on record as the most powerful, destroying more than a million homes, leaving 4 million people displaced and affecting more than 16 million people.

Globalink contributed more than US\$12,000 to the Typhoon Haiyan Appeal cash transfer program, which was initiated to raise funds for providing recovery assistance to those affected. With the collected funds Red Cross could minimize the consequences of widespread destruction across central Philippines, where a massive number of people received emergency shelters and medical support, as well as food and water supplies.

“Globalink is always proactive in providing support to the community when faced with any crisis,” says Marketing Manager Dinara Davlembaeva. “As a transport and logistics company, Globalink in the past has carried out several voluntary transportation operations, providing and distributing goods for disaster relief in affected regions. Driven by social responsibility, we recognize the importance of efforts to provide timely support when faced with a catastrophe.”

HONORS AND AWARDS



The editor of the Honolulu Star-Advertiser (center) presents the award to Vice President of Sales Ross Amparo and President Edward Wong of Royal Hawaiian Movers.

Royal Hawaiian Movers has been honored by readers surveyed in the *Honolulu Star-Advertiser*'s March 2013 annual “Hawaii’s Best” poll. Readers voted to find the best in multiple categories: Companies, Education, Food & Dining, Health & Beauty, Locations & Activities, Professionals, Retail, and Services & Repair.

After counting thousands of ballots, Hawaii’s residents voted Royal Hawaiian Movers first place in Moving Service. “The time that many people took out of their busy schedule to vote for us is a testament to the great services that we provide,” says General Manager **Jeff Nadeau**. “Royal Hawaiian Movers does not rest on its laurels. We continue to work hard to make sure that we are providing the best service we could possibly give and we will go that extra mile.”



Pasha Stevedoring & Terminals with Avizent display their 2013 PMA Safety Awards. Left to right: Mike DeMicco (Avizent, PST’s USL&H underwriter), David VanWaardenburg (PST), Mike Abazis (PST), Rudy Kamppila (PST), Wray Bartling (PST), Chris Lopez (Avizent), Mark Kuha (PST).

Pasha Stevedoring & Terminals (PST) received top honors at the recent Pacific Maritime Association’s Annual Safety Awards Banquet in Long Beach.

PST scored first place in the Coast Accident Improvement, Coast Class B Stevedore Accident Prevention, LA/LB Injury Rate Improvement Award, Coast Group C Mechanic Operations, and Coast Accident Prevention Award Group B, Stevedore Operations categories. PST was also recognized with Coast 3 Year Zero Incident and Coast 1 Year Zero Incident Awards.

“In 2012, we implemented additional safety precautions,” said Senior Director **Bill McKinley**. “The team not only made sure these particular rules were met, they also kept the cargo flowing at the same time.”

The company also took first place in Category C for their Pacific Northwest operations in Grays Harbor, continuing PST’s outstanding track record for safety. Earlier, PST received seven awards for maintaining high safety standards at their Southern California operations.

Tim Ryker, Operations Manager, said, “Over the last year, we saw an increase in the cargo volumes and manpower on the terminal. As a result of these increases, our team worked closely with the foremen and longshoremen to ensure safety protocols stayed top of mind.”



Left to right: Mayflower Senior Vice President of Sales Casey Ellis; David Hollander; and Mayflower CEO Richard H. McClure.

David Hollander, a 25-year veteran of **Hollander International Storage & Moving Company**, Elk Grove Village, Illinois, was honored with the Mayflower 2014 Excellence in Sales Award. Hollander International Storage & Moving Company is an agent for Mayflower. The Excellence in Sales Award recognizes an agency representative with a proven sales track record who contributed to the profitability of both the agency and the van line system. The recipient also exemplifies professionalism and integrity, possesses superior industry knowledge, is customer-focused and is active in both the industry and the community. Only one individual is chosen for the annual award from the employees at the more than 300 domestic Mayflower agencies.

JK Moving Services announced in March that its marketing director, **Rebecca Chanin**, was honored with the Washington SmartCEO's Executive Management Award (EMA) in the Marketing Leadership category.

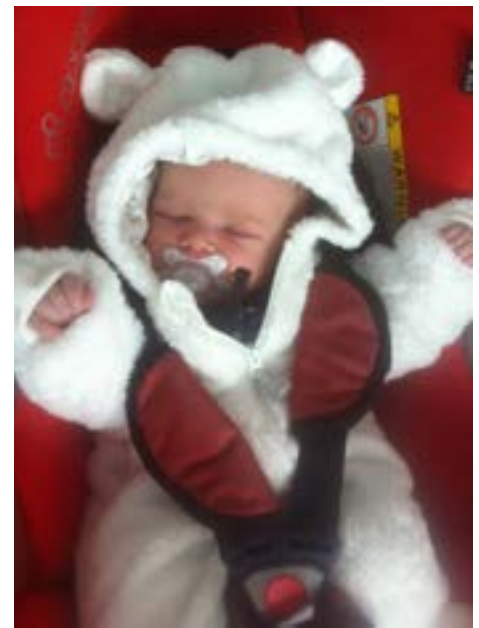
The Executive Management Awards program pays tribute to the accomplishments of Washington's executive leaders in the region's business community, including 10 marketing professionals recognized as Chief Marketers. Winners were selected for their creative vision, leadership philosophy, innovative strategy, and work ethic.

"Rebecca has made an immediate and ongoing impact to our business since she joined the company in 2011," said **Chuck Kuhn**, Founder, President, and CEO of JK Moving Services. "She has taken diverse ideas from our executive team, formed them into a cohesive strategic plan, and led her team in the plan's successful execution. JK has seen excellent growth in qualified leads and revenue over the past few years, and Rebecca has played a significant role in that advancement."

The 2014 EMA winners collectively generate more than \$3 billion in annual revenue and employ nearly 15,000 individuals in Greater Washington.

"All too often, senior leaders in an organization become unsung heroes, which is why SmartCEO designed the Executive Management Awards. The 2014 Executive Management Award winners are not only leading their companies and co-workers to achieve great things but they are also making huge contributions to their communities," says Jaime Nesor, regional president of SmartCEO media.

Chanin is profiled in the March/April issue of *SmartCEO* magazine. She received her award at a ceremony attended by more than 350 executives.



Baby Isabelle Odijk

Voerman International International Manager **Matthieu Odijk** and **Tina Larsen**, move coordinator at **Interdean**, who got married in June 2012, recently announced that a new mover joined their family on March 20.

Isabelle Odijk, who according to her parents sports a good pair of lungs, is proof that competitors can indeed work together and that love knows no barriers.

ISO NEWS

M/s Global Packers & Movers (Pvt) Ltd, headquartered in Pakistan, has earned ISO certification and successfully completed an audit by Ernst & Young for FIDI FAIM PLUS in April.

Express-Transport-Shipping-Agency, GmbH (E.T.S.A.), which provides household goods services for most of Europe and beyond, has achieved certification in two categories for the activity of international port agency and the worldwide forwarding of household goods: ISO 9001:2008 Quality Management System and ISO 14001:2004 Environmental Management System.

MILESTONES



John Mason International staff celebrate in the office.

John Mason International marks 130 years in business this year. The company was founded in 1884 by Mary Mason in Wavertree, Liverpool, and has grown to be one of the UK's leading international moving companies, with offices in Liverpool and London.

Staff at John Mason International's head office celebrated with a cake, coffee and tea, and party poppers. Commemorative mugs were also given to staff to remember the occasion.

"We are looking forward to another 130 years and more in business!" said CMO **Caroline Mason**.



Cake commemorating John Mason International's 130th anniversary

IN MEMORIAM

Brady Purdue



Brady Lee Purdue, 56, of Anchorage, Alaska, passed away on March 13, 2014, following a courageous battle with pancreatic cancer, which had been diagnosed a year ago.

Mr. Purdue was born in 1957, in Arkansas City, Kansas. Raised and educated in Brookings, Oregon, he made his way to Alaska and after working for well-known companies such as Smyth and Movers World, he served the past 20 years as general manager of American Relocation Services.

Mr. Purdue attended many IAM conventions over the years, and colleagues remember him as an honest businessman, a devoted husband, father, grandfather, a fair boss and good friend to many in the moving business.

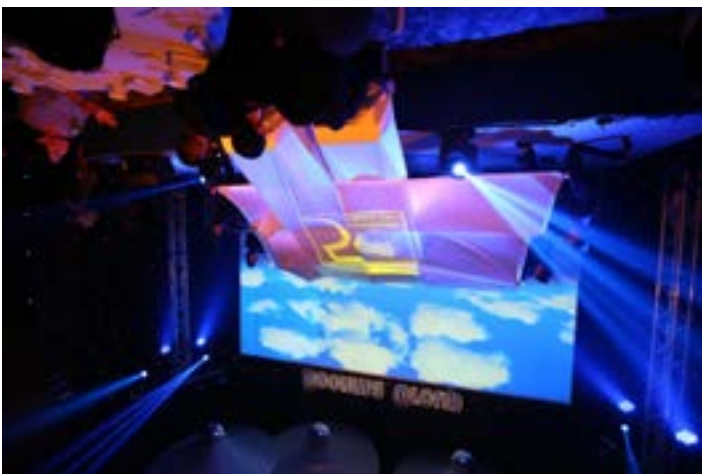


Boonma Managing Director Chaivudhi Pungthong (left) and Financial Chairwoman Pairoah Pungthong present Executive Director Tiddy S. Teerawit with a special award.

Boonma was established in 1964 as the very first and foremost moving company in Thailand. Over the years, the IAM Core Member has grown to become a specialist in packing and moving shipments of household goods, fine arts and pets to and from Thailand and Laos. Boonma has extended its service and professionalism into global mobility solutions for overseas and corporate accounts including relocation, home search, immigration, orientation, settling-in/moving out, and destination services.

To commemorate the milestone, Boonma organized a 50th Anniversary Celebration Night for its corporate accounts, embassies and overseas members on March 7 in Bangkok. The event drew nearly 200 people from the local area and overseas, and featured a joyful performance, cocktail reception, wonderful dinner, and unique gifts for the attendees.

Boonma Financial Chairwoman **Pairoah Pungthong** and Managing Director **Chaivudhi Pungthong** also presented an award to **Tiddy S. Teerawit** in appreciation for his outstanding dedication to the company.



A colorful performance marked Boonma's golden anniversary in March.



From left to right: Deirdre Lander (speaker), Tiddy S. Teerawit (Boonma) and Lisa Johnson (speaker) at the GMS-T gathering in Shanghai

Boonma Mobility & Moving Specialist Executive Director **Tiddy S. Teerawit** participated in the GMS-T held on March 28, 2014, in Shanghai, China. He has held a GMS designation since 2011.

Worldwide ERC's global designation, the Global Mobility Specialist (GMS), recognizes knowledge and professionalism in the field of global workforce mobility. This year, Worldwide ERC launched the GMS-T Strategic Talent Mobility program as globalization has resulted in employers competing for talent with the skills to fulfill their organizational strategic objectives. This competition has given rise to a sharp focus on talent management programs designed to ensure that employers are able to recruit, develop, and retain the talent needed for success. Increasingly, they are recognizing that mobility is a critical strategic component of a well-managed talent management program.

GOING GREEN



North Sumatra region of Indonesia: Swamp trees such as these, planted through AGS' partnership with Planète Urgence, have played a critical role in reconstructing the mangrove corridor and combating global warming.

AGS has to date planted 100,000 trees through AGS's "One Move, One Tree" campaign, now in its sixth year. AGS' execution of this campaign continues to strengthen each year, thanks to the company's loyal clients who have warmly embraced the concept and enabled AGS' network of 128 offices in 80 countries to give back to the environment and reduce its collective carbon footprint.

AGS Executive Director **Gilles Taïeb**, who has spearheaded the project since its inception, explained, "We always stress our commitment to preserving and caring for the environment, and this campaign is a highly rewarding means of upholding that promise."

In 2009 AGS formally launched the campaign by partnering with Planète Urgence, an international Non-Governmental Organization that supports projects to protect the environment and promote biodiversity.

With each international move booked through AGS, regardless of volume, AGS donates to Planète Urgence for a tree to be planted. This contributes toward reforestation in three environmental focus areas—Mali, Indonesia and Madagascar—and a certificate confirming the donation is e-mailed to AGS clients.



Jeffrey Coleman
Coleman World Group
IAM Chair

Governing Members

Ace Moving & Storage

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Chantilly, VA 20151-1547 USA
Tel: 703-707-9400 • Fax: 703-740-8328
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P.O.C. Sunny Singh
Sponsor: Executive Moving Systems, Inc.,
USA

Core Members

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relocationmuscat@cevalogistics.com
www.cevalogistics.com
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P.O.C. Francis Girard
P.O.C. Debby Gagnon
Sponsors: North American Van Lines Inc.,
USA
UniGroup Relocation Network, Canada

Hunts International Limited

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info@hunts-international.co.uk
P.O.C. Adam Oakley
P.O.C. Julian Briggs
P.O.C. Paula Oakley
Sponsors: Millenium International Ltd., Brazil
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Poly Transport

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Nile Avenue
11111 Khartoum, Sudan
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P.O.C. Amar Mubarak
P.O.C. Mohamed Hassan
P.O.C. Mahgoob Towfeeq
Sponsors: BCC Logistics, Qatar
Agility International, Inc., USA

Novo Lar Mudancas E Transportes Ltda

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AAC Transportes E Mudancas Ltda., Brazil

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www.windmillforwarding.nl
P.O.C. Boy Besseling
P.O.C. Jan Kleijmeer
Sponsors: Atlas International Movers B.V.,
The Netherlands
Intermovers (Malaysia) SDN. BHD, Malaysia

Supplier Members

Intelexe, LLC

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Washington, DC 20001-6610
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P.O.C. Ray daSilva
P.O.C. April daSilva
Sponsors: Voxme Software Inc., Canada
Hollander International Storage & Moving
Company, USA

**You'll find a comprehensive list of RPP members in
the print and online IAM Annual Directory.**

Financial

Security

Security

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

What do you do?



Receivable Protection Program

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

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

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

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

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

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

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

For more information about IAM's Receivable Protection Program, go to www.IAMovers and click on Programs & Education or contact IAM at rpp@iamovers.org

CBP Reviewing Process for Protection of PII, Approves IAM Form

During the past 18 months, IAM has actively engaged with leaders at the U.S. Customs and Border Protection (CBP) agency and their Privacy Office concerning the distribution of Personally Identifiable Information (PII). The protection of PII is an extremely important issue for IAM members and the broader moving industry. IAM has proactively worked on this issue, and provides, at no charge, CBP-approved confidentiality request forms on the IAM website.

Many IAM members (and other moving companies) have seen a significant increase in customer complaints, due to unsolicited contact by businesses and organizations providing services for sale. Apart from the unwanted contact, there is also an important safety element that comes into play. Often, information and data on these manifests, including household items, addresses and personal family information is included. Additionally, sensitive assignments within certain agencies (e.g., Drug Enforcement Agency), could entail an additional element of jeopardy when addresses are provided on sold manifests.

The CBP has recognized that it is important to make household goods customers aware of their rights and options with respect to their manifests. They have recently approved a new online form, created by IAM, to request confidentiality and are exploring ways to make these forms more accessible and known to the general shipping community. Currently, data not requested to remain confidential is eligible to be packaged and sold by the government on a CD-ROM to data mining companies.

The agency is also considering a change to the statutory language, which currently permits the distribution (and subsequent sale) of manifests and related PII. Officials at CBP have been contacted by other agencies, as well as Members of Congress, who have an interest in protecting PII for individuals importing and exporting their household goods.

J-1 Visa Program: Temporary Workers in the HHG Industry

IAM and AMSA are working cooperatively on an effort to ensure that the household goods moving industry is allowed to participate in the J-1 Visa program. With roughly 800,000 annual interstate household goods relocations and many more local moves handled by a professional mover, using temporary workers during the peak season is critical to the overall industry.

The J-1 Visa program is run by several large nonprofit organizations, which select companies for participation and match them with temporary workers. Many members of both associations have a strong desire to participate in the J-1 Visa program for temporary foreign exchange students. These students are extremely important in meeting both the critical labor needs of the companies, particularly during high peak season demand, and in providing an opportunity for the student participants to gain experience and earn income working in the household goods moving and storage industry.

J-1 student workers in the household goods moving industry routinely are in contact with everyday American families in their own homes, interacting and working with customers, helping them pack and move their most important personal possessions.

The cultural aspect is a crucial component of the J-1 Visa program, and is given significant consideration when private industries apply to participate. Unlike many other businesses currently participating in the J-1 Visa Program, the household goods moving and storage industry is unique in that it involves regular contact with members of the community for program participants.

The safety of all employees working in the industry is a top priority for IAM and AMSA member companies. Both associations provide information on safety and other important human resource issues at their annual conferences, which several thousand people attend, along with numerous representatives from local, state and federal agencies. Household goods moving companies also run their own safety and training programs, providing additional support and resources to their employees.

Members Only | IAM Store

Price List for Selected IAM Publications, Miscellaneous Items

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

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

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



Accepting New Members!

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

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

This **member-driven group**, created in 2013, facilitates networking among IAM colleague companies seeking to **expand already-thriving logistics businesses** or ready to **diversify into new business sectors**.

ILN members realize these **membership benefits** immediately:

- ▶ Become part of an logistics network of IAM members with whom you've already spent years developing relationships and trust
- ▶ Join your ILN colleagues for anytime chat and discussion on the ILN Members-Only LinkedIn Group and in the IAM Social Café.
- ▶ Take part in an ILN members-only networking event at IAM's 52nd Annual Meeting in Orlando, Florida

To join, or receive more information on the IAM Logistics Network (ILN), contact Membership@IAMovers.org

THE PORTAL

ADVERTISING RATES, DIMENSIONS, AND DEADLINES

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

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

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



Deadlines to receive new artwork**:

July/August Issue.....	July 1, 2014
September/October Issue	August 15, 2014
(ANNUAL MEETING ISSUE)	
November/December Issue	October 20, 2014
January/February 2015 Issue	December 20, 2015
March/April Issue	February 15, 2015
May/June Issue.....	April 30, 2015

*Ad rates subject to change.

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

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

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

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Industry Calendar

October 7–10, 2014

**IAM 52nd Annual Meeting
Orlando, Florida, USA**

October 19–21, 2014

**Canadian Association of Movers
Annual Conference
Toronto, Ontario, Canada**

October 24–27, 2014

**North Carolina Movers
Association 60th Annual
Convention and Trade Show
Carolina Beach, North Carolina,
USA**

October 18–21, 2015

**IAM 53rd Annual Meeting
San Diego, California, USA**

June 9–12, 2014

**National Council of Moving
Associations Conference
Indianapolis, Indiana, USA**

October 8–10, 2014

**Employee Relocation Council (ERC)
Chicago, Illinois, USA**

October 19–21, 2014

**Canadian Association of Movers
Conference
Toronto, Ontario, Canada**