

THE PORTAL

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The Journal of the International Association of Movers



July/August 2014

Associations: Working Together to Build a Better Industry



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Meeting Schedule*

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TERRY R. HEAD
IAM President

Collaborating Competitors

I guess the term “collaborating competitors” could be considered an oxymoron, since my choice of words is a deliberate one of apparent contradictions. However, I think this best describes the relationships that the International Association of Movers has with many other trade associations, both in the United States and abroad, that represent and advocate on behalf of a variety of sectors for the moving, storage, relocation and logistics industries.

Make no mistake—we do compete! Associations, large and small, vie on a variety of levels. We compete not only for your dues dollars, but also for your time, attention and participation.

I and my counterparts at the other associations recognize that you have so only much money and time to devote toward dues, programs, attending conferences and meetings, education and other activities. It doesn’t take a genius to know that the associations who consistently deliver value will be the ones who attract new members and retain current ones.

But we also collaborate—perhaps more than you know.

In this issue of *The Portal* we’ve chosen to profile several of the highly respected and better known organizations with whom IAM maintains collaborative relationships. In addition, we introduce some of the professional staff of those associations. Whether you are a member of these organizations or not, I think you will benefit from reviewing their profiles and getting to know some of the individuals who work so diligently on behalf of moving companies.

The concept of collaborating competitors will be familiar to anyone within this industry. It is exactly what most of you do on a daily basis. Perhaps no other industry competes with itself as much as ours. After all, you are going after the same customers and accounts; and certainly no other industry relies so heavily on its competitors to get the job done, whether through providing origin and destination agent services, interline hauling, or other services essential to our success in this business.

A great example of competitive collaboration is the newly established IAM Logistics Network (ILN). Here is a group of competing IAM members who recognized that their potential for growth and success in growing their logistics business would be enhanced by coming together to learn about each other’s capabilities. This initial gathering of colleagues bodes well for the participants’ ability to assist one another in pursuing mutual business interests.

In May the ILN held its first regional meeting in Antwerp, Belgium. Although the meeting was purposely restricted in size and attendance, it was deemed a tremendous success by the participants and will serve as a model for future regional ILN activities, as well as other future regional meetings aimed at benefiting IAM’s rank-and-file members.

Editor’s note: Please turn to page 21 for a recap of the ILN meeting in Antwerp, Belgium.

A Winning Strategy for Associations

By Brian Limperopulos, IAM Director, Programs

Part of IAM's strategic focus is to become the connection point for the entire industry. For this effort to succeed, it is necessary to work together with other industry trade associations and develop close links with them in order to best serve our respective memberships. Through collaboration and cooperation, we can identify areas of mutual benefit and work toward achieving that goal. Here are a few ways IAM is working with other organizations to make our policies and processes more productive.

Industry standardization

FEDEMAC and the FIDI Global Alliance have been committed partners in the efforts to codify the information of a Household Goods Inventory, which IAM has undertaken over the past two years within the International Organization for Standardization (ISO). Within ISO, experts are chosen from their respective countries to provide guidance and propose solutions to ensure that the standards are accessible and usable for the industry. FEDEMAC's constituent organizations, the British Association of Removers (BAR), Bundesverband Möbelspedition und Logistik (AMÖ) e.V., and the Swedish Movers Federation (SMF), have made an invaluable contribution to this work. In much the same way, the FIDI Global Alliance has also contributed to the IAM Standards Development efforts through ISO, with FIDI Global Alliance Board Member Freddy Paxton serving as an expert on the Working Group.

With their participation and engagement, we are confident that the standards have been improved to the point that they will become important tools for the industry in the near future. IAM expects to publish the Standard as an ISO international standard in early 2015.

Also with respect to industry standardization, during the past year PAIMA developed a draft standard on international moving that could serve as the basis for future collaboration between IAM and PAIMA as both entities seek to provide their members with uniform guidance on how to operate in our industry. Although this project is in its beginning stages, it holds promise, and we'll keep you posted on developments.

Payment protection

Like IAM with its Receivable Protection Program (RPP), FIDI and LACMA operate payment protection plans to provide participants with recourse against members who default on outstanding invoices. The association staffs share information to ensure that there are no double payouts in the event that a company belongs to more than one of the programs. Thus, each of the programs remains sustainable and of value to members.

Information sharing

As the principal industry trade association in Europe, FEDEMAC works with IAM on a number of fronts. Perhaps most important, FEDEMAC is critical in coordinating industry

responses to pending EU legislation and regulation. Through their lobbying presence, FEDEMAC can keep IAM and the rest of the industry informed and mobilize action to influence governmental action in Brussels. Conversely, FEDEMAC benefits from IAM's strong advocacy presence in the United States.

This holds true with other organizations like FIDI, PAIMA and LACMA as well. Because each organization has its own strengths, it is in the best interest of all parties to share information so our members are as well informed as possible.

Nurturing young talent

FEDEMAC coordinates the Young Movers Conference, which annually brings together young professionals from Europe for networking and professional development in a different European city. IAM has been proud to sponsor this event through our IAM Young Professionals (IAM-YP) program to demonstrate our support for the new generation of rising stars in our industry.

IAM has invited all youth-oriented industry groups to meet in October to identify opportunities for the organizations to work together in order to promote the interests of young professionals. This Young Movers Leadership Summit will not be an IAM event, and we envision that it will move to other venues in the future under the auspices of a youth-oriented, industry-wide conference if the participating young professionals and their sponsoring organization agree.

IAM has extended invitations to representatives from AMSA, BAR, CAM, FEDEMAC, FIDI, LACMA, PAIMA, and ERC to attend this important event.

Industry meetings

Last year in Vancouver, IAM provided FIDI with a hospitality desk so that they could connect with their members who were attending the IAM Annual Meeting.

For many years now, IAM has added a third C to its approach of cooperation and collaboration: Coordination. We hold our Annual Meeting in conjunction with PAIMA. In 2013, we took coordination a step further, by scheduling the IAM gathering in Vancouver immediately following those of both PAIMA and the Canadian Movers Association. This provided an excellent opportunity for members of all three associations to network and participate in any or all of the events at a single venue and using only one plane ticket.



In the following pages, we profile several international and state industry associations with which IAM has established a close working relationship and collaborated in efforts and events to promote the health and success of all our member companies.



American Moving & Storage Association

During the past several years, IAM and AMSA (www.moving.org) have worked together on various issues that affect members of both organizations—a partnership that benefits everyone. Today each of these organizations is a member of the other association, and exhibits at the other's conferences.

AMSA President Linda Bauer Darr has led the association since 2007, backed by two decades of experience in transportation policy, association management, and government relations. She held senior positions at the American Trucking Associations and the American Bus Association, and served during the Clinton Administration at the U.S. Department of Transportation. As Deputy Assistant Secretary for Budget and Programs, she oversaw the development of a \$60 billion annual budget for the department and interacted regularly with senior Administration and White House officials and with Members of Congress and their staff on a wide range of transportation policy matters.

Darr's background has equipped her to lead an association that is 4,200 members strong—a constituency that includes U.S., international and regional van lines with agency networks; independent national, regional and local movers; and stakeholders and suppliers to the industry. AMSA is the result of the merger of three associations: the American Movers Conference, the Household Goods Carriers' Bureau, and the National Moving and Storage Association.

"We support effective government regulations, legislation and policies that enable our members to provide quality service at compensatory prices," Darr explains. "We also provide advocacy for consumers utilizing professional moving and storage services, the hallmark of the professional mover as opposed to the rogues that vie with reputable movers for business."

Bolstering those consumer-centric efforts are several programs established by AMSA: the ProMover program, the Registered International Mover program (which certifies international movers), and a variety of other respected industry certifications, including the Certified Move Consultant, Leaders Program, Certified Packer Loader program, and Certified Office and Industrial Consultant program. Darr is especially proud of ProMover. "We live and breathe it every day," she says, "and believe this is the brand that will differentiate the professionals from the rogues for years to come. I would be very eager to work on expanding the ProMover program internationally through IAM and its membership to raise the bar and ensure the differentiation between professional movers and rogues. I would also very much like to share the AMSA Registered International Mover program with the IAM membership. It would be a great partnership of strong content and a large potential audience."



AMSA President and CEO Linda Darr, second from left, is dressed for the occasion—running with the bulls in Pamplona, Spain, last year.

- **My favorite app:** Uber.
- **On my playlist:** everything from John Legend to Gypsy Kings to Etta James.
- **Others would be surprised to know that I ...:** ran with the bulls in Pamplona, Spain, last year!
- **My dream vacation destination:** haven't found it yet...what's the point in dreaming about it? I just go there and make the dream a reality!
- **My secret vice/guilty pleasure:** Hamburger Helper.
- **On an airplane, I fill the time by ...:** sleeping or brainstorming—I have some of my best ideas when I am a mile high in a plane.
- **My personal motto:** We got this!
- **If I hadn't become an association executive, I would now be ...:** a rock star, preferably Steven Tyler.

AMSA represents its members' interests with the industry's single largest customer, the U.S. military, as well as with government agencies and corporate clients who rely on those members for service. AMSA's Scott Michael and IAM Director of Government & Military Relations Chuck White interact on DP3 as well as GSA and State Department issues. "AMSA works well with

IAM to represent the industry's interests relating to our military clients at SDDC," Darr says, "and together we provide a very strong team of advocates ensuring that movers have the tools they need to compete effectively for that business." She cites recent successes on the Hill and with the Federal Motor Carrier Safety Administration, such as implementation of a rule that regulates brokers in our industry; a pending exemption from the Hours of Service rule that would allow repositioning of the vehicle to a safe harbor even after the hours of service clock has run down for a van operator for a day; dramatically scaling back the overly complex consumer protection materials formerly required in the consumer-mover transaction.

The association provides its members with critical information on compliance with the many federal requirements governing the industry's activities through a variety of means, including webinars, publications, and its annual conference, which attracts some 800 industry professionals to more than 30 educational sessions.

It takes work to build member loyalty and participation, and Darr cites a multi-faceted approach that brings benefits to members. "We use our buying power as an industry to offer reduced

prices on critical services required by movers ranging from equipment rentals to insurance needs, to car rental and hotel discounts, to uniforms, background check services, payroll services and GPS products," she explains. Like IAM, AMSA works closely with the National Council of Moving Associations at the state level to maintain awareness of local and regional issues ranging from CARB (California Air Resources Board) standards to taxes to safety regulation that affect the way the industry does business.

Last year, AMSA launched an organization, the 40below group, to help build a bridge for the next generation of movers. Plans for the group will include mentoring activities, networking events, and cooperative efforts with Mover for Hunger, the association's official charity. "We are also looking for connections between our Leaders Program and the 40below group that might provide benefit to both groups," says Darr.

Mindful of the necessity of providing value for every membership dollar, Darr says, "The value our members receive from AMSA far exceeds the dues dollars they contribute annually. The value they receive from the member discount programs we offer can bring savings equal to their annual dues check."



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

British Association of Removers

The British Association of Removers (www.bar.co.uk), founded in 1900, was incorporated a century ago. Now weighing in at 450 UK members and 150 International Associates in more than 600 locations, BAR's key focus is representation of its constituency at the local government level and in the European Union. As some 80 percent of UK legislation comes from the EU, BAR activity is accomplished mainly through its membership in FEDEMAC, which engages a full-time representative. Local UK issues are handled via direct representation to the appropriate government department by the Director General and Company Secretary as appropriate.

"The current major issue that we are working on is the changing face of the consumer landscape and the tighter consumer protection legislation," explains BAR Director General **Stephen Vickers**. "There are issues around fuel pricing, vehicle licensing, rogue traders, and other ongoing battles."

After a century in the business of representing removals companies, BAR has accumulated an impressive number of awards and honors, including (to name just a couple):

- The TradeAssociationForum (TAF) Best Practice Award for "Commercial Initiative of the Year," for developing new and innovative partnerships with leading consumer brands. These have provided BAR members with new commercial opportunities, additional exposure, and exclusive sales leads, and contributed to improving consumer awareness of BAR and its consumer protection program. BAR was also recognized as providing an outstanding electronic newsletter and 2013 annual conference. The association is on a roll, having previously won TAF Best Practice Awards in 2008, 2011.
- In 2012, BAR Training Services (BARTS), the association's training division, won the Most Innovative Business and Technology Education



BAR President Gary Wheadon with wife, Diane, and dog, Bailey

- **My favorite app:** Sky Sports.
- **On my playlist:** Bob James, The Carpenters, Kasabian, Richard Tee, Coldplay, The Boss (Bruce Springsteen), Killers, Billy Joel, The Beatles, Earth, Wind and Fire, Stevie Wonder.
- **Others would be surprised to know that I ...:** have never lost a sack race (and I have raced more than 25 times).
- **My dream vacation destination:** Bali.
- **My secret vice/guilty pleasure:** Dining at expensive restaurants.
- **On an airplane, I fill the time by ...:** Watching my favorite film, "The Long Good Friday."
- **My personal motto:** Carpe diem (and learn from all that life throws at you).
- **If I hadn't become an association executive, I would now be ...:** spending more time with my wife and dog.

New Removals Trade Group Launched in UK

The **Federation of Removers (FOR)** was launched recently by the British Association of Removers (BAR) at the Primary Authority Seminar during the 120th Annual Trading Standards Institute Conference and Exhibition in Harrogate.

FOR (www.movingforyou.org) is a new not-for-profit trade federation targeted at reputable single-location UK businesses trading in the removal industry who are committed to improving professional excellence and service and are seeking to further develop their businesses, with the ultimate aim of joining BAR as full members.

BAR said it recognizes its wider industry responsibility to help, mentor, and support smaller businesses to develop their services for the benefit of consumers. BAR members currently all work in accordance with a Transportation Safety Institute Code of Practice, have a Primary Authority coordinated partnership with Hertfordshire Trading Standards and operate an independent ADR scheme. All members have an annual inspection and work to very high standards, said the group, adding that part of the industry currently does not have a suitable alternative framework in which to develop the practices and procedures needed, but that are still good businesses in their own right.

BAR President Gary Wheadon said, "In an industry troubled by rogue operators, BAR recognizes the need to improve the industry's reputation by promoting legitimate businesses and helping them by providing a proper framework in which they can work and be recognized, and by providing a range of subsidized services and benefits they can put in place what is needed to help them qualify for BAR membership."

FOR Associates will be required to comply with the FOR rules and meet all statutory requirements relating to premises, vehicles and the employment, induction and training of staff, ensuring that customers are in safe hands, giving them the peace of mind that comes from using a reputable mover.



Council (BTEC) Apprenticeship Provider of the Year award in recognition of the first-ever removals-specific apprenticeship, the Commercial Moving Apprenticeship. The new category is now increasingly popular. “Many companies are now seeing the upturn of the economy and looking to the future,” Vickers says, and thus are taking on apprentices and shaping their development alongside the needs of the business. Some of these companies are also providing additional support with additional driving and forklift training, and BAR is currently restructuring its training offering to provide a clearer career pathway.

Understanding that the new generation will determine the success of the industry as it evolves, BAR has launched the UK Young Movers group, which provides young talent to gather and network in a business and social environment. Earlier this year, BAR also hosted the Young Movers Conference in London. More than 170 young people from throughout Europe as well as Japan, the United States and Colombia were drawn to the event, and took home lasting memories and friendships from the team-building and networking opportunities provided.

In 2013 BAR implemented its new TSI-Approved Consumer Code, giving consumers peace of mind when moving, but also providing BAR members with a strong brand that is recognizable and a powerful marketing tool. Also, early this year, BAR entered into a Primary Authority Coordinated Partnership relationships with Hertfordshire Trading Standards, which Vickers says will lead to greater consumer recognition and legal

protection for BAR members, as it provides a mechanism for independent alternative dispute resolution.

BAR continually strives to expand its membership base but demands that all applicants meet strict criteria and professional and ethical standards. “Membership numbers are not the critical success measurement,” says Vickers. “BAR is not a ‘checkbook’ association. It has high standards that must be met.”

BAR’s own checkbook has opened to provide help for employees of BAR members (including their spouses and dependent children) who are in need. The association created the Removers Benevolent Association (RBA), which is a registered charity managed by volunteer trustees.

CAM Announces Appointment of New President

As this issue of *The Portal* went to press, the **Canadian Association of Movers** announced that its board of directors has chosen **Paul Leader** to succeed **John Levi**, who will retire as CAM’s president effective December 31, 2014.

Leader has served for many years in various senior positions with Atlas Van Lines in Oakville, Ontario. He will officially begin his new role in the fall.



On June 19, the Washington, DC, chapter of the National Defense Transportation Association (NDTA-DC) formally installed its new Board of Directors for 2014/2015. Among those present at their swearing-in by LTG Ken Wykle, President of NDTA, were Bill Farman, Jason Trubenbach, Irvin Varkonyi, Earl Boyanton, Craig Hymes, Jon Kaskin, IAM President Terry Head, Steve Pimpo, and Bill Wanamaker.

National Defense Transportation Association

Founded in 1944, the National Defense Transportation Association (NDTA) is a non-political, nonprofit educational group that serves as a vital link among the U.S. armed forces, government, and industry on matters of logistics, transportation, travel, distribution, and security.

NDTA (www.ndtahq.com) provides a forum for knowledge sharing among its more than 9,500 members. Corporate members are key players in the logistics and transportation-related industries as well as passenger and leisure travel, IT and distribution. Individual members include military logisticians, civilian government employees, senior and mid-level executives from private industry. IAM staff and involved members represent the interests of the moving, logistics and relocations industry.

NDTA has more than 60 chapters in the US and overseas, with the Washington, DC, chapter (NDTA-DC) being the largest.

IAM President Terry Head has been a member of the NDTA-DC since 1997, and in June was reelected to serve his second term on the Board of Directors. He also recently became a Lifetime Member of NDTA.

IAM Director of Government & Military Relations Chuck White regularly attends meetings of the Surface Traffic Committee (STC), co-chaired by the Commander of SDDC (Surface Deployment and Distribution Command). The Household Goods Committee, which is currently chaired by Keith Tounget of The Pasha Group, is a subcommittee of the STC. White and others provide the Association with tremendous access to key decision-makers and policymakers within the Department of Defense—including the Office of the Secretary of Defense—and other federal agencies involved in transportation.

Overseas Moving Network International

The Overseas Moving Network International (www.omni-moving.com) is a global consortium of the most professional independent companies in the international moving and relocation business. Its purpose is to maintain and support an international network within which its members can cooperate, provide world-class moving services, and enhance their individual profit opportunities.

Now 200 members strong, OMNI requires all its members to meet the industry's highest quality standards in terms of facilities, training, administration and operational competence. "All OMNI companies must provide adequate financial assurances to their network partners," says General Manager Ian Waters.

OMNI was founded in the late 1980s from the merger of two European organizations, Eurovan and CETI. As a response to the demand for global coverage, those entities soon developed an international membership. However, this required non-European companies to be members of both organizations, an expensive and unnecessary bureaucratic burden, so OMNI was formed in 1986 as a global network of top companies that specialized in international corporate removals.

"Many OMNI members were already market leaders in their own countries," says Waters. "The agent-to-agent principle of trading underpins the OMNI philosophy. This requires OMNI members to trade with each other as much as possible to ensure continuity of service."

OMNI is a company limited by guarantee. All OMNI members are also co-owners of the organization and have equal say when it comes to making key strategic decisions.

General Manager Ian Waters has been with the company virtually since its inception, having previously served for a money brokerage firm in London. During his 26 years with OMNI, he has gained an extensive knowledge of the moving industry and has a clear understanding of what it must do to satisfy its clients both today and in the future. From his position at the head of a global not-for-profit organization, he serves without the influences of politics, nationalism or commercial advantage.

Regulatory risk and compliance are key issues OMNI is currently addressing. "Many corporate clients require evidence of regulatory compliance from their suppliers to provide confidence in the integrity of their whole supply chain," Waters explains. "OMNI recently launched a complete risk assessment service for its members. It provides members a comprehensive solution for risk management and corporate governance in the areas of anti-money laundering, anticorruption, payments compliance and commercial risk. This enables our members to provide the appropriate reassurances to their corporate clients verifying that neither they nor any of their business partners down the supply chain have been involved in illegal activities.

"We are renowned for the quality of our conferences and the unique networking opportunities they provide for the owners and CEOs of member companies," he adds.

Application for membership is by invitation only. A successful applicant then has to complete a two-year probationary period before being approved as a full member. OMNI provides tonnage statistics monitoring each member's contribution to the network and how much tonnage OMNI controls in total.



OMNI General Manager Ian Waters at Victoria Falls

- **My favorite app:** Pocket Universe.
- **On my playlist:** Bastille and London Grammar.
- **My dream vacation destination:** An African safari.
- **My secret vice/guilty pleasure:** Dark chocolate.
- **On an airplane, I fill the time by ...:** Catching up on movies and sleeping.
- **My personal motto:** Proper Preparation Prevents Poor Performance. Remember, there is a difference between what you have a right to do and what is right to do.
- **If I hadn't become an association executive, I would now be ...:** An antiques dealer.

Waters has found that the most successful initiatives are those that are led by "early adopters." Member companies are far more receptive to their peers and trading partners, he points out. "It is much easier to demonstrate the benefits of any proposed product or service with proven results from the membership."

Like other industry associations, OMNI understands that it is competing for membership dollars and therefore must offer value. Keeping dues amounts in line requires strict cost control. "We are constantly seeking products and services that we can offer to the membership to help reduce their overhead and provide more value from their dues," says Waters. "We have worked hard to restructure the administration and have made significant reductions in overhead by using the latest IT and communications technologies—for example, the social media services such as Facebook, LinkedIn and Twitter. We also find that outsourcing certain services is very cost-effective. We regularly review all our processes and services to ensure we are taking full advantage of any new developments. This approach means that currently our membership fees are still lower than they were in 2008."

Waters believes that creating synergies among industry associations adds efficiencies of scale. "Since most companies are members of more than one association," he says, "I think it would be very useful if industry associations could work together to share goals and focuses to avoid duplication of initiatives and so help minimize the financial and administrative burden on association members."

Pan American International Movers Association

The Pan American International Movers Association (PAIMA) is an exclusive network of international moving companies that continues to go the extra mile for its members. PAIMA was founded in 1984 by 16 owners of major international moving companies. These were business people who saw the need and the opportunity to create an association that would represent companies from the Americas with selected members in key areas of the world. The founders of PAIMA had the vision to create an association comprised of reputable moving companies that would be interested in improving the international moving industry. The association's responsibility and commitment to its members was to represent, increase and protect their businesses.

As the association continues to grow, additional services and tools are added to benefit the members and support them in their individual growth. This year, PAIMA is celebrating its 30th anniversary with over 130 members in 45 different countries and enjoys a steady growth as select members are chosen each year that meet or exceed our standards.

Executive Director Michelle St. Cyr says, "PAIMA really stands out when it comes to our Tonnage Program, an online reporting tool that tracks and encourages trade between our members. Several members utilize this tool to stand out in a very competitive area or as a marketing strategy to show that they know the value of reciprocated business. The Tonnage List is reported each month in our newsletter and members with the highest tonnage reported in their region are presented with awards during our annual convention."

The organization isn't in any hurry to leave a big footprint. "While we understand that growth is important for any organization," St. Cyr explains, "PAIMA members enjoy the fact that we are a boutique association. Our expansion will remain in line with our goals by adding members that share our commitment to improving the international moving in-



PAIMA Executive Director Michelle St. Cyr

- **My favorite app:** GroupMe, a text messaging app that creates a private chat room for as many groups as you need. My oldest son started one for our family and now we use it all the time.
- **On my playlist:** My playlist could be spread out on a timeline starting with some classic Michael Jackson or The Rolling Stones and finishing up with the newest hits from Maroon 5 or Katy Perry, and everything in between. Of course, I keep a healthy mix of reggae and calypso from the Caribbean where I grew up.
- **Others would be surprised to know that I ...:** was a child actor, the youngest cast member in a local television series that focused on the history of St. Croix, US Virgin Islands.
- **My dream vacation destination:** the Great Barrier Reef. I started scuba diving when I was 14 and although the Caribbean has some of the most amazing dive sites, my dream vacation would definitely be diving the Great Barrier Reef in Australia..
- **My secret vice/guilty pleasure:** Chocolate!
- **On an airplane, I fill the time by ...:** having a conversation with the person next to me because everyone has an interesting story.
- **My personal motto:** "Whether you think you can or think you can't—you are right." This is a quote from the great Henry Ford, and I believe it is all about remembering that sometimes determination is the key factor in succeeding.
- **If I hadn't become an association executive, I would now....:** be working in the moving industry, but as the better half of a driving team with my husband hauling trailers loaded with household goods across the country.

dustry. The majority of our new members are referred by current members who want to share the benefits of our association with their fellow business partners. Most potential members are already sold on becoming a member before they contact us for an application. Our role is to harness that excitement and assist each candidate through the application process until they become part of the PAIMA family."

Membership dues are of course the lifeblood of a small association like PAIMA, whose members are largely small business owners. Keeping member-

ship dues reasonable is imperative, says St. Cyr, and this is a topic addressed each year by the board of directors. The board makes every effort to keep dues at a level that members can afford while still allowing the association to successfully support its members.

"Being a member of an Association essentially means being part of a learning and sharing community and our members are very active," she adds. "Programs that are initiated from within our association are tailor-made to benefit our members are ready to participate once they are launched. Our newest addition, the Inter-

national Moving Standard, is a comprehensive tool that can be used to form the basis of a quality standard while outlining the basic elements of the international moving business. Other programs, like the Student Exchange Program, require a huge commitment from the members involved, but the experience is both valuable and rewarding.”

St. Cyr adds that PAIMA members support good stewardship of the Earth: “In memory of our distinguished colleague, Juan Peralta, PAIMA created the Ecology Award. The award, presented annually at our convention during the General Assembly, represents PAIMA’s commitment to ecological awareness and environmental responsibility. The member who best exhibits these qualities through education, commitment and environmentally sound business practices is awarded this prestigious honor. Our goal is to encourage other PAIMA members, veterans and new members alike, to reach for a higher standard of awareness in protecting the environment and foster a high standard of education.

“In our commitment to support environmental consciousness along with our members, PAIMA’s offices are located in a LEED [Leadership in Energy and Environmental Design] Silver EBOM certified building in Fort Lauderdale, Florida. This means that our building is designed

to achieve high performance in five key areas of human and environmental health: sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality. There are great benefits: the building is healthier and safer for occupants, it reduces waste sent to landfills, reduces harmful greenhouse gas emissions, and conserves energy and water.”

In any relationship, communication is not only necessary but it is a deciding factor in the effectiveness of any exchange. So, as an association, PAIMA prides itself on staying in contact with members through its magazines, newsletters and regular email updates. “If a member has an announcement or press release,” St. Cyr explains, “we share this message in an e-blast or on our social media outlets. We try to keep everyone on the same page in PAIMA and make it easy for them to stay in touch.

““Where the World Comes Together”” is IAM’s theme at this year’s annual meeting and it is definitely a message that we will share at our annual convention. Like IAM, PAIMA works to create an inclusive environment with reputable companies from around the world where members can learn, network and share information.”



The NCMA gathering in May

National Council of Moving Associations

Established in 1969, the National Council of Moving Associations (NCMA) is comprised of about 27 organizations representing movers: state associations, van line agents associations, and national and international associations, including IAM, the American Moving & Storage Association (AMSA), and the Canadian Association of Movers. Not every state has a moving association (particularly those states with little or no regulation of any kind), and not all associations have full-time professional staff. Some are managed entirely by volunteers, some are a part of the state trucking association, and others are operated by an association management company.

NCMA is primarily a forum for communication and cooperation among the members. The Council meets once a year in the summer (when the association members themselves are busy moving people) and communicates regularly by e-mail; members connect informally at national events when the opportunities arise. NCMA's annual meeting offers state association and affiliated association representatives an unequalled opportunity to discuss matters of mutual interest in a roundtable format. Subjects addressed during the meeting typically include conven-

tion speakers and formats, membership benefit programs, and association management principles. "Since some associations have more involvement and expertise than others in military and global issues," says NCMA Chairman Pat McLaughlin, "IAM's involvement in the Council meeting provides invaluable education to the association leaders that can, in turn, trickle down to the individual associations' members."

In recent years the Council has developed an important relationship with the National Conference of State Transportation Regulatory Specialists, the association for state transportation regulators whose annual meeting coincides with the NCMA meeting. Whether communication between these groups takes place in person or via videoconference or teleconference, this relationship provides new insights to both organizations to benefit the constituents within the industry and the consumers being served.

With a mandate to work toward improving the moving and storage industry, top NCMA priorities include enhancing the professionalism of movers throughout the industry, educating consumers, and coordinating efforts of the industry and regulators to combat rogue operators.

A Look at State Associations

During the past several years, IAM has worked closely with a number of state organizations to resolve issues of mutual concern and to foster an environment of collaboration and cooperation within the industry. In addition to the individual state associations, IAM has annually participated in meetings of the National Council of Moving Associations (profiled on page 25).

In the following pages, we introduce just a few of the state associations (a list of 27 state groups appears on page 37) with which IAM has been actively engaged. Thanks to collaborative efforts and mutual support among leaders of state and national organizations, movers across the country have benefited—an example of strength in numbers.

California Moving & Storage Association

When Steve Weitekamp became president of the California Moving & Storage Association in 2006, he had not only a wealth of nuts-and-bolts industry experience but several years of leadership at the state level under his belt. He began his industry career at Los Angeles-based Lambert's Van & Storage, a high-end residential mover where Weitekamp worked while pursuing his university studies. In time he worked his way up from helper to driver and job foreman. The company routinely handled celebrity and high-profile moves, and Steve has fond memories of jobs he personally handled for clients including President Ronald Reagan, as well as actors Bob Hope, Julie Andrews and Blake Edwards. After earning his degree, Weitekamp moved to sales and administration.

With more than 550 members statewide, CMSA has 12 chapters strategically located throughout California that are led by volunteer mover members serving as chapter presidents. Weitekamp himself served at the chapter and state level of CMSA beginning in 1988. He was elected to its board of directors in 1991 and was chairman in 2001-2002. Since becoming president, Weitekamp has been on a mission to work with CMSA members to improve the industry's image with the moving public and the government agencies that regulate them; to educate the public about how to select a reputable, quality mover; and to offer endorsed programs and continuing education that make CMSA a valuable asset to its members.

California is a big, sprawling state, so meeting those challenges is a big job. "CMSA represents the vast majority of permitted carriers," says Weitekamp, "but we continually recruit new members to support our efforts. We have an expansive network of 12 chapters and a 19-member board of directors that ensure broad and diverse engagement of issues."

This is a combination that has worked well. For example, the CMSA has effectively voiced its members' concerns regarding legislative and regulatory issues. Recent successes include the sponsorship and creation of legislative bill-turned-law AB2118. The law amends the Household Goods Carrier Act in three major ways. It assists the California Public Utilities Commission (CPUC) in their mission to identify and shut down illegal, unlicensed movers; it protects against identity theft (e.g., trademark infringement) of licensed movers by unscrupulous rogue operators; and, in addition to technical changes, it brings the consumer notice requirements into the modern computer age by allowing electronic notices to be provided to consumers. In addition, CMSA provides educational opportunities for members who want to understand the regulations of the Air Resources Board.

There's more to CMSA than a focus on business, however. CMSA has long advocated e-waste recycling; it also has joined the Move for Hunger program; and its scholarship fund has given more than \$796,000 in scholarships to college-bound California residents who are either CMSA members or their children or grandchildren. The Special Olympics receives an annual donation along within-



CMSA President Steve Weitekamp

- **My favorite app:** Cardio Trainer.
- **On my playlist:** Janelle; Monâe's "Electric Lady"; anything by Frank Sinatra.
- **Others would be surprised to know that I ...:** am addicted to the stock market.
- **My dream vacation destination:** China.
- **My secret vice/guilty pleasure:** Anything chocolate.
- **On an airplane, I fill the time by ...:** writing.
- **My personal motto:** Keep Moving Forward.
- **If I hadn't become an association executive, I would now be...:** running a moving company.

kind donation of services from CMSA members, and of course the individual chapters support various local charities in their respective areas.

CMSA and IAM share a concern for military and international business. "We are grateful for the strong support that IAM leadership has shown us over the years," says Weitekamp. "IAM President Terry Head and Director of Government & Military Relations Chuck White have participated in CMSA events on a regular basis and have made themselves available to us on all issues of importance."

Illinois Movers' and Warehousemen's Association

More than four decades ago, Pat McLaughlin joined the Illinois Movers' and Warehousemen's Association (www.imawa.com) as the "office girl," as support staff was called back then. She assumed her current role as executive director in 1989, having learned every aspect of the association's activities and operations, as well as those of its members. Today, 95 percent of the licensed movers in Illinois are IMAWA members (the rest either don't meet IMAW's standards are or not full-time moving companies), and 44 percent of those members have belonged to the association for at least 25 years. With 95 percent of the market already members, there is very little room to grow, although as the economy has improved and new movers have acquired licenses, they too have elected to join.

The association, more than a century old, has been incorporated since 1906 under several different names. The Illinois Movers Tariff Bureau is a sister organization, incorporated in 1953 in response to new state regulations. Over the past few decades, despite some attrition during a rocky period, the outlook for the moving industry has become rosier. "The news today is encouraging," says McLaughlin. "A comparison of the collective movers' operating ratios [from annual reports filed with the Illinois Commerce Commission] both before and after the recession are showing that a much stronger industry remains."

This is one of those instances where total transparency benefits movers and consumers alike. "Our members know and appreciate that upon inquiry from shippers we share complaint history statistics (from the public websites of the Illinois Commerce Commission, Better Business Bureau, and Protect Your Move)," says McLaughlin. "All our members have excellent complaint histories—as in 0 or very few complaints. Fortunately for our members, Illinois has a strong regulatory program that helps to protect consumers and keep the industry relatively strong. The Illinois Commerce Commission has a Police Department; and while they have too few officers for the big job they do, they are effective in enforcing the regulations for the movers and all segments of the transportation industry.

"Acquiring a household goods license is not a walk in the park, necessarily, but it's based on strong fitness standards rather than the old public convenience and necessity criteria, and it's attainable for those who are serious about being in business for the long term: applicants must take a test to demonstrate familiarity with the rules and regulations, they must attend a seminar, there is a hearing during which evidence of fitness and financial stability is presented. If they make it this far, a *temporary* license is granted; and within one year the company is audited to make sure they are complying with all the requirements without excessive consumer complaints. If they pass that compliance audit, then their 'permanent' license is granted. If they do not pass that audit, then they do not get a permanent license."

Also in support of both industry and consumers, several years ago IMAWA successfully influenced legislation to transfer the regulation of warehouses from the state's Department of Agriculture to the Illinois Commerce Commission. Since then, says McLaughlin, the ILCC Police have been very effective in nearly eliminating interstate hostage freight situations in Chicago, because bandits can no longer drop a shipment into a self-storage unit somewhere in Chicago while they're waiting for extorted funds to come through.



IMAWA Executive Director Pat McLaughlin, a bit of a risk-taker, gets instruction from a pilot as she prepares to ride in a glider in 2009.

There aren't too many women running moving associations who have driven a moving van, says IMAWA Executive Director Pat McLaughlin. "One of my early female board members (and a CDL driver herself) made this possible just before my 40th birthday, and it was a hoot! I never made it out of second gear, but the trailer was attached and we successfully putted around the Pilot Truck Stop parking lot. When she told her husband later what we had done I thought he was going to wet his pants!"

Always game to try something new and daring, for several years McLaughlin crewed for a hot air balloon team in Illinois, traveling far and wide to local balloon festivals. "My favorite time to ride is at dawn, and I now can imagine what heaven looks like!"

More recently, in 2009, her husband gave her a ride in a glider as a Christmas present "because it was on my wish list. Now all that's left on the list is a parachute jump!"

- **My favorite app:** Nook for iPad (and on my phone)
- **On my playlist:** Zac Brown Band and classic country-western, classic "torch songs"
- **Others would be surprised to know that I ...:** plan to move to the country and raise chickens when I retire someday.
- **My dream vacation destination:** the middle of a lake in a remote area with few people around, reading while my husband is fishing.
- **My secret vice/guilty pleasure:** Hmm—if I tell it won't be a secret.
- **On an airplane, I fill the time by ...:** reading fiction.
- **My personal motto:** Never wrestle with a pig. You both get dirty and the pig likes it.
- **If I hadn't become an association executive, I would now be ...:** an entirely different person. This is all I've ever wanted to do, and I've been blessed with a fantastic association family.

IMAWA has a strong focus on consumer education and referrals. “If any of our members are unable to accommodate a particular shipper,” McLaughlin explains, “or if they learn that a shipper is considering a less than scrupulous (or unlicensed) company, they send the shipper to our office for assistance. We refer a rotating list of our members, based on the particulars of the move; and we save many naïve shippers from the grasp of the bad guys.

“Last summer we started our ‘open dates’ service: During the busy season our members send us a list of their open dates each month, and when shippers call us for those last-minute moves we are able to direct them to movers in their area who may be able to help.”

Giving back to communities through charitable events and projects is a unifying theme among many movers associations. In 1994 IMAWA “adopted” Special Olympics as a favored charity and began raising funds at its conventions. Also, members support the organization in their local communities by volunteering moving and storage services, use of their trucks as changing rooms for Polar Plunge events, and even forming Plunge teams of their own.

“We have also embraced Move For Hunger,” says McLaughlin, “with a growing number of our mover members collecting food, hosting food drives, and more. In the friendly competition among the state associations, Illinois has always ranked near the top in terms of enrolled mover locations and pounds of food collected.” McLaughlin serves on the Move For Hunger board of directors.

Members are kept up to date on association, regulatory, and other news via e-mailed dispatches to 760 subscribers every Friday. This online newsletter is quite popular, and all IMAWA members are encouraged to sign up all their employees at no charge. “It’s a good way to keep everyone in the loop,” says McLaughlin. “Since our current total membership is about 265, I’m delighted with the number of subscribers.”

Dues are based on a sliding scale based on the number of trucks and warehouse space of each mover and a flat price for associate members. “For what they pay,” says McLaughlin, “our members receive a whole host of free benefits, including tariff participation, regulatory assistance, ‘open dates’ and consumer referrals, scholarship program, forms and brochures development, legislative representation, free advertising opportunities for associate members, and much more.”

North Carolina Movers Association

The North Carolina Movers Association (www.ncmovers.org) is—as the old children’s book would say—the little engine that could. Executive Director Pam Stanley, whose 150 members and 30 associates are mostly independent mom-and-pop companies, are budget conscious, so she’s careful with a dollar as well. She comes from a family of movers, and she worked at her parents’ company in the 1970s (the “Dark Ages,” as she calls that era) and again in the early 1990s.

Stanley is proud of the fact that the dues are low and that she’s able to arrange low-cost annual meetings that provide useful programs and networking opportunities for her members. The group’s annual convention, she says, is one of the larger state conventions in the southern United States, partly because it’s not designed as a profit center for the association. “My cost per member attending the convention is very low, and about 40 or 50 companies attend each year. Most are small companies, and it offers them the training and contacts they need, as well as a chance to meet some of the big guys.”

Fortunately, the NCMovers have no need to engage in expensive lobbying efforts, either. Stanley and her board have established a good working relationship with the state’s regulatory body, the North Carolina Utilities Commission, over the years, and everyone shares the same goals: to provide good service to consumers at a fair price, and to ensure that customers don’t fall prey to unscrupulous movers. Those who are not registered by the NCUC are subject to fines when they advertise their services or if they’re caught using trucks that aren’t properly marked. “It makes it easy for the Highway Patrol to find them,” Stanley explains. She meets twice a year with the Utilities Commission and Highway Patrol.

The state conducts training monthly on the tariff, and Stanley herself teaches what she calls “the hard part—valuation, claims, storage.” The training is required of anyone who has just received their certificate to operate a moving business, but it’s offered free to anyone who wants to attend. Each monthly seminar draws 15 to 20 attendees. “It’s a great recruitment tool,” says Stanley, “because they meet me at the class and see that I know what I’m doing and usually they join the association.”

Stanley values the participation of IAM at her annual gatherings. IAM Director, Government & Military Relations Chuck White has attended in previous years, providing updates on military moves—a major issue in a state that is home to Fort Bragg, Camp LeJeune, and Seymour Johnson Air Force Base.

The North Carolina Movers Association and Stanley are good at what they do, but she knows that the next generation needs to be brought into the fold. Currently some younger members sit on the board, and Stanley is hard at work developing



North Carolina Movers Executive Director Kim Stanley and her daughter, Beth Starkey, hiking in the Colorado Rockies

- **My favorite app:** I’m not that attached to any apps.
- **On my playlist:** classic rock (or, as my friends call it, “Jurassic rock”)
- **Others would be surprised to know that I ...:** am *crazy* about North Carolina college basketball.
- **My dream vacation destination:** Someday I’m going to London with three girlfriends to visit Abbey Road. We’ll all dress in black and walk barefoot across the zebra crossing. I will be Paul.
- **My secret vice/guilty pleasure:** Vanilla lattes.
- **On an airplane, I fill the time by ...:** Reading. If it’s on paper, I’ll read it—fiction, nonfiction, trashy novels, you name it.
- **My personal motto:** Telling the truth makes the problem part of the past. Telling a lie makes it part of the future.
- **If I hadn’t become an association executive, I would now be ...:** A teacher.

ideas to nurture the Gen-Xers who will someday lead their companies. She sets up a hospitality suite at the conventions where they can meet and interact with the more seasoned veterans who warmly welcome their participation.

Pennsylvania Moving & Storage Associates

Jack McGrath, executive director of the Pennsylvania Moving & Storage Associates, has had a life deeply rooted in the moving business since he was a teenager working on his first move in 1955. It was hot, and the work was hard, but it paid the bills during summer breaks from school. He joined the family business full time eight years later and built it into a \$2 million company with some 45 employees.

McGrath has been involved with association work for a quarter-century and was instrumental in putting new life into two ailing associations, New Jersey and Pennsylvania. PMSA had been defunct for a year and a half when he joined forces with 14 other people representing moving companies and vendors—individuals who were willing to use their own money to resurrect the new PMSA.

The association, comprising 130 members, including 83 movers, works closely with the Pennsylvania Public Utility Commission (PUC) and the Federal Motor Carrier Safety Administration (FMCSA). In addition, McGrath's office provides information for consumers as well as his members via a monthly newsletter and website. PMSA has chalked up several successful efforts against rogue movers with the cooperation of the PUC and the FMCSA as well as the support of other industry groups. Currently PMSA's major focus is the Final Rule Making order issued by the PUC

regarding the household goods industry in Pennsylvania. "As of today it has not been finalized," says McGrath, "but when it is, it will change the way the industry conducts business."

One of the most difficult issues facing associations today, including PMSA, is securing the funds needed to maintain the organization. "You have to be aware of what your membership needs and wants," says McGrath. "The technology that exists today has changed the way we conduct ourselves and we must change along with it. In addition, it's extremely difficult to recruit volunteers to represent the members' perspective, and I'm not sure what the answer is to keep that going. But you must have ever-changing views in order to deal with today's consumer, the political arena and the bureaucracy. Terry Head and Chuck White have addressed our meetings or presented articles for our newsletters many times. We value our relationship with IAM, especially the international and military updates they provide, and we look forward to working together to focus on the rogues who permeate this industry."

PMSA prides itself on other facets of its service to members and the communities they serve. "We participate in the Move for Hunger program, and currently are number one in total pounds collected," says McGrath. In addition, the association offers scholarships to its members, and it features a move referral through its website and personal contacts.



**PMSA Executive Director
Jack McGrath**

- **My favorite app:** Facebook.
- **On my playlist:** I don't have one.
- **Others would be surprised to know that I ...:** am a licensed Realtor, certified community association mediator, and certified forklift instructor, and notary.
- **My dream vacation destination:** Hawaii.
- **My secret vice/guilty pleasure:** Ice cream.
- **On an airplane, I fill the time by ...:** reading.
- **My personal motto:** It is what it is. Or, to quote Erma Bombeck, "Volunteers are the only human beings on the face of the Earth who reflect this nation's compassion, unselfish caring, and just plain love for one another."
- **If I hadn't become an association executive, I would now be...:** a basketball coach.

Tristate Household Goods Tariff Conference, Inc.

The Tristate Household Goods Tariff Conference, incorporated in 1936, doesn't have a website. "We don't need one," says Kenneth Sataloff, who has served as its executive secretary since 1973. His primary roles include being the tariff publisher for all of its 215 active members. The type of tariff publishing required to meet the filing for each member that would be acceptable by the Bureau of Technical Utility Services is based on household goods in-use operating authority granted by the Pennsylvania Public Utility Commission.

"My responsibility is to gather all of the necessary information from each members seeing increases or reductions in rates. I'm totally familiar with all of the regulations promulgated by the operating statute of the Pennsylvania Public Utility Commission, and as their tariff publisher I offer my transportation background to all members of Tristate."

Movers who receive a certificate for the transportation of household goods, in-use, are required by the Pennsylvania Public Utility Commission to maintain liability, property and cargo coverage. Members who allow any or all of their insurance coverage to lapse will be given 20 days to correct the problem, or the Commission will initiate a Rule to Show Cause for the cancellation of the mover's household goods in-use operating authority.

More members join nearly every year, says Sataloff. When moving companies receive their first grant of operating authority from the Pennsylvania PUC, they have options on how to re-



**Tristate Executive Director
Ken Sataloff**

ceive assistance to meet tariff requirements. "Most movers chose Tristate," says Sataloff, "because annual dues are reasonable and it is one-stop shopping for support."

Sataloff, who turned 70 in March, doesn't plan to step down any time soon. "As long as my health is good and there is a need to provide service, I would enjoy continuing my relationship with our members."

State Moving Associations

The following state moving associations are listed on the Federal Motor Carrier Safety Administration's website at protectyourmove.gov; organizations marked by * do not currently have a website; their phone numbers are shown.

Alaska Movers Association* (907-276-1149)

California Moving & Storage Association

(www.thecmsa.org)

Movers & Warehousemen's Association of Connecticut*

(860-520-4455)

Florida Movers and Warehousemen's Association

(www.fmwa.org)

Georgia Movers Association (www.georgiamovers.org)

Illinois Movers' and Warehousemen's Association

(www.imawa.com)

Indiana Household Movers & Warehousemen Association

(www.ihmw.org)

Iowa Motor Truck Association

(www.iowamotortruck.com)

Kansas Movers Association (kanmovers.org)

Kentucky Household Goods Carriers Association, Inc.

(www.kyhgca.org)

Maryland Motor Truck Association Maryland Movers Conference (www.mmtanet.com)

Massachusetts Movers Association (massmovers.org)

Michigan Movers Association (www.mimovers.org)

Minnesota Transport Services Association

(www.mtsa.org)

Missouri Movers Association (www.missourimovers.org)

New Jersey Warehousemen & Movers Association

(www.njwma.org)

New Mexico Movers and Warehousemen's Association

(newmexicomovers.org)

New York State Movers & Warehousemen's Association

(www.newyorkstatemovers.com)

North Carolina Movers Association (www.ncmovers.org)

Ohio Association of Movers (www.ohiomovers.org)

Oregon Moving & Storage Association (www.ormsa.com)

Pennsylvania Moving & Storage Associates

(www.pennmovers.org)

South Carolina Trucking Association

(www.sctrucking.org)

Southwest Movers Association (www.mytexasmover.com)

Virginia Movers & Warehousemen's Association

(www.vmwa.org)

Washington Trucking Association (www.wtatrucking.com)

Washington Movers Conference (www.wmcmovers.com)

Wisconsin Movers Association (www.wismovers.org)

SOURCE: www.protectyourmove.gov

IAM Logistics Network (ILN) Regional Meeting a Success

IAM is pleased to report that those attending the first regional meeting of the IAM Logistics Network in Antwerp, Belgium, on May 20–22 proclaimed it a success, and well worth the investment in time and travel.

With an ambitious agenda in hand, the 35 attendees representing 20 member companies spent more than two days immersed in the business of logistics. They were the first to view the new IAM Logistics Network informational video; heard presentations from each company in attendance; and spent invaluable time networking.

The weather cooperated nicely as the group gathered for a boat tour of the Port of Antwerp, following a visit to the impressive facilities of the meeting's host company, the **Gosselin Group**. The walk-through confirmed for many that diversification is key to Gosselin's business mix.

As the meeting drew to a close, the attendees confirmed that the networking, business sessions and tours were produc-



From left: IAM Chair Larry DePace; Robert Fox, Atlantic Relocation System; Stephan Geurts Jr., Gosselin Group; and Severino Tuni, T&T Services International SRL at the opening reception.

tive and informative, and they are looking forward to ILN's next project: developing an easily searchable, online member that will identify each company's specific qualifications and experience. This "elec-

tronic networking" will greatly assist ILN members in finding partners for business opportunities.

The ideas flowing from the meeting provided feedback and direction for





*“Great first convention. Looking forward to the next one. Thanks for the great organization [of the meeting]!”
— Angels Gallardo, Inter S&R*



moving ahead. Not surprisingly, there is great interest in having another regional meeting, perhaps next spring, and there is now a plan to have a separate space dedicated to ILN Networking during IAM's 52nd Annual Meeting in Orlando, Florida (more details to follow).

Morgana Somer, an attendee from **Paxton International**, remarked that her company "looks forward to participating again in the future." We see a bright future for ILN and look forward to the membership's continued input as we grow and plan together.

(To view the ILN video and for ILN membership information, go to www.IAMovers.org and click on Affiliate Groups).

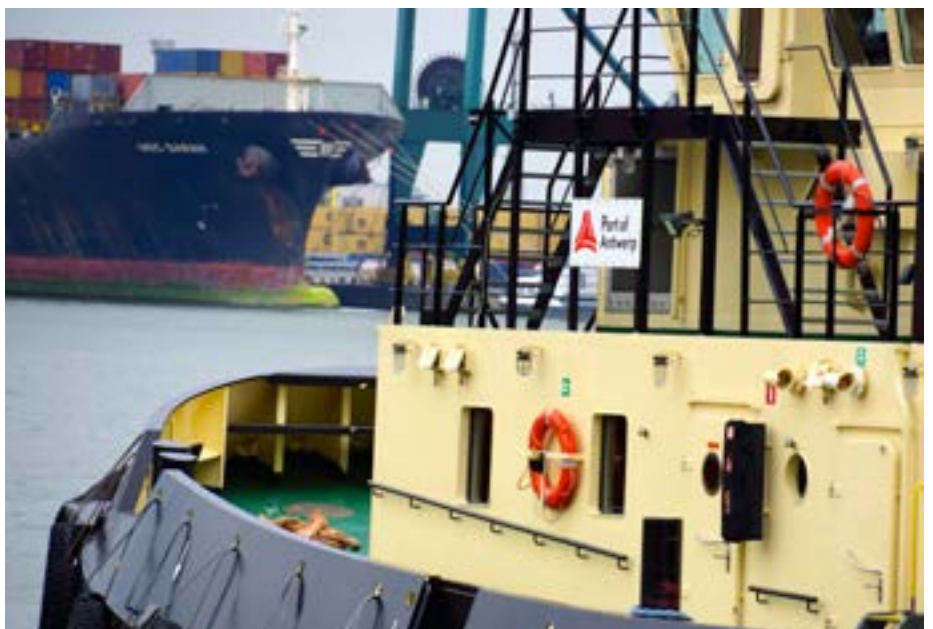
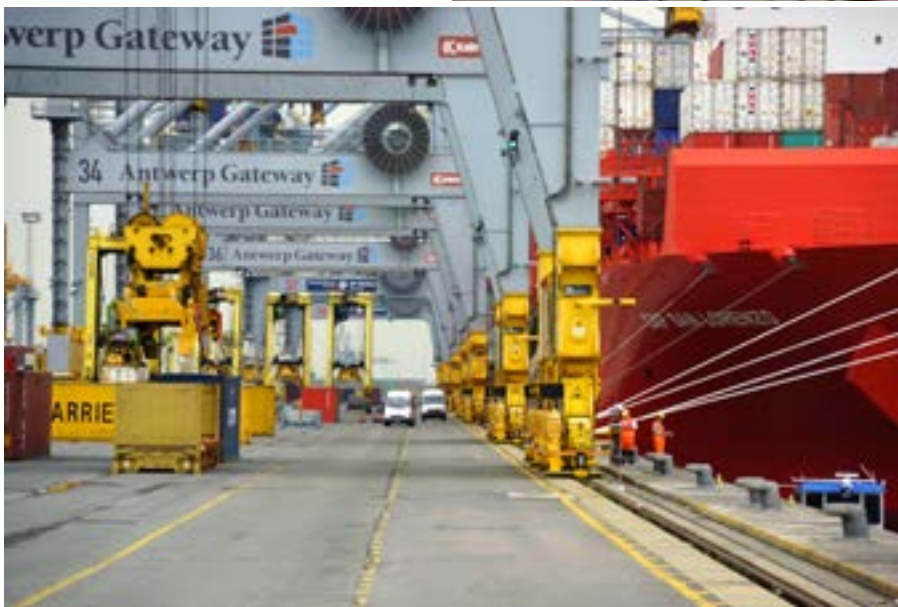




“The IAM Logistics Network provides an opportunity to use your capacities at the time of year when you’re not busy. It also provides you with another complete opportunity to use your expertise to develop new areas of business. This kind of opportunity exists across a broad spectrum of things. Manufacturers do not want to hold inventory. Retailers do not want to hold inventory, other than what’s on their floor. So, somewhere in between there has to be inventory, there has to be transportation, there has to be, in simple terms, supply chain management. If a mover can supply that, it’s an incredible source of revenue and an incredible source of bottom line profit, period.”

—John Levi, Canadian Association of Movers (from the ILN video)





New Region 3 CMMB Rep Appointed

PM Relocations CEO **Aakanksha Bhargava** has been named to succeed Yogesh Thakker as a Representative on IAM's Core Members Management Board for Region 3, Eastern & Southeastern Asia.

Aakanksha has successfully broken through the glass ceiling that prevents some women to rise above a certain career level, becoming the youngest CEO in the relocation industry in India and the only woman to head a moving company in India, a role she has played since she was only 21. Although she grew up in her family's moving business, established in 1986, she was sent by her father, Director Rajeev Bhargava, to open a new branch in Bangalore, where she started with a flat, a car and limited experience. She walked along the cyber parks to study the new city and search for new markets and soon the Bangalore branch was trans-

formed into a profit center. Thereafter she moved to Hyderabad, then to Mumbai and Pune, to successfully repeat the process. Today P.M. Relocations has 12 offices across the country with more than 350 employees; more than 60 percent of the office staffers are female and Aakanksha encourages them to develop their voice and talents. Her mother, Archana Bhargava, is director of finance at the company.

Aakanksha Bhargava, an only child, always aspired to join the business. After completing her undergraduate degree she pursued her MBA in marketing. She has traveled to some 28 countries, expanding PMR's visibility worldwide, and established a new division of relocation and settling-in services at the company.

Trained as a classical dancer (kathak), today she is learning piano and taking golf lessons in the belief that a free and relaxed mind is more productive.



Aakanksha Bhargava

A Family of Movers Comes Together after Tragedies

By Jackie Agner, Core Membership Representative

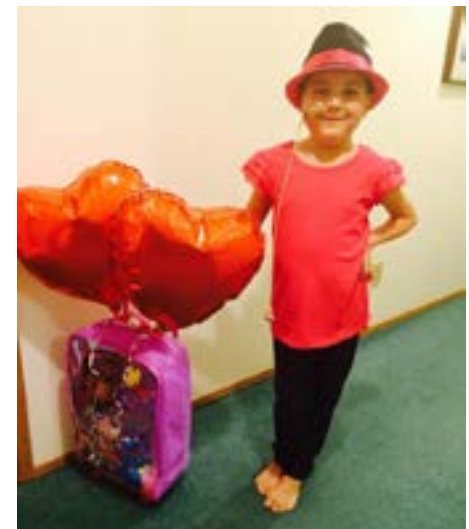
Sometimes your heart is so touched that you want the world to know how wonderful customer relationships can be when the chips are down. Our little office at **Covenant Solutions** in Fife, Washington, has 13 employees and we have been struck by more than our share of tragedy in the last six months. We have lost a mother, stepfather, brother and brother-in-law. We have a diagnosis of MS and Stage 4 lung cancer. Most recently Sienna, the six-year-old daughter of Jennifer Clark, our international inbound specialist, was diagnosed with acute lymphoblastic leukemia, the most common type of children's cancer.

A child—that's a tough one, and as usual the employees rallied together to support Jenn and do whatever we could to help her begin the long journey to Sienna's recovery. Support started to pour in from friends, family and customers. Unknown to us, **Brandy Brewer**

of **Abba International Inc.** rallied with **Aloha Worldwide Forwarders, Inc.**, **Sentinel International Forwarding Inc.**, **Alpine Forwarders, Inc.** and **Perfect Pak Company** to put together the most incredible care package any of us had ever seen. We were speechless at the generosity and kindness these wonderful friends and customers gave little Sienna. Jenn is still overwhelmed, and it did more than just make a little girl smile—it made Jennifer understand that she wasn't on this journey alone.

I choose to share this with the members of IAM because it is through IAM's annual meeting that these valued relationships have been nurtured. This is why we do what we do; this is why it is so important to attend the yearly gathering and build on that opportunity to create lasting relationships. Yes, we all are working for the dollar; but when it comes to support

in time of need, the value of friendship far outweighs any amount of money. And once again I am grateful to be a member of IAM.



Sienna Clark had reason to smile, thanks to the kindness of others.

YP Slate of Candidates

IAM-YP has announced the slate of candidates in this year’s election for Chair and Vice-Chair. Online voting in the election began on July 15, and will close on August 15. To cast your ballot, go to www.surveymonkey.com/s/6D7KRQX. (Note: The page following the ballot at this site allows you to register for the October 7 teambuilding event during the Annual Meeting in Orlando.)

Catherina Stier (Chair candidate)

Current IAM-YP Vice-Chair **Catherina Stier** is German-Chilean and has been living in sunny Spain for the last eight years. During that time she has been passionately involved in the moving industry, working as the international manager in the Operations Department of **Inter S&R** in Barcelona. Catherina currently oversees all business to and from Europe and South America, and manages all corporate account moves.

She is fluent in German (thanks to her father), Spanish (thanks to her mother and geographic location), and English. By living and studying in different countries and continents, Catherina has developed a diverse personality and a broad range of experience.

Catherina has attended many moving industry conferences all around the world. Through these experiences, she has built relationships with a number of companies and individuals, and gained an understanding of the issues that affect the businesses and responsibilities of young professional leaders.

As vice chair, Catherina has worked diligently to grow the IAM-YP group and personally attended many IAM gatherings, as well as YMC conferences in Europe

“If elected Chair,” Catherina says, “I am truly committed to ensure that IAM-YP members who cannot attend our annual conference are kept up to date on all developments and have access to all the benefits and social networking opportunities that are available throughout the calendar year. I also want to change the perception of IAM-YP, by letting moving company directors know that we do generate excellent business from our platform.

“As Chair, I will encourage current members to get more involved with the group and also recruit new professionals to ensure that new generations are well represented in the IAM. Being a member of the IAM-YP Group attracts me because I like to be surrounded by young and dynamic people who are very motivated by what we are doing.”



Catherina Stier



Abhilash Nair



Maria Andrea Rodriguez

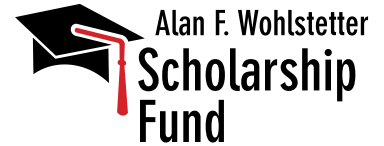
Abhilash Nair (Vice-Chair candidate)

Abhilash Nair has led the **ISS** removal division for the last three years, successfully making the division the best team in the Gulf region, with six offices. Abhilash has traveled extensively throughout the U.S., Europe, Asia and Gulf region.

“I come from a traditional family who served in the Indian Army,” he says, “and for almost 20 years traveled with my dad all over India, staying one or two years each place and continuously relocating. With a multimedia diploma, I started working at UPS as the first person in India to manage the business with SKYPAK, which handled the all Indian loads on the mainframe system, and was responsible for coordination between EDP, CS and OPS. After three years I moved into the packing and removal business with Pickford to oversee the British High Commission as the supply chain contract based in Delhi.”

At Pickford Abhilash headed operations and IT for all of India while pursuing a business communication diploma, studying sales and distribution and export management, and earning MBA and a PGDA in operation and production management. He became a branch manager for Crown Worldwide—Delhi. Promoted three times in three years with Crown, he left the company as regional manager for the north and east of India, with a good background score and efficiency (increased sales, bad debit collection, increased leads and conversion). “My name recognition got me an opportunity with ISS,” he says, “where I replaced a person twice my age to head the division of one of the world’s biggest shipping companies. Over the last 14 years, starting from the ground level, I rose to head a division of ISS. I have seen,

SCHOLASTIC ASSISTANCE PROGRAM CONTRIBUTORS



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

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

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

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

learned and implemented all possible technical, operational, financial and marketing tricks in the industry. I consider myself a complete package from Dubai for the removal/relocation business.”

Maria Andrea Rodriguez (Vice-Chair candidate)

Maria A. Rodriguez currently represents the second generation at **ABC Cargo Logistic S.A.S**, a Colombian company founded 28 years ago. She graduated as an industrial and systems engineer and then decided to move back to Colombia and apply her knowledge at the family business.

During her tenure at ABC she has gone through a learning process, working in different areas of the company such as customer service, sales, freight forwarding, moving and relocation. She currently is president of the company.

With Spanish as her native tongue and being fluent in English, she acts as a translator in different work-related environments, allowing her to advance in her career by learning during her translation experiences.

Her studies abroad have been a strong driver that she has come to utilize in her daily work. Her experiences while living in the United States and China have been a key factor in the launch of ABC’s most current line of service: relocation. Furthermore, she obtained her GMS-T certification with the Worldwide ERC association.

“I have had the opportunity to travel around the world to attend different conventions for relocation, moving and freight forwarding,” says Maria, “giving me the chance to meet people all over the world who have become not only my allies but also some of my close friends.”

Always seeking more ways to learn, network and give back to the community, Maria is part of the board of the Colombo-British Chamber of Commerce; Latin American, Central American and the Caribbean representative for IAM-YP, as well as part of the supplementary board for ILN at IAM. “While working with these groups,” she says, “I have had the opportunity to learn about the needs of the industries I am part of and what young professionals are facing today. If elected vice-chair, I will work with the chair hand-in-hand to ensure that IAM YP members make the most out of the networking opportunities and resources provided by the group using what I have learned from my experiences on different boards.”



YP Annual Meeting Schedule

IAM’s 52nd Annual Meeting will be held October 7–10, 2014, at the Marriott World Center in Orlando, Florida. IAM-YPs will visit the Orlando Kart Center (OKC) for this year’s teambuilding event. The OKC stands out from other local attractions in Orlando by offering a remarkable outdoor racetrack and a high-speed go-karting experience.

Karting requires teamwork paired with communication and support. This will be a great way to experience the thrill of Orlando. You can register for this event during the election via the electronic ballot at

www.surveymonkey.com/s/6D7KRQX.

Tuesday, October 7, 11 am–2 pm
Teambuilding Event

Tuesday, October 7, 5:30–7 pm
Welcome Reception

Wednesday, October 8, 3:15–4:30 pm
Membership Meeting

Thursday, October 9, 9 pm–2:00 am
YP Social Mixer at ICEBAR

Alan F. Wohlstetter Scholarship Recipients Named

The Alan F. Wohlstetter Scholarship Fund (AFWSF) offers tuition assistance to IAM member company employees and their dependents, and Student Members of the Association. Launched in 2002, the AFW Scholarship Fund has awarded more than 50 scholarships.

This year the AFWSF Board of Directors has awarded scholarships of US\$5,000 each to 10 deserving students in the United States, Italy, the Netherlands and Spain:

- Gary Cannady (Hidden Valley Moving and Storage)
- Federico Presta (Bliss Moving and Logistics)
- Matthew Hagenah (Atlas World Group International)
- Stephan Van Der Kolk (Crown Worldwide Group)
- Michael Hartung (National Van Lines, Inc.)
- Ronald Raymond Jr. (Gridiron Forwarding Company)
- Taylor Walter (Armstrong International Relocations)
- Nicole Cornett (Golden Services LLC)
- Lauren Hall (Coleman World Group)
- Cristina Mesonero (De la Fuente International Movers)

Funding for the scholarships comes almost exclusively from generous IAM members who support the AFW Scholarship Fund through company sponsorships and individual contributions.

To learn how you can support the Fund, contact Sandra Rowe Maier, chair of the AFWSF Fundraising Committee, at s.r.maier@jetforwarding.com or donate directly via the IAM website.

Going to University?

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**



Alan F. Wohlstetter
**Scholarship
Fund**



IAM Launches Mentor Match Program

Mentor Match, a FREE program for IAM members, is an online networking and career development tool enabling members to connect and gain experience through relationships as they pursue their professional development goals. Anyone of any age can be a mentor or a protégé.

Being a Mentor: What's in it for you?

- Enhance your leadership and management skills.
- Give back to your industry.
- Share skills and knowledge and help others identify and achieve their personal and professional goals.
- Build a long-lasting personal and professional relationship.
- Gain exposure to diverse perspectives and experiences.



Benefits of being a protégé

- Learn specific skills and knowledge that are relevant to your personal and professional goals.
- Become aware of various career options within the industry.
- Increase opportunities to network.
- Gain insight into your strengths and areas for growth.
- Get exposure to diverse perspectives and experiences.
- Build a long-lasting personal and professional relationship.

To learn more about the Mentor Match program, visit the information page on the IAM website at **socialcafe.IAMovers.org/AboutMentorMatch** and log into your IAM Social Café profile.

If you'd like to participate in the program, please e-mail IAM Membership Services Coordinator Ayana Singhateh at ayana.singhateh@iamovers.org.

Russia, EU Tussle over AC3 Security Regulation

By Martin Roebuck, *Air Cargo World*

A new air cargo security protocol enacted by the European Union on July 1 is threatening to create a trade war with Russia. Regulation EU 1082 stipulates that an airline can transport cargo into an EU member state only if its airport operation at the final point of departure for Europe has been certified by an independent validator as meeting required security standards.

Airlines know the regulation as ACC3 (“air cargo or mail carrier operating into the EU from a third country airport”). Intra-EU movements are exempt. Airport handling facilities in three countries that are in the European Economic Area, but are not EU members—Norway, Iceland and Liechtenstein—are assumed to be compliant with the regulation, as is Switzerland, which is outside the EEA but has a similar agreement with the EU. Also exempted are 12 additional countries assessed as having safe procedures and appearing on an EU green list, which includes the U.S., China and Japan.

Airlines’ facilities at all other airports with direct connections to EU countries must now undergo an audit by a validator, who is accredited by an EU member state. Validators assess aspects such as perimeter fencing and cargo screening procedures.

The International Air Transport Association, the sole authorized trainer of validators at its headquarters in Geneva, estimates that more than 1,000 locations worldwide are affected. IATA is pressing the European Commission for information on how many locations have so far been certified, but Mike Woodall, IATA’s project leader, independent validation and regulatory engagement, says no figures have yet been provided.

Following the completion of IATA’s latest course, Woodall told *Air Cargo World* that 100 validators have now been trained, of whom 95 have been accredited by their national regulatory authorities and are ready to conduct assessments. While this number may sound low, Woodall pointed out that in many cases, a validator can assess multiple airlines and handlers during a single visit to an airport. A handler or forwarder providing screened or secured cargo to carriers can apply for EU validation in its own right, avoiding the need for multiple inspections on behalf of each carrier, and thus becomes RA3 certified (referring to “regulated agents in third countries”).

The majority of carriers serving Europe either fulfilled the requirements ahead of the regulation’s entry into force or, where



International Shippers Association

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

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

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they were validated close to the deadline, may have suffered from backlogs within national regulators themselves, Woodall says. The workload fell disproportionately among EU member states, and the harder-pressed jurisdictions, such as Germany, “may be sitting on hundreds of validation reports,” he said. In these cases, temporary clearance has been granted.

Woodall is not aware of any immediate effect on cargo flows in respect to those carriers that have not yet been certified at all points of origin. “No one has been told, ‘You can’t bring in your cargo.’ The regulators have accepted ‘objective reasons,’ problems beyond a carrier’s control, which have prevented some from complying with the new requirements,” he says.

In some cases, a reluctant third country may have denied a validator an entry visa, or denied access to screening facilities. But even where an airline could put forward no objective reason for non-compliance, he says, “There has been no guillotine. The authorities at the point of entry into the EU have taken a reasonable, adult approach, asking carriers what are their plans, milestones and timelines to achieve compliance.”

The new rules were drawn up following the failed Yemeni printer cartridge bomb plot in 2010. The issue for Russian carriers flying cargo into Europe, such as Volga-Dnepr, Aeroflot and Transaero, is that Russia is not on the EU’s green safe country list. Facilities at Moscow’s Sheremetyevo International Airport, the main hub for Volga-Dnepr Group’s AirBridgeCargo (ABC) and Atran subsidiaries, therefore need certification under EU 1082.

This clearly rankles the Russian government, which argues its airlines and airports meet the existing security standards of the International Civil Aviation Organization. The country’s ambassador to the EU stated to a news agency that it “does not intend to undertake additional inspections.”

This standoff threatens a significant and fast-growing trade lane. Russia exported US\$6.2 billion (€4.5 billion) worth of goods to EU destinations by air in 2013 and its airfreight imports were almost double this figure at US\$11.8 billion (€8.6 billion). Russia’s Ministry of Transport is reported to have requested talks with the European Commission. If no compromise is reached, at

a time when political tensions are already running high thanks to the crisis in Ukraine, there are fears of retaliatory measures against carriers operating into Russia from or via the EU.

“Volga-Dnepr Airlines continues its operations to European countries in the ordinary course,” Andrey Matveev, corporate communications director for Volga-Dnepr Group, told *Air Cargo World*. “The company sent the ACC3 status request to LBA [the German civil aviation administration], the authority in charge for oversight of VDA’s European operations, in order to extend the period of mandatory compliance with EC requirements by at least half a year, as there remain certain discrepancies between Russian and European law in this area.”

Confirming the granting of a six-month grace period, Woodall says, “We understand that the Russian authorities and the EC are continuing their discussions. Our position is clear. We don’t want our members to be penalized if they are caught in the middle of a political dialogue.”

Russia is not the only country to express concern about Europe’s unilateral action. Woodall says EC representatives were recently forced to travel to Senegal for a meeting with the African Civil Aviation Commission, which IATA also attended. “There was recognition from the [European] Commission that its communication strategy could have been better. There is now a greater level of understanding,” he says.

IATA acknowledges that the new rules may be seen as an imposition in countries where the country itself carries out air cargo screening. It is encouraging government representatives to attend carrier validations to allay their concerns. For their part, EU validators must accept that they are guests of foreign governments and have no automatic right of entry, Woodall concludes. “But they are not inspecting a state or an airport. They are not there to judge but are simply fact-finding, gathering evidence on individual carriers’ arrangements.”

SOURCE: www.aircargoworld.com





IAM 52nd Annual Meeting
Orlando, Florida
October 7-10
2014



Orlando World Center Marriott



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>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>1:30pm–2:30pm KNOWLEDGE LAB Power Up Sales With Social Media</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 Learn to Network Like a Pro <i>[Recommended for first-time attendees]</i></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>10:30am–11:30am  Excited About Apps : A quick tour of must-have apps for business, productivity, & fun</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 Keeping it Legal – Navigating regulations, investigations, fraud actions & more</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 Impacts of California Ports & Truck Emissions Rules – What US & Overseas Movers MUST Know</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–12:00 Noon Governing Membership Meeting</p> <p>11:00am –12:00 Noon Exhibit Tear-down</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>

Peak Season 2014—Is It the Worst Peak Season Ever?

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

As usual, the Peak Season in the U.S. Department of Defense (DoD) personal property (household goods) moving program has its challenges for the participants at all levels. But starting in mid/late June the IAM staff started to hear the phrase “the worst summer ever” coming from government personal property types with regard to 2014. What’s that all about?

According to SDDC’s own data we are right on par in the number of shipments awarded during this Peak Season compared to the average of the last three years. Why then would this summer be so much worse? What does the term “worst” mean to these folks anyway? Does it mean that they can’t easily get shipments booked? Does it mean that they are seeing more refusals than normal? Does it mean that the quality of service is down? Why is their frustration running so high?

Could any of this be a result of the fact that the national account and COD markets have seen a slight rebound this year? Could it be that driver shortages and capacity issues continue to be problematic for industry? Could it be that the current DP3 environment has caused some agents to move away from doing DoD business?

In the domestic market we are just starting to understand that the new hours-of-service regulations are having an impact on capacity. Is that a factor? Some areas are experiencing a two-week delay in the normal peak moving time because many schools let out later in the year due to the harsh winter we experienced. Could that be a factor? All of the above could be influences, but we believe that some of the challenges being faced are a normal reaction to what we see every summer when the DoD tries to force all of their shipments into a very narrow window. About 30 to 40 percent percent of their work is forced into a two-month window—mid-May to mid-July. The fact that they can’t get every shipment booked during that timeframe shouldn’t surprise anyone.

So what is the real reason for this angst? We believe that it may have to do with the issues that all Defense Personal Property Program (DP3) stakeholders have experienced since the problems with the Electronic Transportation Acquisition (ETA) portal and Defense Personal Property System (DPS) first surfaced on June 6. ETA acts as the point through which DP3 stakeholders gain secure access to DPS, which is the Internet-based system used to manage DoD household goods moves. Since that date, ETA and DPS have had multiple issues with stability, connectivity and timeouts. The industry and their service providers have developed tools that allow Transportation Service Providers and their agents to continue to work during ETA/DPS outages. That is not true of the DoD personnel. When a system is down they are in limbo until the system comes back up. We believe that these problems accessing the system during the busiest time of the year are the key to the high level of frustration, which has caused a number within DoD to characterize 2014 as the worst summer ever.

DoD is also facing personnel shortages. The Transportation Offices (TOs) that award traffic in DP3 are facing manpower issues as DoD downsizes. They are being asked to “do more with less.” With shipment volumes remaining high well into July, the pace of work at the TOs has also remained high and that, we believe, has also caused the frustration levels to rise.

Problems with industry capacity are rarely an issue at any point on the calendar other than during Peak Season. Normally it’s only during Peak Season that dissatisfactions run high. IAM doesn’t believe the frustration being expressed by some DoD personnel can be laid solely at the feet of industry. The frustration levels have been exacerbated by the ETA/DPS troubles and manpower levels. We believe that is where we can start in identifying what has made this summer different than others and what might be the root problem leading DoD to believe that this summer will be one for the record books.

How to Think Smart and Be Entrepreneurial

By Francesco Argirò, Bliss Moving & Logistics, Rome, Italy

Do you have strong motivations, a need for results and independence? Are you creative, aware of having control on your future and that you are master of your fate? Well, then you are an entrepreneur! An entrepreneur is someone who:

- puts energy into what he does—someone who always seeks the best possible results;
- accepts the daily challenge in depending directly on the results obtained in the field; and
- undertakes something he likes and which thrills him.

The entrepreneur is more than just a manager, as he or she takes concrete steps to achieve goals, applying one's personal values and belief in all of life's spheres, not only at work and while doing business.

During sport activities, being entrepreneurial helps you to be an active participant and not just a passive observer. When studying, it helps in discovering new ways to learn. At work, it helps you to find and perform, with excellent results, the job of your life.

To be entrepreneurial is not easy, but the rewards are great. Anyone can learn to be entrepreneurial. This goal is unobtainable only to whoever has lack of ambitions and has no hope to improve his own life.



Francesco Argirò, President & CEO of Bliss Corporation in Italy—and an IAM-YP member—also works as a business coach and trainer for start-up companies.

Being entrepreneurial is a 24/7 job, because entrepreneurship is a state of mind. In fact:

- 24 percent of U.S. employees used their own technology to solve a company issue (*Accenture, 2011*)
- 50 percent of employees are willing to sacrifice their free time to go to training courses. (*Millionaire 2013*)
- 80 percent are willing to help management find new ideas for innovation. (*Lavoratori Imprenditivi, una nuova reciprocità tra lavoro ed impresa*)

Some time ago, while I was attending a motivation course, I heard something that impressed me: “If you want to achieve results which you have never achieved before, then you need to start doing things that you’ve never done before.” I’ve taken that to heart, and it’s worked great for me. Then I decided to help other people, always keeping this motto in mind.

To be entrepreneurial means to put effort into something you like, to take risks, to motivate and train yourself. To find the job of your life, to run into a personal growth, bringing value to your company and lead it to success.

10 Steps Toward Becoming a Successful Entrepreneur

1. Take responsibility.

Identify yourself with your company and exert your maximum efforts for it. The good results of the group depend on you. Don’t be afraid of taking on different tasks. Thanks to modern technology, you can easily increase your autonomy and the whole group will benefit from it.

2. Become a problem solver.

There was a time when to succeed in business you needed only two qualifications: knowledge and know-how. Today, you must also be unconventional, always remain flexible, and

never give up. Find new ways of doing things. Identify the problem, analyze it, propose solutions and check feasibility, then pick the best one.

3. Start now!

Time is always running out. If you think something is important, don't postpone it—do it immediately

4. Communicate efficiently and be social.

The fundamentals of communication are based on mutual understanding. In order to attract your interlocutor, you don't need to explain what you're doing, but why you do it. Apple, for example, explains that their iPad can simplify your life. To conquer your interlocutor, begin with your ideas. Start by using the Web to promote yourself, but be careful. Never be negative or offensive.

5. Motivate yourself.

Self-motivation is the heart of an entrepreneur. It allows you to discover on your own the power and strength to achieve your objectives, no matter which obstacles come on your way. Did you know that Conrad Hilton used to keep a picture of the Waldorf Astoria Hotel on his desk in order to remain focused on his final objective? That photo stayed there for 18 years before he bought his first hotel.

6. Focus on your team.

Have you ever noticed that the word T.E.A.M. can be an acronym for Together Everyone Achieves More? Team building can be accomplished in three phases:

- **Inclusion:** This is the moment when the team is created, perhaps with a task in mind or to work toward a common goal.
- **Achievement:** This is a very delicate phase in which, despite a common goal, each individual strives to meet it for his personal reasons.
- **Completion:** This final phase is the most exciting one, where each individual, well aware of his or her role and

the internal dynamics within the team, performs his best, respecting other people's roles and competences. Listen to your team, but in the end make your own decision. Not everyone can come up with good ideas, but a great idea can come from anyone. Have courage and relieve others if necessary. Remember that you can measure the strength of a chain from its weakest link.

7. Study, read, be informed.

Entrepreneurial people follow the news in order to make the right decision at the right time. Use modern technologies such as Google Alert, Feed rss, Google Currents, Apps for smartphones, and Wikipedia, for example.

8. Be an innovator.

An entrepreneur always looks ahead and understands that success is for people who are not satisfied with having only a little. Don't worry about old problems; instead, try to find new solutions. Don't get stuck in your "comfort zone" but get out from your daily routine and start changing your approach to life.

9. Become a great salesman.

We all know that to be a successful salesman you need to be self-confident, professional and transparent. Study how to make "cold calls," and take some sales courses. Learn from experts, create your own model and transfer it to others.

10. Go beyond obstacles and be proactive.

Obstacles are always present in daily life. They stand between us and our dreams and objectives, making them harder to achieve and more challenging. Do not focus on obstacles; instead, concentrate on your final goal. An entrepreneur has a valid recipe: a flexible approach to a firm objective. Never change your objective because of the obstacles that arise along the way. On the contrary, modify your approach, find new ways of doing things, change your actions and always keep your eye on your goal.

At World Moving & Storage Ltd., Relocations Are Just PART of the Story

By Joyce Dexter, Portal Editor

Raymond Dobbe has been attending HHGFAA/IAM annual meetings since 2003, and his first experience at the gathering in Las Vegas was enough to open his eyes to what the association could do for him and his company.

“I met all these amazing people,” he recalled during an interview with *The Portal* in Vancouver last fall, “and could see the scope of the membership and the value of working with them.”

It was after the 2003 annual meeting that Dobbe founded his company, **World Moving & Storage Ltd**, headquartered in Auckland, New Zealand. In 2007 he partnered with Dave Williams, another New Zealander who had spent 20 years in the UK, his last role as GM for Anglo Pacific.

“Our vision is to be the most reputable business and employer in the removals industry in New Zealand while creating financial sustainability and security for shareholders and employees,” says Dobbe.

That philosophy seems to be working well, if employee turnover is any indication. In the Auckland facility, turnover has been zero percent. In Christchurch, which is still rebuilding after the 2011 earthquake, it’s a bit higher, but Dobbe never uses casual employees. All get a full-time contract with a guaranteed 40-hour workweek.

“I have to be loyal to them and work smarter,” he says. “Our momentum from summer, although it slows a little, keeps us going year round. There’s no downtime because I keep them busy in slower periods cleaning the warehouse, washing vehicles, training, and so on. I even have a business coach. If Dan Carter, the best 1st Five rugby player in New Zealand, has three coaches, I figured I need at least one. At our company, everyone is learning every day. A lot of people stumble over pride. You must drop the pride in order to be successful—ask for help, take suggestions.

“Our front line people are the ‘promise keepers,’ the most important people in the company,” Dobbe adds. “It is very easy for salespeople to make promises, but if we keep the promises that we have made, customers will refer us to other people. The most important employees we have are the ones who interact with the customer; it certainly is not office-bound management or support staff. We rely on our front line packers and drivers to tell us what’s going on. Promise makers and promise keepers—that’s a powerful concept for us.”

To illustrate his point, Dobbe produces a graphic of an inverted pyramid, with the drivers and packers at the top and him and Williams at the bottom. In between are the sales and operations employees. It’s a concept that has paid off. World Moving & Storage has been recognized by the New Zealand Qualifications Authority (NZQA), a government-funded body tasked with assuring adherence to established quality standards. All staff are expected to achieve the NZQA National Certificate, and are trained to the NZQA standard for packing and removal of do-



Dobbe and his team have some fun with packing materials at the company's state-of-the-art warehouse in Auckland. (Photo courtesy of NZBusiness magazine)

mestic and commercial furniture. Achieving NZQA recognition was a three-year effort, and the company now is approved to do U.S. and UK military removals.

Quality begins at home, and World Moving & Storage takes care of its people. After noticing that employees often arrived in the mornings with junk food and a soda they’d picked up at a convenience store on the way to work, Dobbe realized that their performance would likely improve if they had a more healthful and substantial breakfast. So he initiated a full breakfast for all staff. “It costs them only \$2 per breakfast; we pay the rest,” says Dobbe, “but we get it back tenfold. They get as much toast and cereal as they like all day long, and a hot breakfast three days a week, prepared by the crew and staff. We also have two large crates of mixed fresh fruit delivered every Monday. It amounts to breaking bread as a family, and fosters a family environment. At 7:20 am every day we have a formal meeting, then go off to the job straight away.”

The company also pays them to give up smoking for three months—and \$250 is a powerful incentive for most employees.



A bouncy truck, above and below, bouncy castle and a barbecue trailer (right) are loaned to organizations as fundraising tools that bring in more money than a check from the company.



“We paid for some of them to have hypnosis and try other things,” says Dobbe. “Cigarettes are now \$20 a pack in New Zealand, so to stop smoking really saves them money—about \$3,500 a year that they can use for Christmas, birthdays, and so on. We have started savings plans for some of our employees that is paid out to them in December. A lot of family violence comes at Christmas, and arises from disappointment in not creating an idealized Christmas. So having money tucked away for gifts can make a difference.”

Little things—like changing the payday to Tuesday—have made employees feel more responsible, since they now buy groceries on the way home rather than spending money on a Friday night drink after work. “It helps them to budget better,” says Dobbe, who adds that the company also offers budgeting sessions to assist employees in managing their finances.

Of the dozen or so relocation companies in the country that do international moving, Dobbe estimates that World Moving falls about in the middle, revenue-wise. And he is fine with that. “We don’t need to be the biggest, we just need to have happy customers,” he says. “If the employees are winning, it will naturally flow down to us. And when happy employees make customers happy, we are able to reduce our marketing budget because word of mouth gets us new customers.

“The values that drive the company culture focus on PART: Pride, Attitude, Respect, and Trust. PART is our bible. As long as employees are making decisions around our values they are going to do the right thing.”

Protecting the environment plays into those values, and World Moving & Storage is internationally qualified as sustainable and carbon neutral. “Knowing that we are actively contributing to



a cleaner environment in New Zealand by proactively improving everyday environmental practice, employment and business sustainability gives our clients a great sense of security that we will be around in the future,” says Dobbe. “We’ve chosen to invest our carbon credits in a wind turbine firm to offset the amount of carbon we use. When wind farms are more profitable, less coal-generated electricity is used. As part of our Sustainability certification, we measure the lights in our buildings. We were even able to remove every other light bulb in our facilities and have saved a ton of money.” In fact, in 2013 the company won the Sustainable 60 Award, in recognition of its leadership in promoting sustainable business practices within the company and in the community. .

The honors keep coming: in 2013 World Moving & Storage was named winner of the Westpac Auckland West Business Award in the Excellence in Exporting category.

The culture within the business is that of helping fellow employees, sharing food, bringing in fresh-baked cakes and cookies for everyone, and so on. But it also involves broader efforts to support the community and families, such as the Ride to Conquer Cancer, a 200-km two-day cycling journey to raise money for the Cancer Society New Zealand. The company bought 22 new bikes for employees to use, and they subsequently paid for the bikes out of their checks, a little at a time. The added bonus is that they are now riding bikes more to work and at home with their families.

“We get calls for donations to charities, schools, and organizations all the time,” says Dobbe. But instead of giving a check, we’ve bought bouncy castles and a barbecue trailer. This means we provide the equipment and loan it to these organizations, which then can charge

for food or using the castle, and they wind up with much more money than the \$100 or so we would have given them directly. It's giving them a line instead of a fish. It's been hugely successful, and the exposure benefits for the company are huge as well."

PART is a concept that embraces responsibility and leadership. "Once we found out what we really stood for," says Dobbe, "I wasn't putting out fires all the time. People are taking responsibility for themselves. Leadership is not about a title, it is about our actions. We have 68 leaders in our company and that makes everything easier. Any company can do this, as long as they take a long-term view and use their pride for the right reasons.

"We have weekly awards for the staff based on our values, not results. We give them a \$20 food voucher they can use at a local supermarket. Once, a driver saw a child being bullied by a group of kids and stopped his van to deal with it. He didn't even tell us. A witness saw the truck and called the company to say how wonderful it was that he cared enough to do that. It shows community values.

"We see each other more than we see our own families during the week," Dobbe points out. "So we try to have fun. We enjoy each other. Recently five of our guys achieved the national certification. We took them and their significant others, along with the whole branch, to a karaoke bar to celebrate—providing another opportunity to bond and reinforce our culture."



World Moving & Storage is preparing to launch a new portable self-storage business this summer.



On a roll: Two new Isuzu trucks recently joined the World Moving fleet.

A look at people and events shaping IAM member companies



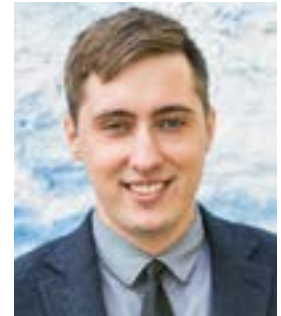
Allyson N. Geraghty



Tara Robinson



Parveen Kumar



Illia Rokun

The Paxton Companies, Inc., has promoted two employees from its growing International Division. **Allyson Nordstrom Geraghty** and **Tara Robinson** have assumed new roles as international team leaders, based in the company's global headquarters in Springfield, Virginia.

Geraghty, who has been with the company for more than eight years, will now manage and support our expanding GSA/ITGBL Team in the International Household Goods Division. She brings a detailed knowledge of U.S. government shipping regulations, having participated in the ITGBL program nearly since its inception. Geraghty will be responsible for the day-to-day operations and customer service for household goods shipped in support of the ITGBL program worldwide.

Robinson will manage the newly formed Paxton Rates and Vendor Management Division for both general commodities and household effects. She brings to her new post more than 13 years of experience in the industry, and has worked at Paxton since 2010. Her contributions to training and compliance have led to valuable improvements, and she will lead the team to achieve company goals and meet the benchmarks established for the Paxton Quality Assurance program. Robinson will be responsible for overall production, analysis and pricing of all aspects of transportation services, including vendor management of subcontractors and suppliers.

Star Worldwide India has named **Parveen Kumar** as general manager. Kumar, a retired army lieutenant colonel,

is a veteran of the moving industry, with more than 28 years of experience. His extensive experience and broad knowledge of the pan-India moving industry will play a vital role in his execution of strategies to expand the Star Worldwide Group banner throughout India and diversify its product offerings, said the company. He will be headquartered in Star's Delhi office.

AGS Kiev has appointed **Illia Rokun** as branch manager. After receiving his M.B.A. in 2010, he served an internship as a business analyst with a consulting company in Brussels. He then returned to Ukraine and joined the office of a company in Kiev before moving to AGS Kiev as sales manager in 2011.

In 2013 Rokun was selected to participate in AGS's branch manager train-



Stephen Bonollo



Camilla W. Evensen

ing program, through which he worked with AGS offices in Prague and Bucharest. He returned to Kiev to complete the program prior to his new appointment.

Santa Fe Group has named **Stephen Bonollo**, general manager international Australia, to the role of group director partner relations. In his new position Bonollo will assume responsibility for Group partner relations for moving services, succeeding Mathieu Dunod, who will now focus on his key role as regional director Santa Fe Relocation Africa.

NFB International Relocations in Oslo, Norway, announced that **Camilla Wibe Evensen** has joined the company and will assume a combined role as both international relocation coordinator and a sales executive.

Evensen previously held positions as administration and marketing coordinator and then sales executive at DHL Global Forwarding Norway, and as sales executive at Kuehne + Nagel. As sales executive, she has grown and maintained her own customer base, providing customized logistical solutions for customers in all industries, where the services provided have consisted of sea, road, air and warehousing solutions.

UniGroup Relocation has appointed **Brad D. Bianucci** director of destination services. Bianucci, a Certified Relocation Professional (CRP), will manage the company's network of suppliers for destination services and work with other departments to grow the business. He brings more than 13 years of experience in the relocation industry.

Prior to joining the company, he most recently worked for global mobility firms as a project manager to provide consulting, program development and to oversee the implementation of services to domestic and international clients. Bianucci was first exposed to the corporate relocation industry at Cartus, where he worked for a number of years in a variety of roles including consultant within the USAA Movers Advantage program and a home sale client services consultant for a large account.

EXPANSIONS

STREFF Luxembourg has expanded its capacity with an added storage facility. The new building, now under construction, will open in early 2015 and increase the company's storage volume by about 2.5 million cubic feet, for a total of 9 million cubic feet.

The tailor-made facility, featuring secure private loading bays, will be equipped with a 20-ton gantry crane to handle 20- and 25-foot steel containers up to 18,000 kg. each. Only personnel or customers will be able to access the contents of the containers, according to the company's Stefan Chorus, "similar to a safety deposit box in a bank like in "The Da Vinci Code. As in the movie, only the right storage code allows the fully automated crane to move the desired steel container into the handling area." The security feature is designed to protect the goods and documents stored within the containers from unauthorized access.

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, parent company of United Van Lines, Mayflower Transit and other global relocation and transportation companies, has acquired UK-based **Sterling Relocation**.

The acquisition of Sterling provides UniGroup with a full range of relocation consulting, assignment management, immigration, destination and supply chain management services to better meet its clients' needs. UniGroup provides Sterling with resources to expand its capabilities and service offerings. Together, UniGroup and Sterling represent one of the largest global networks of relocation and moving services with 27 regional offices and more than 1,000 local service providers in more than 180 countries on six continents.

Rich McClure is UniGroup president. Former owners Rupert Morley and Jeremy Beglin will continue to serve as Sterling's president and vice president of sales and business development for UniGroup global relocation services, respectively.

Move One has announced that it will open a new office in Amman, Jordan, this summer, with plans for a future expansion for a Move One office in the Port of Aqaba. The new facility will offer a full range of services including relocation, moving and logistics solutions, and will be supported from its UAE headquarters. This strategic move, the company said, will leverage the Port of Aqaba, the main port into Jordan and onward into Iraq, for the importation and transit of required cargo for reconstruction and energy projects.

In addition, Move One is setting up its Jordan operations to provide diplomatic aid deliveries to Syria and the Zaatari refugee Camp in Jordan. With the increased number of global humanitarian aid groups setting up large warehousing projects in Jordan for onward distribution to places like Syria, Iraq, the West Bank and Lebanon, Move One will be physically present in Jordan to complete distribution and support warehousing efforts in these challenging efforts.

The company will continue to focus on building strong, professional level support services for the growing population of diplomats, aid workers, and expatriates.

Boonma Launches PQS Coaching Program

Boonma Mobility & Moving Thailand has launched a coaching program to promote Professional Qualification Standard (PQS) in Thailand. It facilitates collaboration among relevant professions (e.g., field work, sales and sales support, marketing, and customer service) in developing occupational standards; distributing information on professional qualification and occupational standards; accrediting and evaluating organizations that test individuals' competencies; and converting professional qualification to educational qualification.

The PQS objectives are to improve knowledge and skills of employees and thereby advance their careers, and will cultivate the workforce to satisfy the requirements of industrial and service sectors in order to increase national economic competitiveness. To work effectively and productively, employees not only need to use knowledge; they also must apply expertise and skills acquired from on-the-job learning and practice. Even those without education degrees in

the field can improve their competency to complete their required tasks.

"Occupational standards developed by Boonma Thailand will be very useful in vocational curricula revision and adjustment," said Boonma Executive Director Tiddy S. Teerawit. In the process of curriculum adjustment, occupational standards will be taken into account so that students will develop necessary occupational skills."

In addition, employees can test their competencies at test and certification centers certified by Boonma, and they will receive professional qualification certificates that accredit knowledge, skills, and abilities in completing the tasks in accordance with occupational standards.

In the first quarter of this year, Boonma began the PQS Coaching Program for the Fieldwork profession. Eight supervisors participated in the program, which included six modules: appearance, excellent quality, impression, communication skill, unity and love, and team building.



Mini One owner Vimolpak Namwan (left) thanks Boonma's Jay Pantakij for a job well done.

Mini One Reunited with Owner in Thailand

After living in the UK for almost 20 years, Ms. Vimolpak Namwan recently decided to return to her hometown in Thailand. She shipped her beloved 2005 Mini One, along with 72 packages of personal effects and household goods, in a 20-foot container from UK to Thailand. **Boonma** was selected to manage her relocation and clear her container through Thai Customs.

The customer was very pleased with the service she got and praised Boonma staff for their excellent and organized service, as well as their helpfulness and friendliness.



Tiddy S. Teerawit (center) presents pins and certificates to Boonma's eight supervisors upon completion of the Fieldwork coaching program.

SIR Move Services Introduces *My First 7 Days in Singapore*

SIR Move Services has published a children's storybook, *My First 7 Days in Singapore*.

"The idea of a children's storybook based on their experiences and memories of moving from one country to another has been on our minds for several years," said SIR COO **Shyla Mathews**. "Being in the business of moving families, there is nothing like having a familiar story retold, so that others who are in the same situation are aware they are not alone."

The book follows the journey and adventures of Tess and Jamie, typical children who have moved to a foreign land and are finding themselves enchanted by their strange and wonderful new home, Singapore, as the week unfolds.

My First 7 Days in Singapore has a strong undertone of giving back, Mathews explained. "We included an element of charity in the book to support our fund-raising efforts for our annual island-wide donation of new and gently used items, based on a wish list for orphanages and homes in Cambodia and Sri Lanka."

The theme of giving back is not only communicated in the story. Seven very talented Singaporean artists have donated their time and talent to a book with a cause. Written beautifully in verse, it will appeal to children aged 3 to 16.

"We are selling the book directly from the office and through retailers who support our fund-raising efforts and all proceeds will go toward the funding of containers," said SIR CEO Charlie Scott.

My First 7 Days in Singapore may have begun with a simple idea and objective, but its successful completion would not have been possible if not for the many people who have sponsored, supported and contributed time, money, love, effort and talent, said Mathews.



***My First 7 Days in Singapore* is a children's book to raise funds for Asian orphanages and causes.**

"As an adoptive mum of two children," she added, "this book represents my continued commitment to making a difference. We started sending containers in 2009 and have continued to this day. Now we can send more."

For more information on how to purchase the book or to learn more about SIR's next donation drive, in October 2014, e-mail smad@sirmove.com.

VIP Delivery to Rio de Janeiro

Atlantis International's Interior Design Division was recently awarded a logistics contract to handle the shipment of more than 700 cubic meters—200,000 pounds of air freight—for one of the world's wealthiest families.

The goods included works of art, joinery, furniture, and bath accessories moved from Europe to the family's apartment on the famous beach of Leblon. More than 50 shipments left Europe in May and June. The project included packing in Europe, airfreight, customs clearance, delivery and assembly at the apartment in time for the World Cup in July.

"This is not the first interior design project we've been involved in," said **KarlRafael Wollny**, CEO of Atlantis International, "but for sure it's the largest and richest so far. We have been handling impressive projects for the most famous designers not only in Brazil but also in Europe and the United States as well."



Atlantis International undertook handling the logistics for a large shipment during May and June in advance of the World Cup.



The Move One team shared a maximum adventure in Macedonia recently.

Move One Reaches Adrenalin High

Move One recently sponsored an adrenalin-packed weekend at the Mavrovo ski center in Macedonia. The Mavrovo Maximum Adventure series of events was themed AIR WATER EARTH FIRE. Under each category there were different sport activities that took place throughout the weekend. The team building was a competition between the companies that participated. Teamwork, good spirits, and enthusiasm were abundantly displayed.

MOVERS DOING GOOD

Arpin Group has announced that the First Annual Arpin Strong Golf Outing has successfully raised \$17,030 for charity.

The event, organized by the Arpin Charitable Fund Inc., was held in Bellingham, Massachusetts. The goal of the Arpin Charitable Fund is to help those in need during natural disasters or when unfortunate circumstances arise through various fundraising activities throughout the year.

Mike Killoran, treasurer of the Arpin Charitable Fund, Inc., said, "This money will contribute to several important causes where it is greatly needed." Of the more than \$17,000 raised, \$14,000 will be split equally in denominations of \$3,500 and donated to the following charitable organizations: the Rhode

Island Community Food Bank, Save the Bay, the Tomorrow Fund and the Wounded Warrior Project. The rest will be used to promote other nonprofit organizations and to continue with regular monthly donations to various charities.

The first Arpin Strong Golf outing was organized by Mark Dearborn, Michael Killoran and Kathy Frazier, all of whom are members of the organization's board of directors.

Gold and platinum event sponsors were Capacity Coverage Company of New Jersey, Inc., Courtney International Forwarding, Inc., DAS, High Relo Worldwide, LGCD CPAs/Business Advisors, Labor Ready, Tarbox Hyundai, GTS, Mellor Agency, Nuss Relocations and Steven Freight.

GOING GREEN

Pasha Distribution Services (PDS) continues its steadfast support and participation in the SmartWay Transport Partnership, an innovative collaboration between the US Environmental Protection Agency (EPA), industry stakeholders, environmental groups, American Trucking Associations and Business for Social Responsibility. SmartWay is the EPA's flagship program for improving fuel efficiency and reducing greenhouse gases and air pollution from the transportation supply chain industry.

"The EPA applauds the renewal of Pasha's SmartWay membership and congratulates them on their work towards more cost-effective and environmentally efficient freight transportation," said Terri Myers of SmartWay Transport Partnership.

PDS' California fleet is responsible for delivering over 25,000 vehicles in the Pacific Southwest each year. "Not only do many of our customers expect us to participate in this program, we believe it is the responsible way to do business," added Ed John, General Manager, Managed Carrier Services. "PDS is proud to have been once again approved by the EPA for this green certification."

PDS received an Outstanding EPA rating. "We attribute this to our no-idle policy when in port, cubing out at over 95% of payload capacity due to the corridors we operate, and because of the complementary nature of the traffic, we enjoy fewer empty back-hauls than in prior years," said John.

The goals of the partnership are to reduce fuel consumption from trucks and rail delivering freight, lower operating costs, and limit emissions of carbon dioxide, nitrogen oxide (NOx) emissions and particulate matter that adversely affect air quality. PDS has participated in the SmartWay Program since 2012.



Moveware recently announced two additions to its growing user base. The company reports that it has enjoyed a lot of success over the past year, adding more than 30 companies to its client roster.

Among its most recent implementations were **Canal Movers & Logistics** in Panama and **Worldwide Moving (A-Whisco, Inc.)** in the Washington, DC, area.

Canal Movers is a full-service international moving company that handles commercial, government, embassy and military moves worldwide as well as general commodity cargo for both private and corporate movers. Canal Movers also has a furniture rental division that complements its international moving business. Their decision to implement Moveware was mainly made on the basis of wanting to be able to manage all departments within their entire business in one single platform.

Worldwide Moving is a family-owned and -operated company that has been providing full-service relocations for more than 40 years. Worldwide offers a wide range of moving services, from local and long distance moves with its own fleet and personnel out of their two branches. In addition Worldwide also operates a commercial cargo distribution service. Moveware has helped Worldwide in their quest for streamlined operations with an EASY DPS integration and a very much needed access to live key business analysis data to successfully manage their growing business.

Moveware's new happy clients at Canal Movers & Logistics (above) and Worldwide Moving Systems (below)



MILESTONES

Asian Tigers Mobility in Korea celebrated its 30-year anniversary in business at the Yeosu World Expo location in Korea.

Founded in 1984 by **Joseph Song**, Asian Tigers Mobility Korea has grown to be a leading moving and relocation company in Korea. Celebrating the two-day event were all of the company's employees, as well as their spouses and significant others.

The occasion was a triple celebration, honoring Song's enormous contribution to the company, as well as commemorating his 60th birthday and his becoming a grandfather for the first time.



Above and below: Asian Tigers employees pause for photo ops during the company's 30-year anniversary party.





Dave Beere
upon his in-
duction into
IAM's Hall
of Honor in
2008

On May 27, in Irvine, California, **Matson** hosted colleagues and friends of IAM industry veteran **Dave Beere** on the occasion of his 96th birthday. After his college days at Syracuse University, Beere enjoyed a long career in the U.S. Navy. He was assigned to the first troop ship to anchor at Omaha Beach on D-Day, and his service continued through the Korean War. He retired with the rank of Lieutenant Commander.

After his Navy service, Beere joined steamship operator United States Lines in New York, where he spent 25 years. He worked another 15 years with American President Lines, and then moved on to Lykes Brothers Lines. "To ensure Dave had tenure with all of the major U.S. Flag steamship lines," a Matson executive joked, "in 1995 he accepted our invitation to become part of the Matson *ohana* [family]. Dave's contract has no retirement clause!" Beere promotes Matson's Hawaii and Guam household goods initiatives.

Grospiron International announced that **Philippe Raveau-Violette** has retired from the company after 23 years, joining his wife in India. He had served as an account manager, dedicated to Grospiron's Latin American business.

Before joining Grospiron, Raveau-Violette worked for more than 30 years in Brazil, where he mastered his skills in Portuguese and Spanish.

HONORS AND AWARDS



Globalink Logistics Group President Siddique Khan (left) accepts the AmCham Community Service Award.

Globalink Logistics Group was honored with the Community Service Award by the American Chamber of Commerce (AmCham) in Kazakhstan at the 2014 Awards Gala Dinner.

One of many awards given that night, this one was for adherence to ethical principles and selfless contributions to society. The award is considered one of the most prestigious awards among the business community of Kazakhstan and one that undergoes a rigorous assessment of a company's impact on society.

Recognizing the special importance of social responsibility in today's world, year after year Globalink has systematically participated in local and global campaigns aimed at improving the quality of life of various social groups. Globalink's dedication to the community it lives in is underscored by the number of programs it runs, ranging from volunteering transportation of aid for natural disaster victims to charity campaigns for people in need, as well as many other social activities.

"This award once again highlights that serving the community is just not a slogan for us," said Globalink Logistics Group President **Siddique Khan**, "but rather an integral part of our organization."

JK Moving Services has been named the Best Mover by *Northern Virginia Magazine*. JK received the honor as a result of the publication's annual readers poll.

Founder, President and CEO **Charles Kuhn** noted, "JK's first home was in Fairfax and when we needed to expand, it was an easy choice to keep our corporate headquarters in Northern Virginia. Today, JK employs more than 600 employees from our Loudoun County campus, and we are honored that the region continues to entrust thousands of moves annually to us."

Each year, Northern Virginia Magazine conducts its survey, allowing the community to name the best-of-the-best across a wide variety of categories. This year marks the seventh anniversary of the annual Best of NoVA readers poll. According to the publication, more than 20,000 votes were cast in 136 categories for this year's survey.

Earlier this year, JK Moving Services was named Best Mover in Loudoun County by Leesburg Today, honored with a Fleet Safety Award from the American Moving & Storage Association, and noted as Moving Company of the Year by the Commercial Real Estate Brokerage Association of Greater Washington, DC.



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Coleman World Group
IAM Chair

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

For information about IAM's Receivable Protection Program,
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courrier@sofrapack.com
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The Receivable Protection Program: Enhanced Financial Security for Your Company

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

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



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.org and click on Programs & Education or contact IAM at rpp@iamovers.org

Congress Continues Efforts to Shore Up Highway Trust Fund

With the household goods moving season in full swing, Members of Congress have turned their attention towards shoring up the Highway Trust Fund (HTF), which is due to run out of money in early August. Senate Democrats are continuing to push for a longer-term measure that would also include a proposal to reauthorize the broader highway bill. The Obama Administration also supports this approach, and earlier this year introduced a four-year measure, at a cost of roughly \$300 billion.

The latest proposal to be considered—and at this time the most likely to see passage—would only ensure solvency until May 31, 2015. It is estimated to cost \$10.5 billion. House Ways and Means Committee Chairman Dave Camp (R-MI) introduced the proposals, and members of both parties are working quickly to find a path forward for approval. Spending levels for current programs would remain at the same levels during this timeframe.

The Ways and Means proposal is funded through changes made to federal pension plans, in conjunction with a fee that is paid by travelers who utilize U.S. customs facilities. Congress would also authorize borrowing approximately \$1 billion from the Federal Leaking Underground Storage Tank Trust Fund. The measure also reauthorizes the federal government to continue collecting money from the federal gas tax, as that authority runs out in September.

The 18.4 cents per gallon collected by the federal government for transportation projects have become insufficient over the years, as cars have become more fuel-efficient. Many industry organizations, including the American Trucking Associations (ATA), have requested that Congress move legislatively to increase the gas tax to adjust for the loss in revenue.

The Department of Transportation (DOT) estimates the gap between the gas tax revenue and the current level of federal road and transit spending at approximately \$16 billion per year. If the shortage to the HTF is not addressed, states would see decreased revenue of roughly 28 percent for projects and other spending needs. Payment adjustments to the states reflecting these decreases would begin August 1.

Significantly, the House GOP-backed measure would take industry-specific proposals to replenish the HTF off the table.

For example, Senate Finance Committee Chairman Ron Wyden (D-OR) had called for a \$1.3 billion increase in taxes on heavy trucks. He introduced a provision that would have essentially doubled the current \$550 annual limit on the highway-use tax for vehicles over 75,000 pounds, with a \$1,100 cap for

vehicles more than 97,000 pounds. His proposal would also have affected trucks grossing between 55,000 and 97,000 pounds.

Trucks in that metric would have had to pay an additional \$100, plus \$22 for each 1,000 pounds over 55,000. Wyden has delayed a vote on this option for now. Increases in the overall federal gas tax, reduction of U.S. Postal Service delivery and diesel fuel specific surcharges have also been floated over the past several months.

As this issue of *The Portal* went to press, the House Ways and Means Committee was marking up the proposal with a goal of releasing it from Committee by the middle of July. Rep. Camp resisted calls from some Members of Congress to replenish the HTF only until the end of the year. Some Senate Members believe that a vote on increasing the federal excise tax on gas would be much more likely to pass in a November lame duck session, after the elections have taken place. IAM will continue to follow the HTF-related surface transportation infrastructure legislation and keep members apprised of any progress.

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

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 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
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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**:

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
July/August Issue.....	July 1, 2015

*Ad rates subject to change.

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

**For further information about Portal display advertising,
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Orlando, Florida, USA

October 8–10, 2014

Employee Relocation Council (ERC)
Chicago, Illinois, USA

October 11–24, 2014

2014 IPATA Conference
Panama City, Panama

October 13–14, 2014

Claims Prevention and Procedures
Council Convention
Alexandria, Virginia, USA

October 19–21, 2014

Canadian Association of Movers
Annual Conference
Toronto, Ontario, Canada

October 24–25, 2014

Professional Group Moving Companies
(ASTAG) Annual Meeting
Werdenberg, Switzerland

October 24–27, 2014

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