

# THE PORTAL

VOLUME XXXIII

CONTAINER 3

MAY/JUNE 2000



## ***Portal Focus:*** **Latin America**



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**Destination:  
Anchorage —  
A Preview**

**1999-2000  
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Transpack Argentina, S.R.L.



# THE PORTAL

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**MARCH/APRIL 2000**

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*Cover: Photos courtesy of Class International Movers, Sandoval International Moving, and Gerson & Grey Transportes.*

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## PRESIDENT'S MESSAGE

By Terry R. Head  
HHGFAA President

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## To B or NOT to B2B

The removals and relocation industry is not immune to the influences on business practices brought about by the ever-increasing use of the Internet. I believe our industry, when examined on a global basis, is only now beginning to emerge from the infancy stage of identifying, acknowledging, and responding to the growing impact, potentially both positive and negative, of the Internet and e-commerce.

Anyone who has read previous President's Messages or other trade publications are no doubt familiar with the oft-repeated observation that the Internet is going to revolutionize the way we do business. It has been a major topic of discussion, and countless articles have been written that predict the impact of "the 'Net" and e-commerce, yet fall short of advising individual companies exactly what they should do to position themselves to take advantage of the innovations that are now available, as well as those that soon will be.

I truly hope that each member has adopted or is in the process of formulating an Internet strategy that relates to marketing, sales, customer service, shipment tracking and reporting, as well as relations/communications conducted company to company (in other words, business-to-business, or B2B). Without a full understanding of the Internet, most e-commerce strategies are bound to fail.

Development of a successful Internet strategy must start with a proper understanding of the evolution of the Internet. The Internet is not the same medium it was three or five years ago when everyone was rushing to establish their personalized domain names and place on a Website photos of their warehouses, vehicles, and staff.

More important, we cannot expect the Internet to resemble its current self three years from now. This is a constantly evolving entity. The Internet is a work in progress, and has made the transition from static data representation to its current structure, providing dynamic data content that changes daily or even hourly. It is now characterized by real-time transaction systems for conducting business-to-business (B2B) commerce.

I don't believe our industry is that far away from seeing the formation of B2B exchanges that allow a mover or relocation company in one country to offer up on the Internet the details of a customer's shipment and solicit bids or rates for the handling of that shipment by another mover or forwarder. Another example will be a B2B network that lets household goods carriers (independents, as well as van line-affiliated operators) source an Internet-based posting of shipments offered up for hauling services. Freight brokers have been operating this way for several years. The purchase and scheduling of ocean and air cargo transportation is moving in the direction of B2B exchanges now.

This leaves us with several questions that need to be considered and answered. Who inside or outside the industry will be the ones to develop these B2B exchanges for our trade? Will the networks be run for profit or operated on a nonprofit or co-op basis? And will they be closed and made available to only select companies, or open to all to participate?

Here's a question on which I would appreciate hearing from you: Should HHGFAA begin exploring the possibility of becoming directly involved in the creation and development of a business-to-business network for the common benefit of its worldwide members? Or is that best left up to other market forces to decide and use to their advantage? To B2B or not to B2B — that is the question. ■

# IADB: Shaping Development in Latin America

*By Carolyn Ann Griffith*

The Inter-American Development Bank was founded in 1959 to help accelerate economic and social development in Latin America and the Caribbean. It began lending operations in 1961. It is the oldest and largest regional development bank. In 41 years of operations, the Bank has made a total of 2,456 separate loans, worth \$95 billion. Bank financings have contributed to development projects with a total cost of \$240 billion. The Bank's operations cover the entire spectrum of economic and social development.

The Bank has 46 member countries. Of these, 28 (known as the regional members) are located in Latin America and the Caribbean as well as the U.S. and Canada, and 18 (known as the nonregional members) are in Europe, Asia and the Middle East. The Bank, whose headquarters are in Washington, D.C., maintains a Country Office in each of its member countries in the region as well as in Paris and Tokyo. There are approximately 1,233 staff members at headquarters, and another 500 working in the Country Offices.

The Travel and Shipping Section of the Bank, located in its headquarters in Washington, is responsible for the movement of household goods and automobiles for employees being hired or transferred to and from the Country Offices. Staff members at Headquarters are encouraged to work in one of the Country Offices for some time during their career at the Bank. There are approximately 175 moves each year, either to or from Headquarters, or between the various Country Offices. This includes shipments for repatriating staff members.

Shipments are handled through a contracted moving company. This contract is awarded by means of an extensive RFP, and is reviewed periodically. Services include responsibility for coordination of all aspects of the door-to-door moving process, including the interpretation of Bank policy. Some of the value-added services which the Bank receives include an Internet tracking service so staff members may check the current status of their shipment. In addition, a video is made in residence at the time of packing and unpacking to assist in quality control.

At present, the Shipping Unit has a contract with a single moving company, which handles all of its moves to and from Washington, as well as between Country Offices (third country moves). The decision to use a sole source was made due to the fact that we require that there be a representative from the moving company working full time on site at the Bank. The moving company is expected to handle shipments through a network of agents that also meet the high standards required by the Bank and its staff members. The Bank relies heavily on the relationships that the contracted moving company has developed with moving companies in the member countries. The Bank tries to maintain its own relationships as well through attendance at industry conferences, such as HHGFAA and LACMA. In addition, staff members and Country Offices in many countries need local moving services. Local moving companies in each market provide these services, and the local Country Office makes this decision.

In addition to the shipment of household goods and personal effects, the Travel and Shipping Section is responsible for handling all travel arrangements for Bank staff traveling from Headquarters, which is approximately 9,000 tickets a year. This figure includes conferences and seminars, which the Section also handles. ■

# Profiles of an Industry

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**A SPECIAL  
PORTAL  
FOCUS**

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## **MEXICO**



### **Atlas Mexicana**

**Atlas Mexicana** was founded in Mexico City in 1967 and currently has offices in both Mexico City and Monterey, from which service is provided throughout the entire country. Atlas has two divisions: removals and general freight forwarding. The company's general manager is Lee Lickerman; the removals manager is Peter Frederiks.

In the removals area, Atlas Mexicana offers the entire array of moving services: local, long distance, and international relocations; and long-term storage, though the primary emphasis remains with international removals. Import and export services for household goods and personal effects are provided through more than 10 different ports and airports, thus ensuring efficient coverage of all of Mexico.

Atlas Mexicana has complete, modern facilities in both cities and the vehicles to provide all the transport services offered by the company. Drivers carry cellular phones, to ensure the most efficient communications possible, regardless of their location within the country. Packing personnel are all fully trained and equipped, and some have over 30 years of experience in the removals industry.

Atlas emphasizes:

- very close contact with the customer and the account throughout each removal
- the most complete and up-to-date information available to shippers on moving to and from Mexico
- the highest quality packing service available in the country
- innovation in equipment and packing materials to constantly improve removal services
- cleanliness in all aspects of work performed
- providing overseas agents with quick and reliable service, coupled with constant communication
- maximum security measures taken at all times.

### **Atlas Mexicana**

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Website: [www.atlas-mex.com.mx](http://www.atlas-mex.com.mx)

## **Koramex Forwarding Inc. S.A. de C.V.**

**Koramex Forwarding** was founded in 1990, and has provided local, national, and international moves to any point in the world by land, sea, and air transportation, thanks to its wide distribution network.

Koramex headquarters is located in downtown Mexico City, which is the country's principal trading site. That city receives shipments from the main ports in Mexico, such as Manzanillo and Veracruz, and performs destination service nationwide, from Tijuana in the north to Cancun in the south. Koramex is experienced in handling diplomatic and VIP shipments from any country.

Koramex packs goods using the best quality products and according to the unique requirements for each shipment. The company is well equipped to provide logistic, customs clearance, and transportation for shipments, and to solve any kind of problem that may arise. Koramex customers can be confident that they are dealing with a professional team.

The company owns a 30,000-sq.ft. warehouse, 20 straight trucks, 13 power units, 10 vans, and two forklifts. Its office staff of 22 support 25 drivers, 30 packers, and 25 other workers — 102 employees who work as a team to provide the most competitive and efficient services possible.

In addition to handling office and household moves, Koramex offers long-term storage in its warehouse as well as freight forwarding for different kinds of goods, ranging from heavy cargo, chemicals, and food to special shipments or temperature-sensitive products.

Clients such as L.G. Electronics rely on the company to transport goods in Koramex-owned trucks, which have the required dimensions to provide all types of service. Coca-Cola, among others, entrusts Koramex with crating of machinery.

The company also engages in trucking and handling projects of oversized and moving heavy cargo. The Specialized Division coordinates customs clearance, transportation, loading and unloading with special equipment, route planning and documentation according to Mexican transit laws. Koramex has worked since 1993 for the highest priority projects of PEMEX (the Mexican petroleum industry).

Today, Koramex is one of the best and most widely recognized moving companies in Mexico. It continually applies new technology to improve its service. It was the first company in Mexico to use trailers equipped with air-ride suspension and liftgates for household goods and automobiles.

### **Koramex Forwarding Inc.**

Isabel la Catolica No. 52-501

Col. Centro, Mexico D.F. • C.P. 06000, Mexico

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E-mail: [info@koramex.com](mailto:info@koramex.com) or [koramex@data.net.mx](mailto:koramex@data.net.mx)

### **Tampico Branch**

Enanos No. 115-5 • Fracc. Lomas del Chairel

Tampico, Tams., Mexico

Phone: (5212) 40-19-16

## **Mudanzas Trafimar**

**Mudanzas Trafimar**, founded in 1984 to meet the high standards of the diplomatic community and international companies, is Mexico's leader in quality and specializes in first-class international moves.

In 1999 Trafimar became the first company in Mexico to be awarded FAIM certification. FAIM requires clean, smooth, time-tested procedures and certifies quality performance in origin and destination services.

Mudanzas Trafimar forms part of the Trafimar Group, which integrates freight forwarders, customs agents, freight consolidators, supply chain management exhibition logistics, representations of maritime shipping lines, and global courier services, all combining into a company of international traffic experts.

In 1999, Mudanzas Trafimar constructed a new warehouse facility incorporating modern racking, handling, and control systems, to ensure safe and high-quality service in warehousing of household goods as well as document/data storage and retrieval.

Its new office building on the same site, strategically situated near important residential zones and important highways, is equipped with modern communication systems.

Trafimar's operations team is highly experienced in specialized packing. The multicultural and multilingual sales team (Spanish, English, German, French, Dutch) efficiently assist customers whatever their needs, from the survey until they are settled in at their new home.

Trafimar belongs to several worldwide organizations, including OMNI, FIDI, LACMA, AMSA, HHGFAA, BAR, and PAIMA.

### **Mudanzas Trafimar SA de CV**

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## **Transcontainer Group**

For over 27 years, Transcontainer has been a worldwide leader in the packing and transportation industry. As a corporate-focused company, Transcontainer never forgets that its product is service. "While this is not something you can touch," says General Manager Luis Lerdo de Tejada Jr., "it is definitely palpable and our clients certainly feel it. We at Transcontainer recognize this and understand that our service must go further, not only to meet our customers' expectations, but to exceed them."

Transcontainer Group has its own fleet of trailers, moving vans, flatbeds, and smaller trucks for distribution. All its trailers are both logistic and air-ride equipped, which allows the company to maintain stricter control over the quality of service.

The company has warehouses in its Mexico City, Guadalajara, and Laredo, Texas, offices. Across the border from Laredo, in Nuevo Laredo, Transcontainer has a large enclosed yard for the trailers with security 24 hours a day. To further maintain quality control, the firm uses its own tractors for border crossings and employs two full-time supervisors to oversee customs clearance and procedures.

Changing times mean changing markets, and Transcontainer Group has always kept one step ahead. For example, surface shipments between the United States and Mexico have increased over 30 percent recently as a result of the NAFTA agreement. In line with the company's commitment to customer service and to help meet the demand from this expanded trade, a coordinating office was opened in Lebanon, Ind., in 1998. In April 2000, Transcontainer Group also opened a sales office in the Washington, D.C., area to further assist current customers as well as develop new ones.

Transcontainer is a family-owned company. In this close-knit operation, the most important assets are the employees, from the office staff, packers, and warehousemen to the drivers. The company is proud of its people, who are professional, experienced, and service-oriented.

### **Transcontainer Group**

Website: [www.transcontainer.com.mx](http://www.transcontainer.com.mx)

#### **Mexico Offices**

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#### **Riva Palacio N**

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# CENTRAL AMERICA



## COSTA RICA

### APA Worldwide Movers

**APA Worldwide Movers** was established in 1986 as a company specializing in international moving and cargo. The founders, brothers Fabian and Mauricio Ortiz, are involved in the day-to-day operations of the firm, and both are always available to provide the personalized service for which the firm has been known throughout the years.

APA Worldwide Movers' main office in San Jose houses the customer service, operations, and financial departments. The bonded and non-bonded warehouse is located near the international airport, where import and export shipments are received for customs inspection.

APA's mission is to support customers during all moving services in order to minimize the stress they typically experience during the relocation process. Satisfaction is guaranteed for overseas agents who place their confidence in APA as a service provider.

APA Worldwide Movers offers full inbound and outbound international services covering all cities in Costa Rica. Its primary customer base includes private individuals, embassies, and multinational corporate accounts.

Over the past 5 years, Costa Rica has experienced the arrival of high-technology multinational companies that are being established in Costa Rica for production and regional sales. After abolishing its army in 1948, the country invested 6 percent of total government spending on education and health for the population, resulting in a well-educated work force. Moreover, some 32 percent of the country comprises protected primary forest areas, creating the appropriate environment for foreign investment and new jobs and the demand for international moving services offered by APA.

#### APA Worldwide Movers

P.O. Box 253-1007

San Jose, Costa Rica

Phone: (506) 2334785 or 2229082

Fax: (506) 2330517

E-mail: [apawwm@sol.racsa.co.cr](mailto:apawwm@sol.racsa.co.cr)

Website: <http://www.apaworldwide.com>

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### S.G. Global, S.A. de Costa Rica

Since its founding in 1991, **S.G. Global, S.A. de Costa Rica** has performed international moves and relocations to and from Costa Rica all over the world. Its customer service policy is to effectively handle not only the shipments but the clients as well, ensuring that all their needs are met with full satisfaction, door to door.

S.G. Global services include:

- Door-to-door logistics services
- Licensed customs brokers
- Freight forwarders
- NVOCCs
- Warehousing and storage
- Bilingual customer service

- Professional packers
- Personal care and attention

S. G. Global's professional bilingual customer service staff will guide the client through all phases of the move beginning with packing; the company provides logistics and destination services, keeping the customer informed every step of the way until the shipment is delivered.

S.G. Global is the only international mover in the country that also provides licensed customs brokerage services under the same roof. When shipping to and unpacking in Costa Rica for customers from other parts of the world, the company takes pains to see that the client is well informed on customs clearance procedures to ensure a quick, effective and cost-efficient delivery within a reasonable time.

S.G. Global's rates for origin and destination services are all-inclusive, as it offers the client door-to-door complete logistics services. The firm's office and warehouse are centrally located in Tibas de San Jose, close to all major highways to and from the capital, San Jose.

**Contacts:**

Jose Antonio Sueiras, General Manager  
 Francisco Castro Vega, Sales Manager  
 Paola Quesada, Customer Service Supervisor

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**T.A. Mudanzas**

**T.A. Mudanzas S.A.**, located in San José, Costa Rica, this year will celebrate with its employees, customers, and colleagues a very important event: its 10th anniversary.

In 1990 the company had three administrative staff, plus four packers and one truck. By 1993, with Edwin Obando as general manager, the company had grown to seven administrative staff, 23 packers, six trucks, and all the equipment and packing material required to complete full-service moves. Today, its facilities include a 77,000-sq.ft. warehouse in the Pavas Industrial Zone.

T.A. Mudanzas counts among its clients the U.S. Embassy (an exclusive contract), the Pan American Health Association, the Dutch Embassy, and the Interamerican Institute for Agricultural Science.

“As we continue to grow,” says Obando, “we look toward the future with optimism to innovate and contribute to the moving industry. T.A. Mudanzas is privileged to handle your shipment to Costa Rica.”

**T.A. Mudanzas S.A.**

P.O. Box 4393-1000 • San Jose, Costa Rica  
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**GUATEMALA**

**Caniz Van Lines**

More than a half-century ago in Guatemala, Horacio Caniz purchased two GM trucks with a handshake and began his transportation business.

Today, **Caniz Van Lines**, appropriately named after its founder, is a multi-faceted transportation conglomerate with integral services and global access spanning the four corners of the world.

With the initial purchase of two trucks, Caniz set his sights on a goal that has since reached a pinnacle of achievement that attracts worldwide respect. If there is a household to ship, whatever its destination, Caniz is capable and ready to

accommodate its customers with quick, efficient service with a professionalism second to none. Caniz provides the vehicles, whether by ship, ground, or air, to transport goods to their destinations with utmost safety and care. When long- or short-term storage is required, Caniz's 30,000 sq.ft. modern storage facility is appropriate for most needs.

Caniz owes its reputation as one of the most respected removals company in the Americas to the care its employees take in handling customer goods. The firm's guidelines for handling and packing assures both safety and efficiency. Caniz's professionally skilled staff is always ready to tackle even the most difficult of tasks. Caniz Van Lines, which is equipped with the most complete and modern fleets of moving vans, trailers, and other vehicles in the area, is a member of the world's most prestigious moving associations, including OMNI, FIDI, HHGFAA, LACMA, and LARM. Over the last two years, the company has branched further into the relocation field, providing a package of destination services that fulfill the needs of executives and their families moving to Guatemala.

While it was Horacio Caniz's dream to reach new heights in household goods transportation, the task of leadership is now in the hands of his son, Oscar H. Caniz, who continues to expand the company's horizons. Today, Caniz not only represents a symbol of progress, confidence, and reliability throughout the four corners of the world, but also stands as a universal example of how the search for perfection leads to success.

### **Caniz Van Lines**

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Website: [www.caniz.com](http://www.caniz.com)

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## **SOUTH AMERICA**



### **ARGENTINA**

#### **Argentina International Moving SRL (ARGENMOVE)**

**ARGENMOVE** has been in business since 1979, handling commercial, diplomatic and military removals; expositions and fairs; import and export services; air and surface transportation; customs services; storage and relocations.

ARGENMOVE owns its office located in downtown Buenos Aires, as well as two state-of-the-art and fully equipped warehouses, one of which has 20-foot containers for storage and has been approved for U.S. military and diplomatic storage-in-transit.

General Manager Daniel Oviedo says that ARGENMOVE has adopted an international business school's motto: "Don't just stay ahead of the game. Make the rules."

In a country where customs regulations for household goods shipments have varied continuously in the past three decades, "making the rules" has meant proposing suggestions to customs authorities that have resulted in changes in the regulations, enabling ARGEN-MOVE customers to avoid delays and the payment of extra expenses for moving their goods.

ARGENMOVE is the mover of choice for companies, institutions, and private customers who want the lowest claims

rate, accurate door-to-door schedules, the most reliable destination agents, a highly trained staff, and strict personal attention to every customer's needs.

### **Argentina International Moving SRL (ARGENMOVE)**

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### **Crown Worldwide S.A.**

The Crown Worldwide Group acquired Impexmar S.A., Buenos Aires, in late 1998. Now, as **Crown Worldwide S.A.** Buenos Aires, the company offers a comprehensive international relocation service connected to the company's worldwide intranet for seamless information flow.

General Manager Nick Cheesman, a 1997 graduate of the Crown University program, notes, "With the growth of the expatriate community in Argentina, Crown's full-service door-to-door relocation program is well received. Not only is there an increase in international investment within Argentina's borders, but a large number of Argentinians are working, living, and studying abroad.

Crown Worldwide S.A. recently relocated to Martinez, a residential suburb of Buenos Aires, and now has a 2,300-sq.m. climate-controlled container warehouse with a separate warehouse for records management, all in one secure compound. Situated immediately off the Panamericana Highway, it is 25 minutes from Ezeiza International Airport and 20 minutes from the port. The company owns and operates five trucks, including one semi.

Full moving services, as well as pre-move and post-move relocation services, are very much an integral part of Crown Worldwide's offering. These include:

- Temporary accommodation/car/office arrangements
- Country briefing: destination guides, online resources
- Look-see trip and orientation
- Home search, contractual assistance
- Language training coordination
- Immigration and customs documents
- Ongoing expatriate care
- Establishing bank accounts, credit and "garantias"
- Tenancy management

All contact and destination information can be found on Crown's Website, where both transferees and corporate accounts can also track their relocation file from origin to destination.

Crown Worldwide Group is headquartered in Hong Kong. The Americas corporate office is in Huntington Beach, Calif.

### **Crown Worldwide S.A.**

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### **Transpack Argentina**

**Transpack Argentina** has a 24-year history of moving and relocation services in Argentina. Since 1996, under American ownership and management, it has tripled its business and upgraded its account profile to include many of the best and biggest multinational corporations in Argentina. The company holds FAIM (FIDI Accredited International Mover) certification, currently the most credible and highest standard of quality measurement in the international

moving industry.

Transpack has a staff of 36 employees, 10 of whom are bilingual or multilingual. The offices and storage facility is located 10 minutes from downtown Buenos Aires, a metropolis with 12 million inhabitants. Transpack provides service to all of Argentina, and has significant traffic to and from Cordoba, Neuquen, Bahia Blanca, Rosario, San Luis, and Comodoro Rivadavia.

A full-service company, Transpack offers origin and destination, storage, international insurance, full customs capabilities, art and exhibitions, shipment of live animals, general cargo, and specialty shipping. Through its association with Air Alliance, Transpack can offer full real estate service (commercial and residential), language and cultural education, school search, welcome services, and all the soft services associated with relocation.

Managing Director Cliff Williamson reports that the Transpack offices are equipped with a modern communications network. All administrative employees work with computer terminals, personal e-mail addresses, and the tools necessary to perform their functions. All packing and delivery teams have constant radio constant with the head office, and trucks have both radios and phones. The facility has 24-hour security.

Transpack is a member of HHGFAA, FIDI, LACMA, PAIMA, IATA, AMSA, and OMNI.

### **Transpack Argentina**

Azopardo 1345

(1107) Buenos Aires, Argentina

Phone: (5411) 4300-6123

Fax: (5411) 4300-4045

E-mail: *transpak@ba.net*

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## **BRAZIL**

### **Gerson & Grey Transportes**

**Gerson & Grey Transportes**, which has been in business for 5 years, specializes in national and international removals of household goods and personal effects. Committed to offering the highest quality of service available today in the moving industry. Gerson & Grey is especially proud of its carpentry shop, where special wood crating and work with some plastics are arranged for custom handling of fragile objects.

The company's storage vans are unique, constructed of a combination of wood, aluminum, and synthetic fibers to provide safety, dust protection, and ventilation for lots that are left in storage. Only the very best packing materials are used, and packing is done by trained in-house personnel. Even dehumidification services are provided in the days prior to beginning a job, to minimize the possibility of damage from humidity.

Gerson & Grey is owned by Howard Scott Gerson, an industry veteran in São Paulo for some 20 years prior to opening his own company and a familiar face at HHGFAA annual meetings. The company, known for providing timely and efficient service, is among the top movers in Brazil and is the parent company of the Great Scott Storage System for furniture storage and the Grey'T File, which pertains to storage and management of record files.

Gerson & Grey is a prime agent in Brazil for North American International, an authorized agent for UTS, and is a member of the HHGFAA and AMSA.

### **Gerson & Grey Transportes**

Rua Manuel Hare Peralta, 16

Vila Sao Jose, Osasco, SP, Brazil

Phone: 55-11-7086-0787

Fax: 55-11-7086-8190

E-mail: *gerson.br@wac.com.br*

Website: *www.gersonandgrey.com.br*

## Transworld

**Transworld** is an international mover and freight forwarder specializing in air and surface door-to-door transportation of household goods and general cargo requiring specialized handling in Brazil and the rest of the world. The company is well known in the market as the “Peace of mind moving company.”

Since its formation in 1985, Transworld has become a dynamic and expanding organization serving Brazilian customers with direct air and ocean services to and from worldwide destinations. This dynamic growth is attributable to the fact that Transworld offers sound, secure, and professional services to its valued clients, who include Wella, Pecten, Philip Morris, Bayer, Petrobras, UNO, Unesco, Xerox, Souza Cruz, BAT, Schlumberger, Shell, Esso, Texaco, and other well-known firms.

Transworld offers special door-to-door insurance that covers all risks with no depreciation factor or deductible. For packing, only top quality materials are used, and the company’s packers are highly skilled with many years of experience to provide total protection of customers’ belongings.

Transworld has its own customs brokerage house, which allows it to provide customs clearance with the goods still in the warehouse, thus minimizing or avoiding pilferage, robberies, and other problems at the port or airport. Once cleared, the shipment is transported directly to the port or airport for embarkation. Transworld facilities are strategically located almost in front of Projac (Globo Television) in Jacarepagua. The warehouse is treated regularly to protect stored goods against damage from various insects. Storage is offered in individual wooden boxes with a computerized tracking system. Security measures include several cameras are used throughout the company, as well as 24-hour guards on duty and two German shepherd dogs.

Transworld is in the process of obtaining its ISO 9002 certification and would be the first moving company in Brazil to be certified. Transworld belongs to all major international trade associations, such as HHGFAA, FIDI, LACMA, and AMSA, to name a few. Transworld has a worldwide network of over 4,000 agents worldwide who provide all customs clearances and full destination services.

### Transworld International Movers

Estrada Dos Bandeirantes, 6373  
CEP 22780-081 • Rio de Janeiro, RJ, Brazil  
Phone: (55) 21 441 4040 • Fax: (55) 21 441 5635  
E-mail: [transw@transworldmovers.com.br](mailto:transw@transworldmovers.com.br)

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## CHILE

### Transhuara

**Transhuara** was started over 11 years ago in order to fill an ever-increasing requirement in the removals field. The company’s success is due to the vast experience of its staff, combined with the friendly and efficient service provided by its office support staff and packers. Transhuara expanded its commercial activities to include an international freight forwarding service. Its new Air and Maritime Import/Export division has the capability of routing all type of cargo (FCL and/or LCL) around the world.

The name Transhuara originates from the Aymara Indian language, in which “huara” means “star,” which is incorporated in the logo and identifies Transhuara all over the world.

The firm’s offices are located close to downtown Santiago and are easily accessible. Transhuara currently operates a fleet of 12 trucks and has a secure, closed, antiseismic warehouse on a 4,000-cu.m. site for temporary, in-transit, and permanent storage.

Transhuara is very well known all over the world as a trustworthy and highly efficient company.

### Transhuara International Movers

Av. Suiza 248 Cerrillos  
P.O. Box 18-D • Santiago, Chile  
Phone: (56) 2 683 7700 • Fax: (56) 2 683 2344  
E-mail: [thuara@entelchile.net](mailto:thuara@entelchile.net)

## Ward Van Lines

Established in 1969 with just a few people and trucks, **Ward Van Lines** today is recognized as a leader in the Chilean removals market. It handles more than 2,000 corporate accounts, and among its satisfied clients is the U.S. Embassy, whose moves have been claim-free over the past 5 years.

Now 130 people strong, Ward owns 13 fully equipped trucks and forklifts, as well as 12,000 sq.m. of facilities with a capacity of 1,500 cu.m. for permanent storage. The company has a main office in Santiago with branches in Valparaiso and San Antonio.

Ward Van Lines has achieved FAIM accreditation, the highest standard of quality conferred by FIDI. Company President and General Manager Jorge Laporta recently began a two-year term as FIDI president.

All of Ward's packers have been fully trained in the company's own school. The training program, "La Escuelita," is conducted twice a year and incorporates three months of special training. This really makes a difference, says Laporta. "They not only learn how to pack, but also how to deal with the customers and give them full confidence. They are clean, nice, and have a high spirit of service."

Ward Van Lines strives to be the company everyone can trust and rely on. "We start from real estimates, based on actual volumes and weights," says Laporta, "and finish with a pleased client who, at the end of the day, can say, 'Thanks for an honest job well done.'"

Ward has created two new companies, Family Relocation and For-Ward, to provide services for relocation and general cargo customers, respectively.

### Ward Van Lines

Contact: Mafalda Perez

Phone: 562-623-3373 • Fax: 562-623-3918

E-mail: [wvlines@reuna.cl](mailto:wvlines@reuna.cl)

### Family Relocation

Contact: Perla Perez

Phone: 562-623-9401 • Fax: 562-823-3916

E-mail: [wvlines@reuna.cl](mailto:wvlines@reuna.cl)

### For-Ward

Contact: Cecilia Mondaca

Phone: 562-624-2467 • Fax: 562-624-6805

E-mail: [for-ward@ctcinternet.cl](mailto:for-ward@ctcinternet.cl)

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## COLOMBIA

### Portan S.A.

**Portan S.A.** has been in the Colombian market since 1970. Until January 1992 its trading name was Global Services S.A., as the company was a subsidiary of Global International. In 1991, the principals acquired the equity participation that Global International had in Global Services S.A. and named the new entity Portan S.A. to reflect its independence from other freight forwarders or moving firms.

Portan has always aimed for innovative and efficient ways to meet customer needs. Because of its service commitment, Portan was chosen by Exxon and Shell/Hocol to handle the massive moves connected with their multimillion-dollar projects at the Cerrejon coal mine and the Cartagena relocation, respectively. The Church of Jesus Christ as well entrusted Portan S.A. to take care of the logistics involved in the furnishing of their Temple in Bogota, a most demanding project in terms of its size as well as the great variety of items involved.

Training and development of Portan employees is aimed at total customer satisfaction, a very important daily pursuit at Portan S.A.. Special emphasis is given to communication skills, responsiveness, anticipation and solving of problems, as well as to the operational aspects of the trade, such as traffic, packing, and loading methods. Job security and

satisfaction have translated into a stable work force to the point that several of the company's packing crews are father-and-son teams, giving customers a great sense of security when the crews arrive.

General Manager Luis Alfonso Colmenares notes that Portan activities are very much centered around the American community in Colombia. The company is an active member of the Colombian American Chamber of Commerce, The American Society of Bogotá, The American Women's Club, BASC (Business Anti-Smuggling Coalition), and the Colombian Counsel for safety and security, and is an approved carrier by embassies and Fortune 500 companies, among others. Portan offers:

- Expert advice on routings, transit times, export-import requirements, and cost-benefit analysis.
- Packing/crating crews who are professionally trained to use the best packaging materials available on the market, as well as in handling and loading valuable belongings for a safe transit to the client's new residence.
- Worldwide moving by air, sea, overland, or multimodal.
- Long-term or in-transit storage in its vaults, where access is limited only to those previously authorized by the customer.
- Transit insurance through the most reputable underwriters.
- Customs clearance and handling of export and import formalities, documentation, etc.

**Portan S.A.**

Av. Calle 19 #32-49

Bogota, D.C., Colombia

Phone: 571 5658421 / 2773530

Fax: 571 5620618

E-mail: [portan@portan.com](mailto:portan@portan.com) or [portan@andinet.com](mailto:portan@andinet.com)

Website: [www.portan.com](http://www.portan.com)

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**PERU**

**Carbonell Transports S.A.**

**Carbonell Transports S.A.** was founded in Lima and Callao, Peru, 30 years ago in order to provide local, national, and international moving and relocation services according to the best and most modern standards in the field. With its highly trained personnel and advanced communication system, Carbonell is currently one of the oldest, most dependable, and most experienced transportation companies in Peru's national market. Carbonell is located in Callao (one block from the port and 10 minutes from the airport).

As a member of many national and international organizations, Carbonell offers full guarantees and door-to-door services everywhere. In 1988, the company opened its Art Division, whose staff is versed in the latest techniques in packing, handling, and transporting artworks and exhibitions. Carbonell offers all types of services with its own personal touch and care.

Services include the total packing and construction of oversize wooden cabinets for delicate articles; carriage; marking; weighing; portable wardrobes; humidity and moth protection; construction of waterproofed lift-vans; and, of course, the necessary customs paperwork for outbound and inbound shipments.

Carbonell's staff is 30 employees strong, and its facilities include a 1,500 cu.m. warehouse with 24-hour security, a pick-up van, and two trucks. All drivers have cellular phones with e-mail capability.

**Carbonell Transports S.A.**

Av. Argentina 336 • Callao, Peru

Phone: 465-0134, 465-0994 and 453-4843

Fax: 465-4837

E-mail: [carbonelltransports@cyberport.com.pe](mailto:carbonelltransports@cyberport.com.pe)

Website: [www.cyberport.com.pe/carbonelltransports](http://www.cyberport.com.pe/carbonelltransports)

## Class International Movers

**Class International Movers** started operations in Lima, Peru, in 1996 and quickly became one of the leaders in the Peruvian household moving market, providing full and comprehensive inbound and outbound services.

Its success is based in the solid local and international reputation of its founders, who after working 21 years together for another operator, decided to pool their professional abilities and experience to create a top-level household goods moving company.

Managing Director Miguel Heredia, who has been in the moving business since 1968, is in charge of the overall operations of the company. Managing Director Daniel Laporta, who started in 1979, also focuses on commercial and customer-related activities.

Class International Movers owns state-of-the-art offices and facilities in Lima, located in an area where the relatively low humidity and pollution levels, combined with high security standards, provide an excellent environment for household handling and storage.

Facilities include a multilevel, 800-sq.m. office building and a 3,000-sq.m. warehouse built with steel pillars and a polygonal bolted roof, providing a strong and flexible structure built to withstand the severe earthquakes that occur in Peru from time to time.

Class International Movers' reliability and success are based on a very clear and simple philosophy: excellent service, provided through the motivation and involvement of its staff and directors with the best means available.

### Class International Movers

Urbanización Industrial Santa Raquel

Lima 3, Peru

Phone: (511) 349 2815

Fax: (511) 348 4737

E-mail: [dlaporta@classmoving.com.pe](mailto:dlaporta@classmoving.com.pe)

Website: [www.classmoving.com.pe](http://www.classmoving.com.pe)

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## Sandoval International Moving S.A.C.

**Sandoval International Moving** was founded in 1969 by Oswaldo Sandoval. After one year in the moving business, he decided to sell part of the company to a group of Argentinean investors named Exprinter. It was then that the company changed his original name to Exprinter & Sandoval S.A.

During the first 10 years the company experienced continuous growth, and Sandoval, deciding to resume total control of the company, bought back the shares sold to the Exprinter group and named the company Sandoval S.A.

The Sandoval group diversified operations by introducing new lines of business and developing new markets. In 1997, Oswaldo Sandoval separated the moving unit from the group and sold it to Mario Martínez together with all the personnel, vehicles and equipment. By that time Martínez (now the General Manager) had already been working with Sandoval for more than 21 years and had been managing the moving business for a decade.

The company was then named Sandoval International Moving S.A.C. Altogether, the company has more than 30 years in the moving industry, providing a range of services from packing valuable and fragile articles to handling heavy and complex machinery. Its operations are supported by skilled staff and up-to-date technology. The employees have an average of 18.5 years of experience in the business, thus ensuring that an experienced professional will always be monitoring every stage of a move.

In 1999, Sandoval International Moving obtained the FAIM (FIDI Accredited International Mover) certification from Ernst & Young, and now is working toward the ISO 9002 certification. The company has a reputation for always working to enhance its services and with the goal of total client satisfaction.

Also in 1999, the company developed a relocation business under the name of Relocation Perú, which is member of Latin American Relocation Management (LARM). During its first year in the market, Sandoval has set in place a standard of quality and good service that has been recognized by several multinational companies.

Sandoval International Moving has always chosen the most qualified agents around the world as its partners. It is the only enterprise in Peru affiliated worldwide with such an extensive number of important moving and storage organizations, to support and guarantee solid and high quality services.

**Sandoval International Moving S.A.C.**

Calle 46, N° 126, Urb. Corpac, San Isidro

P.O.Box; 27-0200

Lima, Perú

Phone: (511) 225-5900

Fax: (511) 476-7229

e-mail: *simoving@simoving.com.pe*

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**World Shipping & Storage S.A.**

**World Shipping & Storage S.A.** was founded in 1974 as a company dedicated to providing services for international and national relocations, packing and storage of household goods. Over the years, the company has also specialized in fine arts packing, moving of equipment and computer centers, and physical distribution of goods in general.

In 1995, the company changed its shareholders, and the owner is now Juan Galvez, who serves as president.

The World Shipping & Storage 12,000-sq.ft. warehouse is strategically located near the international airport at Callao. The firm also has administrative and commercial offices in San Isidro. With trucks and forklifts capable of moving 20' and 40' containers, and a warehouse with round-the-clock security and a fire-control system, World Shipping & Storage is well equipped to meet all challenges.

The company employs 25 operations personnel who receive ongoing training: packers, helpers, drivers, and carpenters. Its office staff of 16 work in traffic, sales, and administration.

World Shipping & Storage clients—who include employees of multinational companies, embassies, and international organizations—have come to rely on the company as repeat customers. The U.S. Embassy has been a client since 1997, and IBM Del Peru since 1994. World Shipping & Storage also has a contract with Thomson International Movers to handle moves for South African Embassy employees in Peru.

World Shipping & Storage was named Best Moving Company for 1999 by the company Peruana de Opinion Publica (POP), which measures consumer preferences and quality of services.

**World Shipping & Storage S.A.**

Av. Canaval y Moreyra 741

Offc. 202, Lima 27, Peru

Phone: 51-1-2256565

Fax: 51-1-2240935

E-mail: *worldshi@worldshipping.com.pe*

## ECUADOR

### **S.P.I. Packers (South Pacific International)**

**S.P.I. Packers** is a young and modern worldwide moving and general cargo company in Quito, Ecuador. S.P.I was founded in 1997 by Gloria Gallegos Dávalos, who brings 25 years of experience in the national and international moving industry in Ecuador. She is the general manager and principal partner of the company.

S.P.I. Packers offers special packing for household goods, personal effects, and fragile items and has been an innovator, pioneering the most advanced packing materials and techniques for fine art and antiques in Ecuador. S.P.I. is a young company in the moving industry and in its three-year existence has built a reputation as responsible worldwide moving company.

S.P.I. Packers has an excellent, experienced, and well-trained crew of packers and executive officers, enabling the company to offer its customers and agents the best service. S.P.I. Packers is in position to offer the best origin and destination service, providing superior performance, personalized service, and guaranteed assistance to its customers.

#### **S.P.I. Packers South Pacific International**

P. O. Box 17-10-7022 • Quito, Ecuador  
Phone: (593-2) 534-275 / (593-2) 269-260 Ext. 143  
Fax: (593-2) 596-478  
E-mail: [luisd@uio.satnet.net](mailto:luisd@uio.satnet.net)

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## GUYANA

### **M&M Worldwide Movers and Trading Company**

**M&M Worldwide Movers and Trading Company** has been doing business in Guyana for 4-1/2 years. It handles shipments via airline, steamship, rail, and overland means as required. Its workforce of seven includes three permanent office staff and four temporary (packers and laborers).

M&M's professional packers pack the clients' household goods, antiques, and fine arts using the finest materials to ensure that they arrive at their final destination in perfect condition. After the shipment has been packed and loaded, it is transported by truck or container-trailer to the port of exit to be loaded onto an aircraft or steamship.

Once the shipment arrives at destination, an assigned agent will oversee customs clearance, pickup and delivery of the shipment at the customer's new residence, and then will coordinate the unpacking, setup, and removal of all packing debris.

M&M services include:

- international moves
- local residential and business moves
- door-to-door services
- customs documentation and formalities
- TGI insurance coverage

The company is an agent for Interamerican Moving Services, Inc., in Miami (e-mail: [iamsdebb@bellsouth.net](mailto:iamsdebb@bellsouth.net)).

#### **M&M Worldwide Movers and Trading Company**

150 Palm Street  
South Vryheidslust  
East Coast Demerara, Guyana  
Phone: 592-20-4532  
Fax: 592-20-4532  
E-mail: [mmwmtc@guyana.net.gy](mailto:mmwmtc@guyana.net.gy)

# THE CARIBBEAN

## BARBADOS

### Michael Greaves Associates

Michael Greaves Associates, located in Barbados, an island of the Eastern Caribbean, commenced operations in 1981.

Originally engaged in providing only clearance services primarily to three diplomatic missions, the company has expanded to become a full freight forwarding business offering a complete range of services for local and international relocations.

These services include free estimates, packing and unpacking of personal effects, customs brokerage and shipping (including the clearance of vehicles and boats), storage at the company's facilities, and corporate tax registration. Michael Greaves also offers its clients marine insurance through an overseas broker.

As a leader in the freight forwarding industry in Barbados and the Caribbean, Michael Greaves Associates employs a team of 17 well-trained and experienced individuals who are kept informed of the changes in their particular area of the business. The staff is committed to meeting the needs of their customers.

During the last few years, the company has built a track record of efficient service to clients, who include members of diplomatic missions and international organizations. Michael Greaves Associates collaborates with many well-established partners in the industry to satisfy its clients by providing complete origin and destination services by air and sea.

The company's facilities consist of 20,000 sq.ft. of warehouse space and parking for containers. Equipment available includes forklift, vans, and trucks.

Personalized service and attention to detail have gained Michael Greaves Associates many repeat clients, who serve as an effective form of advertising. The goal is to maintain the company's high standards and its place as the number one mover in Barbados.

### Michael Greaves Associates

Carmichael House  
Carmichael  
St. George  
Barbados, West Indies

Mail: P.O. Box 52  
Bridgetown  
Barbados, West Indies

Phone: 1 246 426-2417

Fax: 1 246 435-1847

E-mail: [sales@mgreavesassociates.com](mailto:sales@mgreavesassociates.com) or [mgreavesassoc@sunbeach.net](mailto:mgreavesassoc@sunbeach.net)

Website: [www.mgreavesassociates.com](http://www.mgreavesassociates.com)

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## PUERTO RICO

### Capitol Transportation, Inc.

**Capitol Transportation, Inc.** was founded over 40 years ago by Charles M. Darmanin, a charismatic and energetic man from Malta who settled in Puerto Rico in 1955 to build the largest and most important moving company on the island. Capitol Transportation has a 64,000-sq.ft. warehouse, as well as a highly trained staff of over 70 people, many of whom have been with the company for over a decade. The company performs complete household, office, industrial plant, machinery, art exhibit, and electronic equipment moves in the Caribbean. However, through its affiliations with van lines, carriers, and freight forwarders, Capitol Transportation's services have expanded into the worldwide arena.

In 1995, Charles Darmanin's son, Richard, took over the reins of the company as president. Once known as a moving company, Capitol Transportation has now developed into a freight and equipment logistics company. To date, Darmanin has opened two new divisions. One, the Vehicle Processing Center, transports vehicles both in and out of Puerto Rico for the military. The second is tasked with providing extra personalized services to customers who are relocating.

Capitol Transportation, Inc. is responsible for bringing in the goods, while Relocation Services of Puerto Rico is responsible for assisting families settling into a new home. Relocation Services helps with everything from home finding and utility hookups to enrollment of children in nearby schools. This added touch eases the transition for families who are relocating. The service is also available to families who are leaving the island.

**Capitol Transportation, Inc.**

P.O.Box 363008

San Juan, PR 00936-3008

Phone: (787) 792-4949

E-mail: [capitol@capitoltransportation.com](mailto:capitol@capitoltransportation.com)

Website: [www.capitoltransportation.com](http://www.capitoltransportation.com)

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## TRINIDAD AND TOBAGO

### Trinidad Removers & Forwarders Ltd.

**Trinidad Removers & Forwarders Ltd.** is a family-owned business that has been in operation since 1978. It specializes in international and local moving and is well regarded in Trinidad and Tobago and worldwide.

The company offers the following services:

- International moving
- Local removals
- Office relocation
- Packing and crating
- Transport services
- Customs brokerage
- Worldwide freight forwarding
- Insurance
- Storage and warehousing.

Trinidad Removers & Forwarders Ltd. utilizes the most modern equipment available in the moving industry. Some 40,000 sq.ft. of storage space is available in the company's warehouse. The company's transport fleet comprises four vehicles, including two moving vans equipped with hydraulic equipment. The firm employs 15 staff members, all of whom are well experienced and highly trained.

Chairman and Managing Director Wilfred S. Acham explains that Trinidad Removers & Forwarders Ltd.'s reputation derives from its personalized customer service, professional staff, quality packing materials, and timely, efficient delivery. Over the last two years, the company has registered offices in Barbados and Guyana, namely International Removers (Barbados) Ltd. and International Removals (Guyana) Inc., respectively.

**Trinidad Removers & Forwarders Ltd.**

Boundary Road, San Juan

Trinidad, West Indies

Tel: 868 674-6444 or 675-4785

Fax: 868 675-5015

E-mail: [trfl@tstt.net.tt](mailto:trfl@tstt.net.tt)

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## U.S. VIRGIN ISLANDS

### The Viking Corporation

**The Viking Corporation** was established in St. Thomas, Virgin Islands, in 1957, and incorporated in 1960. It was founded by George Lovejoy, who operated the company until 1977, when it was purchased by Don Collins. It has thrived ever since, serving St. Thomas, St. John, and St. Croix, V.I.

Collins has over 50 years' experience in the moving and storage business, dating back to 1950, when he made his first trip on a moving van as a young man. Twenty-odd years in the domestic side and 23 years in the international side of

the business makes one familiar with the moving needs of people worldwide.

The Viking Corporation is a full-service moving company that offers such services as local and international moving, storage, packing and crating, customs clearing, general commodities handling, arranging of third-party services, information service to movers seeking help for agents in the Caribbean, and moving consulting services.

The Viking Corporation is located in a steel building consisting of 7,500 sq.ft. of storage and office space. Its regular 10-person staff is supplemented by extra employees hired in the peak season. The company operates three stake-body trucks (flatbeds), a van, and two other vehicles.

The Viking Corporation has prospered over the years thanks to the friendly and dedicated personnel who work there. The employees are all long-term and have many years' experience; most have logged few absences over the years. Having staff who know how to do the work and present themselves as professionals has made Viking a reputable and reliable company. The company's reputation for seeing that all its customers' needs are met has made it highly recommended and much requested by clients worldwide.

### **The Viking Corporation**

Phone: (340) 776-1536 • Fax: (340) 774-0859

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Website: [www.viking-viaccess.com](http://www.viking-viaccess.com)

## **LACMA:**

### **Making the Connection in Latin America**

**A**s the industry evolved in Latin America, particularly during the sixties, it became evident that in order to preserve the national markets in the region, a professional organization would be best able to represent the collective interests and rights of those conducting business in the area.

In the late sixties, a small group of visionary movers joined forces to form an association of moving companies known for their impeccable commercial reputation. Thus, the Latin American and Caribbean Moving Association (or LACMA) was born in Lima, Peru, in 1969.

Just a few years later, in Dublin, Ireland, LACMA was recognized by FIDI as the representative association in Latin America and, by unanimous vote, was accepted into that organization.

From the beginning, LACMA began to develop commercial activities for its members. But just as important was the bond of respect and friendship that grew among its members that still characterizes their relationships today.

Thanks to its founders and to an effective board of directors and management that has provided sound guidance over the past 31 years, LACMA has maintained the identity, objectives, and prestige for which it has always been known.

Currently LACMA has 69 active members and 190 associate members who enjoy the prestige of belonging to an association whose members are known for their respectable image, excellent service, thorough training programs, modern communications, and outstanding commercial relationships.

LACMA's annual conventions are held in different countries throughout Latin America and the Caribbean, where its general assemblies take place. At these gatherings, social activities provide an ideal opportunity for strengthening friendships and business relationships.

"LACMA has come a long way over the past three decades, over a road paved with much hard work, fun, friendship, and success," says LACMA Manager Evelyn G. de Jaen. "And as an old friend often used to tell me, LACMA's best is yet to come." ■

# Getting Down to Business

## Guarantee a High-Performance Sales Team

In every marketplace, there are those managers who drive their teams to the highest level of performance. What's their formula? Here are seven secrets reported in the April *Irwin Pollack Report*:

- **Put a cowbell on the wall of the sales department.** Have the salespeople ring it every time they get an order. It focuses on positives, brings an upbeat attitude to the department, and focuses on what matters most — getting business.
- **Post each salesperson's goal and target accounts right in front of them.** This guarantees that they'll become obsessed with their goals. They're reminded every time they walk into their offices what their goals are and what's expected of them.
- **Establish different rules for .300 hitters**—for example, a flexible call report program, fewer questions, or better treatment. Since some people are less driven by money, the ability to have more independence could drive some people to the top.
- **Use incentive contests.** It's certainly a way to keep the staff motivated. First, determine what the goal of the incentive contest should be—getting new business? Should it be in account form or sheer dollar form? Maybe it's based on closing ratios or average orders. Is it a team contest or an individual one? Whatever the case, incentive contests help light a fire under salespeople.
- **Publicly display individual performance of each and every salesperson.** It's your way of saying that when it comes to salespeople, performance is the report card. The public display can be in the form of dollars or percentage of goal.
- **Manage individuals, not just the team.** Move toward fewer sales meetings each week, and focus on training and discipline with salespeople individually. The benefit of such meetings is customization. You can focus on your staff members' accounts, frustrations, and concerns.
- **Take the sales staff out for breakfast whenever they've had a good month.** Not lunch, but breakfast — because it's out of the ordinary and a good time for team building. Always thank your staff for a good job.

**It's not too early to  
make your hotel reservations for the  
Association's 2000 Annual Meeting  
in Anchorage, Alaska.**

**To learn more, check out the information  
elsewhere in this issue.**

*Take me to Alaska!*

# Industry Works Together to Reduce Claims

*By John Black*

I recently talked with a van line executive who told me, “We estimate that as much as 25 percent of our claims are seriously exaggerated to the point of being fraudulent.” Every local moving company owner or executive I have spoken with is very concerned about the money their company spends on what could be inflated claims each year. They believe that the moving industry spends millions of dollars each year needlessly on exaggerated or even fraudulent claims.

The industry has been struggling with this issue for as long as I can remember. The problem of inflated claims existed when I started in the industry in 1967. In those days companies did not communicate industrywide, but we did talk about it at association meetings. We were not happy about paying out money on what we believed could be inflated claims that we could do nothing about.

The good news is that times have changed. Using an independent firm, the moving industry can now share claim information — all without violating any transportation regulations — that will make them aware of claimants who file inflated claims again and again using a different mover each time they move. These are the customers who are costing the industry millions of dollars each year.

Take a minute and calculate what effect even a 10 percent reduction in your claims would have on your company’s performance. This figure could be achieved, or even exceeded, in the next two years by moving companies and major industry van lines that dedicate themselves to working together in a common effort to bring this needless expense under control.

The National Household Goods Claim Registry now has a system in place that can bring about claims control industrywide, by working with claim departments within the industry to collect and store closed claim information filed by movers and forwarders at every level of the household goods transportation industry. Even major insurance companies now use the Registry system for matching information when they suspect that a claim could be inflated.

The system works like a credit check bureau. A claims adjuster who suspects his open claim may be false can request a search to see what claims this shipper has filed with other movers in the past. That’s valuable information to an adjuster who is working to negotiate and settle an open claim! It can result in a withdrawn claim when the claimant becomes aware of your knowledge of his history.

The system is working well and now has the participation of companies at every level of the moving industry as well as numerous insurance companies. As the industry joins together to control the problem of exaggerated claims, more information becomes available to participating companies. As more companies participate, we are finding that claim history is invaluable to adjusters as they process claims. Our computer has storage capability for over 20 million closed claims and we welcome participation industry wide.

*John Black is Managing Director of the National Household Goods Claim Registry. For more information, call him at 1-800-992-3021.*

## Meet HHGFAA's New Far East Representative

Dick Chia, owner and managing director of Helu-Trans (S) Pte Ltd in Singapore, has been named HHGFAA's Far East Representative.

Chia began working in the household goods business since 1982, when he was employed by Global. After 3 years, he took a 6-month break to spend time in the United States and Canada. Upon his return to Singapore, he joined Crown Pacific, where he worked for a year. He has been with Helu-Trans since 1986, when he joined the company as manager. He served as general manager from 1989 to 1991, as managing director from 1992 to 1993, and finally in 1994 accomplished a management buyout from the parent company.



# Maritime/Ocean Shipping

## FMC: Tariff Systems Must Improve

The Federal Maritime System has announced what it calls informal steps to resolve persistent problems with private publishing of ocean carrier tariffs. But carriers that don't make their rates public in ways envisioned by the Ocean Shipping Reform Act of 1998 will find that it's a very short step from informal steps to enforcement, the FMC said.

"We have made it clear ... that we intend to implement the corrective action necessary should our informal attempts to achieve statutory compliance prove unsuccessful," the Commission said.

Under OSRA, carriers are required to post tariffs on automated tariff publication systems in an accessible and not prohibitively costly form. But the FMC has found that some tariff systems limit the public's ability to access rates. Some systems don't have the required user instructions, while others' instructions are incomplete. Some systems make it difficult or cumbersome to access data.

The commission issued a letter April 6 to all carriers, conferences, and publishers of tariff systems urging those not in compliance with OSRA rules to rectify the problems, adding that it plans to work with industry to accomplish this. But carriers that do not meet their OSRA obligations face possible civil penalties.

Users of Internet-based ocean freight tariff systems typically will want to search for a rate based on commodity description and the origin and destination of the shipment. But FMC investigators found that such searches often result in error messages or a notice that no such rate exists, when the user does not know the commodity descriptions contained in the tariff. This essentially restricts the public's access to tariff rate information, says the commission.

The FMC's review also found that some tariff publishers may in effect be limiting the public's access to their tariffs by charging excessive fees or maintaining monthly minimum requirements. Reportedly, in one case an ocean carrier charged \$1,500 to access a single tariff. Thus, the commission plans to issue an Advance Notice of Proposed Rulemaking to address the level of fees acceptable for accessing carrier tariff systems.

The FMC is tasked with specifying requirements for the accessibility and accuracy of tariff systems; the periodic review of those systems; and the prohibition of the use of systems that fail to meet the commission's requirements.

—SOURCE: Paul Spillenger, writing for  
*The Journal of Commerce*

## Infomediaries Revisited

Like virtually all other segments of business that use the Internet as a tool, ocean shipping has continued to evolve in the way Web-based information management is applied in the market.

First there were information-only Websites, where one could access shipping schedules, information on regulation, data, links, and other content. Next came the auction sites, where the 'Net was used to create a spot market for cargo where carriers bid downward to win shippers' business. A variation is the "private auction," a tool a single large shipper can use to buy ocean shipping services.

Today, the focus is not simply on getting lower rates, but to make the overall process of ocean shipping more efficient. This is the idea behind the current batch of dot-com rollouts in the market—such as Tradiant, NeoModal, and FreightDesk—which are following in the footsteps of E-Transport and Celarix (discussed in the March/April issue of The Portal).

The industry's challenge is not lowering rates, but improving yields for carriers whose poor returns make for an unhealthy system for conducting international trade. NeoModal.com, which recently bought eRateRequest, will have at its centerpiece Web-accessed software for carriers to calculate the overall cost of accepting a particular piece of business in a way they haven't been able to do before. NeoModal will debut this summer. Its CEO is Dick Murphy, who spent the last decade at Sea-Land.

The company's software, called "NeoYield," will allow carriers to calculate the costs of accepting a piece of business in the context of its global operations. And knowing one's cost is more critical than ever for ocean carriers, in the new OSRA environment.

Likewise, Tradiant, headed by John Urban, formerly of APL, is based on a system offering carriers new tools to target customers in specific areas where the line may have an excess of equipment or may be seeking customers for some other reason.

— SOURCE: *Journal of Commerce*

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## Hyde Bill: Dying of Apathy?

The recent House Judiciary Committee hearing is apt to remain the high-water mark for efforts this year to repeal ocean carriers' antitrust immunity. Committee Chairman Rep. Henry Hyde (R-IL) has introduced legislation to end the right of ship lines to discuss rates under immunity from antitrust laws, but hardly anyone expects Congress to act anytime soon. Congressional sources say there's little desire to revisit the issue.

Edward Emmett, president of the National Industrial Transportation League, noted that in an election year, transportation issues aren't likely to be raised in presidential campaigning.

Carriers' antitrust immunity, which dates to 1916 in the United States, was preserved under the Ocean Shipping Reform Act of 1998, a law that took seven years to pass.

Congress is unlikely to tinker with OSRA unless and until the industry submits a consensus bill for consideration. And chances of that are slim to none, especially since legislators generally aren't knowledgeable about the issues involved and aren't focusing much on transportation matters.

The Federal Maritime Commission, which enforces the shipping act and ensures that carriers do not abuse their anti-trust immunity, also sees no compelling reason to open OSRA.

— SOURCE: *Journal of Commerce*

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## End Notes

The National Industrial Transportation League and shippers' organizations in Europe and Asia have endorsed the Organization for Economic Cooperation and Development's planned review of ocean carriers' antitrust immunity.

The Tripartite Shippers Group says the OECD effort will be "a useful tool for advancing a much-needed debate over the need for antitrust immunity for liner carriers." The OECD paper will be used at the organization's May 25-26

meeting in Paris. Nevertheless, the NITL says the Ocean Shipping Reform Act should be given more time to work before antitrust immunity is revised.



The U.S. Department of Commerce's International Trade Administration has launched a new Website to facilitate exporters' access to customized financing information. This site, the Export Finance Matchmaker (EFM), features a comprehensive list of banks and other export finance service providers that offer to assist the financing needs of U.S. exporters. In addition, the EFM site provides links to other relevant government sites and extensive educational materials on export financing. For details, access [www.ita.doc.gov/td/efm](http://www.ita.doc.gov/td/efm) or call the Office of Finance at (202) 482-3277.



*Traffic World* reports that the shipping industry now faces a shortage of qualified seafarers if current demand continues. The authors of the *BIMCO/ISF 2000 Manpower Update*, a comprehensive study of the global supply and demand for merchant seafarers, estimates the worldwide supply of seafarers as 404,000 officers and 823,000 ratings, while the worldwide demand is 420,000 officers and 599,000 ratings. Countries belonging to the Organization for Economic Cooperation and Development (OECD), including Japan and nations in North America and Western Europe, remain the most important recruiting grounds for officers but the Far East, which is by far the largest source of ratings, is increasing its share.



John McGowan, head of the Interagency Commission on Crime & Security in U.S. Seaports, favors criminal background checks for people involved in moving freight through the nation's ports. The proposal to require such checks, though controversial, is necessary to reduce cargo theft, says McGowan, who notes that high-value cargo is being stolen with "increasing frequency."

The commission is trying to identify which port employees should undergo a pre-employment criminal background check, which unions are likely to oppose. Workers with access to paperwork identifying high-value cargo and those who work in cargo-handling areas are those most likely to be targeted for background checks.



The International Chamber of Commerce (ICC) urges "coordinated government action" to end piracy and ship hijackings, which "continue unchecked" in east Asian waters.

In February, the Japanese-owned *Global Mars* was boarded by an armed gang as it entered the Malacca Straits. The pirates tied up and blindfolded the crew and kept them prisoners for 11 days before finally setting them adrift in an open boat with only a little food and water. The ship and its cargo of palm oil has disappeared.

China once might have been considered a haven for the hijackers, but last year Chinese authorities executed 13 hijackers of a ship whose 23 Chinese crew members were murdered. Since then, pirates have looked elsewhere to dispose of hijacked ships and cargoes.

The ICC says a lack of coordinated, effective law enforcement encourages piracy to continue; but only 43 countries have thus far signed the International Maritime Organization's 1988 Rome Convention, which would make it easier for countries to prosecute.

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## Le Havre's "Ambitious Plans"

The Port of Le Havre, France, will begin construction later this year on a new \$1 billion container terminal dubbed Port 2000. The first berths will be completed by 2003.

The new facility, which will be able to handle vessels up to 1,150 feet in length and 148 feet in width with a draft of 50 feet, is only one of several projects under way to improve the efficiency of the port and its inland transportation infrastructure.

According to Jean-Marc Lacave, executive director of the port authority, the projects will "prepare Le Havre to take its rightful leadership position in European logistics."

In addition to the new container port, construction of direct inland connections for rail, road, and barges are planned. Later this year, Le Havre Shuttles SA and Novotrans will begin operating a new rapid rail shuttle service between Le Havre and Milan, Italy. Another four or five direct shuttles to other European cities are planned.

The port authority also has frozen port dues and charges for use of equipment for the fourth consecutive year. Tugboat services have been reduced by 20 percent for ro/ro services and 10 percent for container vessels, the authority stated.

A new 2-million-sq.ft. warehouse and distribution center called Logistics Park 2000 will be built next to the new container port. Nearby, Prologis plans to complete construction of new distribution facilities on a 124-acre site by 2001.

Le Havre is the fifth-largest port in Europe and the largest French port for foreign trade. According to the port authority, 24 of the 25th largest container shipping lines call at Le Havre.

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## Other Port News from Latin America

The new deep-water container terminal at Texas City, Tex., could very well strengthen the entire U.S. Gulf region as a magnet for U.S.-Latin trades and encourage more private investment in the ports sector.

*Traffic World* reports that the facility, a 50-50 joint venture between Americana Ships and Stevedoring Services of America, will be about 40 miles from Houston and 15 miles from the Gulf of Mexico. Texas City is to build 3,000 feet of berth, 240 acres of container yard, and a 60-acre on-dock rail system. The terminal will have access to two Class 1 railroads and be served by Interstate 45, which runs between Houston and Galveston. It would compete for cargo bound for Houston and other Texas areas or moving further inland.

Meanwhile, the Port of Galveston's East End Container Terminal, operated by the Port of Houston Authority, will have reached capacity by 2003 if current growth rates hold, and there is limited space for extending the container facility there. Galveston focuses on services that do not put it in direct competition with the Texas City project.



The *Journal of Commerce* reports that the Colorado State University hurricane team is predicting a hurricane season this year of 11 named storms, seven hurricanes, and three intense hurricanes — boiling down to a “moderate” season for the storms.

To reduce losses, risk managers have increasingly turned to computer-generated catastrophe modeling to determine the best means of managing the risk. North Atlantic sea surface temperatures continue to be relatively warm, and such conditions appear to contribute to the formation of major or intense storms.



Panama reportedly wants to widen the Panama Canal. Authorities know that container traffic will be the fastest-growing segment of world maritime commerce, but most ships being built to carry the cargo are already too large to transit the canal. About 60 percent of the container ships ordered since January 1999 are too wide and deep to fit through the canal's 110-foot-wide locks, which allow maximum draft of 39.5 feet. Failure to accommodate the larger ships could undermine Panama's future ability to take full advantage of projected shipping booms. Building a new set of locks would cost about \$6 to \$10 billion and take more than a decade to complete.

A widened Panama Canal could fundamentally alter trade flows of both containerized and bulk cargoes, and could greatly expand the all-water route from Asia to the United States, allowing shippers and carriers to bypass the U.S. West Coast. It also would offer a more competitive route for bulk cargoes such as oil, coal, and iron ore that now move from the Americas to Asia via the Cape of Good Hope.

*continued*

Currently the canal is undergoing an eight-year, \$1 billion remodernization and capacity expansion program that will increase the canal's operating capacity by 20 percent. But even that additional capacity will soon be strained, say experts. Given the huge cost of the proposed widening, Panama will almost certainly have to turn to multilateral lending institutions and foreign companies for funding.



Brazil has implemented legislation that was passed two years ago to simplify intermodal transportation. The law will permit a single logistics service provider to move shipments in and around Brazil with a single bill of lading instead of having to issue a new document each time cargo is transferred from one transportation mode to another. To qualify, logistics providers must register as operators of multimodal transport.

The new law is expected to simplify the bureaucratic procedures and reduce costs for importers, exporters, and third-party logistics companies. Issues related to taxation and insurance will have to be addressed, and the Brazilian customs brokers' union isn't happy; its members would lose the commissions they now collect every time they release a bill of lading.



Freight forwarders in the Caribbean are calling for major changes in regional customs laws and practices in order to speed the clearance of goods destined for local and international markets. At a March conference in Jamaica on trade and transportation issues, participants decried the lack of uniformity in procedures for processing documents and examining goods for release. Forwarders would like to see a pre-clearance system, similar to that which exists in Trinidad and Tobago, in countries where no processing currently takes place prior to the arrival of carriers. In such places it can take anywhere from one to five days to clear goods.



APL Ltd. says it will expand its presence in the U.S.-Latin American trades by introducing its own string of ships on an existing service linking Houston with ports in Mexico, Central America, Colombia, and Venezuela.

The Gulf Express service APL currently operates with Americana Ships (including Lykes Lines and TMM) and Crowley Liner Services will be upgraded from two ships to three, and will increase in frequency from every 10 days to fixed-day weekly.

Each ship has a capacity of 848 TEUs. APL says it expects the northbound Latin trade to grow 8 percent to 10 percent this year and the southbound market to grow 5 percent to 6 percent. The line's Internet-based services are being made available to its Latin American customers.

## 35 Years on the Move

*By Michael Gonsalves*

When I left Puerto Rico, due to family reasons, I was 18 and just out of high school. My plan was to move to London to live with my father, who was British. Living in London was a big change in 1963 for an islander, in so many ways. There, in the culture that gave birth to the Beatles, the sterling currency, fish and chips, and miniskirts, I found work in a hi-fi and records shop at Kensington, in the parking garage of a store in Teddington, and later — following in my father's and grandfather's footsteps — selling life insurance in the West Indies.

After two years of cold weather, I decided that I'd had enough of too little sunshine. I wanted to go back, but I knew that if I returned to Puerto Rico, a U.S. territory, my military draft status could catapult me to Vietnam. I also realized that I wasn't prepared to visit Vietnam to fight people I had nothing against.

Ultimately, I decided to travel to Spain to visit my maternal grandfather's land for three months. Thus I went to Madrid, to contemplate my future. Living in "La Madre Patria," as South Americans proudly refer to Spain, was also a change.

At that time many Spaniards were emigrating to other European countries (Germany, France, Switzerland, etc.) to seek work. So there I was, an American passport holder, alone in Spain in 1965, when the only other Americans around were students and those serving on American military bases.

I had to find a job and earn a living. My Spanish friends helped me to find work in a private bank school, teaching English and supervising exams. There I met the woman who would eventually become my wife, Anunciación. But after one year the job ended, and with little money, I waited in my boarding place (pension), praying for God to help me find another job.

My prayer was answered with a phone call I made in reply to a newspaper ad. It seemed English translators were needed to work in a moving company to prepare inventories for the U.S. military personnel moving from Spain.

S.I.T. still was in its old rented warehouse, and there I learned about GBLs, tenders, TMOs, and what 1 m/3 meant. Within three years, I was assistant import manager, I married Anunciación, and after another 17 years and three daughters I began to look for another place to work. At the time, I was good at my job, handling imports, but I was eager for the opportunity to do something else—broaden my horizons.

The opportunity arrived when Pickfords opened in Spain. To wake up as the managing director, even of a small company, is one of those things that happen once in your life. I attended lots of meetings, did a great deal of traveling, and earned good pay; we opened a branch in Alicante. I was now, in a very real sense, my own boss.

But the NFC had other plans; they wanted to buy it all. Their prolonged search for the best strategic way to properly develop in Spain ended with my resignation. The long delay of this effort, combined with the crisis of the late eighties and eventually the company's acquisition of Allied Van Lines, completed the scenario.

I resolved to put my feet on the ground. I had a family to look after. Enter Dávila, a small moving company but one with good development potential. I signed an agreement with Arthur Pierre Brussels to act as their franchisee — a first-ever deal of this kind in Spain.

Arthur Pierre is an excellent company. I learned a lot and found what quality in moving was about. I'm certain that if it weren't for Jean Pierre's leadership in FIDI, the FAIM Certificate would not be possible today.

My successful tenure at Davila ended when the new two owners of Gil Stauffer International offered me a job as commercial director. Again, I had lots of meetings, plenty staff to look after, splendid clientele, and cloudy horizons during the '93 recession.

Many unfair stories have circulated about Gil Stauffer. Changing the structure of a giant moving company is not an easy task, and any war can result in casualties. For various reasons the company had to change its structure and adapt

to the new market requirements and environment.

Franchising the name, and allowing local franchisees, most of them former branch managers, to oversee day-to-day operations, dictated the new structure. The sale of part of the business trademark name shares by one of the owners allowed the franchisees to become shareholders and form a new company to consolidate the group.

In this shuffle, I wound up working with Mudanzas La Vascongada, S.L., which had formed the company Mudanzas Mundi, S.L., a Gil Stauffer franchisee trading exclusively in European and overseas moves for the Madrid area.

When recently Mudanzas La Vascongada became the first moving company in Spain to achieve FAIM accreditation, my memories took me back to my early years in the moving industry. I thank God for having looked after my family and me so well and for answering my prayers for a job. My only regret is not having formed my own company when I was younger.

I have witnessed many changes in Spain over the years, including the evolution of Franco's regime to the modern society of today. I still regret that changes have sometimes been slow in our industry because some of us are still clinging to the past. We need a more aggressive, open and free-minded moving association to accept the challenges of the new century, and to become more involved in environments, training, and positive association activities.

A lot has to do with attitude. As my mother's father said, "In each Spaniard there is a king." ■

*Michael Gonsalves is assistant director at Mudanzas Mundi, SL, Group La Vascongada, SL.*

# DOD/MTMC NEWS

## MTMC Quality Award Winners Highlight Customer Service, Innovation

Ten transportation firms have received the Military Traffic Management Command's top recognition for performance. The firms were praised for their high customer service and transportation innovation in 1999,

"We get tremendous leverage from the great work of our corporate partners," said Maj. Gen. Kenneth L. Privratsky, MTMC commander.

The MTMC Quality Awards were presented at the 2000 MTMC Training Symposium in Atlanta on April 5.



The award recipients included:

- All States Moving & Storage, Valdosta, Ga.
- Arrow Trailways of Texas, Killeen, Tex.
- Bay Area Travel, Robins Air Force Base, Ga.
- Coastal Moving & Storage, St. Mary's, Ga.
- Crowley Maritime Corporation, Oakland, Calif.
- Emery Worldwide, Sterling, Va.
- GeoLogistics Services, Alexandria, Va.
- Sato Travel, Sheppard Air Force Base, Tex.
- Maersk Sealand, Arlington, Va.
- Transportes Internacionales Ferris, Rota, Spain.

HHGFAA President Terry Head, who was a presenter at the symposium, spoke on trends within the industry. Several of the winners are HHGFAA members:

**All States Moving & Storage**, of Valdosta, Ga., was nominated by Moody Air Force Base. The firm is recognized as being the first company in its market area to initiate the mandatory use of shrink-wrap for overstuffed furniture. All States Moving & Storage uses in-transit visibility in its operations. The company's new employees are required to have 50 hours of classroom and 200 hours of field training in packing, loading and moving.

**Coastal Moving & Storage**, of St. Mary's, Ga., was nominated by Naval Air Station, Jacksonville, Fla., for their commitment to U.S. Navy missions. The firm provides quick responses on weekends and less than one-day notices to meet the needs of service members. In a recent family medical emergency, Coastal Moving & Storage brought in additional people who worked extra hours to assist the military service member.

**Crowley Maritime Corporation**, of Oakland, Calif., was nominated by the 955th Transportation Co., a now-inactivated MTMC unit in Balboa, Panama, for its outstanding service in providing roll-on/roll-off service during the Panama drawdown. Crowley assessed the amount of cargo requiring sealift and positioned assets to ensure its accomplishment. The firm hired additional trucks, flatracks and shipping containers to complete the mission.

**Emery Worldwide**, of Sterling, Va., was nominated by the U.S. Army Combined Arms Support Command, Fort Lee, Va., for its support of the Army's Velocity Management Program. The firm has been the principal carrier to U.S. Army Europe and delivers on an average of 44 hours, well below the contracted 96-hour standard. Emery delivers daily to 24 installations in Europe and has shipped nearly 4,000 pallets weighing over 19 million pounds.

**GeoLogistics Services**, of Alexandria, Va., has provided outstanding service to the Defense Threat Reduction Agency, Dulles, Va., in support of the Congressionally mandated Cooperative Threat Reduction Program. The firm provides purchasing, packing and staging of shipping containers, overland and ocean transport, air carriage, customs clearance and delivery services throughout the former Soviet Union. GeoLogistics Services has reduced surface shipment delivery times by an average of 65 days and reduced customs clearance times by 82%.

**Maersk-Sealand**, of Arlington, Va., was nominated by MTMC's now-inactivated 955th Transportation Company, Balboa, Panama, for its work in the drawdown of the American military in the country. The company lifted 66% of the containerized cargo supporting the drawdown. This included 2,000 privately owned vehicles, more than 1,000 contain-

ers, and 300 flatracks with breakbulk material.

**Transportes Internacionales Ferris**, of Rota, Spain, nominated by the U.S. Naval Station, Rota, gets every job done with the highest quality results. The company picks up, packs, and transports cargo to any European destination. Transportes Internacionales Ferris uses bubble wrap with felt backing to prevent circular marking on furniture. The company dedicates two trucks, year round, for transporting mail daily to and from the Madrid airport.

### **A record attendance**

MTMC's Symposium 2000 on April 4-6 in Atlanta was the "biggest and best ever," said the agency. Numerous events, panels, and activities drew the interest of Defense Transportation System employees, vendors, and partners. The 1,750 registered symposium attendees represented a record, and for the first time, symposium attendees could register on the Web.

## **MTMC Achieves Big Budget Savings for FY 2000**

MTMC is doing the same quality transportation work — but it is doing its many functions and missions at less cost. Nine months into FY 2000, the projected annual savings over budgeted costs are estimated at \$47 million— that is 5 percent of MTMC's projected \$877 million budget for the fiscal year ending Sept. 30.

The goal of the savings is both economy of operations and a reduction of customer rates, said Johnnie Fisher, chief, resource management. "There are direct savings to our organization and also indirect savings which are passed on to our customers," he said.

Fisher credits much of the impetus for operation savings from a commandwide emphasis on efficient operations. "We are keeping a watch on everything from employee TDY (temporary travel) to our big ocean contracts," said Fisher, a 15-year resource management employee who was named chief in October. Starting last October, said Fisher, "We cut everyone's travel across the board by 50 percent. We found our organizations became much more results-oriented as a result."

Since then, additional travel money has been added to some divisions due to their job functions or their work activity. Other savings were found in the costs of supplies, equipment, services and labor. Significant savings were achieved by keeping a close review on labor costs in the command. Worldwide, MTMC had budgeted for 2,460 work years, or employees, said Fisher. In fact, the command performed the mission with just 2,106, saving in excess of \$21.2 million.

Other savings achieved indirect savings for the command but direct savings for MTMC customers. "We showed a lot more savvy in negotiating the Universal Services Contract 2 over its predecessor, Contract 1," said Fisher. The cost savings for the year-long contract are estimated at \$30-35 million, he said.

The Universal Service Contract 02 awards went to 13 ocean carriers Feb. 13. The one-year contracts provide a minimum of cargo to ocean carriers as an incentive to maintain quality liner service, according to Len Priber, of the Joint Traffic Management Office.

Savings have been obtained from organizations and functions throughout the command. One example is the Operations Division at MTMC Headquarters which, when the fiscal year began, had 195 employees. Following a reorganization effort, streamlining resulted in an organization with substantially the same work processes but faster in form with 35 fewer employees.

The reduced manpower was mostly in redundant process and layering, said John Piparato, deputy of the Operations Division. "We are better stewards of the taxpayers' dollars," he said.

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## **Remote Alaskan Village Presents Recruiting Challenge to MTMC**

For conducting a U.S. Army recruiting mission in one of the most isolated spots in the country, Maj. Katherine Derrick may have set a record.

Derrick, a MTMC officer stationed in Anchorage, Alaska, participated in a secondary school's career day in the tiny settlement of Chevak, a tiny settlement on Alaska's western coast that is home for 700 Cup'ik (pronounced *Choo-pick*) Eskimos.

She flew to the community aboard a small twin-engine aircraft. She stepped off the airplane into another world. It is austere country. The land is flat and snow covered with no real trees to speak of — a veritable sea of white as far as the eye can see. In the warmer months, the terrain becomes wetlands. Thousands of lakes, rivers, and tributaries weave throughout the tundra.

Derrick visited Chevak on Feb. 9-11 for a career day for students in the community’s junior-senior high school to talk to the school’s 7-12th graders about the U.S. Army. She was enthusiastically received by the students.

“Being tall, red-haired and in Class A uniform, I garnered a great deal of attention the next morning,” said Derrick. “The students were quite engaging and very interested in my uniform.”

Five groups of 15-18 students rotated through talks by different career day guests. Derrick spoke of my experiences in the Army and opportunities available to those that chose to serve in the armed services.

“Theirs was not a world of convenience stores, automobiles, fast-food and movies,” she said. “Their career aspirations varied greatly. Many wanted to stay in Chevak — while others couldn’t wait to get out and have some adventures of their own in the Lower 48.”

Although not an official recruiter, Derrick said all members of the Army should “wear the hat every now and then. It is important that we share our mission and the opportunities in our service with even the smallest communities. I took away some fond memories of an incredible opportunity to step out of my daily routine and interact with a vastly different culture.”

In her normal MTMC role, Derrick serves as the commander of the 956th Transportation Co., Anchorage, Alaska.

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## METAL SECURITY SEALS FOR SALE

### Members

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9,300 or more	.07 each

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**All orders should be faxed to  
Bel Carrington at (703) 684-3784.**

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

Year	Location	No. of Attendees
1962	Redondo Beach, CA	33
1963	Washington, DC	33
1964	Washington, DC	43
1965	Washington, DC	52
1966	Washington, DC	56
1967	Frankfurt, Germany	159
1968	Honolulu, HI	164
1969	Washington, DC	111
1970	Palm Springs, CA	223
1971	San Juan, PR	194
1972	New Orleans, LA	301
1973	Seattle, WA	307
1974	Washington, DC	335
1975	Las Vegas, NV	546
1976	Atlanta, GA	428
1977	San Francisco, CA	519
1978	Orlando, FL	318
1979	Phoenix, AZ	438
1980	Houston, TX	557
1981	Reno, NV	645
1982	New Orleans, LA	784
1983	Coronado, CA	871
1984	Maui, HI	644
1985	Nassau, Bahamas	652
1986	Seattle, WA	706
1987	Orlando, FL	829
1988	San Antonio, TX	972
1989	Colorado Springs, CO	971
1990	Dorado Beach, PR	921
1991	Coronado, CA	1,078
1992	New Orleans, LA	1,321
1993	Nashville, TN	1,335
1994	San Francisco, CA	1,461
1995	Honolulu, HI	1,255
1996	Orlando, FL	1,560
1997	Reno, NV	1,635
1998	Miami Beach, FL	1,670
1999	Washington, DC	1,679

*Join us in Anchorage  
for an adventure  
that's off the charts!*

# Destination: Anchorage

**H**HGFAA's Annual Meeting this October promises to be one of the most exciting ever, due in large part to its spectacular setting: Anchorage, Alaska. And if you're worried you'll find yourself snowbound and stir-crazy with nothing to do, rest easy — and prepare to embark on a fabulous adventure when you visit, a journey that is sure to lift your spirits for so many reasons.

Nestled between mountains and sea, Anchorage is a thriving city in the heart of Alaska's wilderness. Here you'll find a fascinating mix of human cultures, a rich natural history carved by glaciers and volcanoes, and an endless variety of attractions, events, and activities.

If your idea of Alaska is straight out of "Northern Exposure," guess again. Whether you're into the beauties of nature or aspire to more domestic creature comforts, Anchorage has much to offer. You'll find abundant options for guided and self tours to experience the natural wonders of the area, and to satisfy your passion for wildlife viewing, hiking, biking, climbing, fishing, hunting, and other activities. You can even go whale-watching, as about 700 beluga whales visit Cook Inlet from March to November. Due to their white color, they're easy to spot. Look also for pods of orca (better known as killer whales) that occasionally cruise the area.

If indoor recreations are more your speed, you might enjoy the Anchorage Museum of History & Art, one of the state's most popular attractions. The permanent collection includes the Alaska Gallery, which depicts 10,000 years of Alaska history. Afterward, make your way to the Alaska Heritage Library and Museum, located in the National Bank of Alaska lobby. There, you'll find a beautiful display of Native baskets and artifacts, as well as photos, rare books, and paintings by Alaska artists.

Whatever your interests, there's plenty to do a short distance from the Hilton Anchorage and the Hotel Captain Cook. Transportation is convenient, with options including taxis, rental cars and RVs, bikes, chartered tour bus/motor coaches, and public bus services. The city's modern "People Mover" buses can take you from attraction to attraction within the fare-free zone downtown. Even if you're riding outside the zone, the fare is a bargain, since you can get a full-day pass good for unlimited rides for just \$2.50 a person.

## Dress Code

Protected by the Chugach Mountains and warmed by Japanese currents of the Pacific Ocean, Anchorage has a temperate, maritime climate. Summer temperatures can reach into the mid to high 70s; winters bring on the snow, and high temperatures can dip into the 20s. Low humidity also contributes to Anchorage's comfortable climate. The temperature in October in Anchorage averages 43°F/6°C.

The key to comfort in Alaska is wearing layers of clothing. Comfortable walking shoes and warm socks are appropriate for all seasons. Alaska's informality is perfect for visitors; casual wear is welcome virtually everywhere.

*The Portal* will provide much more information about Anchorage in the next two issues. Meanwhile, feel free to check out the Alaska homepage at <http://www.alaska.net/~acvb>.

## **The 2000 Annual Meeting: It's Not Too Early to Make Your Reservations!**

This year's Annual Meeting will be held at the Egan Convention Center in Anchorage, Alaska, October 1-3. Early registration begins on September 30. Both of the following hotels will be used to house our delegates.

### **HILTON ANCHORAGE**

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Phone: (907) 272-7411

Toll-Free: (800) 245-2527

#### **Rates:**

- Single: \$135
- Double: \$155

### **HOTEL CAPTAIN COOK**

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Phone: (907) 276-6000

Toll-Free: (800) 843-1950

#### **Rates:**

- Single/Double: \$125

*We urge you to call early to make your reservation — both hotels are ready to offer bookings.*

## **HHGFAA: In Search of Sponsors**

HHGFAA is in search of sponsors for events, prizes, calendars, tote bags, and other give-aways and amenities for the 2000 Annual Meeting to be held in Anchorage, Alaska, this fall.

Signing on as a sponsor is a great way to advertise your company while you support your Association. You can help make this historic Year 2000 Annual Meeting an occasion to remember!

For information on how you can get lots of “bang” for your sponsorship buck, contact Bel Carrington at HHGFAA.

**Phone:** (703) 684-3780

**Fax:** (703) 684-3784

**E-mail:** bcarri7850@aol.com

# Readership Survey Wrapup

**T**hanks to all who sent in your *Portal* Readership Survey, which was included in the January/February issue of the magazine. Your responses are important as we plan the content of future issues.

Understandably, the feedback from our readers indicated that U.S. HHGFAA members are more interested in Washington-oriented articles and those related to related to military, regulatory, and legislative matters that primarily affect American companies. Overseas members, on the other hand, are keenly interested in articles on management, employee and customer relations, and international relocations. Several monthly features — such as profiles, sales and marketing, and industry news — appeal to the entire spectrum of *Portal* readers.

The responses we received showed that most recipients circulate the magazine to others in their company; an average of four people read each issue. The time spent reading a given issue is up to 3 hours, but typically ranges from 20 minutes to about a half-hour.

Other good news, based on your feedback:

- Every respondent rated the magazine as either “Excellent” or “Good” overall.
- All but one of the respondents felt the size of the magazine is “about right,” with the remaining readers feeling *The Portal* has too many pages.
- All but one respondent said they do pay attention to *Portal* ads and try to use the services of our advertisers.

As always, our readers are a great source of ideas for future articles. HHGFAA welcomes your contributions, suggestions, and feedback any time of the year. Send articles and/or comments about *The Portal* to:

***hhgfaa@aol.com*** or  
***joycemcd@erols.com***

# TRANSPORTATION NEWS

## Allied, NAVL Merger Working Fine — Will Global Be Next?

Last year's merger of North American Van Lines and Allied Van Lines, a \$450 million deal that combined two of the world's largest and best-known relocation and logistics companies, appears to be working out well for all concerned, says a recent article in *Traffic World*.

Allied Worldwide, which operates Allied Van Lines and NAVL, says it also is buying California-based Global Van Lines, a \$50 million household goods carrier that adds 100 agents to the Allied-NAVL's combined 1,100 agents in North America. About 30 percent of Global's business is from military relocations.



Allied Worldwide (controlling Allied Van Lines, NAVL, and Global) is the market share leader at \$2.4 billion. Next is UniGroup (controlling United Van Lines and Mayflower), followed by Atlas World Group, Graebel, Bekins, Wheaton, Paul Arpin, and New World.

Consolidation among the middle players is inevitable as those competitors see the value of linking up in the wake of the Allied-NAVL and United-Mayflower alliances.

The Allied-NAVL marriage was accomplished by Clayton, Dubilier & Rice, a private equity investment firm that owns about 73 percent of Allied Worldwide. A fund managed by CD&R bought NAVL in 1998 from Norfolk Southern Corp. At CD&R's urging, the combined companies are branching out of typical (and cyclical) household goods moves into e-commerce, high-value goods, logistics, and other higher-margin business.

But the giants still face challenges affecting their smaller counterparts: fuel costs, the driver shortage, pending ergonomics rules by the Occupational Health and Safety Administration, and the forthcoming changes in the hours of service.

**Send your news and photos  
(slides or prints, please) to:**

**Bel Carrington, HHGFAA  
2320 Mill Road, Suite 102  
Alexandria, VA 22314**



# Industry News

# Industry News

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## APPOINTMENTS

**John G. (Jack) Tarleton** has been named executive vice president of AE Nationwide, Mahwah, N.J. A 25-year industry veteran, he will be responsible for the day-to-day sales, administration, and operations activity of AE Nationwide.

Tarleton most recently served as president of the Poughkeepsie Area Chamber of Commerce. Prior to that he served as general manager of Graebel North Carolina Movers, Charlotte, N.C., and as vice president and general manager for Roe Movers, Poughkeepsie, N.Y.



Worldwide Movers East Africa has named **Ian Ralston** general manager of Worldwide Movers Tanzania. Ralston is a veteran of the African international moving industry and brings unmatched experience to this challenging task. He assumed responsibility for the Dar es Salaam, Arusha, and Zanzibar operations in March.



Relocation Services International (RSI), a domestic and international household goods freight forwarder and move management company, has hired **Cynthia D'Angelo Offenhauer** to develop and enhance household goods client services programs for corporate clients and their transferees.

Offenhauer, a 15-year veteran of the relocation industry, is based in RSI's San Diego office. She is tasked with expanding current corporate client services and developing new business opportunities to complement RSI's domestic and international household goods move management services.



**Chris Hughes**, Service Manager for Movers Specialty Service, Inc., of Montgomeryville, Pa., was recently promoted to Director of Regional Operations and New Business Development. Hughes started with the company in 1984. In his new position he will supervise three departments at MSS. Along with developing new business opportunities, Hughes will oversee the local third-party service operation, the commercial and industrial crating division, and the furniture service department.



**Mario Amato** has been named managing director for Sterling International Movers, Paris. A well-known figure in the industry, Amato spent the last 12 years, the last 7 years as president, at Graebel International, where he was in charge of all international moving services. During that time, he contributed to the opening of two additional international offices, and was instrumental in doubling the annual revenue of the division.

Prior to joining Graebel, Amato spent 12 years with Global International in Athens, Brussels, and Paris. From 1975 to 1985 he was managing director of Global International, France. During that time he was responsible for significant improvement in market share, revenue, and profit for the Paris subsidiary. He has an intimate understanding of the European culture and is fluent in French, English, Italian, and Greek.



**Kathryn Harrington-Hughes** has joined the Eno Transportation Foundation as director of operations. She will serve as managing editor of Transportation Quarterly and all other Foundation publications, and will be responsible for the Foundation's leadership programs.

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## **EXPANSIONS**

### **Year 2000 Expansion at Pelichet**

When Pelichet is faced with an increase of 30 percent of its volume of activities, in addition to the takeover of Natural le Coultre, it is readily understandable that its present facilities have become somewhat limited.

Pelichet S.A. is managed by Jean-Jacques Borgstedt, who is always ready to face up to the specific needs of his company and to take all necessary precautions to ensure that the company continues to run smoothly.

By purchasing the former warehouses of Balestra, just a few meters from its actual premises at 51-55 route des Jeunes, the surface occupied by the company has been increased by 4,805 sq.m. The administrative activities of the company will remain at that building.

The great advantage of the new acquisition is that it has direct access to both the railway lines and the motorways leading into Switzerland and France. Moreover, the Free Ports of Geneva are conveniently located within a distance of 800 meters, not to mention that it is just a 10-minute drive from the airport of Geneva-Cointrin.

Once the rebuilding of the site is completed, the original building will have been completely transformed, and will comprise three different sections. The first will be a warehouse containing up to 300 containers, with a total volume of 21,600 cu.m. The rolling bridge is entirely automatic and electrically controlled.

The logistics section is dedicated to the storage and management of about 1,000 euro-pallets.

The premises will be equipped with a large greenhouse, which will be put at clients' disposal. The new building also will house all the physical activities of the company (i.e., cloakrooms, a comfortable cafeteria, and a dispatching department). The entire building will be fully equipped with the very latest electronic security and alarm system.

### **McGimpsey Bros. Launches a First for Ireland**

One of Ireland's premier moving companies has opened the moving industry's first training center for Ireland. McGimpsey Brothers (Removals) Limited has always been a very forward-thinking company and a leader in its field in the moving industry in Ireland.

The opening of the training division further enhances the company's extremely high standards of professionalism and excellence in customer service. Due to some clear vision, dynamic management, and a substantial financial investment, the company successfully implemented the setting up of a quality-based training facility in Ireland. There, the company has a specialized conference room for theory training and video presentations; there's also a mock-up of a house with various rooms, stairs, grand pianos, chandeliers, paintings, and crystal for trainees to practice their manual handling, packing, and moving skills.

This is the first time in the entire history of the industry in Ireland that the country has had such a training center, and promises to elevate the entire industry into the 21st century.

For more information, contact Paul McGimpsey by phone at 028-9145-6222; fax 028-9145-6999; or e-mail: [paul@mcgimpseys.com](mailto:paul@mcgimpseys.com).

### **MSS: Still Growing**

Movers Specialty Services, Inc., of Mont-gomeryville, Pa., is expanding. In addition to its nationwide network of subcontractors, MSS dispatches 24 service vehicles daily to handle service requests in the tri-state area of Eastern Pennsylvania, New Jersey, and Delaware. The third-party service and commercial crating divisions now operate out of a brand-new 17,500 sq.ft. facility adjacent to MSS's 25,000 sq.ft. headquarters.

MSS has increased the third-party training area with the installation of a 6,000-sq.ft. second-story mezzanine in the new building. Recent expansion within the main facility has allowed for considerable physical plant additions in the stripping, spraying, and repair facilities in the furniture department. Through management streamlining and the added benefit of a 50 percent increase in available office space for customer service and operations, MSS is well positioned to meet new challenges in the near and distant future.

For more information, visit MSS on the Web at [www.mss1.com](http://www.mss1.com) or contact the Sales Department at 1-800-433-1159.

## **Yamamoto Moving Services Joins Gropiron**

A tie with a Japanese company and Gropiron International has created a stronger bridge between Japan and France.

Shinji Yamamoto recently began Yamamoto Moving Services after working for major companies in Paris since 1983. In 1991, he created the international company Oriental Service.

Gropiron President Jean-Luc Haddad and Yamamoto say the combined effort offers a new opportunity to the Japanese community in Paris, and to the international community at large.

Veronique Allais, a specialist on Asia, joins Yamamoto in this new venture. They worked together at Oriental Service, and Allais is an experienced hand in the import, export, and operations aspect of the business, in addition to understanding the Japanese culture extremely well.

For the past eight years, Allais has worked in the transportation industry for other international French companies before joining Oriental Service. After completing her studies in law, she lived two years in Japan and speaks Japanese fluently, as well as French, Spanish, and English.

## **Desbordes Purchases Demeco Bordeaux**

Desbordes International, Paris, France, has announced its purchase effective April 1 of Demeco Bordeaux/Dubouil SARL, a FIDI agent. The new company, named Desbordes International Bordeaux, has a staff of 20, as well as 12 trucks and 5,000 cubic meters of storage space.

Desbordes International President Jean-Michel Piriou said, "The purpose of the buyout is to increase our business in France and optimize our resources in meeting the needs of southern Europe."

The next step in its strategy of expansion will be Desbordes International's FIDI-affiliated branch in Lyon.

## **Worldwide Movers Opens in Malawi**

Val Prinsep and Bill Beuthin, directors of Worldwide Movers Africa, have announced the opening of Worldwide Movers Malawi, with operations in both Lilongwe and Blantyre.

Worldwide Movers Malawi is quickly establishing itself as a leader in the international moving business across Malawi thanks to its attentive and truly responsive service. The company handles international removals, local moves, and long-term storage in dedicated warehousing facilities, and can also offer destination services in Zambia and northern Mozambique.

Worldwide Movers Malawi is operated by Petro von Chamier and Rolf Ossmann, who are experienced professional movers in Eastern and Central Africa. Both have many years of experience in Kenya, Tanzania, Uganda, and Malawi.

For more information, e-mail [fracht-malawi@malawi.net](mailto:fracht-malawi@malawi.net) or access [www.wvmovers-africa.com](http://www.wvmovers-africa.com).

## **Gosselin Takes Over Corstjens**

The Belgian company Gosselin World Wide Moving N.V., specializing in DoD, State Department, and commercial removals — with a well-organized network of its own branches and agents in Western Europe — has taken over the Corstjens Worldwide Movers Group, the leading movers in Central and Eastern Europe.



Corstjens, established in 1946, originally operated as a mover in the Netherlands and surrounding countries, but soon expanded into an international moving organization with regular shipments to Central and Eastern Europe. During the 1980s Corstjens set up a network of branches and representative offices in Eastern Europe. Today, The Corstjens Worldwide Movers Group operates out of 19 offices, with headquarters located just outside Amsterdam. Cooperation and partnership with prominent moving organizations guarantees the same quality standards for every move to any possible destination. Quality standards that were set up over 50 years ago have been the trademark of Corstjens ever since.

Corstjens has a reputation for smooth and professional relocations — a reputation endorsed by Fortune 500 clients around the world, including leading commercial companies, embassies, government institutions, museums, and private individuals who value expertise, quality, and reliability. Corstjens works only with its own companies and carefully selected moving partners.

The company offers a full range of removal services (local, country, office, household goods, Europewide), household goods warehousing and archive storage, customs clearance and related services, and transport insurance.

Corstjens has set up a sophisticated communication center for all shipments to and from Amsterdam\*, Almaty, Belgrade\*, Bratislava\*, Bucharest\*, Budapest\*, Kiev\*, Ljubljana\*, Minsk, Moscow\*, Prague\*, Riga\*, Skopje\*, Sofia\*, St. Petersburg, Tallinn, Tirana, Vilnius, Warsaw\*, and Zagreb\* (\*denotes its own offices).

Corstjens company principals are Marc Smet, president; Stephan Geurts, managing director; and Cees Corstjens, commercial director. For more information, contact the world headquarters in Amsterdam: Phone: +31 (0)294 291514; fax: +31 (0)294 293536; e-mail: [info@corstjens.nl](mailto:info@corstjens.nl). Or access the Website: [www.corstjens.com](http://www.corstjens.com)

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## McGimpsey Upgrades Fleet

McGimpsey Brothers (Removals) Limited recently took delivery of the first of its fleet upgrades for its UK and European services. The Mercedes Benz Actros tractor units are top-of-the-line, and are fully fitted out with numerous driver comforts.

The trailers are 40-ft. GRP stepframe trailers on air-ride suspension, to ensure that all consignments travel in comfort, says company director Campbell McGimpsey. “We are in the middle of upgrading our entire fleet of vehicles as it is paramount that, as a company, we continue to maintain the consistently high standards of service that our many valued trade customers have come to expect,” he added. “We also highly value our staff and at all times try to ensure that their welfare is taken into account by providing them with top-of-the-range vehicles for ease of driving combined with maximum comfort.”

## Myanmar Express Handles Aid Projects

Myanmar Express International in Yangon, Myanmar, worked alongside a number of relief organizations in recent months and has won high praise from beneficiaries of those programs. Myanmar Express handled the history-making first phase of the Japanese Aid Program, which distributed aid to all 14 states and divisions of Myanmar under the guidance of UNICEF. The company’s staff and crews overcame many difficulties to complete the project in a timely fashion.

Myanmar Express President Hla Shwe issued a letter congratulating his employees on their dedication and hard work, which have contributed toward making the company one of the leading moving companies in the region.

## A Good Walk Spoiled ...

... is a lighthearted description of a bogey-filled round of golf.

But that didn’t apply to the recent D.W. Dunn Golf Tournament sponsored by the Massachusetts Movers Association. The outing was planned as a tribute to the MMA’s former executive director and president, Daniel W. Dunn, who passed away in November. Held at the scenic Franklin Park Country Club in Boston, the inaugural event attracted some 84 golfers.

Household Movers Services, a nationwide supplier of third-party support services headquartered in Ridgewood, N.J., sponsored the beverage cart in a decidedly proactive manner: They did not merely mail in the sponsorship fee, but actually drove the cart and served drinks.

General Manager JB Brown and Customer Service Coordinator Tina Nigro dusted off their GDLs (Golfcart Driver's Licenses) and zipped around the course dispensing drinks and free golf tips. (At last the drinks were well received!) They also gave away a Calloway "Little Bertha" — a brand-new putter. The surprised, pleased recipient of this prize was Ed O'Leary from O'Leary Moving.

Regarding their stint as beverage caddies, Brown commented, "That's the best round of golf I've had in ten years," while Nigro remarked, "Golfing doesn't seem that hard. Instead of driving the cart next year, I want to be driving the ball."

## Albert Has On/In QIC Day

Albert Moving & Storage, Wichita Falls, Tex., conducted two company-wide meetings recently to continue their Operation QIC series. The workshops were facilitated by Jim Lundy, customer service consultant and bestselling author.

Operation QIC (pronounced "Quick"), for Quality Is Contagious) is Albert's quality program that began in 1992. The program incorporates facilitated meetings and listening to customers. It is centered on total quality management principles.

The workshop's theme was "On vs. In" to emphasize the difference between working ON the business and working IN the business. The ultimate goal is to grow the company by working ON the business, while maintaining the daily activities of working IN the business. Breakout groups gave employees an opportunity to choose an area of the business other than their own to encourage fresh ideas from people with different expertise and backgrounds.

## EuroMove on the Web

EuroMove, headquartered in Budapest, Hungary, has updated its Website to include lots of helpful information about relocating to Hungary. The site now includes many links to other useful sites as well.

Access <http://www.euromove.hu>.

## HONORS AND AWARDS

Excargo Services Inc., Houston, Tex., was awarded 1999 Carrier of the Year—Truckload Division by Foley's Department Stores at its Fifth Annual Carriers Conference held in Houston. Foley's is a division of the May Company.

The award was presented to Excargo President Marcia Faschingbauer and Operations Manager Don Williams. The award was especially significant because 1999 was the best year ever for both Foley's and Excargo.

Excargo transports import containers to Foley's Distribution Center and has served Foley's since 1983.



**Mark Eschbacher**, vice president, and **Jim Brown**, general manager for Household Movers Services in Ridgewood, N.J., recently achieved designation as Certified Claims Analysts. They completed a two-day seminar involving training in various aspects of claims management, including preventative methods, settlement procedures, and customer service. Much of the time was devoted to hands-on case studies.



An additional six of **The Pasha Group's** automotive, maritime, and distribution facilities in Northern and Southern California have achieved ISO 9002 certification, just 15 months after the company received its first

ISO 9002 certification for its Richmond, Calif., automotive facility.

President and COO George Pasha IV noted that the ISO 9002 certifications “give our customers worldwide the assurance that we have implemented a formal quality management system with a clear objective to consistently achieve total customer satisfaction.” The ISO 9002 guidelines are being implemented throughout the company, with the goal of bringing all the company’s divisions under the ISO 9002 umbrella. Pasha noted that the company’s commitment to the ISO 9002 certification process has led to more efficient startups in new ventures, with the expansion of operations into Central America and Europe.

Toby Hanzl, Pasha’s ISO 9000 project manager, called ISO 9002 “a stepping stone to improvement in other areas, such as customer service and employee safety.” Hanzl is currently establishing corporate-wide workshops and a Web database system to solicit and follow up on improvement ideas from employees, customers, and vendors.

## **France Cancels VAT**

Paulin Zibi of Neer Service France reports that the value added tax (VAT) of 20.6%, a French tax on delivery service, is no longer applicable, effective April 1. Now that this tax has been canceled by the French government, there will be no VAT on incoming shipments to France from outside the European Union.

Zibi invites those with questions to contact him via e-mail at [paulin@neerservice.fr](mailto:paulin@neerservice.fr).

# Welcome New Members



**Heino Preissler**  
Vice President  
Air Van Lines  
International Inc.  
HHGFAA Chairman

On behalf of the Household Goods Forwarders Association of America, Inc., I want to extend a warm welcome to those who are new to our organization.

## ACTIVE MEMBER

**Mr. Jorge Blanco**  
**Evergreen Forwarding, Inc.**  
6355 Riverside Blvd, Suite G  
Sacramento, CA 95831  
Tel: (916) 392-5100 • Toll Free: (877) 916-3463  
Fax: (916) 392-7989  
E-Mail: [egnfry@aol.com](mailto:egnfry@aol.com)

## ASSOCIATE MEMBERS

**Mr. Cory Curtis**  
**AADA Systems, Inc.**  
824 Valentine Ave SE  
Pacific, WA 98047  
Tel: (253) 826-8876 • Toll Free: (800) 929-2773  
Fax: (253) 826-9486  
No of Years in Business: 38  
Sponsors: Rainier Overseas, Inc., Bellevue, WA  
Lincoln Moving & Storage Co., Kent, WA

**Mr. Bruno Bertoncini**  
**Aerofreight Cargo (Holdings) Limited**  
16 Grosvenor Way, Mount Pleasant Hill  
London E. 5 9ND, England  
Tel: (44) 208 806 5800 • Fax: (44) 208 806 9222  
E-Mail: [sales@aerofreight.co.uk](mailto:sales@aerofreight.co.uk)  
No of Years in Business: 10  
Sponsors: Excess Int'l Movers, London, England  
Cargo Forwarding Int'l, PLC, London, England

**Mr. Gary DeForest**  
**Atlantic Relocation Systems**  
1314 Chattahoochee Avenue  
Atlanta, GA 30318  
Tel: (404) 351-5311  
Fax: (404) 350-6530  
E-Mail: [gary.deforest@atlanticrelocation.com](mailto:gary.deforest@atlanticrelocation.com)  
No of Years in Business: 34  
Sponsors: Global Silverhawk Group of Companies  
Stevens International, Columbia City, IN

**Mr. Ewan M. Reid**  
**Atlantic Shipping**  
Unit A2 Urbaparc, 2 Boulevard De La Liberation  
93200 Saint - Denis, France  
Tel: (33) 1 42 43 21 21  
Fax: (33) 1 42 43 12 23  
E-Mail: [paris@atlantic-overseas.com](mailto:paris@atlantic-overseas.com)  
No of Years in Business: 1

**Mr. Keith Margules**  
**Austmove Transport Pty Ltd**  
22 Groves Avenue  
Mulgrave NSW 2756, Australia  
Tel: (61) 2 4577 7166  
Fax (61) 2 4577 2955  
E-Mail: [austmove@bigpond.com](mailto:austmove@bigpond.com)  
No of Years in Business: 15  
Sponsors: SBI Transport, Belmore, Australia  
International Services, Inc., Seattle, WA

**Mr. K. M. Sugumar**  
**B.M. International Pvt. Ltd.**  
Flat 7, First Floor, Cisons Complex  
150 Montieith Road  
Egmore, Chennai 600-008, India  
Tel: (91) 44 8610 262  
Fax: (91) 44 8511 160  
E-Mail: [bmimover@vsnl.com](mailto:bmimover@vsnl.com)  
No of Years in Business: 10

**Ms. Chang Hyun Sook**  
**Hyundai Shipping Co., Ltd**  
10F Ankuk Bldg. 175-87, Ankuk-Dong  
Chongro-Ku, Seoul, Korea  
Tel: (82) 2 722 8000  
Fax: (82) 2 723 2252  
E-Mail: [hdsd8000@hanmail](mailto:hdsd8000@hanmail)  
No of Years in Business: 3  
Sponsors: Woojin Packing Freight Co., Ltd,  
Seoul, Korea  
PT. Anekatrans Persada Indonesia, Jakarta,  
Indonesia

**Ms. Francesca Reiner**  
**Interdean SDN BHD Worldwide Movers**  
Lot 207B, 2nd Floor, Menara 2, Podium Block  
Faber Tower, Jalan Desa Bahagia, Taman Desa,  
58100 Kuala Lumpur, West Malaysia  
Tel: (603) 782 4212  
Fax: (603) 782 4645  
E-Mail: [jmi@tm.net.my](mailto:jmi@tm.net.my)  
No of Years in Business: 2  
Sponsors: Transglobal Shipping & Storage,  
Western Australia  
Kotasian Logistics, Jakarta, Indonesia

**Mr. Henry Mead**  
**Intertrans Movers (Natal) (Pty) Ltd**  
124 Teakwood Road, Jacobs  
4067 Durban, South Africa  
Tel: (27) 31 465 4566  
Fax: (27) 31 465 2203  
E-Mail: [intrans@mweb.co.za](mailto:intrans@mweb.co.za)  
No of Years in Business: 23  
Sponsors: Glens Removals & Storage,  
Harare, Zimbabwe  
Stuttafords (Zambia) Ltd, Lusaka, Zambia

**Mr. Jurgen Pein**  
**J. Pein Spedition**  
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Fax: (49) 421 380 9902  
E-Mail: [pein\\_forwarders@hotmail.com](mailto:pein_forwarders@hotmail.com)  
No of Years in Business: 5  
Sponsors: Inter Sea Port Service, GmbH,  
Bremerhaven, Germany  
Wilhelm Rosebrock (GmbH & Co), Bremen,  
Germany

**Mr. Ronald C. Kiser**  
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Tel: (410) 729-7422  
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E-Mail: [usa@jvkmovers.com](mailto:usa@jvkmovers.com)  
No of Years in Business: 1

**Mr. Eddi Arno, SE, MBA**  
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Meruya Selatan, Jakarta 11650, Indonesia  
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Fax: (62) 21 584 0515  
E-Mail: [arno@vision.net.id](mailto:arno@vision.net.id)  
No of Years in Business: 8  
Sponsors: Arrowpak Int'l, Suffolk, England  
Rhema Movers Pte, Ltd, Singapore

**Ms. Luckie Shu**  
**Sino Santa Fe International Transportation Services Co., Ltd/Tianjin Branch**  
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Tel: (86) 22 2712 1188  
Fax: (86) 22 2712 6272  
E-Mail: [l.shu.ssf-bjg@eac.com.sg](mailto:l.shu.ssf-bjg@eac.com.sg)  
No of Years in Business: 11

**Mr. Andrew Scott**  
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No of Years in Business: 15

**Mr. James Wang**  
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16 Suojin Village #15  
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No of Years in Business: 2

**Ms. Suat Gulenc**  
**Soyer International Moving Company**  
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Fax: (90) 216 3689 619  
E-Mail: [soyer.nakliyat@superonline.com](mailto:soyer.nakliyat@superonline.com)

**Mr. Paul Wielens**  
**Starline Moving Systems Ltd**  
12526-126 Avenue  
Edmonton, Alberta T5L 3C7, Canada  
Tel: (780) 447- 4242  
Fax: (780) 454-8484  
E-Mail: [overseas@highland-moving](mailto:overseas@highland-moving)  
No of Years in Business: 62  
Sponsors: Excess Int'l Movers, London, England  
World Wide Overseas Moving Service Inc.,  
Vancouver, Canada

**Mr. Steve Court**  
**Transmove**  
Cherwell House, Southfleet Road  
Bean, Kent, DA2 8BS, London, England  
Tel: (44) 1474 834 884  
Fax: (44) 1474 834 885  
No of Years in Business: 28  
Sponsors: Bishop's Move, London, England  
Renmer International Movers, Middlesex, England

**Mr. Taeke Tromp**  
**Voerman UTS Moscow**  
20 Berezkhouskaya Nab  
Block 7, 2nd Floor, 121154 Moscow, Russia  
Tel: (31) 70 3011 319  
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E-Mail: [gintveld@voerman.com](mailto:gintveld@voerman.com)  
No of Years in Business: 102

**Mr. Wiene van den Brink**  
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No of Years in Business: 102

**Mr. Emmanuel Bos**  
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UL Tukana gA 02-843 Warsaw, Poland  
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Fax: (31) 70 3011 314  
E-Mail: [gintveld@voerman.com](mailto:gintveld@voerman.com)  
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## Price List for Selected HHGFAA Publications and Miscellaneous Items

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Defense Transportation Regulations Part IV (replaces the PPTMR)	40.00	55.00
HHGFAA Freight Forwarders Tariff #4	15.00	
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*Per Article IV, Section 1 of the By-Laws, which states, "Notice of every application for Associate Membership shall be given to each Active and Associate Member, who shall have thirty (30) days from date of such notice to submit evidence that the applicant is not creditworthy," the following companies have submitted their applications for membership:*

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**Mr. Fihret Hatamov**

**ACE/Globalink Caspian**

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Baku, Azerbaijan

Tel: (994) 12 980 945

Fax: (994) 12 935 318

E-mail: [global@logistics.baku.az](mailto:global@logistics.baku.az)

No. of Years in Business: 4

**Mr. Dane Whitworth**

**A.L.S.**

Gutleutstrasse 332

60327 Frankfurt, Germany

Tel: (49) 69 2740 4270

Fax: (49) 69 2740 4277

E-mail: [dane-ALS@t-online.de](mailto:dane-ALS@t-online.de)

No. of Years in Business: 4

Sponsors: Clara del Rey, Madrid, Spain

F+N Worldwide Moving, Lincs, England

**Mr. Monsieur Yves Homerin**

**Foehrenbach International**

218, Boulevard Raspail

75014 Paris, France

Tel: (33) 1 60 21 42 55

Fax: (33) 1 64 27 88 75

E-mail: [foehrenbach.intl@wanadoo.fr](mailto:foehrenbach.intl@wanadoo.fr)

No. of Years in Business: 60

Sponsors: Decapack, Santiago, Chile

Collins Brothers Int'l Movers, NY

**Mr. Richard E. Sells**

**Global Silverhawk Limited**

Suite 18B, Cheung Lee Ind. Bldg.,

9 Cheung Lee Street

Chai Wan, Hong Kong

Tel: (852) 2898 9200

Fax: (852) 2558 5309

E-mail: [res@silverhawk.com.hk](mailto:res@silverhawk.com.hk)

No. of Years in Business: 21

**Mr. Eugenic De La Iglesia Garcia**

**Grupo Amygo, S.A.**

c/Valle De Tebalina

52 - 28021 Madrid, Spain

Tel: (34) 91 723 0147

Fax: (34) 91 796 6651

E-mail: [amygo@grupoamygo.com](mailto:amygo@grupoamygo.com)

No. of Years in Business: 3

Sponsors: Mudanzas Clara del Rey, Madrid, Spain

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**Ms. Manuela Kuiper**

**Henk International (Mobeltransporte-Umzüge)  
GmbH**

Nuernberger Str. 23

40599 Duesseldorf, Germany

Tel: (49) 211 99 80 70

Fax: (49) 211 99 80 715

E-mail: [info@henk-international.de](mailto:info@henk-international.de)

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**Mr. Jeffrey G. Matthews**

**Homewrap Packing & Supplies Pty, Ltd.**

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Cheltenham 3192, Australia

Tel: (61) 3 9555 9622

Fax: (61) 3 9553 1826

E-mail: [jmatthews@homewrap.com.au](mailto:jmatthews@homewrap.com.au)

No. of Years in Business: 30

Sponsors: Chess Hanley's Moving & Storage,  
Sydney, Australia

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**Mr. Herman Beretta**

**Juan Beretta Mudanzas Internacionales**

MCAL A.J. de Sucre 1031

Buenos Aires 1428, Argentina

Tel: (54) 4781 8876

Fax: (54) 4781 8876

E-Mail: [hberetta@ciudad.com.ar](mailto:hberetta@ciudad.com.ar)

Sponsors: Stevens Int'l, Columbia City, IN

B.A. International, Argentina

**Mr. Stephen Rohrer**

**Moebel-Transport Ltd.**

P.O. Box 658

CH-8010 Zurich, Switzerland

Tel: (49) 411 733 5111

Fax: (49) 411 733 5110

E-Mail: [rohrer@moebel-transport-ag.com](mailto:rohrer@moebel-transport-ag.com)

No of Years in Business: 39

Sponsors: American Int'l, Huntington Beach, CA

Transport Fink Ltd, Brazil

**Mr. Tan Soo Liap**

**Rhema East China Ltd.**

Rm. B-3, 5F Hua Fu Tower

No. 18 Shi Shan Road

New District, Suzhou, Republic of China

Tel: (86) 512 808 1731

Fax: (86) 512 808 1732

E-mail: [rhema@pub.sz.jsinfo.net](mailto:rhema@pub.sz.jsinfo.net)

**Mr. Ibrahim Kalil Berete**

**Sogufret**

B.P: 3584

Rue KA 052, Bat 65

Conakry Guinee, West Africa

Tel: (224) 41 1568

Fax: (224) 45 3974

E-mail: sogifret@sotelgui.net.gn

No. of Years in Business: 11

Sponsors: Paxton Int'l, Springfield, VA

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**Mr. Ken Hoglund**

**SurfAir**

485 Oak Place, Suite 385

College Park, GA 30349

Tel: (404) 766-5226 x 211

Fax: (404) 559-7807

E-mail: khogl@surfair.com

No. of Years in Business: 32

Sponsors: Perfect Pak Company, Everett, WA

Air Land Forwarders, Inc., Jacksonville, FL

**Mr. Roberto Schiffrin**

**Startrans Chile Ltda.**

Los Conquistadores 2569

Santiago, Chile

Tel: (56) 3 33 1565

Fax: (56) 3 33 1566

E-Mail: schiffrin@eufelchile.net

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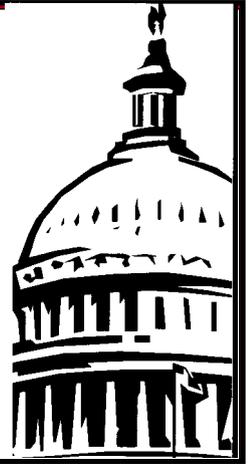
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# Washington Update

by Jim Wise  
The PACE Companies



## On the Horizon

Over the past several months and looking forward to the next few months, there are a number of issues of vital concern to our association and our industry. While we are certain about several specific issues, additional issues are likely to emerge as the appropriations process clashes with the electoral process. The HHGFAA government relations team would like to address a few principal issues that are currently before us and urge you to contact us should you have any input. We will, of course, keep you apprised of additional concerns as they emerge over the next several months.

### **MTMC Pilot Program and the Full Service Moving Program**

As you are no doubt aware, the complete solicitation package for the proposed Full Service Moving Program (FSMP) has been delayed on several occasions. There clearly are numerous issues that must be addressed before DoD will be confident they can easily be incorporated into the program before implementation.

Some considerations are likely influenced by the reviews of the MTMC 3 state pilot program. Most participants in the program have reported to DoD that they have come to generally support the pilot. There seems to be a genuine improvement in the quality of life considerations for the service members and a more realistic payment structure for the forwarders and agents.

However, some preliminary reports about the cost of the program are troubling. There are indications that the average cost per shipment under the MTMC pilot are significantly higher than under the current program. DoD is working with the industry to identify the reasons for the cost increases while at the same time developing strategies to maintain the quality of life standards for service members. We believe that all of these factors are contributing to the deployment and implementation of the FSMP.

### **FY 2001 Defense Authorization Act**

At this writing, the FY 2001 Department of Defense Authorization bill was being debated on the Senate floor. The House was still working on its version of the same legislation at the committee level but expected to have it to the floor prior to the Memorial Day recess.

Several provisions under consideration as part of the Senate proposal are of particular interest to HHGFAA members:

- Language to create incentives for military families to ship or store baggage or household effects for less than full loads. Under this concept, the military member would realize a payment of the differential between the average weights of other members in the same grade and status.
- Language that may allow DoD to secure certain services under simplified acquisition rules. Under those rules, if the services required are valued at \$5,000 or less, then DoD can secure them without a competitive bid. It is unclear if freight forwarding or transportation might be included in such a proposal.

- Language that would allow DoD to enjoy greater flexibility in imposing offsets against forwarders if simplified acquisition rules apply.

The authorizing language also allows for an extension of the pilot programs and encourages greater military recruitment of procurement officers. It is anticipated that many amendments will be offered on the Senate and House floors before these issues are resolved. Many of the concerns the government relations team reported to you in last month's issue of The Portal continue to apply in this proposal, such as the impact some of these proposals could have on the small business contracting capabilities of many HHGFAA members.

### **Ocean Common Carriers & Carriage of Goods by Sea Act**

Sen. Kay Bailey Hutchison (R-TX) has indicated she will reintroduce legislation next month to amend the Carriage of Goods by Sea Act (COGSA). It is our understanding that under the proposal forwarders, shippers, and NVOCCs will be held liable for damages for goods at roughly \$900 per package while in transit on ocean carriers and possibly until arrival at final destination. There is an exemption for goods moved on service contracts for the service contract holder. This shift in liability was attempted last year but the legislation was never moved. This year it appears that Hutchison is serious about trying to have the Congress consider this proposal prior to adjourning in October. HHGFAA is currently assessing the full impact the proposal could have on our members. The recommendations from the Government Relations Committee should be forthcoming.

### **FMC Defines Ocean Common Carrier**

The Federal Maritime Commission issued a final regulation requiring ocean carriers to operate at least one vessel calling at a U.S. port in order to be considered an "ocean common carrier" under American shipping law. If a carrier doesn't operate such a ship but serves the U.S. market through an alliance or transshipment agreement, it will be considered a non-vessel-operating common carrier, or NVOCC. If a carrier's vessels call at only one U.S. port, the carrier will be considered an ocean common carrier in all U.S. trade lanes.

The distinction between ocean common carrier and NVOCC has become critical since the Ocean Shipping Reform Act took effect a year ago. Under that law, vessel-operating common carriers are granted antitrust immunity and can sign confidential service contracts with shippers. NVOCCs have no antitrust immunity and are barred from signing confidential contracts. The decision makes final a proposed rulemaking the FMC originally promulgated on June 25, 1999. The final rule amends FMC regulations implementing the Shipping Act of 1984 to reflect the agency's interpretation of the term "ocean common carrier." The new requirement takes effect Aug. 7.

### **Antitrust Opponents Consider Compromise**

Congress is considering a toned-down proposal to the FAIR Act that would still repeal ocean carriers' ratemaking and voluntary rate and service guidelines. Rep. Henry Hyde (R-IL), chairman of the House Judiciary Committee, introduced legislation in November to repeal carriers' nearly century-old right to collectively set or agree on rates in conferences and discussion agreements.

Hyde says it would take at least two years to settle the question. Commissioner Del Won of the Federal Maritime Commission — who supports repealing antitrust immunity as it applies to voluntary rate or service guidelines — feels that more time is needed to see how OSRA is working. Opponents of antitrust immunity are willing to compromise on the issue. Although his bill calls for the total elimination of antitrust immunity, Hyde and others have sent out signals that the legislation could be toned down to repealing carriers' ability to set rates and voluntary rate and service guidelines reached under discussion agreements.

The compromise bill would allow the carriers to continue to enter into cost-savings and efficiency-enhancing agreements, such as vessel sharing agreements, rationalization agreements, and space chartering agreements.

### **DoT Proposes Longer Mandatory Rest Periods for Truck Drivers**

The Federal Motor Carrier Safety Administration (FMCSA), a new agency in the U.S. Department of Transportation (DOT), has issued a proposed rule that would put all drivers on a 24-hour cycle. The proposed rule would reduce to no more than 12 hours the total time a driver may work in a 24-hour cycle. Therefore, under the proposal, drivers would no longer be permitted to drive up to 16 hours in a 24-hour day. Current regulations require that drivers take 8 hours of rest after a maximum of 10 hours of driving or 15 hours on duty.

The proposal would impose a mandatory off-duty period of at least 32 hours, which includes two consecutive midnight-to-6 a.m. periods after accumulating 60 hours of on-duty time. The rule would require longhaul and regional drivers to have at least 10 consecutive hours off duty in each 24-hour period and 2 hours off duty during the work shift.

Local drivers who operate within 6 hours' driving distance of their work-reporting location and return to that location at the end of each shift must have at least 12 consecutive hours off duty in each 24-hour period. Longhaul and regional drivers would be required to use electronic on-board recording devices to verify drivers' compliance with the hours-of-service rules.

According to the FMCSA, there is a general consensus that changes to current hours-of-service regulations would substantially improve truck safety by reducing the fatigue factor in truck-involved accidents. The FMCSA claims that many crashes occur as a result of truck driver error; that driver error is often the result of driver inattention and fatigue; that fatigue is often related to sleep deprivation; and that sleep deprivation is often related to working conditions of drivers. In the notice of proposed rulemaking, the FMCSA estimates that the new regulations would cost trucking companies and the public approximately \$3.4 billion over 10 years. The agency also estimates that the benefits of the rule would total \$6.8 billion, which is the 10-year discounted monetary value of estimated reductions in fatalities, injuries and property damage.

DOT plans to hold seven public hearings on the proposed rule in major cities throughout the country, starting with Washington, D.C., on May 31 and June 1. Written comments on the rule are due July 31, 2000.

### **Velazquez-Talent Amendment on Contract Bundling**

The House Small Business Committee has been examining the recent efforts by the Administration to block small businesses from competing for federal contracts traditionally reserved for small business through a process known as "contract bundling."

In May the House passed an amendment offered by Small Business Committee Ranking Member Nydia Velazquez (D-NY) that would require the Secretary of Defense to conduct a comprehensive study on the practice known as "contract bundling" by the Department of Defense, and the effects of such practice on small business concerns, economically and socially disadvantaged small business concerns, and small business concerns owned and controlled by women. It requires that the results be submitted to the Small Business and Armed Services Committee as part of the DoD budget submission next year, and requires the Secretary of Defense to develop and maintain a database on all contracts (excluding weapons systems) that have been bundled.

The House adopted this amendment en bloc and it was included in the final bill that was sent to the Senate. The Committee will be considering additional legislation on contract bundling later in the year. ■

## **IN MEMORIAM**

### **Bruce Weate**

Bruce Weate of Weate Moving and Shipping in Melbourne, Fla., passed away on May 7 after a battle with cancer. He was 71.

Mr. Weate's father, Claude, founded the family business in 1923 as a local and interstate moving company. Bruce joined his father at an early age and spent his whole working life with the company, working right up to within a few weeks of his death.

In the 1970s Mr. Weate expanded the business into international removals, and his company has been a member of the HHGFAA ever since.

His other passion in life was music. Mr. Weate was a whiz with the piano-accordion and never missed an opportunity to entertain his friends.

He is survived by his wife, Joan, and daughter, Christine.

### **Donald Boernecke**

Donald Boernecke, Director of Operations at Guardian International, passed away on March 26.

Mr. Boernecke is survived by his wife, Susan, a son, Carl, and a daughter, Michelle, as well as two grandchildren, his mother, and a sister.

# Industry Calendar

June 1-3, 2000	BAR Conference	Brighton, UK
July 16-18, 2000	National Council of Moving Associations Annual Meeting	Atlantic City, NJ
Aug. 14-15, 2000	Military Personal Property & Claims Symposium	Alexandria, VA
Aug. 25-27, 2000	AFRA (Australian Movers) Conference	Freemantle, Australia
Sept. 23-29, 2000	FIDI Sales Management Seminar	Vancouver, B.C., Canada
Sept. 24-27, 2000	Council of Logistics Management 2000 Annual Conference	New Orleans, LA
Sept. 28-29, 2000	Wisconsin Truck Movers Convention	Madison, WI
Sept. 28-29, 2000	15th Annual PAIMA Meeting	Anchorage, AK
<b>Oct. 1-3, 2000</b>	<b>HHGFAA 38th Annual Meeting</b>	<b>Anchorage, AK</b>
Oct. 1-5, 2000	55th Annual NDTA Transportation and Logistics Forum & Exposition	Albuquerque, NM
Oct. 8-12, 2000	Paul Arpin Van Lines Annual Agent Convention	Providence, RI
Oct. 11-13, 2000	American Red Ball Convention	Las Vegas, NV
Oct. 14-15, 2000	Covan Conference	Destin, FL
Oct. 23-25, 2000	CPPC 33rd Convention	Las Vegas, NV
Oct. 24-27, 2000	Employee Relocation Council Fall Symposium	Washington, DC
Nov. 1-4, 2000	47th Annual Wheaton Partnership Conference	Biloxi, MS
Nov. 4-10, 2000	FIDI Institute Seminar	Rotterdam, The Netherlands
Nov. 7-11, 2000	7th ITS World Congress	Turin, Italy
Nov. 9-11, 2000	NC Movers Convention	Raleigh, NC
Week of Nov. 13, 2000	MTMC – Europe (598th) Training Symposium	Sonthofen, Germany
Nov. 15-18, 2000	Atlas Van lines 53rd Annual Convention	Marco Island, FL
March 18-21, 2001	LACMA Convention	San Juan, P.R.
March 29-31, 2001	AMSA Management Conference & Trade Show	Tucson, AZ
May 4-7, 2001	BAR Conference	Manchester, UK
May 8-13, 2001	CMSA 83rd Annual Convention	Maui, HI
May 11-12, 2001	Kentucky HHGC Annual Convention	Lucas, KY
May 16-19, 2001	WTA/WMC Convention & Trade Show	Blaine, WA
Sept. 29-Oct. 3, 2001	56th Annual NDTA Transportation and Logistics Forum & Exposition	Madison, WI
<b>Oct. 8-10, 2001</b>	<b>HHGFAA 39th Annual Meeting</b>	<b>Las Vegas, NV</b>
April 21-25, 2002	FIDI Congress	Cairo, Egypt
Oct. 5-9, 2002	57th Annual NDTA Transportation and Logistics Forum & Exposition	Greensboro, NC
Oct. 14-18, 2002	9th ITS World Congress	Chicago, IL

**Send calendar items to HHGFAA • 2320 Mill Road • Alexandria, VA 22314**  
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# WEBSITES TO SEE

Here are a few Websites of interest to HHGFAA members. NOTE: All are preceded by www, and many are linked to the HHGFAA Website.

HHGFAA: [hhgfaa.org](http://hhgfaa.org)

A.Alternativa: [a-alternativa.com.br](http://a-alternativa.com.br)

Air Animal: [airanimal.com](http://airanimal.com)

Alaska Homepage: [alaska.net/~acvb](http://alaska.net/~acvb)

APA Worldwide: [cool.co.cr/usr/apa/apa.html](http://cool.co.cr/usr/apa/apa.html)

APL Services: [apl.com](http://apl.com)

ARGENMOVE: [argenmove.com.ar](http://argenmove.com.ar)

Atlas Int'l Movers: [atlas-movers.nl](http://atlas-movers.nl)

Atlas Mexicana: [atlas-mex.com.mx](http://atlas-mex.com.mx)

Brazil Worldmover: [brazilmover.com](http://brazilmover.com)

Caniz Van Lines: [caniz.com](http://caniz.com)

Capitol Trans: [capitoltransportation.com](http://capitoltransportation.com)

Carbonell Transports S.A.:  
[cyberport.com.pe/carbonelltransports](http://cyberport.com.pe/carbonelltransports)

Class Int'l Movers: [classmoving.com.pe](http://classmoving.com.pe)

Corstjens: [corstjens.com](http://corstjens.com)

Crown Worldwide S.A.: [crownworldwide.com](http://crownworldwide.com)

Desbordes Int'l: [desbordesinternational.com](http://desbordesinternational.com)

DeWitt Trans. Services of Guam: [dewitt.com.gu](http://dewitt.com.gu)

EuroMmove: [euromove.hu](http://euromove.hu)

Excargo Services: [excargo.com](http://excargo.com)

Freight Int'l: [freightinternational.com](http://freightinternational.com)

Fukuoka Soko Co.: [fukuokasoko.com/moving](http://fukuokasoko.com/moving)

Garcia Trucking: [garciatrucking.com](http://garciatrucking.com)

Gateways Int'l: [gatewaysinternational.com](http://gatewaysinternational.com)

Gerson & Grey: [gersonandgrey.com.br](http://gersonandgrey.com.br)

Globalink: [globalink.kz](http://globalink.kz)

Gosselin Worldwide Moving: [gosselin.be](http://gosselin.be)

Harsch Transports: [harsch.ch](http://harsch.ch)

Hilton Anchorage: [anchorage.hilton.com](http://anchorage.hilton.com)

Homepack Freight Int'l: [geocities.com/~homppk](http://geocities.com/~homppk)

Interdean: [interdean.com](http://interdean.com)

Intermove: [Intermove.com](http://Intermove.com)

International Wood Industries: [intlwoodind.com](http://intlwoodind.com)

Interport: [interport.com.sg](http://interport.com.sg)

J. Calenberg: [calenberg.com](http://calenberg.com)

JVK Movers: [jvkmovers.com](http://jvkmovers.com)

La Vascongada, S.L.: [vascongada.com](http://vascongada.com)

Lykes Lines: [lykeslines.com](http://lykeslines.com)

Maersk: [maerskline.com](http://maerskline.com)

Magna International Movers: [magna.co.za/magna](http://magna.co.za/magna)

Mark VII, Inc.: [markvii.com](http://markvii.com)

McGimpsey Removals: [mcgimpseys.com](http://mcgimpseys.com)

Michael Greaves Associates:  
[mgreavesassociates.com](http://mgreavesassociates.com)

Movers Specialty Services: [mss1.com](http://mss1.com)

Nationwide Relocation Int'l: [nrii.com](http://nrii.com)

NEER Service: [neerservice.com](http://neerservice.com) or [neerservice.fr](http://neerservice.fr)

New Haven Moving Equip.: [newhaven-usa.com](http://newhaven-usa.com)

Oman Moving & Storage: [oman.ie](http://oman.ie)

P.T. Global Removindo: [globalsilverhawk.com](http://globalsilverhawk.com)

Pac Global Ins. Brokerage: [pacglobalins.com](http://pacglobalins.com)

PAIMA: [paima.com](http://paima.com)

Phoenix Transport Services: [phoenix-transport.de](http://phoenix-transport.de)

Portan S.A.: [portan.com](http://portan.com)

Rhema Movers: [rhemamovers.com.sg](http://rhemamovers.com.sg)

Santa Fe: [santafe.com.hk](http://santafe.com.hk)

SCANVAN: [scanvan.com](http://scanvan.com)

Sea Bird Services: [seabird.com.eg](http://seabird.com.eg)

S.G. Global S.A.: [sgglobalCR.com](http://sgglobalCR.com)

SIT Transportes Internacionales: [sit-spain.com](http://sit-spain.com)

Sterling Int'l: [sterlingmovers.com](http://sterlingmovers.com)

TechMate International: [TechMateIntl.com](http://TechMateIntl.com)

The Guardian Svcs Group: [guardianservices.com](http://guardianservices.com)

The Moving Company: [themovingcompany.co.nz](http://themovingcompany.co.nz)

The Viking Corporation: [viking-viaccess.com](http://viking-viaccess.com)

Trans Movers Worldwide: [centrin.com/tran/move](http://centrin.com/tran/move)

Transcontainer Group: [transcontainer.com.mx](http://transcontainer.com.mx)

Translink: [translink.co.th](http://translink.co.th)

Transpack Packing & Frt. Fwd: [Transpack.com.pk](http://Transpack.com.pk)

Transworld Movers Brazil:

[transworldmovers.com.br](http://transworldmovers.com.br)

Travel Guard: [tginternational.com](http://tginternational.com)

Welti-Furrer: [welti-furrer.ch](http://welti-furrer.ch)

Worldwide Movers: [wvmovers-africa.com](http://wvmovers-africa.com)

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ARGENMOVE: [argenmove@argenmove.com.ar](mailto:argenmove@argenmove.com.ar)

Ashoka Int'l: [ashokint@ndb.ysnl.net.in](mailto:ashokint@ndb.ysnl.net.in)

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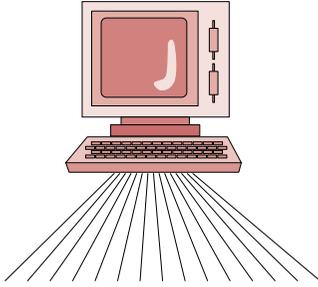
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P.T. Global Removindo: [gsilver@rad.net.id](mailto:gsilver@rad.net.id)  
Portan S.A.: [portan@portan.com](mailto:portan@portan.com)  
Premier Worldwide: [premier@iris.dti.ne.jp](mailto:premier@iris.dti.ne.jp)

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Rhema Movers: [general@rhemamovers.com.sg](mailto:general@rhemamovers.com.sg)  
Sandoval Int'l: [simoving@simoving.com.pe](mailto:simoving@simoving.com.pe)  
SBA Advocacy Office: [advocacy@sba.gov](mailto:advocacy@sba.gov)  
Sea Bird Services: [seabird@commnet.com.eg](mailto:seabird@commnet.com.eg)  
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Thomas Johnson & Sons Ltd.:  
[billcompton@johnsonmovers.com](mailto:billcompton@johnsonmovers.com)  
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World Shipping & Storage:  
[worldshi@worldshipping.com.pe](mailto:worldshi@worldshipping.com.pe)  
Worldwide Movers Africa:  
[fracht-malawi@malawi.net](mailto:fracht-malawi@malawi.net)

# Link Up with HHGFAA



You can now link your home page with the HHGFAA Website ([www.hhgfaa.org](http://www.hhgfaa.org)), enabling you to list your company by region and services provided and to contact other members who have e-mail and Websites. The cost: a nominal fee of \$100 per year.

To link your company with HHGFAA, complete the form below and send to:

Household Goods Forwarders Association of America, Inc.  
ATTN: Belvian W. Carrington  
2320 Mill Road, Suite 102 • Alexandria, VA 22314

*OR fax credit card orders  
(Visa or MasterCard only) to (703) 684-3784*

Name \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Description of Company (20-word limit) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Web Address \_\_\_\_\_

E-mail Address \_\_\_\_\_

Payment Type:     Check     Visa     MasterCard

Credit Card No. \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name of Cardholder \_\_\_\_\_

Signature \_\_\_\_\_

*For more information, call Belvian Carrington at HHGFAA, (703) 684-3780*

# Forging Strong Links

*At press time, the following HHGFAA member companies are linked to HHGFAA's Website. For information on how you can gain a marketing edge by linking your company as well, see the previous page.*

A Lusitana (São Paulo, Brazil)  
A & A Cronin Movers (Dublin, Ireland)  
A & S Roseth Int'l (Ontario, Canada)  
A.M.S. Atlantic Int'l (Dusseldorf, Germany)  
A-1 Trans Korea (Seoul, Korea)  
Aachener Int'l (Dublin, Ireland)  
Ability Moving & Transfer (Ontario, Canada)  
AES Moving & Storage (Budapest, Hungary)  
Ahjin Transportation Co. (Seoul, Korea)  
American President Lines (Washington, DC)  
American Red Ball Int'l (Seattle, WA)  
Ashoka Int'l (New Delhi, India)  
Asian Tigers K.C. Dat (S) Pte (Singapore)  
Asian Tigers Trans China Int'l (Wanchai, Hong Kong)  
Asian Tigers Trans China Int'l (Beijing, China)  
Asian Tigers Trans China Int'l (Guangzhou, China)  
Asian Tigers Trans China Int'l (Shanghai, China)  
Atlas Van Lines Int'l (Seattle, WA)  
Baker And Company (Warwick, UK)  
Baltrans Int'l Moving (Kowloon, Hong Kong)  
B.M. Int'l Pvt. Ltd. (New Delhi, India)  
Capitol Transportation Inc. (San Juan, PR)  
Carver Moving (Richmond, B.C., Canada)  
Chess Moving Australia (Regency Park, S.A., Australia)  
Circle Freight Int'l (Muscat, Oman)  
Columbia World Wide Movers (Limassol, Cyprus)  
Crystal Forwarding (Carlsbad, CA)  
Decapack (Santiago, Chile)  
Dependable Auto Shippers (Dallas, TX)  
Desbordes Int'l S.A. (Paris, France)  
DeWitt Moving & Storage (Tamuning, GU)  
Eagle Shipping Services (London, UK)  
Euro-USA Shipping Ltd. (Suffolk, UK)  
European American Van Lines (Edgewater, NJ)  
Excargo Services (Houston, TX)  
Executive Moving Systems (Woodbridge, VA)  
Express Int'l Co. (Cairo, Egypt)  
Equiexpress C.A. (Caracas, Venezuela)

Excess Int'l Movers (London, UK)  
Favia Int'l Transport (Cairo, Egypt)  
Fidelity & Marine Inc. (Miami, FL)  
Freight Systems Int'l (Cairo, Egypt)  
Fukuoka Soko (Fukuoka-Ken, Japan)  
Furniture Medic Inc. (Memphis, TN)  
Gamma Shipping (Yavne, Israel)  
Gezairi Group Cargo (Beirut, Lebanon)  
Global Packers & Movers (Islamabad, Pakistan)  
Global Silverhawk (Carmel, IN)  
Global Worldwide (Orange, CA)  
Green Van Int'l Co. (Taipei, Taiwan)  
Greenbriar Forwarding (Edison, NJ)  
Helu-Trans (Singapore)  
HL Van Transport (Bassum, Germany)  
Humboldt Int'l (Canton, MA)  
Interdean AG (Munich, Germany)  
Interdean, S.A. (Zurich, Switzerland)  
Int'l Wood Industries Inc. (Sherwood, OR)  
Interport Executive Movers (Singapore)  
Interstate Int'l Inc. (Springfield, VA)  
Intrapack De Colombia (Bogota, Colombia)  
J. Calenberg (Bonn, Germany)  
J. Wilson Removals (Marayong, NSW, Australia)  
Japan Express Co. (Tokyo, Japan)  
Johann Birkart Int'l Spedition (Raunheim, Germany)  
L. Rettenmayer Transitarios (Lisbon, Portugal)  
Lidor Shipping Inc. (Kearny, NJ)  
Mesa Int'l (Grand Junction, CO)  
Mithals Int'l (New Delhi, India)  
Moreno Int'l (Monterrey, Mexico)  
Mazha Freight Services (Damascus, Syria)  
Neer Service France (Aubervilliers, France)  
New Haven Moving Equipment Corp. (Los Angeles, CA)  
North American Van Lines (Fort Wayne, IN)  
P.M. Packers & Movers (New Delhi, India)  
PT Sura Raga Transport (Jakarta, Indonesia)  
Panda Transporti s.r.l. (Rome, Italy)  
Peter E. Reid Stevedoring Inc. (Pago Pago, American Samoa)

Phoenix Transport Services (Bremerhaven, Germany)  
Portan S.A. (Bogota, Colombia)  
Pirme Movers Int'l (Munich, Germany)  
Reliable Van & Storage (Elizabeth, NJ)  
S.G. Global S.A. (San Jose, Costa Rica)  
Sancalsa Int'l Services (Mexico D.F., Mexico)  
Santa Fe Transport (Singapore)  
Scanvan Kungsholms Express & Spedition (Stockholm, Sweden)  
Shipco Transport (Hoboken, NJ)  
S.I.T. Transportes (Madrid, Spain)  
Tower Int'l (Bezons, France)  
Transeuro Worldwide Movers (London, UK)  
Transcontainer Int'l (Tlalnepantla Edo de Mex., Mexico)  
Transworld Int'l Movers (Rio de Janeiro, Brazil)  
Treyvaud-Interdean SA (Geneva, Switzerland)  
Tri Star Freight Systems (Houston, TX)  
TG Int'l Insurance Brokerage Inc. (San Juan Capistrano, CA)  
Unipack S.A. (Tehran, Iran)  
Universal Cargo SRL (Buenos Aires, Argentina)  
Universal Household Fwdg. (Tokyo, Japan)  
V. Pack & Move Co. Ltd. (Bangkok, Thailand)  
Van Der Ent Top Movers (Spijkenisse, The Netherlands)  
Vanliner Insurance Co. (St. Louis, MO)  
Vayer Group Ltd. (Tel Aviv, Israel)  
Victory Van International (Sterling, VA)  
Voerman Int'l (Leidschendam, The Netherlands)  
Wabash Forwarding (Warrensburg, MO)  
Weate Moving & Storage (Heidelberg West, Vic., Australia)  
Williams Moving Int'l (Vancouver, B.C., Canada)  
Worldmover C&R Ltda. (Rio de Janeiro, Brazil)  
Worldwide Movers Tanzania (Dar es Salaam, Tanzania)  
Worldwide Movers Uganda (Kampala, Uganda)  
Worldwide Movers Kenya (Nairobi, Kenya)  
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# PORTAL ADVERTISING

## IMPORTANT NOTE TO ADVERTISERS

The *Portal* cannot accept ads or photos submitted via e-mail or on disk. They must be in the form of prints, slides, transparencies, color separations, or camera-ready copy.

Computer printouts of color ads and photos tend to reproduce poorly and thus also are unacceptable. For rates and deadlines, see the box at right.

## Help Your Association Grow!

HHGFAA is one of the best values around — that's why our ranks are expanding every month. Do you know someone who ought to be a member? Tell your friends and colleagues about the many benefits of HHGFAA membership. There's strength in numbers, so help our numbers grow!



## THE PORTAL

### PORTAL Advertising Rates and Dimensions

**Full Page** \$ 2,550  
7-1/2" wide x 10" high

**1/2 Page** \$ 1,350  
• Horizontal format: 7-1/2" wide x 5" high  
• Vertical format: 3-3/4" wide x 10" high

**1/3 Page** \$ 950  
• Horizontal format: 7-1/2" wide x 3-1/4" high  
• Vertical format: 2-1/2" wide x 10" high  
• Box format: 4-1/2" wide x 5" high

**1/4 Page** \$ 700  
• Horizontal format: 4-1/2" wide x 3-3/4" high  
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**1/6 Page** \$ 425  
• Horizontal format: 4-1/2" wide x 2-1/2" high  
• Vertical format: 2-1/4" wide x 3" high

**1/8 Page** \$ 350  
• Horizontal format only: 3-3/4" wide x 2-1/2" high

Prices shown are the **total cost** for one year (six issues). \* For 2-color ad (black and burgundy only), add 10%. For 4-color ad (plates must be supplied), add 25%.

#### Deadlines to receive new artwork:

July / Aug. Issue	July 15, 2000
Sept. / Oct. Issue	Sept. 1, 2000
Nov. / Dec. Issue	Nov. 1, 2000
Jan. / Feb. 2001 Issue	Jan. 2, 2001
March / April Issue	March 3, 2001
May / June Issue	May 5, 2000

For further information about *Portal* display advertising or classified ads, contact Belvian Carrington at HHGFAA:

Phone: (703) 684-3780  
Fax: (703) 684-3784  
E-mail: [bcarri7850@aol.com](mailto:bcarri7850@aol.com)

#### \*IMPORTANT NOTICE

**Films, color separations, or camera-ready artwork is required. HHGFAA does not accept e-mailed or computer-generated files, graphics, or ads on disk at this time.**

