

# Welcome to Anchorage!

---

**The Rush Is On For HHGFAA's  
38th Annual Meeting**

**Plus:**

**All you need to know to make your  
stay in Alaska a success**

**A Pre-election Overview**

***PORTAL FOCUS:***

**A look at HHGFAA members in  
The Pacific Rim (Part II)**

**1999-2000  
EXECUTIVE COMMITTEE**

**PRESIDENT**

Terry R. Head

**CHAIRMAN**

Heino Preissler  
Air Van Lines Int'l Inc.

**VICE CHAIRMAN**

Jeffrey F. Coleman  
Covan International, Inc.

**MEMBERS AT LARGE**

Jackie Agner  
Denali International, Inc.  
Rick W. Nordquist  
Rainier Overseas Inc.  
Tom L. Olsen  
American Vanpac Carriers, Inc.  
Thomas W. Weimer  
Accelerated International Forwarders, LLC

**AMMB REPRESENTATIVE**

Donald L. Collins  
The Viking Corporation

**ASSOCIATE MEMBERS'  
REPRESENTATIVE AT LARGE**

Karen L. Randle  
The Guardian Moving &  
Storage Co., Inc.

**GENERAL COUNSEL**

Alan F. Wohlstetter  
Denning & Wohlstetter

**ASSOCIATE MEMBERS  
MANAGEMENT BOARD**

Donald L. Collins  
The Viking Corporation  
Karen L. Randle  
The Guardian Moving &  
Storage Co., Inc.  
Dick Chia  
Helu-Trans (S) Pte Ltd  
Douglas Finke  
Sterling International Inc.  
William Gross  
Premiere International  
Art Heath  
American Movers  
Robin Hood  
Arrowpak International  
Brij Mithal  
B.M. International (P) Ltd.  
Marc Smet  
Gosselin World Wide Moving NV  
Gunter Tesch  
Tamex, S.A.  
Cliff Williamson  
Transpack Argentina, S.R.L.



# THE PORTAL

VOLUME XXXIII

CONTAINER 5

SEPTEMBER/OCTOBER 2000

## TABLE OF CONTENTS

### FEATURES

- PROFILES OF AN INDUSTRY: The Pacific Rim (Part II)  
*Plus a Country Overview of Vietnam by John G. Eyer*
- What Is PAIMA / *George O'Masta and Abdel Cohn*
- Interdean.Interconex: A New Company for a Changing World / *Steve Jordan*
- Maritime/Ocean Shipping  
*FMC Terminates 130 Licenses • '50-50' Chance for COGSA Bill • Cargo-Preference Compromise Offered*
- Military/Government Update  
*Small Businesses Face E-Commerce Challenge • MTMC Pilot Status • Claims and the Internet*
- HHGFAA's YP-35 Program
- 38th Annual Meeting Section  
*All You Need to Know to Make Your Stay in Anchorage a Success*
- Tools of the Trade: *Flying in Formation / Dr. Roger Fritz*
- TechNotes: *Dot.com Downturn Hitting Online Ventures / Daniel L. Whitten*
- The Movers Shopping Center / *Internet Marketing*

### COMMENTARY

- President's Message / *Terry R. Head*  
"Survivor"
- Washington Update / *Jim Wise, PACE-CAPSTONE*  
*Conventions and Elections • Claims Offset Provision of DoD Authorization Bill • SBA Size Standards • Small Business Committee and Bundling Legislation*

### DEPARTMENTS

- |   |                        |
|---|------------------------|
| ■ Industry News                               | ■ Link Up with HHGFAA  |
| ■ Welcome New Members                         | ■ Forging Strong Links |
| ■ Price List for Selected HHGFAA Publications | ■ Industry Calendar    |
| ■ Requests for Associate Membership           | ■ Portal Advertising   |
| ■ Websites to See                             | ■ Advertisers' Index   |

THE PORTAL is published bimonthly by the Household Goods Forwarders Association of America, Inc. (HHGFAA), 2320 Mill Road, Suite 102, Alexandria, VA 22314. Phone: (703) 684-3780; fax: (703) 684-3784. E-mail: [hhgfaa@aol.com](mailto:hhgfaa@aol.com). Web site: [www.HHGFAA.org](http://www.HHGFAA.org). Send subscriptions, advertising and editorial material, and changes of address to: Household Goods Forwarders Association of America, Inc. (HHGFAA), 2320 Mill Rd., Suite 102, Alexandria, VA 22314.



## THE PORTAL

**President:** Terry R. Head

**General Manager:**  
Belvian W. Carrington, Sr.

**Manager of Administrative Services:**  
Shirley U. Jagdeo

**Membership/Circulation Manager:**  
Jean Mathis

**Layout/Design:**  
Joyce McDowell

## PRESIDENT'S MESSAGE

# Survivor



**By Terry R. Head**  
**HHGFAA President**

Here in the United States this summer we experienced a media and television entertainment phenomenon in a CBS Network series called “Survivor.” The TV program captured the public’s attention and became one of the most widely watched and talked-about shows in television history. Even the other TV networks carried coverage and stories on the broadcasts.

Being a “Survivor” fan myself, I came to realize over the 13 weeks the show ran how the real-life human drama that unfolded closely paralleled the business world and even the shipping and removals industry. For example, one saw how the course of joining or entering into “alliances” with competing entities is becoming common practice, as well as a means to protect your position and survive an increasingly competitive environment.

The network placed 16 “castaways” on Pulau Tiga, a deserted tropical island in the South China Sea, for 39 days. The contestants, eight women and eight men, were chosen from about 50,000 applicants representing every walk of life and age group.

Early on, the 16 individuals were divided into two tribes (teams), which competed in a series of “challenges” that would win the victorious team immunity. Every three days a vote was taken among the participants of the losing team at a tribal council, wherein one castaway from the losing team was voted off the island. As the days went forward and the number of contestants was whittled down, the two teams were merged into one.

The ultimate goal of “Survivor” was to “outwit, outplay, and outlast” the other contestants. The participants were forced to band together and carve out a new experience through their collective efforts, all the while competing to be the last survivor and win the ultimate prize of \$1 million.

The dilemma that forced everyone to work together to survive the environment while at the same time knowing that all the rest are planning and plotting to position themselves to be the last one standing seemed to me analogous to the business world. Nowhere in the business world today, much less in the realm of global transportation, will you see entities successfully going it alone. Instead, international transportation companies have turned to acquisitions, mergers, joint service, and alliance partnerships to spread the risk, reduce costs, and benefit from shared customer sources and collective bargaining power.

About midway through the show’s run a very interesting stratagem began to surface. One of the contestants, coincidentally a corporate trainer by profession, had devised an “alliance” among some of the members of his tribe. The unspoken plan was to use their collective voting power to vote off the members of their own tribe who were outside the alliance. Later on, when the two tribes became one, they would remain allied to vote off all the other participants until it came down to just a few remaining contestants. Then it would be a matter of “the best man wins,” or — more likely — the most calculating or conniving.

The interesting point here is that the members of this alliance entered into the enterprise knowing that in the end only one of them could be the ultimate winner, the last Survivor. How much or how long could they trust each other to keep the partnership from coming apart or splintering into sub-alliances? Watching all this human interplay was extremely entertaining and very instructive.

We all now know that numerous corporate entities have chosen the way of partnership and alliance formation as the business model of the twenty-first century. The international airlines have their “OneWorld,” “SkyTeam,” and “Star Alliance” among others. The steamship lines have merged or banded together for vessel-sharing purposes and the mutual development of e-commerce initiatives. Many industry analysts predict that by 2010 only five global ocean carriers will survive. Large logistical giants — the likes of Deutsche Post, United Parcel Service, Danaz, and Ocean Group — are using acquisition to enter into new markets and modes of service.

Where does the forwarding and relocation industry fit into this parallel? Someone more knowledgeable and with more long-term vision than I can make that prediction. However, what I do know is that we are witnessing the impact of alliances in our industry every day.

Whether through the continued consolidation of our industry players or through such collective efforts such as shipper association cooperatives and joint ventures aimed at reaping and sharing the benefits of the Internet and e-commerce initiatives, one way to ensure or prolong survival is through alliance with others.

In a sense, HHGFAA is an “alliance,” one that is geared toward the mutual benefit of all who choose to belong. It is hoped that with the direction and support of our membership, it will be a very long time before it boils down to only one “Survivor” in this industry.

*Epilog:* Richard Hatch, the corporate trainer who masterminded the alliance, wound up being the last survivor and went home a million dollars richer. According to viewer polls, he was the least liked contestant. From the very first episode, Hatch had declared that he would be the winner “because he had a plan.” Do *you* have a plan to survive? ■

# PROFILES OF AN INDUSTRY

## THE WESTERN PACIFIC RIM: PART II

A Special

# PORTAL

Focus

## CHINA

### Asian Tigers TCI

**Asian Tigers Trans China International Ltd.**, best known as Asian Tigers TCI, was established in Hong Kong in 1971. In the 1980s the company expanded into China and currently has offices in Beijing, Shanghai, Guangzhou, Dalian, and Tianjin. Several new offices will be opened in other Chinese cities by the end of this year.

Asian Tigers TCI has grown steadily over the years and is now one of the premier moving companies in China. The company currently employs over 200 people, including 10 Western expatriates. Asian Tigers TCI is a member of the well-known Asian Tigers Group comprising the finest independently owned moving companies in Asia.

Besides international, local, and domestic moving services, TCI offers record storage, freight forwarding, and various relocation services. TCI is also one of the largest office movers in China. The company has its own trucks and warehouse in each of its locations and also operates the only paper pad manufacturing plant in China.

Asian Tigers TCI's success in China can be explained in three words: great customer service. The company's absolute commitment to serving its customers' needs has earned it an enviable reputation in both the marketplace and the industry. This commitment is reflected in the company's client list, which reads like a "Who's Who" of international business.

Asian Tigers TCI is a member of FIDI, OMNI, and HHGFA. The company was awarded FAIM accreditation in 1999 and expects to become ISO certified in the year 2000.

Asian Tigers TCI has four separate facilities in China to ensure specialized services in international door-to-door household goods moving, air and sea forwarding, office moving, record management, and a full range of relocation management services.

The company maintains a very high standard of service at all levels: packing, collection and conveyance of goods by air, sea, rail, and road, and very secure air-conditioned /dry warehousing with security guards.

TCI has top-line fleets of trucks and vans, along with specialized equipment such as cranes, loaders, and sophisticated hoisting rigs for large objects, such as pianos. Its customized, highly advanced tracking system enables the shipper and HR personnel to keep track the status and location of shipments at any time.

TCI's record management facility uses tailor-made and high quality boxes; its dry, air-conditioned warehouses are equipped with racking for storing boxes. All TCI warehouses observe strict quality and safety measures, such as security guards, pest control, and moisture reduction.

Asian Tigers TCI provides complete door-to-door service by coordinating all the various components; its multilingual salesmen and customer service staff thoroughly discuss every step of the service with the shipper.

The well-trained supervisors and packers use the latest techniques and materials. The traffic department handles all shipping documents and freight bookings to ensure a smooth move. Once the shipment arrives in China, the customer service department and traffic department handles all necessary paperwork and customs clearance to make sure the shipment is available for delivery on schedule.

To minimize the stress of relocation, the relocation management specialists provide assistance with home search, school assistance, and orientation.

## **Asian Tigers Trans China International**

Website: [www.AsianTiger-TCI.com](http://www.AsianTiger-TCI.com)

### **Beijing Office**

Unit 712, West Wing, Hanwei Plaza  
No. 7 Guanghua Road  
Chao Yang District  
Beijing China 100004  
Phone: (8610) 6561 0575  
Fax: (8610) 6561 0577  
E-mail: [TCIBJ@AsianTigers-TCI.com](mailto:TCIBJ@AsianTigers-TCI.com)

### **Dalian Office**

No. 117 Baishan Road,  
Shahekou District  
Dalian, China 116021  
Phone: (86411) 431 2946  
Fax: (86411) 431 2945  
E-mail: [TCIDL@AsianTigers-TCI.com](mailto:TCIDL@AsianTigers-TCI.com)

### **Shanghai Office**

2-D Taitech Business Centre  
1245-2 Zhong Shan West Road  
Shanghai China 200051  
Phone: (8621)6278 7204  
Fax: (8621) 6278 7207  
E-mail: [TCIS@AsianTigers-TCI.com](mailto:TCIS@AsianTigers-TCI.com)

### **Tianjin Office**

Room 1515 Liangyuan Hotel  
No. 1 Liuwei Road, Hedong District  
Tianjin, China 300012  
Phone: (8622) 2430 3269  
Fax: (8622) 2421 9634  
E-mail: [TCITJ@AsianTigers-TCI.com](mailto:TCITJ@AsianTigers-TCI.com)

### **Guangzhou Office**

Room 1552 China Hotel, Office Tower  
Liu Hua Lu, Guangzhou China 510015  
Phone: (8620) 8666 2655  
Fax: (8620) 8667 8944  
E-mail: [TCIG@AsianTigers-TCI.com](mailto:TCIG@AsianTigers-TCI.com)

---

## **China Way International Moving & Warehousing**

**China Way International Moving & Warehousing** was established in Beijing, P.R.C., in 1997. The two founding partners have been in the moving industry in China for a combined total of 30 years. As a result, China Way knows what it takes to get the job done in this massive country, and at superior levels of quality.

With over 100,000 square feet of modern warehousing in Beijing, and a highly trained and dedicated staff, China Way has found itself among the most successful companies in Beijing — not only in the transportation industry, but among all industries in China.

The company provides complete origin and destination moving services as well as logistical services throughout China. China Way has an excellent customer base and receives outstanding references from its many satisfied customers.

The company's motto: "When you find yourself in need of top quality service in China, we are the Way!"

### **China Way International Moving & Warehousing**

Anhuaxili Building 10, Area 2  
Chaoyang District • Beijing, PRC 100011  
Phone: 6423-5749/50 • Fax: 6425-4795  
Mobile: 13801025163  
E-mail: [stilmock@public3.bta.net.cn](mailto:stilmock@public3.bta.net.cn)

# Sino Santa Fe

**Sino Santa Fe Nanjing**, which was established in 1998 and began doing business in 1999, is well located northeast of Nanjing city, the capital of Jiangsu Province. Other branches include Shanghai, Tianjin, and Guangzhou. Sino Santa Fe-Nanjing is committed to serving the needs of customers throughout Jiangsu. It offers the following services:

- Household goods relocations locally, domestically, and worldwide
- Customs clearance for inbound and outbound household goods shipments
- Office relocations
- Orientation services
- Storage
- Insurance
- Record storage
- General cargo shipping and forwarding

Sino Santa Fe-Nanjing owns a warehouse of 200 square meters with an extendable area up to 600 square meters. The facility has one modern covered truck with a rear hydraulic platform, a three-ton forklift, and a modern carpenter machine. Its staff of 15 includes a packing crew with an English-speaking supervisor and a customer-oriented sales and service team.

Nanjing branch is a quality-driven service provider, in keeping with the company's recognition that repeat customers denote a successful business. All its packers are well trained, and the sales staffs receive at least one training course before they assume their jobs. Prompt response to demands and quick action when needed help Santa Fe-Nanjing stand out among the competition. In addition, its strategic location provides the company convenient access to the areas where key accounts live.

## Sino Santa Fe-Nanjing

16 Suojin Village #5

Nanjing 210042

Peoples Republic of China

Phone: +86 25 5400111/112/113

Fax: +86 25 5450006

E-mail: [santafenj.ssf-sha@eac.com.sg](mailto:santafenj.ssf-sha@eac.com.sg)

[James.wang.ssf-sha@eac.com.sg](mailto:James.wang.ssf-sha@eac.com.sg)

---

# HONG KONG

## Asian Express International Movers Limited

**Asian Express International Movers Limited** was founded in Hong Kong in 1979. In 1997, international recognition for quality performance was conferred by its acceptance into two prestigious international moving associations: the Far East Movers Association (FEMA) and the International Federation of International Furniture Removers (FIDI). In addition, Asian Express is an active member of HHGFAA, the American Moving and Storage Association (AMSA), and the British Association of Removers (BAR). The company is one of the few in Hong Kong to have achieved these accolades for providing customers with the best professional care and service.

Today, as a partner of United Transport Systems (UTS), a worldwide network of distinguished moving companies, Asian Express has an excellent reputation, employing over 150 personnel and handling over 7,500 international moves per year. In 1994, recognizing the vast potential for its expertise in China, Asian Express (China) Limited opened offices in Beijing, Shanghai, and Guangzhou. It has since earned a commendable position among the top moving companies in Hong Kong and China. Due to its long-established relationships with Customs, many corporate accounts seek its advice and assistance to solve issues with Customs. Indeed, Asian Express is *the* Customs specialist in China, and its staff always offers the helping hand that is much appreciated by the expatriates and corporate accounts in China.

Asian Express services include:

- Survey, cost estimate and documentation
- Crating, packing, hoisting and dismantling services
- Handyman services
- Airfreight and sea freight
- Local office and household removals
- Destination services

- Computerized network for tracking each shipment
- Customs clearance for export, import and transit
- Customs terminal and warehousing
- Free customs advice
- Insurance

### **Asian Express International Movers**

26/Floor, Two Chinachem Plaza  
 68 Connaught Road Central • Hong Kong  
 Tel: (852) 2893 1000 • Fax: (852) 2311 3036  
 E-mail: [hongkong@aemovers.com.hk](mailto:hongkong@aemovers.com.hk)  
 Website: [www.aemovers.com.hk](http://www.aemovers.com.hk)

#### **Northern China:**

### **Asian Express (China) Ltd.**

Room 902, Tower-1 • Bright China Chang An Building  
 No. 7 Jianguomen Nei Avenue • Dongcheng District  
 Beijing 100005, China  
 POC: Ms. Catherine Finch  
 Tel: (86 10) 65101035 • Fax: (86 10) 65101049  
 E-mail: [beijing@aemovers.com.hk](mailto:beijing@aemovers.com.hk)

#### **Eastern China:**

### **Asian Express (China) Ltd.**

Unit-F, 7/Floor • Yu Jia mansion  
 1336 Hua Shan Road • Shanghai 200052, China  
 POC: Mr. Steve Lewis  
 Tel: (86 21) 63860606 • Fax: (86 21) 63850106  
 E-mail: [shanghai@aemovers.com.hk](mailto:shanghai@aemovers.com.hk)

#### **Southern China:**

### **Asian Express (China) Ltd.**

Room 964, Office Tower, Central Hotel  
 33 Jichang Lu, Guangzhou 510400, China  
 POC: Mr. Alex den Boer  
 Tel: (86 20) 86590616 • Fax: (86 20) 86590697  
 E-mail: [guangzhou@aemovers.com.hk](mailto:guangzhou@aemovers.com.hk)

## **INDONESIA**

### **PT. Kotaisanprima Transindo**

**Kotaisan** was founded in Jakarta in 1994. In six short years, Kotaisan has experienced tremendous growth. Surprisingly, the severe economic crisis since 1997 has not significantly affected its business. On the contrary, supported by its 100 employees and loyal customers, its reputation is more solid and stronger than ever.

The founder and owner of Kotaisan, Johnson L. Young, has been in the moving industry for over 22 years; General Manager Pudjo Wiyono has 30 years of experience in the same field.

Kotaisan has a unique logo with Chinese/Japanese characters that mean “growing large.” Kotaisan’s motto: “For the right move at the right time.” Customer satisfaction is its main goal, and all its endeavors are aimed at providing service and personal attention.

This international mover’s expert packers and highly experienced management team provides the quickest, safest, and most efficient services to steer customers’ goods through the complex process of a local or international move.

As an international freight forwarder, Kotaisan tries to shorten the time required to exchange information and transport goods worldwide at a time when even more speed is required for efficient physical distribution. Therefore, Kotaisan strives to meet various needs through cargo transportation. This comprehensive service not only applies to general cargo but includes more distinctive service, such as project cargo and exhibition goods.

As a multimodal transporter, Kotaisan provides supportive services, such as customs brokerage, warehousing,

local and domestic distribution, as well as pet relocation. Kotaisan is equipped to transport and process all the documents necessary for the clearance of pets.

### **PT. Kotaisanprima Transindo**

#### **Head Office:**

Cilandak Commercial Estate Bldg. 111-M2A  
Jalan Cilandak KKO  
Jakarta 12560, Indonesia  
Phone: (62-21) 789.0066, 789 0067  
Fax: (62-21) 789.0068  
E-mail: [ktsprima@centrin.net.id](mailto:ktsprima@centrin.net.id)  
Website: <http://www.kotaisan.co.id>

#### **Branch Office:**

Komplek Perkantoran Tanjung Permai  
Indah  
Jl. Perak Timur No. 512 Blok I-7  
Surabaya 60165, Indonesia  
Phone: (62-31) 329 4307  
Fax: (62-31) 329 4308  
E-mail: [kotaisanp@sby.centrin.net.id](mailto:kotaisanp@sby.centrin.net.id)

---

## **JAPAN**

### **Fukuoka Soko Co., Ltd.**

**Fukuoka Soko Co., Ltd.**, located in the city of Fukuoka in southern Japan, has over 50 years of experience in the warehousing and moving business. With branch offices and warehouses in six major areas of Japan, the company can provide services to and from any point in the country.

Fukuoka Soko offers a wide range of services, including trucking, warehousing, and household goods relocations. It provides packing, crating, and delivery of furniture, automobiles, and equipment for office moves and domestic and international household goods relocations. With its network of first-class agents, Fukuoka Soko offers door-to-door services to anywhere in the world.

The company headquarters is located in Fukuoka City. The firm employs almost 350 people among its various locations throughout Japan. It has eight operations in Fukuoka, with branch offices in Tokyo, Nagoya, Osaka, Iwakuni, Kokura, and Sasebo. Fukuoka Soko has its own trucking division operating throughout Japan, and a fully automated warehouse operated by computerized robots.

Managing Director Masaki Onoe attributes his company's continued success to its high standards of excellence based on the principle of total customer satisfaction through outstanding quality service. "Our company personnel are constantly training to maintain these standards," he says. "They are very courteous with positive attitudes and take great pride in a job well done. Fukuoka Soko Co., Ltd. continues to work harder than ever to maintain the outstanding quality of service our clients have come to expect."

#### **Fukuoka Soko Co., Ltd.**

19-19 Okihama-machi, Hakata-ku  
Fukuoka-shi 812-0031, Japan  
Phone: (092) 281-0077  
Fax: (092) 281-0804  
E-mail: [moving@fukuokasoko.com](mailto:moving@fukuokasoko.com)  
Website: [www.fukuokasoko.com/moving](http://www.fukuokasoko.com/moving)

---

### **Nippon Express Co., Ltd.**

**Nippon Express Co., Ltd.**, Japan's leading international moving company, was established in 1937. Its long history of providing high-quality services has established it at the No. 1 position in terms of sales in Japan. The company's motto — "We guarantee your satisfaction" — reflects the commitment of its vast partnership network comprising over 2,000 offices, more than 50,000 people, and over 20,000 trucks throughout Japan.

Nippon Express is a licensed customs agent and an authorized transport operator and forwarder. Its systems are fully computerized, and the company holds ISO9002 certification.

#### **Nippon Express Co., Ltd.**

Phone: 81-3-3572-4301  
Fax: 81-3-3573-3766  
E-mail: [ashiiki@ocnis.nittsu.co.jp](mailto:ashiiki@ocnis.nittsu.co.jp)  
Website: [www.nittsu.co.jp/moving/index.htm](http://www.nittsu.co.jp/moving/index.htm)

## Global Silverhawk, Inc.

**Global Silverhawk, Inc.** has been one of Japan's leading international moving companies for over 24 years. Established in Tokyo in 1977, Global Silverhawk provides quality international and local moving, a full relocation service menu, and high-value products handling to a wide range of the world's leading multinational companies, through its multilingual team of highly trained professional moving consultants.

Global Silverhawk Japan understands that its people make the difference. With communications as the cornerstone of its international business, the company has developed a group of professionals to meet the challenge of global communications. Its staff of 18 professionals are fluent in English, French, German, Dutch, Mandarin, Cantonese, and of course Japanese. "Our ability to communicate with our corporate clients and trading partners worldwide sets us apart from our competition," says Richard Dyas, director of sales at Global Silverhawk.

"We provide an English-speaking supervisor with every crew," he adds. "Our packing supervisors are selected for leadership qualities as well as their fluency in English. Through regular training and monthly meetings, which include packing supervisors and residential consultants, we are able to tailor each move around the special requirements of our corporate clients and their relocating personnel."

The company's warehouse is strategically located in Yokohama, near the Yokohama International Port, with easy access to Narita International Airport. This bonded facility has a full security and fire system. It boasts an indoor staging area and over 10,000 sq.ft. of warehouse space. Air-conditioned storage is offered upon request.

### Global Silverhawk, Inc.

No. 2 AB Building, 6th Floor  
1-17 Roppongi, 3-chome  
Minato-ku, Tokyo 106, Japan  
Phone: (81) (3) 3589 6666  
Toll-free: 0120 664266  
Fax: (81)(3) 3589 0420

---

## PHILIPPINES

### Royal Moving and Storage

**Royal Moving and Storage** was established in 1985 to meet the growing need for professional moving and storage services in the Philippines. As a division of Royal Cargo Corporation, RMS has the resources and capabilities to provide a full range of modern, efficient, and reliable moving and storage services for individual and commercial clients. The company's professional services include:

- Packing and crating
- National, regional, and international moves
- Business relocations
- Air, sea, and land transportation
- Pick-up and delivery
- Customs brokerage
- Warehousing
- Insurance

Royal Moving and Storage takes pride in the level of care and responsibility it offers to clients in handling and moving household goods and personal effects. RMS's highly trained and experienced staff use the most modern facilities, equipment, and quality packaging materials to ensure safe, efficient, and dependable moving and storage for all its clients. Together with its global network of specialized moving companies and comprehensive and competitive insurance coverage, RMS offers a worldwide "door-to-door" moving and storage service.

RMS recently expanded its warehouse and storage facilities and maintains a large number of vehicles to ensure prompt and reliable transport service to all its clients. For incoming shipments of household goods, RMS takes care of all the required customs clearance, followed by direct delivery to your location.

### Royal Moving and Storage

#### A Division of Royal Cargo Corporation

Royal Cargo Bldg., Sta. Agueda Ave.  
Pascor Dr. • Paranaque, Metro Manila  
Phone: (632) 852 4546 • Fax: (632) 852 4471  
E-mail: [info@royalcargo.com](mailto:info@royalcargo.com)

# Sincerity International

**Sincerity International Cargo Service Corp.**, founded in 1991, is a service-oriented business entity headquartered in Manila, Philippines. The company's primary aim is to provide customer satisfaction — a win-win policy that results in a long-term and mutually beneficial relationship with all its customers, agents, and carriers.

The company warrants cargo safety and reliability for all its overseas transactions and imposes reasonable and economic costs while guaranteeing total quality services for its freight forwarding services.

Sincerity International maintains a harmonious relationships with its employees and continuously works for their economic and social enhancement. It also recognizes its social responsibility, and actively works to alleviate the suffering of those in need.

Among the services provided by Sincerity International are international and domestic freight forwarding; international and domestic relocations; door-to-door service; trucking and hauling; packing, crating, and warehousing. A multimodal forwarding business, Sincerity is a non-vessel operating common carrier (NVOCC), cargo consolidator/breakbulk agent, and domestic customs broker. Its international clientele ranges from diplomats to foreign students.

Sincerity International (which is operated by The Sincerity Group, a Taiwanese company) and its sister company, THC International Cargo Express Corp., are incorporated in the Philippines as a private company to offer international air freight and sea freight cargo services and customs brokerage.

According to Mendy Tai, the company's president and general manager, customers always get three assurances when dealing with Sincerity:

- **Security:** Sincerity not only ships out goods, but also follows through on the shipment until it reaches its final destination. The company tracks and monitors the shipment via computer and can report to the customer on its status at any time.
- **Reliability:** Sincerity focuses on building long-term mutual, beneficial business relationships by applying ethical practices in its dealing with customers.
- **Timeliness:** Because time is always money to customers, Sincerity International always does its best to support its clients in every way possible.

## Sincerity International Cargo Service Corp.

9485 Elizabeth Street  
Airport Village, Parnaque  
Metro Manila, Philippines  
Phone: 832-12-09 • 832-32-37  
Fax: 832-32-59 • 821-0511  
E-mail: [Sincer@mozcom.com](mailto:Sincer@mozcom.com)

Website: <http://www2.mocom.com/~sincer>

---

## THAILAND

### Santa Fe Thailand

**Santa Fe (Thailand)**, established in 1994, is part of the Santa Fe Group, which has been operating throughout Asia for over 17 years, as well as being a division of The East Asiatic Company (EAC), which has been in Thailand for over 100 years. The company's goal is to expand its services to become a one-stop shop. Among its wide range of service are:

- International, local, and office moves
- Import/export customs clearance
- Pet relocation
- Vehicle transportation
- Insurance
- Regular and air-conditioned storage
- Relocation services (including city orientation, home search, cross-cultural training, maid services, and airport pickup)
- House Doctor services

Santa Fe Thailand is dedicated to providing high-quality services and was the first in the industry to become ISO 9002 certified in 1997. It also achieved FAIM certification in 1999, thereby becoming the only such certified removals company in Thailand.

Santa Fe Thailand occupies 1,100 sq.m. of high-ceiling warehouse space, as well as a 1,500-sq.m. truckyard and 200-sq.m. mezzanine office. The warehouse is floodproof, and features air-conditioned storage for household

goods, a CCTV surveillance security system, and superior fire alarm and fire hose systems to ensure optimum security and protection.

Santa Fe operates on a state-of-the-art household removals computer system, and e-mail for speedy and efficient communication with other Santa Fe offices. In 1998 Santa Fe introduced the "Cassiopia," a hand-held computer estimators use to conduct removals surveys. This device produces a room-by-room printout of items to be moved, enabling both Santa Fe and the customer to have a detailed comprehensive record of the survey and a list of special requirements, such as crating or handling of special items. Two of its staff hold FIDI diplomas, and Santa Fe conducts ongoing staff training. Supervisors, packers, and warehouse personnel are all well experienced in the removals industry. All staff are fluent in English and Thai, and the sales staff can also communicate in French, German, and Malay.

Santa Fe has its sights on opening additional offices throughout Asia to further extend its service in more locations around the globe.

**Santa Fe (Thailand) Co., Ltd.**

89/1 Moo 15, Watkingkaew Road

Tumblo Bangpleeyai

Ampur Bangplee

Samutprakarn 10540, Thailand

Phone: 66-2-750-2466

Fax: 66-2-750-2467

E-mail: [santafe@ksc7.th.com](mailto:santafe@ksc7.th.com)

Website: [www.santafe.com.hk](http://www.santafe.com.hk)

---

**Trans-Link Express (Bangkok) Co., Ltd.**

Founded in 1987, **Trans-Link** is Thailand's first ISO 9002 certified company for the following specialized businesses:

- International relocation services
- International exhibition logistics
- Integrated logistic services
- International airfreight and sea freight forwarding

Its service area includes Thailand, Cambodia, Laos, and Vietnam.

Trans-Link is a founding partner of the iRS network of companies (Integrated Relocation Success). As Asia's first specialized portal for all relocation success, iRS provides its customers with a complete range of services through its various departments: Move Management, Real Estate & Property, Health Care, Home Care, Education, Recreation & Travel, Sales & Services.

The Trans-Link staff are fluent in English, French, Japanese, Korean, Tagalog, and Thai.

**Trans-Link Express  
(Bangkok) Co., Ltd.**

2nd Floor Tavich Bldg., 61 Kasemrat Rd.

Klongtoey, Bangkok 10110, Thailand

Phone (66-2) 249 155, 249 7193

Fax: (66-2) 249 4718, 7199, 9080

E-mail: [relocation@translink.co.th](mailto:relocation@translink.co.th) or

[Asia@irsworld.com](mailto:Asia@irsworld.com)

Website: [www.irsworld.com](http://www.irsworld.com) or

[www.translink.com.sg](http://www.translink.com.sg)

---

**VIETNAM**

**JVK International Movers**

**JVK International Movers** have been providing the highest quality moving services to the expatriate community since 1992 in Hanoi and 1993 in Ho Chi Minh City. JVK employs an experienced expatriate management team, which has been led by country manager Andy Flynn since 1996. The company has other expatriates and 35 local employees, many of whom have been with JVK since 1992.

As Vietnam's only fully licensed joint venture international mover, JVK offers:

- complete control and integrity of all aspects of the moving process
- a well-trained full-time packing staff man-aged by English-speaking supervisors
- customs clearance staff
- English-speaking customer service staff
- office and warehouse facilities in Hanoi and Ho Chi Minh City
- commitment to quality services and customer satisfaction
- imports, exports, intra-Vietnam, storage and local relocations services

JVK's loyal customer base has remained the diplomatic, UN, non-governmental relief organizations, and international corporations. Its focus is to provide high-quality moving services in a challenging environment, which results in repeat business and satisfied customers.

Some customer comments:

- "I have been involved with using JVK since 1994 and every time I have used them, the service has been wonderful. Thank you." (*Clifford Chance, 1996*)
- "JVK did an excellent job for us, as we expected they would. In a place like Hanoi, where good service is difficult to find, JVK excels. We thank you!" (*IBM, 1996*)
- "I have moved many times in the last 20 years but your company was the most stress-free. Thank you." (*UNIS, 1998*)
- "A stressful situation was made much less stressful by the helpful, pleasant and professional staff. Thank you." (*Shell, 2000*)

### **JVK International Movers**

12-b-1 Ngo Ba Trieu • Hanoi, Vietnam

Fax: 84 4 822 0143

E-mail: [hanoi.vietnam@jvkmovers.com](mailto:hanoi.vietnam@jvkmovers.com)

32 Xo Viet Nghe Tinh St., Ward 19

Binh Thanh District

Ho Chi Minh City, Vietnam

Fax: 84 8 840 3905

E-mail: [hcmc.vietnam@jvkmovers.com](mailto:hcmc.vietnam@jvkmovers.com)

## **Transpo Vietnam**

**Transpo Vietnam**, established in 1994, is perhaps Hanoi's and Saigon's leading mover, by virtue of the volume of business it handles, both inbound and outbound.

After a busy "end of decade" and still a very busy summer 2000, most of the foreign (speculating) companies have left Vietnam. The moves entering the country are now much smaller than was the case in previous years. Nevertheless, both offices — Transpo Hanoi and Transpo Saigon — managed by David DeVos and Geoff Eyer are doing well. The two operations have office staffing of four and six persons, respectively, and operate with four packing crews (16 to 20 people) in each location, about 1,000 miles apart.

Transpo Hanoi operates from a 1,100-sq.m. warehouse, with three vehicles averaging two tons. The Transpo Saigon and Ho Chi Minh City operations are similar; however, the main sales and operations office is located in Ho Chi Minh City.

Vietnam is quickly progressing through a learning curve, which began with its formal reunification in July 1976. This is a country looking toward the future. The Vietnamese are most intelligent, extremely hard-working, and open to change — all of which bodes well for the future.

### **Transpo International Ltd.**

Jardine House, 68 Dong Khoi

District 1 • Ho Chi Minh City • S.R. Vietnam

Phone: (84-8) 823 8757 • Fax: (84-8) 823-8756

E-mail: [transpo@fmail.vnn.vn](mailto:transpo@fmail.vnn.vn)

# Country Overview: VIETNAM

*By John G. Eyer  
Transpo International Ltd.*

**I**t's wonderful to live in a "building country." So much is positive, so much yet undiscovered, so much to be done!

Vietnam has an interesting history with the West, which dates back to 166 AD, when travelers from the Rome of Marcus Aurelius arrived in the Red River Delta. The first Portuguese sailors landed in Da Nang in 1516, followed by Dominican missionaries 11 years later. French missionaries from the Philippines settled in Central Vietnam in 1580, followed by the Jesuits in 1615, and in 1637 the Dutch set up trading posts in the North. The first English attempt to enter the Vietnamese market ended with the murder of an agent for the East India Company in Hanoi in 1613.

The French virtually ruled the country from 1859 through 1954. After eight years of fighting, the Viet Minh controlled much of Vietnam and neighboring Laos. Since the formal reunification of Vietnam in July 1976, the country has been changing, both politically and economically. Recent liberalization of foreign investment laws, relaxation of visa regulations for tourists, and work permits for foreigners seem to be part of a general Vietnamese "opening up" to the world. Embassies and consulates for most major countries are now established in Hanoi and Ho Chi Minh City.

## Geography

Vietnam stretches over 1,500 km. along the eastern coast of the Indochina Peninsula. The country, including water, comprises almost 330,000 sq.km., making Vietnam smaller than Japan but larger than Italy. Three fourths of the country consists of mountains and hills, far in the northwest of Northern Vietnam. The country is S-shaped, very narrow in the center; at one point, it is only 50 km. wide.

There are three distinct geographical areas — North, Central, and South — corresponding with the former French administrative divisions, and two primary cultivated areas, the Red River Delta in the North and the Mekong Delta in the South.

While the entire country lies in the tropics and subtropics, conditions vary from frosty winters in the far northern hills to year-round sub-equatorial warmth in the Mekong Delta. Hanoi and areas north enjoy two seasons: winter and summer.

## Economy

Vietnam is keenly aware of the fast progress of its neighboring free market economies. Some 30 years ago, Bangkok and Saigon were economically compatible; today, of course, there is a tremendous difference.

The business outlook is mostly optimistic. Ho Chi Minh City is showing marked advancement. Hanoi also has caught the capitalistic fever, and in fact many consider the North to have much better long-term potential than the South, due to its natural resources, access to the Chinese border, and a more reliable supply of electricity. As the lid on corruption and bureaucracy tightens, Vietnam's economic prospects are becoming brighter.

About 70 percent of Vietnam's people are attuned to agriculture, rice being the most important crop. Vietnam is the world's third-largest rice exporter, after Thailand and the United States.

## Life in Vietnam

Like most of Asia, Vietnam — home to 77 million people — is a friendly, pleasant place to live. Much of the country is oriented more toward tourism than foreign commerce, and the cost of living for an expatriate is relatively low. The primary languages spoken in Vietnam are Vietnamese, English, French, and Cantonese. Large homes, complete with swimming pools, are common. The highway systems within and around the major cities of Hanoi and Ho Chi Minh City are expanding and being modernized; bridges are being built to accommodate the huge number of motorcycles on the roads. However, navigating the streets of Vietnam's major cities will continue to be extremely challenging for years to come. ■

## GST 'D-Day' Approaches

The Australian company PMP Removals & Storage Worldwide Pty Ltd has advised HHGFAA that GST "D-Day" is rapidly approaching.

With the removal of the Wholesale Sales Tax and the introduction of the Diesel and Alternative Fuel Grants Scheme (DGS), fuel costs should go down as long as you are registered for GST, which will enable you to claim the input taxes for purchases.

The government has advised all businesses through the Australian Consumer and Competition Commission (the government pricing watchdog) that they must pass all savings resulting from the introduction of the GST on to its customers, and must not make any extra profits by keeping the savings.

This means that you must pass on any savings gained by the removals of the Wholesale Sales Tax and the introduction of the DGS when you issue your invoices, so that the savings can be passed on to the end user.

If you do not supply the removals company with your ABN number, it will be required by law to deduct 48.5 percent tax from all future invoices and you will not be able to claim any input tax credits back from the Taxation Department.

For further information, contact PMP General Manager Henrik Christensen by phone at 61 2 9725 2000 or e-mail at [pmpintl@ozemail.com.au](mailto:pmpintl@ozemail.com.au). ■



## Coming Up in *The Portal*: A Special Focus on HHGFAA Members in Eastern Europe

“Profiles of an Industry,” the new *Portal* section focusing on HHGFAA members in specific geographic areas, has received an enthusiastic response from our readers. The thumbnail sketches published in each issue provide an overview of the services your potential business partners can expect.

The November/December issue will continue *The Portal*'s two-part look at members in Eastern European countries, including the former Soviet Socialist Republics. If your company has an office in the region that is an HHGFAA member in good standing, we welcome your contribution to the Special Focus section. We'll need from you:

- A short profile (about 200-250 words maximum) on your company, including how long it has been in business and where it is located. (NOTE: The office must actually be a main or branch office in one of the specified countries in order to be included in this section.)
- A brief description of services your company offers.
- An overview of your facilities (equipment, warehouses, etc.) and number of employees.
- An indication of what makes your company special—why do customers come to you for service? (Examples: highly trained staff, special services for those settling into a new area, etc.)
- Contact information: Company name, address, phone/fax numbers, Website and e-mail addresses. The Website and e-mail address will be included in the “Websites to See” section of the issue of *The Portal* in which your profile appears.
- Photos (optional). These may be of your facilities, equipment, and/or employees working at their jobs. (Slides, negatives, or prints only, please — **no e-mailed photos or graphics.**)

All submissions are subject to editing for length and syntax. If you advertise in *The Portal*, we will make every effort to place your ad near your profile. **The deadline for all articles and ads to appear in the November/December 2000 issue is November 25 — no exceptions.** We cannot retrieve company information from your Website. You may send text (in PLAIN TEXT or ASCII format only) via e-mail to:

**[bcarri7850@aol.com](mailto:bcarri7850@aol.com) or [joycemcd@erols.com](mailto:joycemcd@erols.com)**

*We are unable to accept photographs or graphics by e-mail or on disk.* Please send prints, slides, or negatives to:

Bel Carrington  
Household Goods Forwarders  
Association of America  
2320 Mill Road, #102  
Alexandria, VA 22314

**OR**

Joyce McDowell  
5600 Harding Avenue  
Alexandria, VA 22311-5728

# What Is PAIMA?

**By George O'Masta and Abdel Cohn**

The Pan American International Movers Association was founded in 1985 by the owners of 16 major international moving companies that saw a need to form an association representing all of the Americas: Canada, the United States, Caribbean nations, and all of Latin America. They wanted to create a dynamic organization that was not only representative of its members but also responsive to them. The founders' main goal was to form an association of high-quality moving companies that wanted to work together to improve the moving business and its image under a win-win concept. The association would comprise those companies, without discrimination or preference, that applied for membership provided they met certain basic requirements for membership.

A major concern of the founders was to ensure that all the members have a solid financial condition and an ethical reputation in the moving industry. A thorough background check of all prospective members is a high priority, since the association does not require that companies post a bond or buy insurance to cover any delinquent payments owed to other members. Companies owed payments by other members must submit their documented case to an association panel, which studies the merits of the claim.

The association, as a legal entity empowered by its charter and bylaws, has the responsibility to review, monitor, and arbitrate all claims between its members and to render a decision based on the merits of each case. The penalty for noncompliance with the panel's decision is expulsion from PAIMA and publication of the company's name in the association's bulletin. Naturally, as this is an extreme measure, negotiation, persuasion, a thorough review of the facts, and an appeal to reason are the primary tools to resolve financial disputes among members. This system has proved itself worthy over time, as evidenced by the successful resolution of the claims that have been brought before the panel without the need for expulsion.

PAIMA's objectives and commitments are based on democratic principles that ensure the voice and representation of all its members. At the annual meeting there are elections to the board of directors, and as a part of the regular business agenda, suggestions may be made by any member, followed by a vote by the membership. These normally include items such as changes to the bylaws; the site for the next annual meeting; general improvements to the association; civic-minded projects; public relations projects; and, in short, anything with which one would like the association to become involved.

Those items approved by the membership are then acted upon by the board of directors during the following year. The board will normally call for volunteers to form committees to implement those items that are approved for action. This process assures participation of all the members, with the advantages of strengthening the association as well as the bonds of friendship and teamwork among the members. All members are encouraged to voice their opinions and to serve on committees. The continuous communication of the membership, not only at the annual meeting but with the main office and with each other via the Internet and PAIMA's Website, ensures a growth and newness to the organization that keeps it abreast of the times in today's world of instant communication and rapid change.

PAIMA's members have proven to be dynamic and highly responsible companies that not only want their association to represent their interests when dealing with local, national, or international authorities and organizations, but also to be in the forefront of the changes happening in the moving industry and to make a positive contribution to society in general. For example, PAIMA is tasked with promoting a positive image of the international moving industry by continuously involving itself in the improvement of the quality of service offered by its members. Recently the general membership voted to upgrade its commitment to quality by making it a requirement that all members become certified by an internationally recognized body such as ISO 9002, FAIM, or RIM within three years. This unprecedented decision was overwhelmingly approved by the membership.

In addition, 23 PAIMA members sent their top executives to the first-ever American Moving and Storage Association RIM (Registered International Mover) certification class that was held in Miami, Fla., last April. PAIMA will work closely in the future with AMSA to sponsor more certification classes for interested members.

PAIMA members want to make a positive contribution to society in general. As a result, PAIMA created the Juan Peralta Ecology Award to be given to the moving company that best

evidences the recycling of used materials and contributes to the elimination of waste products in a positive fashion. To apply for the award, a moving company submits the necessary documentation on why it deserves consideration. The first annual Juan Peralta Ecology Award went to Ward Van Lines (not a PAIMA member) from Chile and was presented at the HHGFAA Annual Meeting last year in Washington.

This association, which started with 16 packing companies, now has 135 members, of which 75 are active and 60 are associates. With its genuine interest in promoting a win-win outcome for its members, the industry and its customers, PAIMA's membership continues to grow and become stronger.

For more information about PAIMA, please contact PAIMA's general manager, Abdel Cohn, via e-mail at [paima@sinfo.net](mailto:paima@sinfo.net), or visit the Website at <http://www.paima.com>.

## Editor's Note

The PAIMA XVI Annual Meeting will be held at the Marriott Downtown in Anchorage, Alaska, on Sept. 28-29, just prior to HHGFAA's 38th Annual Meeting. About 125 people are expected to attend.

Featured speakers include:

- **Sandy Noonan** of TG International Insurance Brokerage, Inc. Topic: Transportation Insurance in the New Millenium
- **Oskar Seikaly** of Fidelity & Marine Insurance Brokers. Topic: Insurance and Technology.

During the gathering, PAIMA will conduct elections for the next President and Board of Directors. In addition, the winner of the Juan Peralta Ecology Award will be announced.

# Interdean.Interconex: A New Company for a Changing World

By Steve Jordan

*Interdean has acquired Interconex to create one of the largest and most aggressive moving groups in the world. But it's not alone. Throughout the industry, companies are merging to form global groups to provide services to an increasingly interrelated world. Here, Steve Jordan, a freelance writer for the moving industry, looks at the new company Interdean.Interconex and reflects on the global changes that have led to the development of this powerful moving group.*

Two hundred years ago, the people of the Industrial Revolution thought they were living in the most rapidly changing times in industry. One hundred years ago, scientists famously reported that further research was unnecessary because “We now know all there is to know.” Yet today again we witness the most dramatic changes ever experienced in our industrial, social, and political lives. Interdean’s acquisition of Interconex is just another illustration of how those changes have affected us all.

We don’t have to stretch our memories too far to remember a time when the relationships between purchasers and suppliers was, essentially, combative. Companies had to provide the best possible products and services at the lowest possible price or risk losing a contract. They were constantly in competition with buyers playing one off against another. Relationships were tenuous.

Today, things are different. There are three reasons for this: automation, customization, and global branding.

The manufacturing industry no longer strives to design products and then “Stack ‘em high and sell ‘em cheap,” as Mr. Cohen of Tesco did in the 1970s. Now, people want choice. They don’t want a mobile phone that stores 200 numbers; they want one to match their handbag, outfit, or motorcycle. They don’t want a car that’s fast, economical, and reliable; they want one that’s sexy and gives them an image. They don’t want delivery in two weeks — they want it NOW.

To meet these demands, manufacturers have had to change their manufacturing principles. Automation allows them to manufacture close to the market because skilled labor is less important. They adopt just-in-time (JIT) techniques to make only what is needed and set up partnership agreements with suppliers that allow the seamless communication and supply necessary without constant contract renegotiation. Most important, they reduce the number of suppliers they use and increase the level of business they give to the remaining few.

Branding has also dramatically affected the way we buy. We don’t buy a burger — we go for a McDonald’s, because for better or for worse, we know what we are getting. We stay in Hilton hotels, buy Jaguar cars, and proudly wear clothes with branding across our chests.

Greater efficiency, more appropriate products, production from more outlets, greater customization, faster delivery, higher sales, and improved profits are the objectives in today’s marketplace.

The moving world is not immune to this. Service industries have been caught up in this drive by manufacturers to satisfy the needs of an increasingly discerning public. As corporations merge to form global enterprises, so the moving companies that serve those organizations must merge and grow bigger to suit. Today, most large corporations have reduced their stable of suppliers to a minimum, and require a first-class global service from those they retain.

Interdean’s acquisition of Interconex has enabled it to provide such a global service. Interdean has for many years provided the best moving network in Europe (and has been the only company with a significant presence in Eastern Europe). Now, the new company, Interdean.Interconex, can extend that service to the rest of the world and continue to provide the service its corporate customers need in this new global environment.

Interdean.Interconex brings together two companies that have been both friends and adversaries for over 30 years. It now comprises 58 locations in 35 countries throughout Europe, the United States, and Asia. “We have always admired Interconex,” says Chris Baker, the new group’s CEO. “This company makes an excellent strategic fit with Interdean.”

From Interconex’s point of view, the marriage is an equally happy one. According to Monica Adee, president of Interconex Inc., the cultures and philosophies of the two companies have always been similar. “Both companies have an impressive client list, which are testaments to our service excellence,” she notes. “The combination of these two successful companies into the Interdean Group

is a natural step in industry consolidation, which is a necessary development and response to continuing customer globalization.”

After over 40 years as a privately-owned company, Interdean was bought out last year using finance from Legal and General Ventures. The same company financed this latest acquisition. Andrew Cole, managing director of LGV, recognized the significance of the move as essential to the company’s growth. “Increasingly, our investment philosophy is buy-and-build,” he explains. “Corporate relocation is a fast-growing market and one where the winners will be those companies that can meet the needs of clients worldwide.”

During the last quarter of the 20th century, the world has changed faster than ever before. These changes — automation, improving living conditions, better communications — have created the world environment that has made the formation of companies such as Interdean. Interconex both possible and necessary.

One thing is certain: As always in the past, as far back as you care to look, the next generation will change even faster. ■



# MARITIME/OCEAN SHIPPING

## FMC Terminates Licenses of 130 OTI-Freight Forwarders, NVOCCs

The Federal Maritime Commission recently published formal notices in the *Federal Register* to advise the shipping public that 130 ocean transportation intermediary (OTI) licenses have been terminated. These include both OTI-freight forwarders and OTI-NVOCCs. The FMC terminated most of these OTI licenses because the licensees failed to maintain valid surety bonds for forwarding or NVOCC operations. Some licenses were surrendered voluntarily to the FMC. All these licenses are for U.S.-based organizations.

Due to the large volume of OTI license applications filed since April 1999, the FMC has had difficulty in keeping up with the publication of termination notices, and with the approval process for new applicants. Recently, the Commission's staff completed an audit of its OTI bond records, and this resulted in these

---

### FMC has had difficulty in keeping up with the publication of termination notices

---

termination notices. The Commission's Bureau of Consumer Complaints and Licensing has also audited its records of OTI licenses and NVOCC tariff publications. Additional termination notices as a result of this audit are expected shortly.

For additional details, including a list of the affected OTIs and carriers, their termination dates and addresses, access the Website at [www.dpiusa.com](http://www.dpiusa.com).

---

### OTI License Nos. Required on Bills of Lading, Documentation

Many recently licensed ocean transportation intermediaries (OTIs) are not aware of the FMC requirement to print their OTI license numbers on bills of lading and other shipping documents. FMC licensing regulations (46 *CFR* Part 515.31) require each OTI to include its FMC number along with its legal name, as registered with the FMC, on all shipping documents. Additionally, OTIs are required to permanently imprint their FMC license numbers on office stationery and billing forms. The regulation does not specify exactly where on bills of lading or stationery the FMC-OTI license number should be printed.

The Commission may temporarily waive this requirement for good cause shown if the licensee rubber-stamps or types its name and Commission license number on all papers and invoices concerned with any ocean transportation intermediary transaction.

---

### '50-50' Chance for COGSA Bill

A Washington lawyer who represents shippers says there's an even chance that a bill to reform the 1936 Carriage of Goods by Sea Act (COGSA) will be introduced before the current Congress adjourns. The bill is unlikely to pass, however, and would have to be reintroduced next year in the new Congress, according to Karyn A. Booth of Thompson Hine & Flory.

Sen. Kay Bailey Hutchison (R-TX) has promised to introduce a COGSA reform bill. Booth said shippers support changes to bring COGSA more in line with modern container shipping. Some foreign governments have opposed the effort to revise COGSA, preferring that the issue be raised in a multilateral forum.

## Cargo-Preference Compromise Offered

U.S. shippers and carriers have jostled for years over cargo-preference rules, which require government-influenced cargo to move on U.S.-flag ships — often at costs well above world market levels.

U.S.-flag carriers and maritime unions favor cargo preference, saying if government money is involved, even indirectly, then U.S.-flag ships should carry the cargo. U.S. shippers argue that the rules hurt American manufacturers and their workers while protecting only a small number of seafaring jobs.

The Maritime Administration, which oversees cargo-preference programs, has sought a compromise, and in August proposed changes in the rules for waivers that allow shippers to use non-U.S.-flag vessels when no U.S.-flag ships are available, or when U.S.-flag costs are considered excessive.

Marad's proposals would:

- Clarify what is meant by “reasonable rates.”
- Formalize Marad's practice of allowing shippers to obtain waivers by proving that U.S.-flag breakbulk vessels can't provide delivery of critical cargo for overseas projects without transshipment.
- Require shippers seeking a waiver to post on the Marad Website all available details of their transportation needs, including cargo value and rates, shipping time frame, and service requirements.
- Create a “conditional waiver,” good for up to two years, for oversize breakbulk cargoes that are parts of multiple shipments to the same project and could not be handled by U.S.-flag liner services. This would replace the current “extended waiver” that Marad approved in 1997 for this purpose.

With a conditional waiver, Marad would calculate a guideline rate on the project cargoes. A U.S.-flag carrier could bid for the business during the waiver period (with at least 30 days' notice to the shipper) and get the cargo by offering a rate equal to or below the guideline rate.

Particularly affected are shippers exporting machinery and other goods for large projects such as power plants, and for shippers of commodities moving under U.S. food aid programs; such goods and equipment often must move on specialized vessels, but few of those ships are U.S.-flagged.

Interested parties have 60 days to comment.

— *Adapted from an article in JoC Week by Paul Spillenger and Bill Hensel Jr.*

---

## In Brief ...

Shanghai is reclaiming land from the sea to expand its deepwater docks for the container trade. Shanghai Man-Made Half Island Building and Development Co. is sponsoring the project to reclaim 40 square miles from the sea at a cost of \$130 million. Shanghai's port is China's biggest, handling 4.22 million TEUs last year and 3.05 million TEUs in the first half of this year.



A China-backed group has won a license to build and operate a marine cargo terminal at Hong Kong's airport. Chu Kong Air-Sea Union Transportation Co. will have a five-year franchise for the facility, to be built on waterfront property at the airport. The terminal will have an annual capacity of 300,000 metric tons and provide a link between the airport and ports along the Pearl River.



Evergreen will drop Singapore from its round-the-world westbound service and move all southeast Asian cargo over Laem Chabang, Thailand. Evergreen's round-the-world westbound service operates weekly with ships of about 4,300-TEU capacity. The carrier's first direct call at Laem Chabang was scheduled to be the *Ever Dainty* Sept. 4.



Singapore's container terminal operator, widely regarded as one of the best in the world, has lost its single biggest client to neighboring Malaysia. Maersk Sealand will move up to 2 million TEUs a year, or 85 percent of its Singapore business, to the new port of Tanjung Pelepas, in Malaysia's southern Johore state, which opened in March. The new port has aggressively gone after Singapore's business, mainly transshipments. Singapore's port operator, PSA Corp., characterized the addition of a new port as inevitably resulting in “some readjustments of existing cargo patterns. This has been going on over the years in other parts of the world, and Southeast Asia is no exception.” One analyst estimated that the defection of Maersk-Sealand will shave about 10 percent off PSA's business, or about 1 billion Singapore dollars (\$588 million). A PSA spokesman said, “The move may slow our growth rates by a couple of percentage points or so, but will not significantly impact profitability.”

# MILITARY/GOVERNMENT UPDATE

## Small Businesses Face E-Commerce Challenge

The growing use of electronic commerce is a new challenge for business owners, according to a top official of the Small Business Administration. Small business owners seeking to do business with the federal government need to upgrade their technology skills and abilities needed to transact electronic purchases, said Linda Williams, who specializes in government contracting and minority enterprise development.

“We are moving toward faceless procurement where we deal with each other ‘facelessly’ on Web sites,” said Williams. To succeed, she said, American small business firms seeking contracts with the federal government or military must focus on their computer and Web resources and abilities.

“It is one of the most difficult challenges for the small and disadvantaged business communities,” she added. The SBA currently has certified over 8,000 firms as “small and disadvantaged.”

Williams was the keynote speaker Aug. 29 at a small business conference and exposition sponsored by the Military Traffic Management Command at Fort Belvoir, Va. The annual conference is sponsored by MTMC to enhance communication and to maintain ties to small business suppliers.

“Industry partners make possible what we want to do,” said Col. Sheila Toner, MTMC’s principal assistant responsible for contracting. “As a world-class organization, we need world-class suppliers.”

The need for a strong customer focus was emphasized by Maj. Gen. Kenneth L. Privratsky, commander. “I am very customer oriented,” he said. MTMC spends \$1 billion on goods and services annually. “Everything we do in our command should be focused on customers — none of it on ourselves.”

Just weeks after approving a major reorganization and streamlining of MTMC, Privratsky said more changes are ahead. “We must seek new paths to cracking old problems.” New approaches are needed, he said, in MTMC’s management of shipping containers, military railroad cars, and misdirected freight.

Conference participants included Pamela Monroe, the new associate director for MTMC’s small business program. “We must make sure we achieve our small business goals,” said Monroe, a 12-year veteran of Air Force acquisition work. “We will work closely with the Small Business Administration.”

---

## MTMC Pilot Status

At its Aug. 16 Contractor’s Meeting, the Military Traffic Management Command released the following figures reflecting the status of the pilot as of Aug. 10, 2000:

- 14,720 shipments processed
  - 12,497 domestic
  - 2,223 international
- 11,884 shipments delivered to residence
- 7,315 surveys of which 5,774 (78%) customers indicated they would use carrier again
- 97.9% on-time pickup through July 13 (stand. 98.2%)
- 96.8% on-time delivery through July 13 (stand. 92.8%)
- 18.4% average claims frequency through July 13 (stand. 35%)
- \$845 average dollar claims through July 13 (stand. \$740)
- For surveys conducted for May and June 2000, the overall satisfaction rate was 90%.

# Claims and the Internet

Here are some handy Website references to help you deal with claims issues. The list was produced by CPPC. All site addresses begin with www. unless otherwise shown.

hhgfaa.org .....	Household Goods Forwarders Association	tucows.com .....	Computers & accessories
ncdc.noaa.gov .....	National Climatic Data Center	cabinetparts.com .....	Cabinet hinges & handles
remotes.com/index.html .....	1-800-Remotes	horton.com .....	Hardware
topgifts.com .....	A Touch of Class (Llardo/crystal replacement)	bestbuy.com .....	Best Buy
aafes.com .....	AAFES online catalog	cpsc.com .....	Consumer Product Safety Commission
pubflite.jag.af.mil/JACC.txt .....	Air Force Claims Clips	cdw.com .....	Computers
promover.org .....	American Moving & Storage Association	mihummel.com .....	Hummels
analogique.com .....	Analogique Systems Labs (electronics repair)	michaelround.com .....	Fine china & crystal
assoc-restorers.com .....	Association of Restorers	larkinthemorning.com .....	Musical instruments, books, recordings
buy.com .....	Computers, books, videos, music	law.cornell.edu/cfr/49p1005.htm .....	Code of Fed.Regs. (Title 49)
claimsnet.org .....	CPPC	collectorsgallery.com .....	Collectors Gallery
compare.net .....	CompareNet (compare brands)	furnituredirect.com/index.html .....	Furniture Direct (ready-to-assemble)
computershopper.com .....	Computer Shopper	http://r10.furniturefind.com .....	Furniture Find (name brand furniture)
compusa.com .....	CompUSA	game-masters.com .....	Game-masters (Sega & Nintendo games)
defenselink.mil/dodgc/doha/claims/transportation .....	DOHA Decisions	mtmc.army.mil .....	Military Traffic Management Command
wwlia.org/diction.htm .....	Duhaime's Law Dictionary	searspartsdirect.com .....	Sears parts
hoovercompany.com/home.htm .....	Hoover Vacuums (products/ parts)	sega.com .....	Sega video games
someonespecial.com .....	Hummel & Llardo figurines	alliedvan.com .....	Allied Van Lines
worldcollectorsnet.com .....	Hummel & Llardo figurines	americanredball.com .....	American Red Ball
isa-appraisers.org .....	International Society of Appraisers	atlasvanlines.com .....	Atlas Van Lines
maloneysonline.com/guide.html .....	Maloney's On-line	bekins.com .....	Bekins Van Lines
mcnews.com/articles/used.htm .....	Motorcycle Consumer News	covan.com .....	Covan Worldwide Van Lines
replacements.com .....	Replacements, Inc.	graebel.com .....	Graebel Van Lines
servicemerchandise.com .....	Service Merchandise (online catalog)	nationalvanlines.com .....	National Van Lines
translaw.org .....	Transportation Lawyers Association	northamerican-vanlines.com .....	North American Van Lines
webergrills.com .....	Weber Grills (products, parts, info)	unitedvan.com .....	United Van Lines/Mayflower Transit
allabouthome.com .....	All About Home	paularpin.com .....	Paul Arpin Van Lines
		unirisc.com .....	Unirisc
		icusoftware.com .....	ICU software solutions for claims management
		egghead.com .....	Computers

## METAL SECURITY SEALS FOR SALE

### Members

300 - 9,000	.08 each
9,300 or more	.07 each

### Non-Members

300 - 9,000	.12 each
9,300 or more	.10 each

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



# YP-35

## THE FUTURE BEGINS TODAY!

**Welcoming a new generation of leaders who embrace the principles of the Internet and new technologies.**

“My first conference was in Miami. I was astonished how things went. We gained new agents and secured closer relationships with existing agents. Although the conference was a great success for my company, the one thing I felt was needed was a committee, which should be established for the new generation.” —*Daniel Bagguley / Allfreight International*

An Organization within the HHGFAA for **Y**oung **P**rofessionals **35** years of age and under

**The recognition and support of these leaders is of great importance to the HHGFAA.**

“I would have been so blessed if there had been a YP-35 group to be associated with. Being part of a group for young professionals gives one a sense of belonging and atmosphere that encourages ‘Leadership through Innovation’.”  
—*Michael Gilbert / Southern Winds International*

**We’re helping to meet and encourage working relationships with the future leaders of the Household Goods Industry.**

“My scenario is a little different in comparison to the other members who attend the HHGFAA conference. My role is to remain desk-bound during the conference. Therefore, it’s extremely difficult to gain any form of exposure within our industry. YP-35 offers the opportunity for those members who would like to start networking within their own country and worldwide.”  
—*Sasha Vallaydam / Australian Vanlines*

**“I would like everyone who is attending their first convention to have the positive experience I had. That is why the YP-35 is so important. New members will have a support group that will help make their first and future conventions as favorable as mine.”**

—*George Cooper / Southern Winds International*

**Building and nurturing relationships with other Transportation Industry Youth Organizations.**

“It would have been highly beneficial if I could have been part of a young and dynamic group to exchange ideas and meet friends in a more cordial atmosphere. This is where YP-35 could help to integrate young members more quickly through organized meetings, tours, or even a flyer!”  
—*Monika VonWinkler / Navtrans International*

**Join Now!**

Complete and return the application enclosed separately with this issue of *The Portal!*

“I think YP-35 is going to help younger, inexperienced professionals meet and bond with the future decision-makers within our industry. It’s going to help create and nurture relationships that will last for the next 15 years!”

—*Heather Engel / Lincoln International*

# 38<sup>TH</sup> ANNUAL MEETING SECTION

**Alaska Movers Association** (Shuttle Service)  
**Cartwright International Van Lines, Inc.** (Coffee Station)  
**Davidson Forwarding Company** (To-Do Organizer)  
**Emery Worldwide** (Shipping)  
**Freight International Inc.** (Attendees Booklets)  
**Gateways International Inc.** (Pocket Calendars)  
**IAL Nigeria Ltd.** (Canvas Briefcases)  
**Lykes Lines Limited LLC** (Coffee Station)  
**Maersk Sealand** (Opening Reception Entertainment)  
**Nationwide Crating Inc.** (Coffee Station)  
**New Haven Moving Equipment Corporation** (Pens)  
**Pac Global Insurance Brokerage, Inc.** (Advance Registration Information and Program)  
**Pronto Express Distribution Inc.** (Coffee Station)  
**Sterling International Inc.** (Attendees Booklet Cover)  
**TG International** (Opening Reception Entertainment)  
**The eXternal Revenue Service of The Day Companies** (Attendees Booklets and Name Badges)  
**Willis Corroon Transportation Risk Services** (Attendees Booklets)  
**Willis Corroon Transportation Risks Ltd.** (Attendees Booklets)  
**WISEnterprises Inc.** (To-Do Organizer)

## ANNUAL MEETING SPONSORS

**Many thanks to these fine HHGFAA member companies who sponsored refreshments, gifts, prizes, and events**

## EXHIBITORS

A/S Star International. Moving & Storage (78) • AE Nationwide/Worldwide (71) • AGS Worldwide Movers (54)  
• Atlas International Service (7) • Atlas Van Lines International. Inc. (10 & 11) • APA Worldwide Movers (2)  
• Ashoka International (5) • Asian Tigers Trans China (64 & 65) • Burke Bros. Group • Cargo Forwarding International. Plc (26) • Cargo Exchange, Net Pte. Ltd. (60) • Colonial Storage Co. (21) • Cosmopolitan Canine Carriers (1) • Crown Line Group (49) • Crystal Forwarding Inc. (58) • Davidson Forwarding (44) • De Haan Removals (8) • Denali International, Inc. (33) • Dependable Auto Shippers (14) • DHX Ocean/Air Freight Forwarding (4) • Doree Bonner International (41) • Equixpress C.A. (35) • Euroamerica (70) • European Van Lines International, Ltd. (56) • Excel International (62) • Executive Insurance Services Inc. (68) • Fidelity & Marine International Insurance Brokers (16) • Fleenor Paper Company (3) • Fourmitures Et Materials De Demenagements, SA (37) • Froesch GmbH & Co. KG (69) • Garcia Trucking Services (39) • Gateways International, Inc. (30) • Global Transportation Systems (17) • Globalink (76) • Goodrich Trading Company (6) • Hasenkamp Internationale (63) • Helu-Trans (S) Pte. Ltd. (18) • Household Movers Services (46)  
• Intercontinental Van Lines/Three Flags Transport (79) • International AutoSource (19) • International Moving Service GmbH (55) • Jacksonville Box & Woodwork Co. (28) • La Rosa Del Monte Express, Inc. (36)  
• Latin American Relocation Management (57) • Leader Freight Forwarders (73) • Leo Logistics & Moving Co. Ltd. (45) • Magna International Movers (15) • Mercovan Argentina (13) • Milbin Printing Inc. (9)  
• National Claims Services (47) • New Haven Moving Equipment (66) • Nova Trans Systems AB. (61) • Omega Shipping Co., Inc. (67) • Prime Transport (27) • Rainier Overseas Inc. (72) • Rex Service Co., Ltd. (51) • Rhema Movers Pte. Ltd. (53) • Scanvan (12) • Sealed Air Corp. (59) • Techmate International. (74 & 75)  
• TG International Insurance Brokerage Inc. (22 & 23) • The eXternal Revenue Service of the Day Companies (24)  
• The Joint Partners Corp. (77) • The Pasha Group (31) • Tower International (42) • Transeuro Worldwide Movers (48) • Trans-Link Relocation (20) • Transpack Packing & Freight Forwarding (32) • Transport Management International Ltd. (25) • TUMI International (40) • VanLiner Insurance Company (34) • Video Overseas, Inc. (38) • Voerman International (29) • Willis Relocation Risk Group (50)  
• World Transshipment Services Ltd. (52)

# 38<sup>TH</sup> ANNUAL MEETING SECTION

## MEET THE CANDIDATES

**Jackie Agner**, a 27-year veteran of our industry and a manager at Denali Group Companies in Kent, Wash., has served on HHGFAA's Executive Committee for three years. As chairwoman of the Commercial Affairs Committee, she has led her committee in the development of numerous association benefits, including, among others, the "Industry Glossary," which is accessible on HHGFAA's Website; also, last year she developed a hyperlink to the HHGFAA Website for The Movers Shopping Center.

This year, she has devoted much of her time as the Executive Committee liaison for the new YP-35 organization within the HHGFAA that will offer programs for the up-and-coming generation of young executives 35 years of age and under. "I can honestly say that this has been a rewarding project," says Agner. "Working with bright, motivated young professionals is always invigorating and exciting. My only disappointment is that I am too old to be a member.

"As always, I am sincerely grateful for the opportunity to contribute whatever I can to our association, and I sincerely thank everyone who has supported me. I hope to continue to serve on the Executive Committee so I can follow through on the projects I have started and the new projects I want to start for our members."



**Jeff Coleman** is executive vice president at Covan International, Inc., in Midland City, Alabama. He attended the University of Alabama, where he earned a B.S. degree in corporate finance and investment management. He received the Jason's Honor Award, which is that university's highest undergraduate award for scholastic achievement, leadership, and service.

Coleman pursued graduate studies at Troy State University, where he was awarded a Master of Business Administration degree. He received the Dean's Award, which is the highest award for a graduate student in recognition for scholastic achievement, leadership, and service.

Having spent 16 years in the industry, Coleman has worked within and managed all functional areas of the moving and storage business, including operations, sales, and administration. He has substantial experience in the areas of international and domestic freight forwarding, van line services, and moving and storage agency management.

Coleman has held credentials as a Certified Moving Consultant for 12 years. In addition, he was a 1991 Fellow in the AMSA Young Executive Development Program. At HHGFAA, he has served on the board since 1993, in successive years as chairman of the Claims Committee, Carrier Relations Committee, and vice chairman of the Government and Congressional Affairs Committee. For the past year, he also has been vice chairman of the Association and chairman of the International Shipping Association.

Coleman's envisions that his role in HHGFAA is to "diligently work with all members, the Executive Committee, the staff members, and the President of the association to ensure that we maintain our position as the premier international household goods moving trade association in the world. I will continue to nurture an excellent working relationship with the management team of the association whereby we can develop and execute an effective short-term and long-range plan that will foster growth in membership and enhance membership services."



**Don Collins** was born in Indiana and brought up in the moving industry. His first experience was in 1950 on a long-distance moving van with his father.

A graduate of Tri-State University in Angola, Inc., Collins holds a B.S. degree in motor transportation management.

Collins worked in Chicago, Ill., and Kokomo, Ind., before owning his own business in Lafayette, Ind. In 1977, he bought the Viking Corporation and has been in the international side of the business ever since.



**Christiane Crown** is the vice president of Adele Forwarding, Ltd., a company she has been with since it started operations six years ago. Her concern for the small business owner is what prompted her to run for a position

on the Executive Board.

Crown is extremely interested in how the federal government affects our industry. A very vocal participant in past Washington Week events, she has contributed a great deal of time and energy to shape the way the Congress and Senate view the industry.

“What I can contribute to the Executive Board is an enthusiasm for facing challenges,” says Crown. “I know what it is to run a small business in these changing times, and I want to help the HHGFAA protect the small businesses of our industry.”



**Larry DePace** is currently a senior vice president with Security Storage Company of Washington, D.C. and president of its wholly-owned subsidiary, Federal Forwarding Company. He has over 25 years of professional experience in the handling of international relocations and logistics with a concentration in freight forwarding and systems development. He also has worldwide project, shipping, and distribution experience and has held key management positions with Victory Van International, Panalpina, the Walford Meadows Group, and CSX/Sea-Land Logistics.

DePace attended Bowling Green State University and is a licensed custom house broker. He holds a certificate from the Institute of Logistical Management (formerly The College of Advanced Traffic and Transportation) and is certified by the Association of Ship Brokers and Agents.

DePace has served as a Mentor in the George Mason University Masters of Arts in International Transaction Program, and currently serves on the boards or committees of the following organizations:

- The International Shippers Association
- The International Trade Association of Northern Virginia
- The Washington Air Cargo Association
- The Planning Committee for the Virginia Conference on World Trade 2000
- The Host Committee for the International Air Cargo Forum 2000

“As an Associate Member Representative,” says DePace, “I would hope to utilize my experience to assist the association in its future focus on commercial activities, and to examine how overall logistics opportunities could benefit the members.”



**Randall Groger** has 30 years’ experience in the transportation, he spent five years in the military as an officer in the Army Transportation Corps serving at Fort Bragg, as well as in Europe and Vietnam. He separated from the Army as a captain. He then spent 10 years with a Jacksonville-based management and consulting firm.

In 1983, Groger began his career in the moving industry with Suddath Van Lines, joining the staff of Airland Forwarders Inc. He subsequently held positions as operations manager, general manager, and vice president. Last January he was promoted to vice president and general manager of Airland International Relocations Services and assumed overall responsibility for the management of Airland Forwarders Inc., Suddath Container Services, and Airland Intermodal Services.

Groger now claims over 17 years’ experience in the military international household goods program, continuously involved with issues concerning HHGFAA and MTMC. He has actively participated in all the Association’s Washington Week rallies promoting industry positions among congressional leaders and committee staffers.

“I believe the HHGFAA Board must do all they can to assure small business will always have the opportunity to fully participate in all of DOD’s Personal Property programs,” says Groger. “We must convince MTMC to move away from the current cost-driven system to one that awards quality; to a system that evaluates carrier service and fairly applies that evaluation to a quality-based shipment distribution system. The HHGFAA Board should work with DoD to establish criteria for evaluating carrier financial risk under the current ITGBL program. The recent run of bankruptcies, leaving worldwide debt and hundreds of frustrated shipments in their wake, is the best evidence that financial feasibility and risk to the government should be thoroughly examined to qualify carrier participation.”



**Robert Martinez** is the military, commercial, and international division manager for La Rosa Del Monte Express, Inc., Puerto Rico office. Coming from a different industry and background, he joined La Rosa Del Monte in 1998 as operations manager. He learned the moving business quickly and a year later was promoted to his current position. This has permitted him to be in contact with many people from different parts of the world in a relationship that he describes as “intense and a learning experience in human relations.”

Born in Puerto Rico, he attended high school in New York City, and later graduated from Inter American University of Puerto Rico, earning a Bachelor’s degree in business administration with a major in marketing.

Today he is focused on continuously improving the quality of service and attention La Rosa offers to its customers in all areas of operations. His particular interest in becoming part of the Executive Committee as a member-at-large is to bring an active voice to discussion of and possible solutions to problems that affect Associate

Members in their different service areas and, by the same token, to enhance the active role played by the Association in meeting members' current needs.



**Rick Nordquist** has been in the ITGBL business since 1974, first as manager of Perfect Pak Co., and then for the past five years as an owner of Rainier Overseas, Inc., in Bellevue, Wash. In addition to serving on the HHGFAA Executive Committee, he has been a member of ad hoc committees involved with formation of the International Shippers' Association and the refund of Japanese consumption taxes.

"It has been both a pleasure and honor to have served on the Executive Committee these past two years as chairman of the Accessorial Committee," says Nordquist. "I believe the leadership shown by the Executive Committee has effectively represented the diverse interests of active and associate members. With expert guidance from my able Accessorial Committee members, progress has been made in a number of areas.

"My desire to build on this momentum — with lots of accessorial irons in the fire — and serve another term as a member at large on the Executive Committee. For two years I have developed and nurtured a robust relationship with MTMC officials involved with accessorial responsibility. I look forward to reaping these benefits during the coming year.

"My battle cry," he adds, "is that adequate agent capacity rests in large part on compensatory accessorial service rates. Many thanks for your past support. I would be honored to represent our members for another term."



**Tom Olsen** is President of American Vanpac Carriers, Inc. of Martinez, Calif. He has had over 25 years' experience in the transportation industry, 10 of those years overseas in three different countries. This overseas experience has given Olsen firsthand knowledge of international moving and freight forwarding.

Olsen is currently serving his second term on the Executive Committee as a Member at Large. As Chairman of the Claims Committee, he has discovered that the subject of claims brings out a "love/hate" response from HHGFAA members.

"Our members all love the business that they are in, and they know that damage and claims is an inevitable part of being in this business," he says. "But they hate the decisions that are handed down somewhat arbitrarily, in their opinion, from the military side of claims disputes. That is where our Claims Committee can get involved and help to decide if an issue is precedent-setting with a large cost factor to our membership, and worth fighting with the resources of the HHGFAA."

Olsen is running for a third term on the Executive Committee. He would like to keep the continuity of the Claims Committee intact as we move into the new era of FSMP and move managers settling claims on behalf of the transportation carriers.

"This is going to present a whole new set of issues that will be interesting to work on," Olsen says.



**Mario Rizzo** is the vice president of international administration for Allied Worldwide International Group. He has overall responsibilities for the military/government business for the Allied Worldwide companies as well as procurement of all third-party purchase transportation services. Additionally, Rizzo is in charge of Allied International's marine insurance and claims adjudication.

Rizzo joined Allied in 1977 and has held positions of increasing responsibility throughout his 23-year career with the company. He began as the director of military and government services and later held the position of vice president of Allied International Operations.

Prior to joining Allied, he was with Bekins Van Lines from 1971 to 1977. He is a graduate of Loyola University of Chicago. Additionally, Rizzo has held several board positions with HHGFAA as a member at large on the Government Affairs and Commercial Affairs committees.



**Tom Weimer**, a 30-year veteran in the international forwarding industry, recently joined Accelerated International Forwarding, having been with North American Van Lines, Inc., International Division, for 25 years. A native of Cincinnati, Ohio, Weimer's first exposure to the industry was as a Transportation and movements specialist during the Vietnam conflict. He spent nine months at the Military Ocean Terminal Bayonne, N.J., handling automobiles for military personnel going to and coming from overseas locations, a tour of duty in Vietnam, and one full year assigned to the JPPSO Cameron Station handling personal effects.

Weimer's career in the moving industry began in 1970 with NAI in Little Falls, N.J., handling various duties as import manager, rate manager, and assisting in a full-service port operation. Besides handling DoD shipments over the years, he has been involved in various aspects of commercial household goods forwarding, meeting with some of the largest national accounts in the world.



**Charles (Chuck) White** has been involved in the household goods industry for the past seven years as director of sales for Executive Moving Systems, Inc., in Woodbridge, Va. During that time, he has seen the industry go through some dramatic changes in the military, government, and commercial arenas. “The tendency toward globalization seen in other industries has reached us,” says White. “To remain viable we must stay abreast of this rapidly changing economic landscape. It is imperative that we as an industry stay informed and have advocates to champion our issues.

“I feel that the primary job of this association is to be that advocate for its members and to keep them current on trends and information in our industry,” he adds. “If I become a member of the Executive Committee it will be my charge to use the experience and knowledge I have obtained to ensure that our membership remains well informed.”

White has attended the last five Washington Weeks sponsored by HHGFAA, and the last three HHGFAA conventions. Because Executive Moving Systems is located in the Washington, D.C., metropolitan area, he has been called upon many times to help with lobby efforts for the Association.

“I believe that I can be an active voice for the Associate membership of the HHGFAA if I am elected to serve,” says White.



**Gary L. Winstead** is a native of North Carolina, where he attended North Carolina State University. He began his career in the transportation business as an account executive for Air Express International in Raleigh, N.C. He later joined CF Ocean Service, a division of Consolidated Freightways, in Charleston, S.C., where he held the positions of account manager and regional sales manager. He also was manager, international sales for a sister CF company and Con-way Southern Express in Charlotte, N.C.

In 1993, Winstead founded American Heritage International Forwarding, Inc. (AHIF), where he currently serves as president. AHIF is an international freight forwarding firm located in Wilmington, N.C., that serves the Department of Defense in the international household goods program.

Winstead served as vice chairman of HHGFAA, where he chaired the Congressional Affairs Committee. He also serves on the board of directors of the North Carolina World Trade Association, and the Cape Fear Rotary club. He and his wife, Susan, live with their two children in Wilmington.

# Slates of Candidates

## Executive Committee Elections

**Associate Members Meeting • October 2, 2000**

**Associate Member Representative:**

Don Collins ..... The Viking Corporation

**Associate Member Representative at Large:**

Larry DePace ..... Security Storage Co. of Washington

Robert Martinez ..... La Rosa Del Monte Express Inc.

Charles White III ..... Executive Moving Systems, Inc.

*(Associate Members will be voting for one individual for each position.)*

**Active Members Meeting • October 3, 2000**

**Chairman:**

Jeff Coleman ..... Covan International, Inc.

**Vice Chairman:**

Randy Groger ..... Air Land Forwarders, Inc.

Gary Winstead ..... American Heritage International Forwarding

NOTE: Both candidates for Vice Chairman have indicated they will run for a Member-at-Large position if not elected Vice Chairman.

**Member-at-Large:**

Jackie Agner ..... Denali International, Inc.

Christiane Crown ..... Adele Forwarding, Ltd.

Rick Nordquist ..... Rainier Overseas, Inc.

Tom Olsen ..... American Vanpac Carriers, Inc.

Mario Rizzo ..... Allied Freight Forwarding, Inc.

Tom Weimer ..... Accelerated International Forwarders, LLC

*(There will be four Member-at-Large positions to fill)*

NOTE: The election for Chairman, Vice Chairman, and Member-at-Large shall be conducted separately. A person who runs unsuccessfully for the position of Chairman shall have the opportunity to be placed on the nomination ballot for the office of Vice Chairman. A person who runs unsuccessfully for the position of Vice Chairman shall have the opportunity to be placed on the nomination ballot for Member-at-Large. The Association's Bylaws do provide for nominations to be made from the floor.

# 38<sup>TH</sup> ANNUAL MEETING SECTION

## Notice of Proposed Amendment to By-Laws

At its last meeting, held on July 20-21, the Executive Committee unanimously proposed the following amendment to the By-Laws:

Pursuant to Article XII, it is proposed to amend Article VIII, “Executive Committee,” to add a paragraph at the end of the present Article VIII, reading as follows:

“The Chairman of the Young Professionals (YP-35) organization shall be authorized to attend meetings of the Executive Committee as a non-voting representative. All members of the YP-35 shall either be an Active or Associate Member of the Association in their own right, or an employee or officer of an Active or Associate Member of the Association.”

Briefly, the Young Professionals (YP-35) is open to Active or Associate Members of HHGFAA who are 35 years old or younger. The basic purpose of the Young Professionals (YP-35) is to serve as the communicator of matters of special interest to the younger members of HHGFAA, and to advance proposals by our younger members for the mutual benefit of all concerned.

Jackie Agner, Chairperson of our Commercial Affairs Committee, will speak to this Amendment during the Annual Meeting in October. If approved by the requisite two-thirds vote, the Amendment would take effect with the assumption of duties by the Executive Committee elected at the coming Membership meeting. Until such time that the YP-35 group has had the opportunity to hold elections for a Chairman, the Chairman of the special ad hoc YP-35 Development Committee will substitute as YP-35 Chairman.

**NOTE:** The amendment Proposer will have the right of permissible primary and secondary amendment of the motion (amendment/revision) at the time of consideration by the Active Membership, but only to the extent of change for which notice was given.

# 38<sup>TH</sup> ANNUAL MEETING SECTION

## Anchorage: Historical Perspectives

By Linda Sievers, *Anchorage Daily News*

If you think Anchorage has no historic buildings, think again. Take Anchorage Historic Properties' walking tour and you'll see downtown in a new light.

The tour begins in the lobby of old City Hall on Fourth Avenue and loops around a 10-block area, ending at the old Federal Building. While our historic district certainly can't rival East Coast cities like Savannah, Ga., or Charleston, S.C., it does speak to those looking for a connection to our past.

And our past is firmly attached to the railroad. Each summer, Anchorage Historic Properties recruits about a dozen resident volunteers to conduct the tours, which gives an overview of Anchorage's 1915 beginnings as a tent city near Ship Creek before launching the group to the first stop.

The Kimball Building on the corner of Fifth Avenue and E Street is still owned by the family that built it 84 years ago. Decema Kimball Andresen gives tourists a firsthand account about what it was really like to live in Anchorage in 1915. She was all of 9 years old when her family arrived that year to live in Anchorage's tent city. "We had to buy water for 10 cents a bucket," Andresen recalls.

Like most frontier towns, Anchorage had no sanitation system, which meant the garbage and waste was washed out at high tide — maybe. With 2,000 people living near Ship Creek, the area got polluted very quickly. The nasty sanitation problem led residents to file a petition with the Alaska Engineering Commission, the government body in charge of building the railroad and laying out the town. They wanted to move the settlement to a more desirable location, as in above sea level.

And that's how Anchorage ended up on the bluff overlooking Ship Creek. Living here then meant you didn't get anything but First-Class mail during the winter, and it came from Seward by dog team. Magazines and newspapers didn't show up until springtime, as they were mailed Second Class.

While Anchorage has a healthy population of moose today, Andresen says game meat wasn't available back then because the Russians and other explorers had killed it all off.

Most visitors are amazed her little store suffered no major damage during the 1964 earthquake. "It just creaks a little bit like a ship," she said.

From here, the current tour wanders through Anchorage's downtown core, stopping at about a dozen locations in all. From Kimballs, groups walk over to the steak house Club Paris, built originally as a funeral parlor in 1936. A few feet further east is the nearly invisible three-story Loussac-Sogn building, the town's first medical/business office complex, built in 1947.

Over on Fourth Avenue, the Anchorage Hotel, built in 1916, has recently undergone extensive renovation. Unfortunately, the underground dog kennels used by visiting mushers no longer exist.

According to Julie Johnson, executive director of Anchorage Historic Properties, historic tours have been conducted in some form since the 1970s. The self-guided walking route can be done anytime year-round.

A dozen kiosks and mounted exhibits with photographs are either part of these sites or nearby. They include descriptions about the buildings and their former residents and directions to the next kiosk location.

"This was just a little town until the war," said Jo Antonson, state historian. It outgrew its capacity twice, due to the war and then the pipeline boom of the '70s.

Another historical option is an interpretive tour covering the Russian legacy in Alaska. Conducted at St. Innocent Orthodox Christian Cathedral, the tour includes a brief historical overview of the Russian Orthodox Mission on the people of Alaska. See icons, bells, cupolas, and other aspects of the Orthodox tradition. Call the message line at 333-7116 for tour schedule and information.

And for those just looking for an interesting walk, two "volkswalk" routes are available around town.

A 10-kilometer trip through downtown, the Chester Creek Parkway, and the Tony Knowles Coastal Trail starts and ends at the Public Lands Information Center on Fourth Avenue. Another route is set up out at Kincaid Park Outdoor Center. Check in at the Public Lands desk and ask for the volkswalk file.

For more information about historic Anchorage, consider looking at Diane Brenner's archives at the Anchorage Museum of History and Art, the Alaska Room at Loussac Library, the University of Alaska Anchorage archives or contact the Cook Inlet Historical Society. In the mid '80s, the Municipality of Anchorage published a softbound book, *Patterns of the Past*, about Alaska's historic resources (274-3600).

— (c)2000 Anchorage Daily News

# 38<sup>TH</sup> ANNUAL MEETING SECTION

## Meet Our Keynote Speaker

# Martin Buser

The harder I work, the luckier I get,” says three-time Iditarod champion Martin Buser. Born in Zurich, Switzerland, in 1958, Buser became fascinated with sled dogs while still a teen. He came to Alaska in 1979 to enhance his knowledge of care and training of sled dogs. He began working and training with longtime Alaskan musher Earl Norns and ran his first Iditarod in 1980.

Martin, wife Kathy Chapoton, and sons Nikolai and Rohn (both named after checkpoints), reside in Big Lake, Alaska, where the family owns and manages Happy Trails Kennel. Martin spends a large percentage of his personal time speaking with youth on the humanitarian care of animals and the spirit of the Iditarod. A favorite celebrity among the children of Alaska, he treats them with surprise visits from his dogs during many of these appearances.

Buser runs the race each year with his dogs to test the success of their breeding, training, and physical endurance. He regards his racers as true competitive athletes and prides his team on their longevity and spirit of competition. “I run the Iditarod to prove that my dogs trained by Happy Trails Kennels are the best among the world’s long-distance athletes,” he says.

As a tribute to his treatment of his racers, Martin was awarded the coveted Leonard Seppaia award in 1988, 1993, 1995, and again in 1997 for the most humanitarian care of his dogs. No other racer has ever won this award more than once. The award was named for a famous Alaskan musher who ran the longest and most dangerous stretch of the 1925 674-mile diphtheria-serum run from Nenana to Nome, which saved hundreds of lives.

Launched in 1967 and at the time consisting of two 25-mile heats, the Iditarod is today a 1,159-mile race beginning in Anchorage and ending in Nome. The race adopted its current marathon course in 1973 with 34 mushers participating. Twenty-two teams completed that race, and the winner was awarded the first-place prize of \$12,000. When Buser crossed the finish line in first place in March 10, 1992, at 4.17 a.m. with the winning time of 10 days, 19 hours, 17 minutes, he became the first musher to break the “mystical 10-day barrier.” He finished ahead of the original 76 entrants and received a \$50,000 grand prize.

Martin finally experienced the thrill of first place in the Iditarod. His 20 dogs, commandeered by trusted lead dogs D-2 and Tyrone, have now given way to their younger offspring and are enjoying retirement. The newest generation is led by the now-famous Blondie and one of D-2’s sons, Fearless. These champion dogs will not be able to simply enjoy the sweet scent of victory, as Buser has vowed to beat the records of five-time champion Rick Swenson or Susan Butcher, who had four wins in six years.

Martin and his family continue to perfect the breeding and training techniques they developed at Happy Trails Kennel and test these methods by racing their dogs in every event possible. While Martin devotes the majority of his racing time to the Iditarod, he has also competed in Europe’s Alpirod, has captured second place six times in the Copper Basin 300, and won numerous other races. He currently holds the fastest time ever recorded in a 300-mile race at the Kusko 300. His record finish of 37 hours and 4 minutes, established in 1994, still stands today.

Martin’s gracious demeanor, coupled with his success, has propelled him to celebrity status not only in Alaska but also the lower 48 and certainly Switzerland. He accepts his popularity with the same commitment he gives racing. He is dedicated to his community and makes many personal appearances, often accompanied by some of his dogs. The Alaskan people have proclaimed Martin Buser and his racers to be some of their state’s most valuable resources. ■

## Making Contact and Making It Count

By Lynne Waymon

When executives are asked, “What’s the dollar amount you’ll spend this year on networking activities?” answers range from \$75 to \$175,000.

What do you spend on “contact building” activities? Include memberships, dues, trade shows, conferences, events, professional meetings, receptions, luncheons, golf outings — any activity where your purpose is to build relationships for increased revenue, career advancement, or professional development.

Whatever you spend, here are some tips to help you get your money’s worth and network for

---

**HHGFAA annual meetings are a prime time for networking. Here’s how to get maximum benefit from your week in Alaska.**

---

professional growth and success:

**You’re not too busy, too broke, or too bashful to network.** Make being active part of your plan when attending a conference or event. Choose activities or sessions that help you meet people in ways that are comfortable for you and showcase your character and competence.

**Don’t answer “What do you do?” with a job category, title, or jargon.** Make your answers short, memorable, jargon-free, and interesting. Give a talent (one of your many) and then show how you solved a problem or served your members.

Be prepared to tell someone, “What’s new?” Don’t respond by saying, “Not much,” “Same old thing,” or “I’m really tired.” Be prepared — to be spontaneous.

Respond to “What’s new?” with ideas, information, recent successes, and inquiries. Don’t have the gift of gab? Think of topics ahead of time that you’re eager to talk about. Prepare an “agenda” so your small talk is smart talk.

**Don’t lose your nerve when you forget someone’s name.** If you “blank” on a name, you can give your name first. “Hi! I’m Lynne Waymon. We met at the reception.” You could politely say, “I remember you — tell me your name again.”

Or you will often remember the topic you discussed with someone, even when you can’t recall a name. So use that knowledge to reintroduce yourself (e.g., “Great to see you again. How was your trip to Orlando?”)

**Don’t go for “cardboard connections.”** You’re kidding yourself if you think you’re “networking” just because you handed out 23 business cards. Pour your energy into making a conversational connection.

With a little practice, you can make networking an art ... not an accident. ■

# Crossing the Cultural Divide

*The following was adapted from an article by Courtney Fingar, editor of Global Business, which appeared in the July 2000 issue of that magazine.*

Just 50 years ago, U.S. companies with multinational aspirations worried a lot about how cultural misunderstandings might affect their employees' ability to negotiate effectively with foreign firms.

But with the U.S. economic boom has come a corresponding complacency as U.S. firms are less concerned that their employees learn about foreign cultures and adapt to foreign norms.

This growing parochialism has been exacerbated by the rapid expansion in the number of U.S. companies operating abroad. Many of the newer players lack the sort of cosmopolitan staff developed over the previous generation by U.S. multinationals.

Misled by the sense that the world of business is becoming ever more American, and reassured by the now nearly universal ability of top business people worldwide to speak English, many U.S. executives and their companies don't even perceive how cultural misunderstandings and faux pas can sabotage business deals and sink important sales.

A few large global companies, like Motorola and Intel, have full-time cross-cultural trainers on staff. Others rely

---

## Fewer than 10 percent of companies recognize the value of in-house cross-cultural training.

---

on libraries stocked with literature and advice on the subject.

Too often, however, companies realize the importance of cross-cultural preparation for negotiations and for overseas postings only after a major failure overseas. Fewer than 10 percent of companies recognize the value of in-house cross-cultural training. The danger lies not so much in becoming "the ugly American" — that is, loud, uncouth, insensitive — as in being the "uninformed American."

Unfortunately, the human resource experts who are in charge of budgets that cover such training often have very limited overseas experience themselves, and thus have little understanding of why they should spend money dealing with the problem. Moreover, the employees who actually travel abroad on business are often almost as oblivious to the challenges they face. In other words, the people who need the training don't even know they need it.

In most cases, it's well worth the resources and time expended to ensure that employees learn how business is conducted in Beijing and Buenos Aires, rather than relying on the tactics that work in Burbank and Burlington. Even an employee well versed in the ways of Germany and France may be at a total loss in Thailand or South Korea.

Here are some tips that can help you avoid cultural misunderstandings.

- **Research your counterpart.** In addition to knowing what a company produces and who its key players are, a negotiator must know what sorts of cultural barriers one is up against in dealing with those players. If possible, talk to a colleague who has experience with that particular culture.

While learning the language of your negotiating counterpart is not always realistic for a single negotiating session, it often proves useful to gain some working knowledge of the language. A few phrases or greetings can go a long way to lighten up a tense session, even if the meeting takes place in English.

By not taking the trouble to learn at least a bit of your counterpart's language, you are demonstrating a lack of respect that you may not even realize. Making the extra effort separates you from your competitors who didn't bother to do so.

Take some time to reflect on your own cultural preconceptions, and understand that foreigners are often just as baffled by an American's behavior as vice-versa.

- **Take your time.** Gary Wederspahn, author of a new book, *Intercultural Services: A Worldwide Buyer's Guide and Sourcebook*, says a Guatemalan executive once told him that American negotiators seem to have no sense of foreplay. Remember that in most other parts of the world, the first order of business is not business at all, but rather developing personal relationships, trust, and rapport.

Trying to force a U.S.-style timetable on a negotiation is almost always a mistake. But it often is very difficult for an American to slow the pace of negotiations to what is more culturally acceptable in China or Latin America. They often act under a number of pressures, such as demands by the home office to deliver a signed contract quickly, or not to spend too much money on entertaining, or to be back in time for the corporate powwow in Miami.

The right sort of relationship is more than a matter of spending a half hour exchanging baby photos and golf

scores. Even when U.S. executives think they've done enough to cultivate a working relationship, their Asian counterparts may disagree.

In Asia, personal relationships are founded on trust and co-dependency, not a legal device, such as a contract.

- **Know your Achilles heel.** Like it or not, gender, race, or age may work against a negotiator in certain cultures. It isn't easy to change centuries-old prejudices and mindsets, but a well-prepared negotiator can overcome these obstacles and even make them work to advantage.

For example, female negotiators may have problems in male-dominated societies, especially when dealing with older men who aren't used to seeing women in positions of authority. But a woman's colleagues can help by making it clear that they consider her an equal.

Wederspahn says one female executive who went to negotiate a joint venture with a Japanese hardware producer found the Japanese men so curious about why she was in charge that they allowed her better access to decision-makers than her male colleagues. The woman had learned in cross-cultural training how to use her uniqueness to her advantage.

In countries where credentials and titles are important, a company might use back channels to let the foreign negotiators know about any prestigious degrees, honors, or accomplishments earned by the employee. Titles of convenience — such as director or vice president — bestowed temporarily by the company can help level the playing field for women or young executives in status-conscious societies.

- **Remember that status is everything.** There's a story about an Atlanta executive who went to Saudi Arabia to make a sale. As his Saudi host bid him goodbye at the airport, the American said, "Y'all come to Atlanta soon as you can." This seemingly gracious invitation offended the Saudi. Why, he wondered, would the American want everyone — the chauffeur, the lowly assistance, and "all" the rest — to go to Atlanta? In his opinion, he alone was the only one important enough for such a trip.

The Atlanta businessman had grossly underestimated the importance of social status in Middle Eastern culture. Similar mistakes occur every day. In Japan, for instance where a person sits in the conference room speaks volumes about their status. The exchange of business cards in Asia is also very status-sensitive. Americans tend to accept cards without so much as a glance at them. In many parts of Asia, however, the person receiving the card should hold it in both hands and make a point of studying the person's title and rank.

It's very important for a company to ensure the status of its negotiators matches the status of counterparts across the table. Don't send middle management to deal with senior executives, or you risk offending them and blowing the deal.

At the same time, your negotiator must be able to understand quickly whether the person across the table has the authority to negotiate a deal. A mistake may forever affect how that company views the negotiator and his company.

Finally, always stick with surnames. Many foreigners interpret the American predilection for using first names as disrespectful. You never make a mistake by being too formal; let the other side relax before you do.

- **Don't be fooled by appearances.** Sometimes seemingly familiar surroundings lull American negotiators into a false sense of complacency. This is a particularly common problem in English-speaking countries. Many Americans wrongly assume that because the British or Australians speak the same language, they also act and think the same way. Even far-off cities that look somewhat Western, like Seoul, can be deceiving, especially when a meeting takes place inside the local TGI Friday's.

By the same token, don't assume that all Asians are experts in doing business in all of Asia, or that the Mexican American on your staff will have the slightest clue how to deal with an Argentine negotiator.

## Style vs. Style: Splitting the Difference

Gary Wederspahn, author of the book, *Intercultural Services: A Worldwide Buyer's Guide and Sourcebook*, says there are two main cultural divides that affect how people will interact across a conference table.

One difference is how people will approach a negotiation. In "win-win" negotiations, both parties are concerned with a shared goal or interest. Scandinavians and Japanese tend to negotiate this way. On the other hand, in "position-based" negotiations, the parties act as adversaries who stake out their positions and fight aggressively to defend them. This style is favored by most Americans as well as citizens of most English- or German-speaking countries.

The other main difference is in the way people communicate, says Wederspahn. In "high-context" cultures (most of Latin America and the Middle East), communication can be of a very subtle nature. Body language, tone of voice, and the context of the situation are generally regarded as more important than the actual words. In "high-content" cultures, such as the United States, details, numbers, words, and literal content are of utmost importance. The American dependence on lawyers and contracts demonstrates this perfectly.

Americans may find it easiest to deal with cultures that share their position-based, high-content characteristics, like Germans, Swiss, Dutch, British, and Australians, while high-context cultures, like Japan, may present the biggest obstacles for Americans.

# TOOLS OF THE TRADE

## Flying in Formation

By Dr. Roger Fritz

**H**ere's a question to ask yourself the next time you see geese migrating: Did you ever wonder why they use the "V" formation? Scientists know the answer, which has some powerful implications for both employers and employees

As each bird flaps its wings, it creates uplift for the bird immediately following. By flying in a "V" formation, the whole flock adds at least 71 percent greater flying range than if each bird flew on its own. And as they travel, interesting things happen.

*Whenever a goose falls out of formation, it suddenly feels a drag and resistance because it no longer benefits from the lifting power of the bird immediately in front.*

**Teamwork Lesson:** Every member's effort is important. Every time you experience the exhilaration of knowing that everyone did his or her best, you realize the importance of this lesson.

---

### Four Lessons on Working as a Team

---

*When the lead goose gets tired, he rotates back in the "V" formation and another goose flies point.*

**Teamwork Lesson:** It pays to take turns doing hard jobs. Don't let people keep doing a repetitive job until they are either too tired or bored to do quality work. Change the tasks. Vary the assignments. Move from one component to another.

*The geese honk from behind to encourage those up front to keep up their speed.*

**Teamwork Lesson:** An encouraging word goes a long way. Encouragement is more than cheerleading. Ultimately, it comes down to the cold, hard question: Do I really want you to succeed? If I do, it will show not only in my outward support (honking), but also in the behind-the-scenes ways I speak about you and do things for you even when nobody knows but me.

*Finally, when a goose gets sick, or is wounded and falls out, two geese fall out of formation and follow him down to help and protect him. They will stay with him until he either is able to fly or dies, then they launch out on their own or with another formation to catch up with the group.*

**Teamwork Lesson:** Loyalty helps individuals and strengthens the group. "We" is the most powerful two-letter word in our language. It says: "I realize I need you. I believe our accomplishment potential is now doubled or tripled or ten times greater, depending upon the total number on our team. You can count on me just as I count on you. Together there are no limits for us." ■

*Excerpted from Dr. Fritz's four-cassette album, "Managing a Successful Team," available for \$44 postpaid (10% discount for subscribers to the Letter for Leaders e-mail newsletter). Order through Roger Fritz & Associates, Organization Development Consultants, at (630) 420-7673, fax (630) 420-7835, e-mail rfritz3800A@aol.com.*

# TechNotes

## Dot.com Downturn Hitting Online Ventures

**By Daniel L. Whitten / Transport Topics**

Like Icarus, who built wax wings to fly to the sun, the ascent of dot.com transportation providers likely will be matched by the suddenness of their impending meltdowns.

The number of companies that make it possible to move freight or buy trucking-related products by clicking a mouse climbed from 2 to more than 100 in the past year. But now, once-eager venture capitalists are withholding funding, and one-time “killer apps” for the Internet are likely to be dead before long.

---

**For transportation exchanges to be successful, they will have to form tight alliances.**

---

The glory days of attracting big-time money for little more than concepts are over. Investors, though still generous, expect startups that ask for money to prove they can earn profits. For existing dot.coms, funds are drying up like a puddle in the desert.

As a result, some foundering companies will merge with others, some will sell everything they have left to salvage what they can from their investment, and others will simply pull their sites off the Internet and vanish.

So why did starting a transportation exchange seem like such a good idea only a few months ago?

Intuitively, using the Internet for planning logistics makes sense, which is one reason dot.coms attracted interest from Wall Street. Getting shippers and carriers to participate, however, has been difficult.

Neither shippers nor carriers are eager to go out on a limb when it comes to spending money. That leaves dot.coms in a Catch-22, according to Peter Coleman, an analyst with Bank of America Securities in New York. Shippers don't want to use the exchanges if carriers are reluctant to participate, and carriers don't want to participate because they think it will drive profits down.

Coleman said it is just a matter of time before freight transactions are made principally over the Internet. However, just a few exchanges will be around to capitalize on that evolution.

Coleman has a simple formula for figuring out who will make it: “Whoever's got the deepest pockets and can last the longest while others drop off will succeed.” He predicted that about three exchanges will survive. Those exchanges will be neutral — that is, they won't favor one trading partner over another, and they will be a blend of the fragments in today's market.

Frank Bernhard, with Omni Consulting Group in Sacramento, Calif., believes that for transportation exchanges to be successful, they will have to form tight alliances with shippers in which both share the risks and benefits of the venture. ■

# INDUSTRY NEWS

## APPOINTMENTS

---

Nationwide Relocation International (NRI), a company headquartered in San Marcos, Calif., that specializes in individual and corporate relocation services, has announced the promotion of **Linda Solorzano** to vice president. She will be responsible for expanding NRI's two offices across the nation. The appointment is part of NRI's strategic push to effectively streamline communication and customer follow-through, as well as open subordinate, satellite offices in cities across the country, thus optimizing customer care.

By filtering everything through NRI's headquarters, Solorzano plans to maximize productivity to accommodate NRI's ever-growing clientele while still offering their clients a single point of contact throughout the entire moving process. She also will be charged with all tasks formerly handled by Mary Beres, including working with third-party vendors and overseeing domestic moves. In addition, she will concentrate on international moves.



**A look at the people and events shaping HHGFAA member companies.**

---



**Thomas Schicker** has taken over the management of Inter-Transports SA of Geneva, Switzerland. Schicker will be responsible for the further development of the international exhibition logistics business in Geneva, Basel, Bern, and Zurich, as well as for the moving business in Geneva in view of the changing market situation.

Hans-Rudolf Brauchli will leave the organization as of Dec. 31.



**Stephen E. Winborn** has joined Vanliner Insurance Company as director of bodily injury and property damage claims and litigation.

Vanliner, a leading insurer of the moving and storage industry, is a subsidiary of St. Louis-based UniGroup, Inc., which also owns United Van Lines and Mayflower Transit. Winborn will oversee litigation involving bodily injury and property damage claims for Vanliner, United, and Mayflower; he also has a staff relationship with the UniGroup, Inc., general counsel.

Winborn joined UniGroup in 1997 as managing claims attorney for the combined cargo claims operation serving United and Mayflower, and he was promoted to director of litigation and specialized claims six months later. Previously, he was a civil litigation trial attorney for the St. Louis law firm of Evans & Dixon.



Relocation Services International (RSI), a California-based domestic as well as international household goods freight forwarder and move management company, has hired **George Howsmon** to manage and develop sales in the Western United States.

For the past 18 years, Howsmon has held various sales management positions in the moving and storage industry. He will be based at RSI corporate in San Diego.



Household Movers Services of Ridgewood, N.J., has promoted **Christina Nigro** to customer service director. She had previously served as a senior coordinator. In her new position, Nigro will be responsible for scheduling staff coverage, acting as a front-line contact for accounts and customers, and managing training processes for new hires.

# ISO NEWS

**American Red Ball International** has attained certification of its Quality System in accordance with the international ISO 9002 standard, effective May 2000. This certification, awarded by AFAQ, applies to the entire international operation of American Red Ball International based in Seattle, Wash.



**Atlas Van Lines International** attained certification of its Quality System effective May 2000. Certification was awarded by AFAQ and covers the entire international operation of the Seattle-based carrier.

---

## Becker Group, Lodgian Choose Guardian Logistics

The Becker Group, the global leader in mail decorations, and Lodgian, an Atlanta-based lodging chain, have chosen The Guardian Services Group as their domestic merge-in-transit warehouse partner.

By utilizing Guardian-managed sites at Atlanta, Baltimore, Chicago, Dallas, Denver, Los Angeles, and Orlando, Becker will be able to provide inventory management and quality control to their key domestic clients for the upcoming Christmas season. Guardian opened a customized and dedicated facility in Columbia, Md., for Lodgian.

Merge-in-transit programs are designed to simplify the management of multiple vendors shipping to multiple clients, thus improving order accuracy and overall cycle time, while significantly lowering costs.

Guardian was able to provide studies and technical formulas prepared by leading universities that clearly demonstrated proper procedures and savings potential.

---

## Notice to HHGFAA Members

Sterling International Movers London wishes to bring to all HHGFAA members' attention that a company called Global Van Lines (M) SDN BHD, Malaysia is alleged to be using Sterling International's hallmark device without its authority or approval.

The hallmark device is a protected trademark and Sterling will be taking all steps necessary to address its unauthorized use.

Naturally Sterling International does not wish for HHGFA members to be misled that Global Van Lines Malaysia is in any way associated with Sterling.

---

## U.S. Gas Prices Not the Worst

Americans who complained about paying \$1.43 or more a gallon for unleaded regular gas this year might be interested to know we don't even rank in the top 10 of most expensive places to buy gas. According to Runzheimer International, they are:

1. Hong Kong, \$5.24 a gallon
2. London, \$4.83
3. Amsterdam, \$4.48
4. Oslo, \$4.48
5. Espoo, Finland, \$4.35
6. Tokyo, \$4.34
7. Copenhagen, \$4.29
8. Paris, \$4.25
9. Seoul, \$4.22
10. Stockholm, \$4.01

The cheapest: Quito, Ecuador, at 50 cents a gallon.

# WELCOME NEW MEMBERS



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

**O**n 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.

## NEW ACTIVE MEMBERS

(Effective: October 1, 2000)

**Mr. Douglas J. Wester**  
**ABC World Movers, Inc.**  
202 North 85th St, Suite 103  
Seattle, WA 98103  
Tel: (206) 781-9000 • Toll Free: (888) 937-8374  
Fax: (206) 781-8892  
E-mail: [dweste@airtrans.com](mailto:dweste@airtrans.com)

**Mr. Sam Baker**  
**Moonridge International Relocations**  
P.O. Box 7227  
Big Bear Lake, CA 92315  
Phone: (909) 585-9114  
Fax: (909) 585-9410  
Toll-Free: (800) 495-6746  
E-mail: [moonridgeintl@earthlink.net](mailto:moonridgeintl@earthlink.net)

## NEW ASSOCIATE MEMBERS

(Effective: September 1, 2000)

**Mr. Howard Leff**  
**7M Transport, Inc.**  
15311 West Vantage Parkway, Suite 207  
Houston, TX 77032  
Tel: (281) 449-5777 • Fax: (281) 449-9777  
E-mail: [integrity@7Mtransport.com](mailto:integrity@7Mtransport.com)  
Sponsors: Covan Int'l, Inc., Midland City, AL  
Interconex, Inc., Ft Worth, TX

**Ms. Marianna Tan**  
**CargoExchange.Net Pte Ltd**  
200 Cantonment Road, #14-02A  
Southpoint, Singapore 089763  
Tel: (65) 227 2202 \* Fax: (65) 227 7212  
E-mail: [marianna@cargoexchange.net](mailto:marianna@cargoexchange.net)  
Sponsors: Era Moving Services Pte Ltd, Singapore  
Asian Tigers K. C. DAT (S) Pte Ltd, Singapore

**Mr. K. Abraham**  
**Circle International**  
Plot - B, 766 • Al Garhoud Area, P.O. Box 20336  
Dubai, United Arab Emirates  
Tel: (971) 4 282 5803 • Fax: (971) 4 282 3909  
No of Years in Business: 7  
Sponsors: American Red Ball, Seattle, WA  
Worldwide Movers Uganda Ltd, Uganda

**Mr. Michael Cadden**  
**Craighead.com**  
397 Post Road  
Darien, CT 06820  
Tel: (203) 655-1007 • Fax: (203) 655-0018  
E-mail: [scraighead@craighead.com](mailto:scraighead@craighead.com)  
No of Years in Business: 13  
Sponsors: Graebel Movers Int'l, Inc., Aurora, CO  
Allied Int'l Moving Services, Chicago, IL

**Mr. Karine Roncari**  
**Directmoving.com**  
3 Place De Lachambeaudie  
75012 Paris, France  
Tel: (33) 1 569 50550 • Fax: (33) 1 569 50545  
E-mail: [kr@directmoving.com](mailto:kr@directmoving.com)  
Sponsors: Favia International Transport, Egypt  
Euro Move and Relocation, Hungary  
Mr. Meike Duggan

**Mr. Meike Duggan**  
**Inter-Conti-Trans**  
7700 River Road, Suite 204  
North Bergen, NJ 07047  
Tel: (201) 861-3591 ¶ Fax: (201) 861-5425  
E-mail: [moveict@ix.netcom.com](mailto:moveict@ix.netcom.com)  
Nof of Years in Business: 8  
Sponsors: Ginair Cargo Limited, England  
Courtney Int'l Forwarding Inc., Inwood, NY

**Mr. Rolf Lamers**  
**Kings International Removers (Pty) Ltd**  
P.O. Box 112, Eppindust  
7475, Cape Town, South Africa  
Tel: (27) 21 534 7311  
Fax: (27) 21 534 0266  
E-mail: [kingmove@iafrica.com](mailto:kingmove@iafrica.com)  
No of Years in Business: 68  
Sponsors: Vinelli & Scotto srl, Italy  
Trans Int'l Moving & Shipping Pty Ltd, Australia

**Mr. Joo In Kim**  
**Millex International, Inc.**  
3F, Elite Bldg, 90-4, Chungpa-Dong 3-GA  
Yongsan-Ku, Seoul, Korea  
Tel: (822) 711 8986 • Fax: (822) 704 9739  
E-mail: [millex@netsgo.com](mailto:millex@netsgo.com)  
No of Years in Business: 1  
Sponsors: World International Forwarding  
Company, Long Beach, CA  
Service Van Lines, Inc., Wilmington, CA

**Mr. Dennis Vitcovich**  
**Orca Moving Systems**  
P.O. Box 98025  
Tacoma, WA 98498-0025  
Tel: (253) 512-0700 • Fax: (253) 512-0239  
Sponsors: Katy Van Lines, Houston, TX  
Coast Transfer Co. Inc., Federal Way, WA

**Mr. Philip M. Potzka**  
**Paul W. Taylor Company, Inc.**  
90 New Salem Street  
Wakefield, MA 01880  
Tel: (781) 245-7080 • Fax: (781) 246-4428  
E-mail: matt@taylormoving.com  
No of Years in Business: 24  
Sponsors: United International, Fenton, MO  
Sterling International Movers, S.A., France

**Mr. Kent N. Ueki**  
**Planners International Ltd**  
5-15, Koyo-cho Naka  
Higashinada-Ku, Kobe 658-0032, Japan  
Tel: (81) 78 858 0800 • Fax: (81) 78 858 0805  
E-mail: kentueki@plannersinternational.com  
No of Years in Business: 15  
Sponsors: Fukuoka Soko Co., Ltd, Japan  
Intermovers & Storage Sdn. Bhd., Malaysia

**Mr. Gary Lam**  
**Prudential International Moving Ltd**  
Flat 12, 9/F., Block B, New Trade Plaza  
No. 6 on Ping Street, Shatin, N.T., Hong Kong  
Tel: (852) 2618 6888 • Fax: (852) 2618 6908  
E-mail: pimhk@hknet.com  
No of Years in Business: 8  
Sponsors: Park International Movers Ltd, England  
Can International Moving Inc., Ontario, Canada

**Ms. Ricky Herst**  
**Relocation Movers' Services, Inc.**  
P.O. Box 345  
Southampton, PA 18966  
Tel: (215) 957-1940 • Fax: (215) 957-1946  
E-mail: relo@bellatlantic.net  
No of Years in Business: 7  
Sponsors: Matrix Int'l Logistics, Inc., Norwalk, CT  
Champion Int'l Moving, Ltd, Canonsburg, PA

**Ms. Marina Zaya**  
**Simorgh Pack Transportation Co. Ltd.**  
98 Forsat Ave, Ferdowsi Square  
P.O. Box 15815-1186  
Tehran, Iran  
Tel: (9821) 884 6758 • Fax: (9821) 884 8844  
E-mail: simorgh@jamejam.net  
No of Years in Business: 7  
Sponsors: Clintus Network Ltd., New Delhi, India  
Freight Systems Co. Ltd, LLC, Dubai, UAE

**Ms. Liliana Salguero**  
**Swiss Global Movers**  
40 Calle A, 8-60, Zona Zona 8  
Ciudad, Guatemala  
Tel: (502) 471-8282 • Fax: (502) 472-3413  
E-mail: cropa@guate.net  
No of Years in Business: 2  
Sponsors: Equixpress C.A., Caracas, Venezuela  
(Correction) T.A. Mudanzas, S.A., Costa Rica

**Mr. Choup Phaneth**  
**Trans-Link Cambodia Ltd**  
#191EO, Samdech Preah Sihanouk Blvd.  
Khan 7 Makara, Phnom Penh, Cambodia  
Tel: (855) 23 212111 • Fax: (855) 23 211122  
E-mail: translink@camnet.com.kh  
No of Years in Business: 3

**Mr. Thomas Klien**  
**Transportes Fink Ltda**  
Estrada Dos Bandeirantes 2856 - Jacarepagua  
Rio De Janeiro, RJ 22775-110, Brazil  
Tel: (55) 21 445 0404  
Fax: (55) 21 445 4751  
E-mail: finkrio@fink.com.br  
No of Years in Business: 75

**Mr. Payal Singh**  
**Trinity Removals Pvt. Limited**  
C-77, Okhla Industrial Area, Phase-I  
New Delhi 20, India  
Tel: (91) 11 681 0001  
Fax: (91) 11 681 0008  
E-mail: trinity\_removals@mantraonline.com  
No of Years in Business: 1  
Sponsors: Shellpack Movers, Mumbai, India  
Global Silverhawk Ltd, Middlesex, England

**Mr. Varouj P. Samuelian**  
**Unipack International**  
90 Araratian Street, Ground Floor  
Yerevan, Republic of Armenia  
Tel: (374) 2 420 581  
Fax: (374) 2 463 521  
E-mail: unipack@arminco.com

**Mr. John Crivello**  
**Worldwide Movers Ltd**  
P.O. Box 39-323  
Wellington Mail Centre, New Zealand  
Tel: (64) 4 565 3328  
Fax: (64) 4 565 3329  
E-mail: jwcrivello@hotmail.com  
No of Years in Business: 1  
Sponsors: Four Winds International Group,  
Australia  
Transglobal Shipping & Storage, Australia

**Mr. Petra von Chamier**  
**Worldwide Movers Malawi**  
P.O. Box 30580  
Lilongwe, Malawi  
Tel: (265) 712-222  
Fax: (265) 710 825  
E-mail: fracht-malawi@malawi.net.

**Mr. Tim Hagan**  
**Xonex International**  
P.O. Box 3043  
Wilmington, DE 19804  
Tel: (302) 323-9000 • Toll Free: (800) 527-6673  
Fax: (302) 328-4813  
Sponsors: Amertrans, Hertfordshire, England  
Gebr. Nijman B.V. International Movers, The  
Netherlands

## NEW ASSOCIATE MEMBERS

(Effective: October 1, 2000)

**Mr. Crescente M. Almeria, Jr.**  
**American President Lines, Ltd.**

116 Inverness Drive, East, Suite 400  
Englewood, CO 80112-5127  
Tel: (303) 754-1414 • Toll Free: (800) 678-3687  
Fax: (800) 296-1482  
E-mail: crescente\_almeria@apl.com

**Mr. Fon Choi**

**Asian Tigers K C Dat Ltd./Taiwan Branch**

6F-4, NR 28, Lane 123  
Min Chuan East Road  
Section 6, Neihu, Taipei, Taiwan  
Tel: (886) 2 879 16606 • Fax: (886) 2 879 16605  
E-mail: kcdattwn@asiatigers-kcdat-taiwan

**Mr. Patrice Brosset**

**Brosset International Moving Co.**

7 Route Des Jeunes - P.O. Box 1714  
1211 Geneva 26, Switzerland  
Tel: (41) 22 827 3860 • Fax: (41) 22 827 3866  
E-mail: moving@brosset.ch  
No of Years in Business: 6  
Sponsors: Europack, Montreal, Canada  
Transpack Ltd, Switzerland

**Mr. Nico Roesgen**

**Demengements Tranelux**

Industrial Zoning Breedewues  
L-1259 Senningerberg, Europe  
Tel: (352) 341 6261 • Fax: (352) 341 399  
No of Years in Business: 35  
Sponsors: Packimpex, Switzerland  
PVH All-Round Movers, The Netherlands

**Mr. Gareth Bannister**

**Escort Forwarding Inc.**

372 Doughty Blvd  
Inwood, NY 11096  
Tel: (516) 371-0101 ext 112 • Fax: (516) 371-9760  
E-mail: escortjfk@mindspring.com  
No of Years in Business: 15  
Sponsors: Anglo Pacific, England  
Courtney International Forwarding Inc., College  
Pk, GA

**Mr. Holger Thomas Junchum**

**Euromovers Deutschland GmbH**

Reuterstrabe 159 -161  
D-53113 Bonn, Germany  
Tel: (49) 228 60 4170  
Toll Free: (49) 800 366 2665  
Fax: (49) 228 60 41799  
No of Years in Business: 7  
Sponsors: Harrow Green International, England  
Covan International, Midland City, AL

**Mr. Mike Kadivnik**

**Federal Express**

14 E. 14th Street  
Cincinnati, OH 45202  
(513) 651-3777 • (513) 241-9012  
E-mail: m.jkadivnik@fedex.com  
No of Years in Business: 25  
Sponsors: Rainier Overseas, Inc., Bellevue, WA  
American Vanpac Carriers, Inc., Martinez, CA

**Mr. Clifford D'Souza**

**Homepack**

Western India Steel Traders Warehousing Co.  
1803 Fort Road, Net to Godrej • Veg. Oil Mills  
Wadala (East) Bombay 400 029, India  
Tel: (91) 22 413 3903 • Fax: (91) 22 414 2343  
E-mail: homepack@bom5.vsnl.net.in  
No of Years in Business: 15  
Sponsors: B.M. Int'l Pvt. Ltd, India  
U.S. Group Consolidator, Inc., Miami, FL

**Mr. Colin Fish**

**InboundUK**

Taliesyn House  
Houghton Hill, Houghton, Cambridgeshire  
PE28 2BS, United Kingdom  
Tel: (44) 1480 300 444  
Fax: (44) 1480 300 445  
E-mail: cfish@inbounduk.com  
Sponsors: Amertrans, England  
Global Silverhawk, England

**Mr. Eric Paul**

**JIM Worldwide Removals**

Lot 31 & 33 • Jalan T.P.J. 4, Taman  
Perindustrian Jaya, 47200 Subang  
Selangor, West Malaysia  
Tel: (6) 03 746 1811 • Fax: (6) 03 746 1944  
E-mail: jpemsbo@po.jaring.my  
No of Years in Business: 10  
Sponsors: Intermovers & Storage Sdn. Bhd,  
Malaysia  
AsianTrans Worldwide Moving (S) Pte Singapore

**Mr. Jaime A. Martir**

**La Grande Moving and Shipping Co., Inc.**

P.O. Box 2408  
TOA Baja, PR 00951  
Tel: (787) 251-5555 • Fax: (787) 251-4362  
E-mail: lagrande@prtc.net  
No. of Years in Business: 25  
Sponsors: Vanpac Carriers Inc., Martinez, CA  
Coast Transfer Co., Inc., Federal Way, WA

**Mr. Michael Johnson**

**Lotus Relocations International, Inc.**

1801 NW 93rd Avenue  
Miami, FL 33172  
Tel: (305) 436-5051 \* Fax: (305) 436-5053  
E-mail: lotusmia@bellsouth.net  
No of Years in Business: 1 1/2  
Sponsors: Champion Int'l Moving Ltd,  
Canonsburg, PA  
International Specialists, Inc, N.O. LA

**Mr. Russ Walker**

**Lynden Transport**

5410 12th Street East  
Fife, WA 98424  
Tel: (253) 926-7281 \* Fax: (253) 926-7201  
E-mail: Rusty@lita.lynden.com  
No of Years in Business: 53  
Sponsors: Stevens International, Inc., Seattle, WA  
Lincoln Moving & Storage, Kent WA

**Ms. Ricki Bergman or Ms. Tina Wyszynski**  
**Monstermoving.com**  
15400 NW Greenbrier Parkway, Suite A 450  
Beaverton, OR 97006  
Tel: (503) 533-4550 • Fax: (503) 533-4551  
E-mail: marketing@monstermoving.com  
Sponsors, Arpin Group, RI,  
Sourdough Express, Alaska

**Mr. D. S. Seung**  
**Morning Calm Logistics Co., Ltd.**  
301 Kiturami B/D 109-4  
2 St Hangang-RO, Yong San-Gu  
Seoul, Korea  
Tel: (822) 3778 5600 • Fax: (822) 796 4569  
E-mail: mclkim@kornet.net  
Sponsors: All-American Forwarding, Inc.,  
Port Orchard, WA  
AAA Systems, Inc., Seattle, WA

**Mr. Andy Taylor**  
**Move One (Poland)**  
International Airport  
Hattuyhaz - 5th Floor  
Hattuy utca 14  
1015 Budapest, Hungary  
Tel: (36) 1 212 8279 • Fax: (36) 1 224 9046  
E-mail: Moveone@mail.datanet.hu

**Mr. Andy Taylor**  
**Move One (Croatia)**  
International Airport  
Hattuyhaz- 5th Floor  
Hattuy utca 14  
1015 Budapest, Hungary  
Tel: (36) 1 212 8279 • Fax: (36) 1 224 9046  
E-mail: Moveone@mail.datanet.hu

**Mr. Andy Taylor**  
**Move One (Czech Republic)**  
International Airport  
Hattuyhaz - 5th Floor  
Hattuy utca 14  
1015 Budapest, Hungary  
Tel: (36) 1 212 8279  
Fax: (36) 1 214 9046  
E-mail: Moveone@mail.datanet.hu

**Mr. Andy Taylor**  
**Move One (Yugoslavia)**  
International Airport  
Hattuyhaz- 5th Floor • Hattuy utca 14  
1015 Budapest, Hungary  
Tel: (36) 1 212 8279 • Fax: (36) 1 224 9046  
E-mail: Moveone@mail.datanet.hu

**Mr. Angel S. Lee**  
**Options Logistics, Inc.**  
Unit 7, Columbia Air Freight Complex  
707 Ninoy Aquino Avenue  
Paranaque City, Metro Manila, Philippines 1700  
Tel: (632) 511 7467 • Fax: (632) 833 9592  
E-mail: palmnl@globe.com.ph  
No of Years in Business: 13  
Sponsors: Green Van Int'l Co., Ltd, Taiwan  
Four Stars Forwarding, San Diego, CA

**Mr. Stephen W. Perry**  
**Overs of Camberley Ltd**  
Unit 8, Government Rd Retail Park  
Government Road, Aldershot  
Hants GU11 2AA, England  
Tel: (44) 1252 34646 • Fax: (44) 1252 345861  
No of Years in Business: 143  
Sponsors: Suddath International, Jacksonville, FL  
UTS Bon-Accord International Removers Ltd,  
Aberdeen, Scotland

**Mr. Reeza Deirano**  
**PT. Antasena Samudera Cargo**  
JL. Warung Jati Timur No. 23  
Jakarta 12740, Indonesia  
Tel: (62) 021 797 2478 • Fax: (62) 021 794 4170  
E-mail: antasena@cbn.net.id  
No of Years in Business: 8  
Sponsors: Jennif Worldwide Movers, Seingapore  
Esen Int'l Transport Co. Ltd, Turkey

**Mr. Nicolas D. Pusch**  
**Rose International, Inc.**  
(ZNL-Bremen)  
Ludwig-Erhard-Str. 55  
D-28197 Bremen, Germany  
Tel: (49) 421 521 8549 • Fax: (49) 421 521 8560  
E-Mail: rosenovhb@aol.com  
No of Years in Business: 2

**Mr. Gency Tan**  
**S.J. Worldwide Mover (S)**  
110 Paya Lebar Road  
Singapore Warehouse #07-07 • Singapore 409009  
Tel: (65) 844 0040 • Fax: (65) 844 3949  
E-Mail: sjmover@singnet.com.sg  
No of Years in Business: 8  
Sponsors: Transglobal Shipping & Storage, \  
Australia  
P.M. Packers & Movers (Pvt) Ltd., India

**Mr. D. Schneider**  
**Schneider S.A.**  
P.O. Box 1365  
1001 Lausanne, Switzerland  
Tel: (41) 21 869 0022 • Fax: (41) 21 869 0020  
E-Mail: d.schneider@schneidersa.ch  
No of Years in Business: 40  
Sponsors: Graebel International, Aurora, CO  
Carthcart Allied Storage Co., Inc., Alpharetta, GA

**Mr. Stanley Ong**  
**Summit Airfreight & Movers Pte Ltd**  
9, Airline Road, #02-28 • Cargo Agents Bldg "D"  
Box 646, Changi Airfreight Center  
Singapore 918105  
Tel: (65) 545 8970 • Fax: (65) 545 8934  
E-Mail: samir@po.pacific.net.sg  
No of Years in Business: 10  
Sponsors: Asian Tigers K C DAT (S) Pte Ltd,  
Singapore  
Transpo Movers (M) Sdn Bhd, Malaysia

Ms. Lee Mun Ling  
Sunderland Technologies Pte Ltd  
150 Kampong Ampat #04-01/02  
KA Centre Singapore 368324  
Tel: (65) 286 2555 • Fax: (65) 286 2552  
E-Mail: munling@sunland-group.com  
Sponsors: Helu-Trans (S) Pte Ltd, Singapore  
Asiatrans Worldwide Moving, Singapore

Mr. Dave Zirbes  
Worldwide Movers of Washington  
PO Box 1899  
Lynnwood, WA 98046  
Tel: (425) 775-7386  
Fax: (425) 672-0600  
E-Mail: wwowa@hotmail.com  
No of Years in Business: 25

Mr. Imran Tahir  
Tranship Packers & Movers  
No: 9, Block E, Super Market  
F-6, Islamabad, Pakistan  
Tel: (92) 51 817 330 • Fax: (92) 51 824 386  
E-Mail: issc@apollo.net.pk  
No of Years in Business: 3  
Sponsors: Red Ball Int'l, Islamabad, Pakistan  
Atlas Packers & Movers, Int'l Freight Forwarders,  
Islamabad, Pakistan

## Coming Up Next Time in The Portal

- A Recap of the 38th Annual Meeting Issue
- Profiles of an Industry: HHGFAA Members in Eastern Europe

... and all the regular features that appear in every issue.

### METAL SECURITY SEALS FOR SALE

#### Members

300 - 9,000	.08 each
9,300 or more	.07 each

#### Non-Members

300 - 9,000	.12 each
9,300 or more	.10 each

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

## Price List for Selected HHGFAA Publications and Miscellaneous Items

TITLE	CONUS MEMBERS	OVERSEAS MEMBERS
Commercial Shipping Guide	\$ 10.00	\$ 20.00
Laminated Damage & Repair Guides	12.00	12.00
Defense Transportation Regulations Part IV (replaces the PPTMR)	40.00	55.00
HHGFAA Freight Forwarders Tariff #4	15.00	
HHGFAA Membership Directory	45.00	55.00
Rate Solicitation I-11	35.00	50.00
Rate Solicitation I-12 (with changes)	40.00	60.00
How Congress Works: A Layman's Guide to Understanding Congress	10.00	
Active Members Mailing Labels	15.00	20.00
U.S. Associate Members Mailing Labels	20.00	25.00
Overseas Associate Members Mailing Labels	40.00	50.00
Training Video: Packing & Loading Military Shipments	20.00	50.00
Training Video: Packing & Loading Commercial Steamship Containers	20.00	50.00

### ORDER FORM

Name \_\_\_\_\_

Company \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone (     ) \_\_\_\_\_ Fax (     ) \_\_\_\_\_

Enclosed is my check for \$ \_\_\_\_\_ . Please send the following publications:

Publication	Cost
_____	\$ _____
_____	\$ _____

Please charge my  Visa  MasterCard # \_\_\_\_\_

Name on card: \_\_\_\_\_ Exp. date \_\_\_\_\_

Signature \_\_\_\_\_

*All orders must be accompanied by check/money order payable to HHGFAA or credit card information. Mail with this form to:*

**HHGFAA • 2320 Mill Rd., Suite 102 • Alexandria, VA 22314.  
OR, fax with credit card information to (703) 684-3784**

# REQUESTS FOR ASSOCIATE MEMBERSHIP

**P**er 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:

**Mr. Fon Choi**  
**Asian Tigers K C Dat Ltd. Taiwan Branch**  
6F-4, NR 28, Lane 123  
Min Chuan East Road  
Section 6, Neihu, Taipei, Taiwan  
Tel: (886) 2 879 16606 • Fax: (886) 2 879 16605  
E-mail: kcdattwn@asiantigers-kc-dat-taiwan

**Mr. Gareth Bannister**  
**Escort Forwarding Inc.**  
372 Doughty Blvd  
Inwood, NY 11096  
Tel: (516) 371-0101 Ext 112  
Fax: (516) 371-9760  
E-mail: escortjfk@mindspring.com  
No of Years in Business: 15  
Sponsors: Anglo Pacific, England  
Courtney Int'l Forwarding, Inc, College Pk, GA

**Mr. Colin Fish**  
**InboundUK**  
Taliysyn House  
Houghton Hill, Houghton, Cambridgeshire  
PE28 2BS, United Kingdom  
Tel: (44) 1480 300 444 • Fax: (44) 1480 300 445  
E-mail: cfish@inbounduk.com  
Sponsors: Amertrans, England  
Global Silverhawk, England

**Ms. Ricki Bergman or Ms. Tina Wyszynski**  
**Monstermoving.com**  
15400 NW Greenbrier Parkway, Suite A450  
Beaverton, OR 97006  
Tel: (503) 533-4550 • Fax: (503) 533-4551  
E-mail: marketing@monstermoving.com  
Sponsors: Arpin Group, RI  
Sourdough Express, Alaska

**Mr. Angel S. Lee**  
**Options Logistics, Inc.**  
Unit 7, Columbia Air Freight Complex  
707 Ninoy Aquino Avenue  
Paranaque City, Metro Manila • Philippines 1700  
Tel: (632) 511 7467 • Fax: (632) 833 9592  
E-mail: palmnl@globe.com.ph  
No of Years in Business: 13  
Sponsors: Green Van Inter'l Co. Ltd, Taiwan  
Four Stars Forwarding, San Diego, CA

**Mr. Theodore Vlachos**  
**Orbit Ltd.**  
Trade Center Carpos III  
L. 70, N. Rusinski BB 91000  
Skopje, Macedonia  
Tel: (389) 91 365 631 • Fax: (389) 91 364 930  
E-mail: orbit.sk@unet.com.mk  
No. of Years in Business: 1  
Sponsors: Transeuro Worldwide Movers, England  
Pelichet S.A., Switzerland

**Mr. Zissis Kotsias**  
**Orbit Ltd.**  
P.O. Box 1, Gorni Bogrov - 1806 Sofia 106  
16km E79 Sofia-Vidin, Bulgaria  
Tel: (359) 2 994 6251-4 • Fax: (359) 2 994 6250  
E-mail: orbit-bg@mail.techno-link.com  
No. of Years in Business: 6  
Sponsors: Transeuro Worldwide Movers, England  
Pelichet S.A., Switzerland

**Mr. Gency Tan**  
**S. J. Worldwide Mover (S)**  
110 Paya Lebar Road,  
Singapore Warehouse #07-07  
Singapore 409009  
Tel: (65) 844 0040 • Fax: (65) 844 3949  
E-mail: sjmover@singnet.com.sg  
No of Years in Business: 8  
Sponsors: Transglobal Shipping & Storage, Australia  
P.M. Packers & Movers (Pvt.) Ltd., India

**Mr. D. Schneider**  
**Schneider S.A.**  
P.O. Box 1365  
1001 Lausanne, Switzerland  
Tel: (41) 21 869 0022 • Fax: (41) 21 869 0020  
E-mail: d.schneider@schneidersa.ch  
No of Years in Business: 40  
Sponsors: Graebel International, Aurora, CO  
Carthcart Allied Storage Co., Inc., Alpharetta, GA

**Mr. Stanley Ong**  
**Summit Airfreight & Movers Pte Ltd**  
9, Airline Road, #02-28  
Cargo Agents Building "D"  
Box 646 Changi Airfreight Center  
Singapore 918105  
Tel: (65) 545 8970 • Fax: (65) 545 8934  
E-mail: samir@po.pacific.net.sg  
No of Years in Business: 10  
Sponsors: Asian Tigers K C DAT (S) Pte Ltd, Singapore  
Transpo Movers (M) Sdn Bhd, Malaysia

**Mr. Dave Zirbes**  
**Worldwide Movers of Washington**  
P.O. Box 1899  
Lynnwood, WA 98046  
Tel: (425) 775-7386 • Fax: (425) 672-0600  
E-mail: wwowa@hotmail.com  
No of Years in Business: 25

# WASHINGTON UPDATE

## Conventions and Elections

With Congress in recess for the summer, most of the political focus was directed at the Republican Convention in Philadelphia during the first week in August and the Democratic Convention in Los Angeles two weeks later. While most observers took note of the heavily scripted agendas for the Presidential candidates that was on display at both conventions, there are some uncertainties at the Congressional level that could have a profound impact on the members of the Association.

While most analysts believe that the four seat margin that the Republicans enjoy in the Senate is most likely secure during the November elections, the situation on the House side is a little more difficult to predict. Currently, the Republican majority in the House is a slim six seat margin (out of 435 total House seats). There are a significant

---

**By Jim Wise**

**PACE-CAPSTONE**

---

number of races across the country that will be “competitive” to make the outcome for control of the House uncertain. Some observers even feel that control of the Senate could become an emerging issue as the Fall elections unfold.

It is important to point out that because of the rules the House Republicans have adopted limiting committee chairmanships to a six year span, all committee chairs would be replaced next year if the Republicans retain control of the House. Should the Democrats control the House, obviously there would be all new committee chairs as well. The importance of this shift in power cannot be understated. As members of the association have witnessed over the past few years in their involvement with numerous legislative proposals, important policy considerations can be controlled by a single chairman. It will become imperative that we monitor closely the outcome of these elections and develop solid working relationships with the new power structures that will surely evolve.

Part of the importance of this election is the possible shift in broad, overall political power and not just the committee compositions. The American public, either consciously or through some intuitive process, have secured a type of balance of power by splitting the parties in power fairly consistently in past elections. Rarely over the past decades have the House, Senate and White House been controlled by a single party. As a result of this diffusion of power, no major policy initiatives have been able to emerge without some form of bipartisan compromise. With the White House, the Senate, and the House of Representatives up for grabs, this unofficial balance of power could become the real issue during the November elections.

## Claims Offset Provision: DoD Authorization Bill

As many of you are aware, the HHGFAA Government Relations team has been working with Congress to address a provision in the FY 2001 DoD Authorization Bill that would modify the manner in which claims offsets could be handled. Specifically, Section 1009 of S. 2550 would amend 37 USC to allow the military to administratively offset amounts up to \$100,000 claimed to be due from carriers after issuing a notice of overcharge. HHGFAA is concerned that the provision would eliminate the carriers’ rights to inspect and copy agency records, to administratively review the agency claim decision and to enter into a written agreement for repayment of the claim. It appears that this provision would eliminate carriers’ rights to appeal a loss and damage claim to DOHA or a rate claim to GSA prior to offset.

Many HHGFAA members have written to their Congressional representatives to express concern that the due process protections afforded in Section 3716(a)(1) of Title 31 of USC could be eliminated by this proposal. Congress-

sional staff has indicated their desire to work with the industry to address our concerns. As yet, there has been no alternative language that has been developed to resolve the problem.

## **SBA Size Standards**

On August 9, 2000, the Small Business Administration published its final rules to revise the size standards for various industries and adopted the recommendations made by HHGFAA as part of the rules. Included among the industries subject to new standards are those forwarders arranging transportation of freight and cargo. The SBA had proposed that the size standards for these industries be reduced from the current \$18.5 million to \$5 million in annual gross revenues.

Instead, HHGFAA requested that the SBA provide two size standards for firms currently engaged in SIC 4731 - the arrangement of transportation of freight and cargo. Our request was that one classification would retain the current \$18.5 million for those forwarders holding permits from the FHWA as well as NVOCCs, and the second classification would adopt the \$5 million standard for companies that are FMC ocean freight forwarders and/or custom brokers.

In fact, the SBA agreed with the HHGFAA proposal and made our recommendations part of the final rules. In addition, the SBA has developed a new North American Industry Classification System (NAICS) to replace the old SIC codes. The new rules creating the two size standards for freight forwarders will be incorporated into the new NAICS and made effective on Oct. 1, 2000.

## **Small Business Committee and Bundling Legislation**

Just prior to the August recess, the House Committee on Small Business considered and approved a series of bills to help small businesses remain competitive in seeking federal government contracts. In all, the Committee approved six bills that were introduced, in large measure, as a result of growing reports of federal government contract bundling. Contract bundling is the federal government's policy of consolidating its purchase of goods and services into a single large contract with the expectation of substantial cost savings.

Congressman Jim Talent (R-MO), Chairman of the House Small Business Committee expressed concern that contract bundling is unfairly excluding small businesses from competing in the procurement process. He said, "The practice of contract bundling is discriminating against small business. The federal government spends nearly \$200 billion per year on procuring goods and services. Small businesses have for years competed for these contracts and provided quality goods and services for government agencies. The way the federal government decides to allocate these contracts can play a vital role in the success or failure of many small businesses. Unless this process is undertaken responsibly, the cost cutting elements are penny wise and pound foolish."

The Small Business Competition Preservation Act of 2000 (HR 4945) would require the Administrator of the SBA to determine whether these contracts actually achieve the savings that federal agencies assume. The bill would also require the Administrator to maintain a database that would track the number of small businesses who are displaced as prime contractors as a result of contract bundling. Talent said, "These agencies must be accountable to small business. There is no data available that shows contract bundling is effective cost cutting and there is no excuse for preventing small businesses from participating in the procurement process."

The Small Business Contract Equity Act of 2000 (HR 4890) authorizes the Administrator to approve any agency's study of measurable savings from bundling and prohibits the agency from issuing the solicitation until the Administrator approves the agency's study. In addition, the bill prohibits the Administrator from approving the agency's study for one fiscal year if it has not met its small business procurement goal.

At the mark-up, Chairman Talent noted that the Department of Defense has persistently bundled contracts for security and efficiency reasons in industries such as telecommunications, food, and travel that have resulted in neither better security nor better service. Talent said, "Simple economics dictate that if small businesses are locked out of competition, the few remaining competitors will face escalated demand and raise their prices accordingly. The next step is monopolization."

The Small Business Committee has held a number of hearings addressing specific contract bundles. Chairman Talent first addressed the problems with contract bundling with a provision in the Small Business Reauthorization Act of 1997. Troubled by the fact that many contracting agencies favored consolidation requirements based solely on administrative savings, Congress sought to design a system of review aimed at identifying these requirements through market research and providing a mechanism for appeal on behalf of small business. The Committee found that although the law was passed in 1997, it has been unenforced.

"These bills will strengthen the steps the Administration can take to mitigate the harmful affects of contract bundling. It is my hope that we can bring this legislation before the House and stop the discriminatory practice of contract bundling," said Talent. ■

# 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.

**IMPORTANT NOTE:** Websites and e-mail addresses shown on this list include ONLY those for certain government agencies, and companies whose ads appear in *The Portal* or the HHGFAA Annual Directory, who sign up as sponsors for HHGFAA's Annual Meeting, or who are featured in a story in this issue of *The Portal*.

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: [apaworldwide.com](http://apaworldwide.com)  
APL Services: [apl.com](http://apl.com)  
Asian Express Int'l: [aemovers.com.hk](http://aemovers.com.hk)  
Asian Tigers TCI: [AsianTiger-TCI.com](http://AsianTiger-TCI.com)  
Atlas Int'l Movers: [atlas-movers.nl](http://atlas-movers.nl)  
Brazil Worldmover: [brazilmover.com](http://brazilmover.com)  
Capitol Trans: [capitoltransportation.com](http://capitoltransportation.com)  
Chess Moving Australia: [chessmoving.com.au](http://chessmoving.com.au)  
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)  
Direct Moving: [directmoving.com](http://directmoving.com)  
EuroMove: [euromove.hu](http://euromove.hu)  
Excargo Services: [excargo.com](http://excargo.com)  
Federal Maritime Commission (OTI licensing info): [dpiusa.com](http://dpiusa.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)  
Globalink: [globalink.kz](http://globalink.kz)  
Gosselin Worldwide Moving: [gosselin.be](http://gosselin.be)  
Hilton Anchorage: [anchorage.hilton.com](http://anchorage.hilton.com)  
Homepack Freight Int'l: [geocities.com/~hompk](http://geocities.com/~hompk)  
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)  
Kotaisan: [kotaisan.co.id](http://kotaisan.co.id)  
La Vascongada, S.L.: [vascongada.com](http://vascongada.com)  
Lykes Lines: [lykeslines.com](http://lykeslines.com)  
Maersk: [maerskline.com](http://maerskline.com)  
Magna Int'l 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)  
Movements Int'l: [movementsinternational.com](http://movementsinternational.com)  
Movers Specialty Services: [mssl.com](http://mssl.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)  
Nippon Express: [nitsu.co.jp/moving/index.htm](http://nitsu.co.jp/moving/index.htm)  
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)  
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.sg](http://seabird.com.sg)  
SEM Movers: [sem-movers.com](http://sem-movers.com)  
Sincerity Int'l: [www2.mocom.com/~sincer](http://www2.mocom.com/~sincer)  
SIT Transportes Internacionales: [sit-spain.com](http://sit-spain.com)  
Sterling Int'l: [sterlingmovers.com](http://sterlingmovers.com)  
Subalipak: [subalipack.com](http://subalipack.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)  
Transeuro: [transeuro.com](http://transeuro.com)  
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)  
TG International: [tginternational.com](http://tginternational.com)  
Voerman Int'l: [voerman.com](http://voerman.com)  
Welti-Furrer: [welti-furrer.ch](http://welti-furrer.ch)

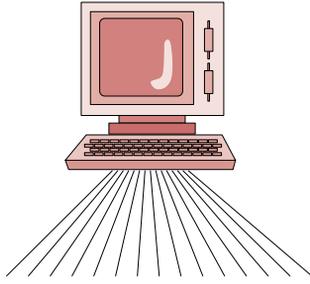
## Selected E-mail Addresses

HHGFAA: [hhgfaa@aol.com](mailto:hhgfaa@aol.com)  
A.Alternativa: [transp@a-alternativa.com.br](mailto:transp@a-alternativa.com.br)  
Air Animal: [petmover@airanimal.com](mailto:petmover@airanimal.com)  
APA Worldwide: [apawwm@sol.racsa.co.cr](mailto:apawwm@sol.racsa.co.cr)  
Ashoka Int'l: [ashokint@ndb.ysnl.net.in](mailto:ashokint@ndb.ysnl.net.in)  
Asian Express Int'l: [hongkong@aemovers.com.hk](mailto:hongkong@aemovers.com.hk)  
Asian Express (Northern China): [beijing@aemovers.com.hk](mailto:beijing@aemovers.com.hk)  
Asian Express (Eastern China): [shanghai@aemovers.com.hk](mailto:shanghai@aemovers.com.hk)  
Asian Express (Southern China): [guangzhou@aemovers.com.hk](mailto:guangzhou@aemovers.com.hk)  
Asian Tigers Beijing: [TCIBJ@AsianTigers-TCI.com](mailto:TCIBJ@AsianTigers-TCI.com)  
Asian Tigers Shanghai: [TCIS@AsianTigers-TCI.com](mailto:TCIS@AsianTigers-TCI.com)  
Asian Tigers Guangzhou: [TCIG@AsianTigers-TCI.com](mailto:TCIG@AsianTigers-TCI.com)  
Asian Tigers Dalian: [TCIDL@AsianTigers-TCI.com](mailto:TCIDL@AsianTigers-TCI.com)  
Asian Tigers Tianjin: [TCITJ@AsianTigers-TCI.com](mailto:TCITJ@AsianTigers-TCI.com)  
Asian Tigers K.C.Dat: [kcdat@kcdat.com.sg](mailto:kcdat@kcdat.com.sg)  
Atlas Int'l Movers: [info@atlas-movers.nl](mailto:info@atlas-movers.nl)

Brazil Worldmover: [worldmover@brazilmail.com](mailto:worldmover@brazilmail.com)  
Capitol Trans: [capitol@capitoltransportation.com](mailto:capitol@capitoltransportation.com)  
Cartwright Int'l: [air\\_exp@cartwrighttrans.com](mailto:air_exp@cartwrighttrans.com)  
Chess Moving Australia:  
[Sydney@chessmoving.com.au](mailto:Sydney@chessmoving.com.au);  
[Melbourne@chessmoving.com.au](mailto:Melbourne@chessmoving.com.au);  
[Trans@chessmoving.com.au](mailto:Trans@chessmoving.com.au);  
[Perth@chessmoving.com.au](mailto:Perth@chessmoving.com.au); or  
[Adelaide@chessmoving.com.au](mailto:Adelaide@chessmoving.com.au)  
China Way: [stilmock@public3.bta.net.cn](mailto:stilmock@public3.bta.net.cn)  
Compusource: [compusource.com](http://compusource.com)  
De Haan Removals: [info@dehaan.nl](mailto:info@dehaan.nl)  
Desbordes Int'l: [info@desbordesinternational.com](mailto:info@desbordesinternational.com)  
DeWitt Trans. Svc Guam: [ezdewitt@dewitt.com.gu](mailto:ezdewitt@dewitt.com.gu)  
Direct Moving: [kr@directmoving.com](mailto:kr@directmoving.com)  
Emery Worldwide: [reilly.robert@emeryworld.com](mailto:reilly.robert@emeryworld.com)  
Excel Int'l Co., Ltd.: [barry@eico.co.jp](mailto:barry@eico.co.jp)  
Executive Moving Systems, Inc.: [exmv@erols.com](mailto:exmv@erols.com)  
Fidelity & Marine Ins.: [info@fidelitymarine.com](mailto:info@fidelitymarine.com)  
Freight Int'l: [removal@emirates.net.ae](mailto:removal@emirates.net.ae)  
Freight Systems Co. Ltd. (L.L.C.):  
[albert@net.fslxbho.co.ae](mailto:albert@net.fslxbho.co.ae)  
Froesch Berlin: [info.berlin@froesch.de](mailto:info.berlin@froesch.de)  
Fukuoka Soko Co.: [moving@fukuokasoko.com](mailto:moving@fukuokasoko.com)  
G.E.P.: [gepbox@gep.com](mailto:gepbox@gep.com)  
Gateways Int'l: [gateways@themovers.com](mailto:gateways@themovers.com)  
Gil Stauffer: [international@gil-stauffer.com](mailto:international@gil-stauffer.com)  
Global Van Lines: [globalvl@tm.net.my](mailto:globalvl@tm.net.my)  
Globalink: [shipping@globalink.kz](mailto:shipping@globalink.kz)  
Homepack Freight Int'l:  
[hmpk@cyberaccess.com.pk](mailto:hmpk@cyberaccess.com.pk)  
IAL Nigeria Ltd.: [ial@ial.com.ng](mailto:ial@ial.com.ng)  
Intermove: [move@Intermove.com](mailto:move@Intermove.com)  
Intermud: [intermud@guate.net](mailto:intermud@guate.net)  
Interport: [sales@interport.com.sg](mailto:sales@interport.com.sg)  
J. Calenberg: [info@calenberg.com](mailto:info@calenberg.com)  
Jennif Worldwide Movers–Singapore:  
[jennif@cyberway.com.sg](mailto:jennif@cyberway.com.sg)  
JVK: [thailand@jvkmovers.com](mailto:thailand@jvkmovers.com)  
Kotaisan (Jakarta): [ktsprima@centrin.net.id](mailto:ktsprima@centrin.net.id)  
Kotaisan (Surabaya): [kotaisanp@sby.centrin.net.id](mailto:kotaisanp@sby.centrin.net.id)  
La Vascongada, S.L.: [commercial@vascongada.com](mailto:commercial@vascongada.com)  
Leader Freight Forwarders:  
[leadpack@emirates.net.ae](mailto:leadpack@emirates.net.ae)  
Magna Int'l Movers: [removals@jhb.magna.co.za](mailto:removals@jhb.magna.co.za)  
Mark VII Int'l: [MVIIIntlHou@aol.com](mailto:MVIIIntlHou@aol.com)  
McGimpsey Bros.: [removals@mcgimpseys.com](mailto:removals@mcgimpseys.com)  
Movements Int'l:  
[mim.sydney@bigpond.com.au](mailto:mim.sydney@bigpond.com.au)  
Mudanzas Trafimar:  
[sales@mudanzastrafimar.com.mx](mailto:sales@mudanzastrafimar.com.mx)  
Nationwide Relocation Int'l: [nrii@deltanet.com](mailto:nrii@deltanet.com)  
Neer Service: [paulin@neerservice.fr](mailto:paulin@neerservice.fr)  
New Haven Moving Equipment: [nhmela@aol.com](mailto:nhmela@aol.com)  
Nippon Express: [ashiiki@ocnis.nittsu.co.jp](mailto:ashiiki@ocnis.nittsu.co.jp)

Nurminen Prima Oy: [Nurminen.Prima@co.inet.fi](mailto:Nurminen.Prima@co.inet.fi)  
Pac Global Ins: [sfuhrman@pacglobalins.com](mailto:sfuhrman@pacglobalins.com)  
PAIMA: [paima@sinfo.net](mailto:paima@sinfo.net)  
Pantera Negra: [panteranegra@mail.telepac.pt](mailto:panteranegra@mail.telepac.pt)  
Pelichet, S.A.: [international@pelichet.ch](mailto:international@pelichet.ch)  
Phoenix Transport Services:  
[phoenix@phoenix-transport.de](mailto:phoenix@phoenix-transport.de)  
P.M. Packers & Movers:  
[info@packersindia.com](mailto:info@packersindia.com)  
PMP Removals & Storage:  
[pmpintl@ozemail.com.au](mailto:pmpintl@ozemail.com.au)  
Premier Worldwide: [premier@iris.dti.ne.jp](mailto:premier@iris.dti.ne.jp)  
P.T. Global Removindo: [gsilver@rad.net.id](mailto:gsilver@rad.net.id)  
Rex Service Co., Ltd.: [rexco@public.tpt.tj.cn](mailto:rexco@public.tpt.tj.cn)  
Rhema East China Ltd: [rhema@pub.sz.sinfo.net](mailto:rhema@pub.sz.sinfo.net)  
Rhema Movers: [general@rhemamovers.com.sg](mailto:general@rhemamovers.com.sg)  
Roger Fritz & Associates: [rfritz3800A@aol.com](mailto:rfritz3800A@aol.com)  
Royal Cargo: [info@royalcargo.com](mailto:info@royalcargo.com)  
Santa Fe (Thailand): [santafe@ksc7.th.com](mailto:santafe@ksc7.th.com)  
SBA Advocacy Office: [advocacy@sba.gov](mailto:advocacy@sba.gov)  
Sea Bird Services: [seabird@commnet.com.eg](mailto:seabird@commnet.com.eg)  
Select Svces & Supplies: [SelectSSC@aol.com](mailto:SelectSSC@aol.com)  
SEM Movers: [semmover@indosat.net.id](mailto:semmover@indosat.net.id)  
Sincerity Int'l: [Sincer@mozcom.com](mailto:Sincer@mozcom.com)  
Sino Santa Fe: [santafenj.ssf-sha@eac.com.sg](mailto:santafenj.ssf-sha@eac.com.sg)  
SIT Transportes Intl: [sit.mad@sit-spain.com](mailto:sit.mad@sit-spain.com)  
Sterling Int'l: [moving@sterling-intl.co.uk](mailto:moving@sterling-intl.co.uk)  
Subalipack: [zzaki@pc.jaring.my](mailto:zzaki@pc.jaring.my)  
T.A. Mudanzas: [tamoving@sol.racsaco.co.cr](mailto:tamoving@sol.racsaco.co.cr)  
The eXternal Revenue Svce. of The Day  
Companies: [tag@daycos.com](mailto:tag@daycos.com)  
The Guardian: [dvaughn@guardianservices.com](mailto:dvaughn@guardianservices.com)  
The Moving Company:  
[c.mccall@TheMovingCompany.co.nz](mailto:c.mccall@TheMovingCompany.co.nz)  
The Pace Companies: [jwisepace@aol.com](mailto:jwisepace@aol.com)  
The Viking Corporation: [viking@viaccess.net](mailto:viking@viaccess.net)  
Thomas Johnson & Sons Ltd.:  
[billcompton@johnsonmovers.com](mailto:billcompton@johnsonmovers.com)  
Transhuara: [thuara@entelchile.net](mailto:thuara@entelchile.net)  
Trans Movers Worldwide: [nutrans@centrin.net.id](mailto:nutrans@centrin.net.id)  
Transeuro: [relocation@transeuro.com](mailto:relocation@transeuro.com)  
Translink: [relocation@translink.co.th](mailto:relocation@translink.co.th)  
Transpack Packing & Freight Forwarding Co.:  
[transpack@isb.comsats.net.pk](mailto:transpack@isb.comsats.net.pk)  
Transpo Int'l Ltd.: [Transpo@fmail.vnn.vn](mailto:Transpo@fmail.vnn.vn)  
Transworld Movers Brazil:  
[transw@transworldmovers.com.br](mailto:transw@transworldmovers.com.br)  
TG International: [travelguard@worldnet.att.net](mailto:travelguard@worldnet.att.net)  
United Prof. Movers: [Fazla@upm.sdnpk.undp.org](mailto:Fazla@upm.sdnpk.undp.org)  
Vanpac: [rauff@vanpac.edunet.sdnpk.undp.org](mailto:rauff@vanpac.edunet.sdnpk.undp.org)  
Voerman Int'l: [mail@voerman.com](mailto:mail@voerman.com)  
Welti-Furrer Ltd: [international@welti-furrer.ch](mailto:international@welti-furrer.ch)  
Willis Corroon Trans. Risk Svces: [iris@willis.com](mailto:iris@willis.com)  
WISEnterprises: [WISMOVE@aol.com](mailto:WISMOVE@aol.com)

# 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

**A**t press time, the following HHGFAA member companies are linked to HHGFAA's Website.

21st Century Relocations (Mumbai, India)  
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)  
Arrowdene Moving and Storage (Norfolk, England)  
Arven Freight Forwarding Inc. (Woodbridge, VA)  
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)  
Australian Vanlines (Pendle Hill, Australia)  
Baker And Company (Warwick, UK)  
Baltrans Int'l Moving (Kowloon, Hong Kong)  
B.M. Int'l Pvt. Ltd. (New Delhi, India)  
Brytor International (Mississauga, Ont., Canada)  
Capitol Transportation Inc. (San Juan, PR)  
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)  
Excargo Services (Houston, TX)  
Executive Moving Systems (Woodbridge, VA)

Equixpress 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)  
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)

---

**To learn how you can gain  
a marketing edge by linking your  
your company to HHGFAA's  
Website, see the previous page.**

---

Interdean, S.A. (Zurich, Switzerland)  
Int'l Wood Industries Inc. (Sherwood, OR)  
Interport Executive Movers (Singapore)  
Interstate Int'l Inc. (Springfield, VA)  
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)  
Martin Stephen (Canada) Ltd. (Ont., Canada)  
Mesa Int'l (Grand Junction, CO)  
Moreno Int'l (Monterrey, Mexico)  
Nazha 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 Supra 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)  
World Wide Overseas Moving ervice Inc. (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)  
Wridgeways The Worldwide Movers (Ringwood, Vic., Australia)

## **BANNER ADS ON HHGFAA'S WEB SITE: A SMART MOVE FOR YOUR BUSINESS**

**Now, you can get more bang for your advertising buck, thanks to HHGFAA's new Web advertising program.**

**For a one-time setup fee and a nominal maintenance charge you can have a high-quality advertising vehicle designed for you and placed right on HHGFAA's Web site. There, it will be seen by a targeted audience of potential clients, trading partners, and colleagues throughout the industry.**

<b>One-time setup fee:</b>	<b>\$180.00</b>
<b>Monthly maintenance fee:</b>	<b>\$ 45.00</b>

**For more information on how you can put this exciting technology to work for you, call HHGFAA at (703) 684-3780 today!**

**Another Great HHGFAA Member Benefit!**

# Industry Calendar

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. 23-27, 2000	2000 MTMC Pacific (599th) Training Workshop	Honolulu, HI
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
Nov 24-26, 2000	Fedemac Council	Sevilla, Spain
March 18-21, 2001	LACMA Convention	San Juan, P.R.
March 29-31, 2001	AMSA Management Conference & Trade Show	Tucson, AZ
April 9-12, 2001	2001 MTMC Training Symposium	Dallas, TX
April 22-26, 2001	OMNI Conference	Munich, Germany
April 29-May 2, 2001	FIDI Congress	Brussels, Belgium
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**  
**Or fax to (703) 684-3784 • E-mail: [hhgfaa@aol.com](mailto:hhgfaa@aol.com)**

# PORTAL ADVERTISING

## 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  
• Vertical format: 3-3/4" wide x 5" high

**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:

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

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.



## ADVERTISERS' INDEX

A Alternativa .....	59	Intermove .....	26	Rhema China .....	16
A. Arnold .....	34	Intermud .....	30	Rhema Movers Pte Ltd. ....	20
Activa Mudanzas Diplomaticas .....	60	Interport .....	29	Rosebrock .....	33
AE Nationwide .....	27	J. Calenberg .....	75	Saleemson's .....	76
AGS .....	87	Jacksonville Box .....	75	Santa Fe .....	6
Air Animal .....	50	Jennif Worldwide Movers .....	20	Scanvan .....	88
Anglo Pacific .....	46	JVK .....	22	Sea Bird .....	64
APA .....	43	Kontane .....	55	Select Services & Supplies Corp. ....	21
Ashoka International .....	69	Kotaisan .....	18	SEM Movers .....	19
Asian Tigers/Premiere Worldwide .....	5	La Rosa del Monte .....	54	SIT Transportes .....	71
Atlas Wood Products .....	59	La Vascongada, S.L. ....	44	Sterling .....	65
Atlas Worldwide Moving Systems .....	4	Leader Pack .....	51	Subalipack .....	24
Beverly Smythe .....	39	Maersk .....	31	T.A. Mudanzas .....	68
Bob Lynch .....	57	Magna .....	53	TechMate Int'l (LoadMate) .....	15
Chess .....	8	Mark VII .....	56	TechMate Int'l (SalesMate) .....	14
Continental .....	44	McGimpsey .....	46	TG International .....	85
Cosmopolitan Int'l .....	83	Milbin .....	33	The Guardian .....	28
Desbordes .....	30,86	Move One .....	52	The Moving Co. ....	21
DeWitt Transportation Services .....	4	Movements International Movers .....	16	The Viking Corp. ....	12
Direct Moving .....	37	Mudanzas Trafimar .....	41	Thos. Johnson .....	74
Excargo Services .....	33	National Claims Service .....	82	Trans Movers .....	85
Fidelity & Marine Int'l Insurance .....	38	National Relocation Int'l (NRI) .....	5	Transeuro .....	47,67
Freight International .....	2	Nationwide Crating .....	55	Transhuara .....	63
Freight Systems Ltd. ....	7	Neer Service .....	58	Translink .....	22
Fukuoka Soko .....	18	New Haven .....	11	Transpack .....	64,81
Garcia .....	61	Nurminen Prima OY .....	75	Transworld Movers Brazil .....	62
Gateways International .....	25	Nuss .....	23	United Professional Movers (UPM) .....	78
GEP .....	79	Pac Global .....	80	Vanpac .....	53
Gil Stauffer .....	54	Pantera Negra .....	84	VIP .....	24
Global Van Lines .....	3	Pelichet .....	62	Voerman Int'l .....	49
Globalink .....	77	Penbroke Marine Services .....	32	Welti-Furrer .....	7
Gosselin .....	59	Phoenix Transport Services .....	68	Willis Corroon .....	68
Guyana Overseas Traders .....	33	P.M. Packers & Movers .....	65	Worldmover/Brazil .....	75
IMS .....	70	Rex Service Co., Ltd. ....	17	YEP-35 .....	36

### 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.

# HHGFAA Announces

## THE MOVERS SHOPPING CENTER INTERNET MARKETING

Presenting an exciting new feature of the HHGFAA Homepage

Become an integral part of this exciting new way to shop for transportation-related services — a virtual shopping mall, where visitors can browse and buy products and services online.

### It's easy!

1. Simply access the HHGFAA Website: [www.hhgfaa.org](http://www.hhgfaa.org)
2. Choose "The Movers Shopping Center"
3. Select a category. For example:
  - International freight forwarder
  - Commercial freight forwarder
  - Domestic agent
  - International agent
  - Insurance company
  - Trucking company
  - Customs broker

If you don't fall into one of the designated categories, *we will add one that suits your needs*, and then link your Website to the Association's homepage.

What could be simpler — or more cost-effective? **Sign up today!** If you already have a link with the HHGFAA Website, you can still benefit from joining the Movers Shopping Center, since your Web link is by region and contains contact information only — not services that you can provide!

With the HHGFAA Website getting an average of 44,000 hits a month, your sales possibilities are limitless through **The Movers Shopping Center!**

### How can joining The Movers Shopping Center benefit YOUR company?

It won't cost much to see for yourself:

DayCos Technology Group will create a one-page Website just for you — for a one-time cost of **only \$175.00**

Additional pages are just **\$100.00 each** (one-time cost)

Monthly maintenance is a low **\$10.00 a month**

**Look for the convenient sign-up form on the next page. Don't wait — take advantage of this exciting program today! It's another great HHGFAA Member benefit!**

# THE MOVERS SHOPPING CENTER

## ORDER FORM

Type a description of your services.

---

---

---

So that we can respond promptly, please include the following:

Name \_\_\_\_\_

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

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

Address \_\_\_\_\_

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

URL Address (Website) \_\_\_\_\_

Comments:

---

---

---

---

\_\_\_ Enclosed is my check for \$\_\_\_\_\_ (NOTE: Funds must be in U.S. Dollars drawn on a U.S. bank)

\_\_\_ Charge my credit card (HHGFAA accepts VISA or MasterCard only)

VISA  MasterCard Account # \_\_\_\_\_

Name of Cardholder \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

### POINTS OF CONTACT

BRANDON DAY

DAYCOS TECHNOLOGY GROUP

Phone: 402-379-1440

Fax: 402-379-3574

BDAY@DAYCOS.COM

BELVIAN CARRINGTON

SHIRLEY U. JAGDEO

JEAN R. MATHIS

HHGFAA

Phone: 703-684-3780

Fax: 703-684-3784

HHGFAA@AOL.COM

JACKIE AGNER

DENALI GROUP COMPANIES

Phone: 425-496-2200

Fax: 425-496-2142

JAGNER@AKFORWARD.COM