

**1999-2000
EXECUTIVE COMMITTEE**

PRESIDENT

Terry R. Head

CHAIRMAN

Jeffrey F. Coleman
Covan International, Inc.

VICE CHAIRMAN

Randall Groger
Air Land Forwarders, Inc.

MEMBERS AT LARGE

Jackie Agner
Denali International, Inc.
Rick W. Nordquist
Rainier Overseas Inc.
Tom L. Olson
American Vanpac Carrier Inc.
Mario Rizzo
Allied Freight Forwarding, Inc.

AMMB REPRESENTATIVE

Donald L. Collins
The Viking Corporation

**ASSOCIATE MEMBERS'
REPRESENTATIVE AT LARGE**

Charles L. White
Executive Moving Systems Inc.

GENERAL COUNSEL

Alan F. Wohlstetter
Denning & Wohlstetter

**ASSOCIATE MEMBERS
MANAGEMENT BOARD**

Donald L. Collins
The Viking Corporation
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
Gunther Tesch
Tamex, S.A.
Cliff Williamson
Transpack Argentina, S.R.L.



THE PORTAL

VOLUME XXXIII

CONTAINER 6

NOVEMBER/DECEMBER 2000

TABLE OF CONTENTS

FEATURES

- HHGFAA Committees: 2000–2001
- PROFILES OF AN INDUSTRY: Eastern Europe and the Former Soviet Republics
Plus a Country Overview of Vietnam by John G. Eyer
- PORTAL PROFILES
Asia Tigers • Santa Fe Transport International Ltd. Hong Kong
- TechNotes: *What Makes a Great Website?*
- Maritime/Ocean Shipping
OECD Urged to Review Key Issues • Danube Cleanup • U.S., Europe Closing Gap on Regulatory Differences
- Military/Government Update
Web Will Improve DoD Service Member Moves • MTMC HQ Moves to Alexandria, VA • Task Force Fix: MTMC Seeks Faster Improvements • Overseas Firms Face Tighter MTMC Standards
- Trucking News
EU Wins Truck-Tax Fight

COMMENTARY

- President's Message / *Terry R. Head*
"Big Planet ... Small World"
- Washington Update / *Jim Wise, PACE-CAPSTONE*
"Still Waiting ..."

DEPARTMENTS

- | | |
|---|------------------------|
| ■ Industry News | ■ Link Up with HHGFAA |
| ■ Price List for Selected HHGFAA Publications | ■ Forging Strong Links |
| ■ Welcome New Members | ■ 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: hkgfaa@aol.com. Web site: 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



By Terry R. Head
HHGFAA President

Big Planet ... Small World

Earth: Third planet from the sun. Formed 4.6 billion years ago. Over 6 billion inhabitants. Circumference: 24,912 miles (40,233 km.) around the equator. Distance from pole to pole: 7,900 miles (12,758 km).

Judging from those vital statistics, we certainly exist on a very big planet. However, in the greater scheme of things, I am reminded almost on a daily basis of just how small a world we live in—if we choose to make it so.

Many of you elected to attend the Association's recent Annual Meeting in Anchorage. Alaska is a part of the planet many of you had not visited before and probably never would have had the opportunity to explore if not for the conference. Many who participated will probably never visit Alaska again, but many will, especially now that they have been introduced to such a beautiful part of our globe and made it a part of their world.

Over the past two months I have flown over 32,000 air miles. In my travels I am always amazed at how different places and people are, and yet how so much is the same. We are all human beings—we just live in different parts of the planet.

Over the course of time there have been many inventions and human achievements that have greatly contributed to making the Earth a smaller world. Ships, railroads, and, more recently, airplanes and jetliners have made it possible for so many of us to acquaint ourselves with areas of the planet most people never have the opportunity to visit. Many nations around the globe are a mystery to some people who have never heard of them, even more so the cultures of their inhabitants.

Technology and advances in communications have played a huge role in shrinking our planet. I personally communicate by phone, fax, or e-mail with as many as 100 people a day in just about every civilized part of the world.

That, I think, is one of the best and most rewarding aspects about the industry in which we involve ourselves. In the relocation and removals business our daily work exposes us to places and people the average person would never dream of knowing, and affords us the privilege and opportunity to develop professional and/or personal relationships with scores of people in different corners of the world.

Believe it or not, the Association's office is only about five city blocks from the place where I was born over 50 years ago. I have lived and worked my entire life in the Alexandria, Virginia, area. Nevertheless, there are few major cities throughout the planet that I could visit and not know at least one or two people on a personal basis. I am sure many of you feel blessed and privileged in the same way that I do. Because of our chosen profession, we live and work in a small world.

I also think that with this privilege comes responsibilities. We share the responsibility to ensure that our businesses are run in fair and ethical manner, regardless of the laws of the countries in which we operate. We share the responsibility to treat all people with the same level of respect and dignity we would expect from others. And finally, we hold the responsibility to share what we learn about the other people and foreign countries with our employees, friends, and family members who may not enjoy the same opportunity to travel and be exposed to the world's abundant and diverse cultures.

Through sharing our own experiences with as many people as possible, we can continue to transform this very large planet on which we live into a very small world.

I wish each and every one of our members, their employees and their families a peaceful and joyous holiday season, and a prosperous new year. ■

HHGFAA COMMITTEES: 2000-2001

EXECUTIVE COMMITTEE

PRESIDENT

Mr. Terry R. Head
Household Goods Forwarders Association
of America, Inc.
2320 Mill Road, Suite #102
Alexandria, VA 22314-4678
Phone: (703) 684-3780
Fax: (703) 684-3784
E-mail: hhgfaa@aol.com

CHAIRMAN

Mr. Jeffrey F. Coleman
Covan International, Inc.
1 Covan Drive
Midland City, AL 36350
Phone: (334) 983-6500
Fax: (334) 983-3094
Toll-free: (800) 239-4099

VICE CHAIRMAN

Mr. Randall Groger
Air Land Forwarders Inc.
815 South Main Street
Jacksonville, FL 32207
Phone: (904) 390-7100
Toll-free: (800) 365-5463
Fax: (904) 390-7136
E-mail: rgroger@suddath.com

MEMBERS AT LARGE

Ms. Jackie Agner
Denali International, Inc.
P.O. Box 389666
Seattle, WA 98138-9666
Phone: (425) 496-2200
Toll-free: (800) 228-4480
Fax: (425) 496-2201
E-mail: jagner@denaligroupinc.com

Mr. Rick W. Nordquist
Rainier Overseas Inc.
P.O. Box 97004
Bellevue, WA 98009-9704
Phone: (425) 277-6000
Fax: (425) 643-0448
Toll-free: (800) 426-9928
E-mail: nordy@rainieros.com

Mr. Tom L. Olsen
American Vanpac Carrier Inc.
1340 Arnold Drive, Suite #231
Martinez, CA 94553-4189
Phone: (925) 313-0989
Fax: (925) 313-0958
Toll-free: (800) 877-0444
E-mail: tolsen@vanpac.com

Mr. Mario Rizzo
Allied Freight Forwarding Inc.
P.O. Box 4403
Chicago, IL 60680
Phone: (630) 717-3443
Toll-free: (800) 323-1909
Fax: (630) 717-3496
Tlx: 190191
E-mail: mario.rizzo@alliedintl.com

AMMB REPRESENTATIVE

Mr. Donald L. Collins
The Viking Corporation
P.O. Box 1536
St. Thomas, U.S. Virgin Islands 00804
Phone: (340) 776-1536
Fax: (340) 774-0859
E-mail: viking@viaccess.net

ASSOCIATE MEMBERS' REPRESENTATIVE AT LARGE

Mr. Charles L. White
Executive Moving Systems Inc.
1250 Featherstone Road
Woodbridge, VA 22191
Phone: (703) 497-2700
Toll-free: (800) 377-8184
Fax: (703) 497-2751
E-mail: cwhite@thebestmove.com

GENERAL COUNSEL

Mr. Alan F. Wohlstetter
Denning & Wohlstetter
1700 K Street, NW., Suite #301
Washington, DC 20006
Phone: (202) 833-8884
Fax: (202) 833-8886

ACCESSORIAL SERVICES

Mr. Rick Nordquist (Chairman)
Rainier Overseas, Inc.
P.O. Box 97004
Bellevue, WA 98009
Phone: (425) 277-6000
Toll-free: (800) 426-9928
Fax: (425) 643-0448
E-mail: ROM@NWLINK.COM

Ms. Sue Fuchtman
The eXternal Revenue Service of
The Day Companies
P.O. Box 1187
1118 Riverside Blvd.
Norfolk, NE 68702
Phone: (402) 379-1440
Toll-free: (800) 366-1440
Fax: (402) 379-3574
E-mail: sue@daycos.com

Mr. Mark W. Dyer
Dyer International Inc.
P.O. Box 1870
Pearl City, HI 96782-8870
Phone: (808) 456-8071
Toll-free: (800) 932-5955
Fax: (808) 456-9112
E-mail: dyerintl@aol.com

Mr. Joel Summer
Pacific Moving & Storage Corp.
1000 Blake Avenue
Brooklyn, NY 11208
Phone: (718) 345-8800
Fax: (718) 495-5032

Ms. Monica Paoli
The Pasha Group
5725 Paradise Drive
Corte Madera, CA 94925
Phone: (415) 927-6475
Toll-free: (800) 825-5964
Fax: (415) 927-3541
E-mail: monica_paoli@pashnet.com

HHGFAA COMMITTEES: 2000-2001

ASSOCIATE MEMBERS' MANAGEMENT BOARD

ASSOCIATE MEMBERS' REPRESENTATIVE

Mr. Donald L. Collins
The Viking Corporation
P.O. Box 1536
St. Thomas, U.S. Virgin Island 00804
(340) 776-1536
Fax: (340) 774-0859
E-mail: viking@viaccess.net

ASSOCIATE MEMBERS' REPRESENTATIVE AT LARGE

Mr. Charles L. White
Executive Moving Systems Inc.
1250 Featherstone Road
Woodbridge, VA 22191
Phone: (703) 497-2700
Toll-free: (800) 377-8184
Fax: (703) 497-2751
E-mail: cwhite@thebestmove.com

FAR EAST REPRESENTATIVE

Mr. Dick Chia
Helu-Trans (S) Pte Ltd
Alexandra Distripark, Block 4
#07-37 (Lobby C)
Pasir Panjang Roadm Singapore 118491
Phone: (65) 225 5448
Fax: (65) 273 2282
E-mail: dickchia@helutrans.com

EASTERN US/CANADIAN REPRESENTATIVE

Mr. Douglas Finke
Sterling International, Inc.
1200 S. Church Road, Suite #12
Mt. Laurel, NJ 08054
Phone: (856) 778-3030
Fax: (856) 778-3131

WESTERN US/ALASKA REPRESENTATIVE

Mr. William Gross
Premier International
477 Ninth Ave, Suite #103
San Mateo, CA 94402
Phone: (650) 685-0422
Fax: (650) 685-0926
Toll-free: (888) 685-0505

HAWAII & TRUST TERRITORIES OF GUAM AND AMERICAN SAMOA

Mr. Art Heath
American Movers
94-1489 Moaniani Street
Waipahu, HI 96797
Phone: (808) 676-6683 • Fax: (808) 676-0666
Toll-free: (800) 367-5085

U.K. REP REPRESENTATIVE

Mr. Robin Hood
Arrowpak International
Sherwood House, Norwood Road, Brandon
Suffolk, England IP27 OPB
Phone: (44) 1842 812 165
Fax: (44) 1842 813 051
Tlx: 817053

MIDDLE EAST/AFRICA REPRESENTATIVE

Mr. Brij Mithal
B.M. International (P) Ltd.
8C/1 WEA Karol Bagh
New Delhi 110 005, India
Phone: (91) 11 572 1011
Fax: (91) 11 575 2843
Tlx: 3163314 BMIM IN

NORTHERN EUROPE REPRESENTATIVE

Mr. Marc Smet
Gosselin World Wide Moving GmbH
Monreposstrasse 49
71634 Ludwigsburg, Germany
Phone: (49) 7141 380 130
Fax: (49) 7141 380 132

CENTRAL/SOUTH AMERICA/CARIBBEAN REPRESENTATIVE

Mr. Cliff Williamson
Transpak Argentina, S.R.L.
Azopardo 1345
1107 Buenos Aires, Argentina
Phone: (54) 11 4300 6123
Fax: (54) 11 4300 4045
E-mail: transpak@ba.net

MEDITERRANEAN REPRESENTATIVE

Mr. Gunther Tesch
Tamex, S.A.
Aluminio 12, 28850 Torrejon de Ardoz
Madrid, Spain
Phone: (34) 91 677 5263
Fax: (34) 91 677 7350
Tlx: 46440 TAMX

HHGFAA Elects New Executive Committee

At the Association's 38th Annual Meeting in Anchorage, Alaska, in October, HHGFAA Members elected the following Executive Committee members to serve during the coming year:

Chairman: Jeffrey F. Coleman, Covan International, Inc.

Vice Chairman: Randall Groger, Air Land Forwarders, Inc.

Members at Large:

Jackie Agner, Denali International, Inc.

Rick W. Nordquist, Rainier Overseas Inc.

Tom L. Olsen, American Vanpac Carrier Inc.

Mario Rizzo, Allied Freight Forwarding Inc.

Associate Members' Representatives:

Donald L. Collins, The Viking Corporation

Charles L. White, Executive Moving Systems Inc.

HHGFAA COMMITTEES: 2000-2001

CARRIER RELATIONS

Mr. Mario Rizzo (Chairman)
Allied Freight Forwarding Inc.
P.O. Box 4403
Chicago, IL 60680
Phone: (630) 717-3443
Toll-free: (800) 323-1909
Fax: (630) 717-4728
Tlx: 190191
E-mail: mario.rizzo@alliedintl.com

Mr. Bill Appleton
Desert Forwarding International, Inc.
1760 Airways Boulevard, Suite 103
El Paso, TX 79925
Phone: (915) 778-0861
Fax: (915) 774-5177
E-mail: kraynel@desert-intl.com

Mr. David A. DeBoer
American President Lines
1200 G Street NW, Suite 800
Washington, DC 20005
Phone: (202) 434-8780
Fax: (202) 775-8427
E-mail: david_a_deboer@apl.com

Mr. Louis M. Lambremont
Maersk Sealand
1530 Wilson Boulevard, Suite 650
Arlington, VA 22209
Phone: (703) 351-0107
Fax: (703) 351-0130
E-mail: llambremont@mllnet.com

Mr. Charles K. Selvey
Cartwright International Van Lines
11901 Cartwright Avenue
Grandview, MO 64030
Phone: (816) 763-2700
Fax: (816) 763-7863
E-mail: kens@cartwrighttrans.com

Mr. Paul Vicinanza
CSX Lines
1210 Corbin Street
Elizabeth, NJ 07207
Phone: (908) 629-5443
Fax: (908) 629-5450
E-mail: paul.vicinanzo@csxlines.com

Mr. James Wachtel
Lykes Lines Limited LLC
PO Box 31244
Tampa, FL 33631
Phone: (813) 276-4600
Fax: (813) 276-4868

CLAIMS

Mr. Tom Olsen (Chairman)
American Vanpac Carriers, Inc.
1340 Arnold Drive, Suite 231
Martinez, CA 94553
Phone: (925) 313-0989 ext 104
Fax: (925) 313-0958
Toll-free: (800) 877-9444 ext 104
E-mail: tolsen@vanpac.com

Mr. John Cummings
American Mopac International, Inc.
5725 Paradise Drive, Suite 1000
Corte Madera, CA 94925
Phone: (415) 927-6490
Fax: (415) 927-3541
E-mail: john_cummings@pashanet.com

Ms. Linda Harper
Military Claims
Air Land Forwarders, Inc.
815 South Main St
Jacksonville, FL 32247-0156
Phone: (904) 390-7100
Fax: (904) 390-7136
Toll-free: (800) 365-5463
E-mail: militaryclaims@suddath.com

Mr. Leo Lemmens
Gosselin World Wide Moving N.V.
Keesinglaan 28
2100 Antwerp, Belgium
Phone: (011) 32 3 3605538
Fax: (011) 32 3 3605544
E-mail: LeoL@gosselin.be

Mr. Fred Pelsinger
Katy Van Lines
16360 Park Ten Place, Suite 101
Houston, TX 77084
Phone: (281) 492-8571
Fax: (281) 492-0586
E-mail: fpcintl@flash.net

Mr. Kevin Spealman
National Claims Service Co. Inc.
1225 Gardner Road
Broadview, IL 60153
Phone: (708) 345-0550
Fax: (708) 345-5218
Toll-free: (800) 325-6889
E-mail:
kevin.spealman@nationalvanlines.com

HHGFAA COMMITTEES: 2000-2001

COMMERCIAL AFFAIRS

Ms. Jackie Agner (Chairwoman)
Denali International, Inc.
P. O. Box 389666
Seattle, WA 98138-9666
Phone: (425) 496-2131 • (800) 228-4480
Fax: (425) 496-2201
E-mail: jagner@denaligroupinc.com

Mr. Bud Carone
Wheaton Van Lines, Inc.
8010 Castleton Road
Indianapolis, IN 46250
Phone: (317) 849-7900 • (800) 428-9572
Fax: (317) 849-3718
E-mail: budd_cardone@wvicorp.com

Mr. Richard Darmanin
Capitol Transportation Inc.
P.O. Box 363008
San Juan, PR 00936-3008
Phone: (787) 792-4949 • Fax: (787) 781-0965

Mr. Brandon Day
DayCos Technology Group
1118 Riverside Blvd
P.O. Box 1187
Norfolk, NE 68702-1187
Phone: (402) 379-1440 • Fax: (402) 379-3574
E-mail: bday@daycos.com

Ms. Kelli Hembree
Relo Alaska
21844 75th Avenue South, Bldg 2
Kent, WA 98032
Phone: (425) 251-5966 • Fax: (253) 872-3808
E-mail: hembreek@americanfast.com

Ms. Sandra Rowe-Maier
Jet Logistics International
4232 Artesia Blvd.
Torrance, CA 90504-3100
Phone: (310) 214-3465 • Fax: (310) 542-1573
E-mail: Info@JetLogistiacs.com

Ms. Theresa Silver
Denali International
P.O. Box 389666 • Seattle, WA 98138
Phone: (425) 496-2131 • (800) 228-4480
Fax: (425) 496-2201
E-mail: tsilver@akforward.com

Ms. Rebecca Valentine
Rainier Overseas International
9425 35th Avenue NE, Suite D
Seattle, WA 98115
Phone: (206) 522-1982 • (800) 422-5440
Fax: (206) 582-7442
E-mail: rebecca@rainieros.com

HHGFAA COMMITTEES

GOVERNMENT & CONGRESSIONAL AFFAIRS

Randall Groger (Chairman)
Air Land Forwarders Inc.
815 South Main Street
Jacksonville, FL 32207
Phone: (904) 390-7100
Toll-free: (800) 365-5463
Fax: (904) 390-7136
E-mail: rgroger@suddath.com

Jeff Bell
Senate Forwarding, Inc.
1822 Debarry Ave
Orange Park, FL 32067
Toll-free: (800) 395-6666
Phone: (904) 278-0708
Fax: (904) 264-9630
E-mail: jeffbell@mediaone.net

Andy Cartwright
Cartwright International Van Lines Inc.
11901 Cartwright Avenue
Grandview, MO 64030
Phone: (816) 763-2700
Toll-free: (800) 821-2511
Fax: (816) 763-7863
E-mail: andyc@cartwrighttrans.com

Han Helders
Crystal International, Inc.
1901 Camino Vida Roble, Suite 206
Carlsbad, CA 92008
Toll-free: (800) 307-8900
Phone: (760) 431-0266
Fax: (760) 431-0360
E-mail: han@crystalinternational.com

Janice Mickelson
AAA Heartland Express, Inc.
808 Mohanna Place
Bellevue, NE 68005
Toll-free: (800) 899-3982
Phone: (402) 293-0979
Fax: (402) 293-3087
E-mail: britjanice@aol.com

Jan Moore
BINL, Inc.
1155 E. San Antonio Drive, Suite D
Long Beach, CA 90807
Phone: (562) 984-7700
Toll-free (800) 288-7756
Fax: (562) 984-8770
E-mail: binlinc@aol.com

PROFILES OF AN INDUSTRY

EASTERN EUROPE AND THE FORMER SOVIET REPUBLICS

PORTAL

A Special Focus

EASTERN EUROPE

Interdean.Interconex

There is no other moving company in the world that has the coverage in Eastern Europe as **Interdean.Interconex**. Since early in its inception, the company has focused on Europe; only recently, with its acquisition of Interconex, has it attacked the global market with the same vigor.

Many years ago, the Kiev-born founder of Interdean, Victor Bondarenko, set out to establish his company's dominance on the European continent in general and in its ex-Communist region in particular. Few would doubt that he succeeded.

Today, Interdean.Interconex has grown through its founder's dream to become a world player in the moving industry. It has listened to its clients' needs and become the global business the market required. With the backing of its financiers, Legal & General Ventures, it now has the ability to realize its goal of market supremacy worldwide.

Interdean.Interconex has always taken Eastern Europe seriously, and today dominates the international moving business throughout the region. From Zagreb in the west to Almaty in the east, through 20 offices in as many countries, with over 300 experienced staff and facilities to rival many in The West, Interdean.Interconex is king of the East.

Mark Muss runs the Budapest office and is responsible for sales throughout the Eastern Europe region. "Until recently," says Muss, "most people had never even heard of places like Moldova, Macedonia, Uzbekistan, or Azerbaijan. But we were already established there. In many cases we are still the only recognized corporate moving company in the country."

He also paid tribute to some of his colleagues' dedication and professionalism when working in some of Europe's more difficult operating areas. "During the recent troubles, we were the only moving company to maintain operations in Bosnia-Herzegovina, Slovakia, Yugoslavia, and throughout the Balkans."

Since its acquisition of Interconex, Interdean.Interconex has become the latest moving company to realize its global aspirations. It now comprises 59 offices in 38 countries and has a rapidly expanding workforce in excess of 1,200 people. Although its worldwide domination has yet to be achieved, its supremacy in Eastern Europe can never be in doubt.

Interdean.Interconex

POC: Mark Muss (Eastern Europe)

Szallito UTCA 6 • 1211 Budapest XXI, Hungary

Tel: 36 1 425 0277 • Fax: 36 1 277 2877 • E-mail: mm@interdeaninterconex.hu

General information:

POC: Steve Jordan (Marketing)

Tel: 44 1525 402290 • Fax: 44 1525 840347 • E-mail: stevej@kbnet.co.uk

Worldwide inquiries:

POC: Paul Williamson

Group Headquarters • Central Way • Park Royal • London NW10 7XW, England

Tel: 44 (0) 20 8961 4141 • Fax: 44 (0) 20 8965 4484

E-mail: sales@interdeaninterconex.com • Website: interdeaninterconex.com

Voerman International Eastern Europe

In 1992 the Netherlands-based moving and relocation company **Voerman International** took the decision to start its own operations in Eastern Europe. The first branch to open was in Prague, and later that year Voerman International Moscow was established.

“The first years were extremely difficult but rewarding, and the combination of positive results and a market that showed potential growth made us decide to continue,” says a company spokesman. “Another good motivation factor was that competitors had already established some kind of a network, which made us determined to do better. Dutch staff was brought in and local staff was trained according to Western European standards.”

Since the start in 1992 the network has expanded considerably and is now fully operational in Russia, Poland, Czech Republic, Hungary, Romania, Bulgaria, and the Ukraine. All affiliations run both a moving department and a relocation department. In each country Voerman International operates its own warehousing, trucks and customs clearance facilities. All offices are equipped to execute domestic and international moving services, storage and project moving. There are weekly truck services between Rotterdam, being the main port of Europe, and the branches in Eastern Europe. All shipments are coordinated via the head office in the Netherlands and shipped once the (often complicated) paperwork is ready.

Every day a staff of 85 employees makes sure that Voerman’s corporate clients and its agents are serviced in a professional way. The Eastern European packing crews are all trained in the Netherlands and operate according to the company’s (FAIMISO) standards in packing and serving clients. The office staff is also trained at the company’s head office, and several of the local key personnel have attained the FIDI diploma. Each Voerman branch is run by a Dutch manager, who in turn is responsible to work in accordance with the company’s vision and values.

The next step, in order to keep the lead in this competitive market, is to further develop containerized warehousing (which has already started) and the use and promotion of intermodal transport. The intermodal transport will be coordinated at the latest Voerman warehouse: a 2,000-TEU covered facility in the port of Rotterdam next to the major barge/train terminals.

The Relocation Division, under the name of EuroHome Relocation Services, employs 15 full-time professionals. All EuroHome offices are located in the same offices as the Voerman branches and offer the client a complete relocation package, including services such as preview trips, homefinding, expatriate insurance, settling-in services, and the very important local document assistance.

As the only company in Eastern Europe that can provide really integrated relocation and moving services in all its branches, Voerman offers a truly unique service in this region for corporate accounts and moving colleagues.

Voerman International

POC: Edwin van de Vliet • E-mail: evandevliet@voerman.com

or Robert Voerman • E-mail: rvoerman@voerman.com

General information: www.voerman.com

For EuroHome Relocations:

Erik Wiegand • E-mail: ewiegand@eurohome.nl

General contact: www.eurohome.nl

KAZAKHSTAN, CENTRAL ASIA, AND THE CAUCASUS

Globalink has been a visionary pioneer in the moving and freight forwarding industry in the newly independent Republics of the former Soviet Union (FSU). Since starting with only 15 employees in 1993, Globalink has maintained a clear vision for the future of the moving and freight forwarding industry in the emerging markets of the FSU. Globalink’s commitment to quality service and strategic planning has helped it to grow into a market leader. Today, Globalink has expanded to employ 250 dedicated staff at 14 locations in the FSU.

Globalink, which has its own offices in Almaty, Ashgabad, Astana, Aktau, Atyrau, Baku, Bishkek, Dushanbe, Poti, Tashkent, Tbilisi, and Yerevan, is one of the leading international move management and freight forwarding companies in the newly independent Republics of the FSU.

Under the Globalink Group banner, Globalink BV and Globalsped GmbH (in the Benelux countries, Austria and Germany) offer a full range of transport brokerage and carriage services to the newly independent Republics of the FSU. The Globalink Group takes on a pivotal role, managing all transport brokerage and post landed services processes in the FSU and thereby providing a single coordination point for all parties involved. In order to deliver these services to clients and associates, the Globalink Group has fostered direct relationships with carriers and operators such as the European and Russian railroads, trucking companies, and steamship lines, as well as regional

and international airlines. The services of these carriers and operators are then incorporated into an overall service package that is tailored to meet the needs of its partners.

Globalink's comprehensive service portfolio includes:

- **Worldwide moving and relocation services.** Globalink is the only FIDI FAIM Accredited Moving and Relocation Company in the Central Asian Republics of the FSU. (See related story, Industry News, this issue.)
- **Airfreight and air chartering services.** Globalink acts as a preferred agent for Lufthansa Cargo, British Airways, KLM, Swiss Air, Uzbek Air, Air Kazakhstan and other major airlines in the FSU.
- **Ocean freight services.** Globalink ensures delivery to the Black Sea ports of Poti, Novorissisk, Odessa, and Istanbul and Persian Gulf ports of Dubai, Bandar Abbas from all major ports of the world, as well as further distribution throughout the Central Asian and Caucasus region.
- **Intermodal transport services.** Globalink operates daily rail container services from all major European origins to over 100 destinations in the former Soviet Union, and acts as an agent for the Russian, Kazakh, Uzbek, and European railways. Having its own container fleet, Globalink is capable of positioning empty containers at any point of origin in Europe or the Middle East in less than 48 hours.
- **LTL/FTL services.** Globalink offers weekly LTL (less than truckload) and daily FTL (full truckload) services from all major European points of origin to over 30 major destinations in the former Soviet Union. Climate-controlled, box-type trailers are available for household goods shipments and other sensitive cargoes
- **Customs brokerage services.** Globalink is widely known as one of the leading licensed customs brokers in the region.
- **Domestic distribution.** Globalink's extensive hub network can forward consignments anywhere in the Central Asian and Caucasus region by efficient modes of transport. Armed escort and special vehicles are available for the movement of high-value cargoes.
- **Warehousing.** Globalink offers normal and bonded warehousing services in Almaty, Ashgabad, Astana, Aktau, Atyrau, Baku, Bishkek, Dushanbe, Poti, Tashkent, Tbilisi, and Yerevan. Industrial packing services are also available at selected points of origin.
- **Project logistics.** Globalink provides complete post landed services and project management, including transportation of oversized cargoes, heavy loads, module movements, river barge service, and air/sea charters.
- **Caspian shipping operation.** Globalink manages direct vessel service from North Sea, Mediterranean, and Black Sea to Caspian Sea ports via the Volga-Don canal.

Globalink is an active member of FIDI, HHGFAA, AMSA, BAR, the Employee Relocation Council, and the International Federation of Freight Forwarding Associations, Switzerland.

Tour www.globalink.kz to learn more about Globalink and the Central Asian Region.

Globalink

90, Adi-Sharipov Street • 480059 Almaty, Kazakhstan

POC: Siddique Khan, Managing Director

Tel: 7 (3272) 588880 / 922747 / 922797 • Fax: 7 (3272) 588885 / 505902

E-mail: Sidkhan@attglobal.net • Website: www.globalink.kz

POLAND

Universal Express

Headquartered in Warsaw, **Universal Express**, an American-owned and completely independent company, is Poland's no. 1 mover. In business since the demise of Communism in 1991, and with branches throughout Poland — Krakow, Gdansk, Poznan, Szczecin, Warsaw and Bydgoszcz — Universal Express has staff of 107 professionals. Three staff members have completed the FIDI training seminar, and the foremen have trained with BAR in the UK.

Universal Express offers the full range of worldwide moving services, and now has its own Relocation Division offering a complete range of destination services, including orientation tours, home and school search, work permits/visas, and furniture rental.

What makes Universal Express unique? "We specialize in Poland," says the company. "We're the biggest and the best established. We're the only ones with an office and warehouse at Warsaw airport, and the main port of entry, Gdynia. We're also the only mover with its own licensed customs agency and customs bonded warehouse."

In addition to excellent moving and relocation services, Universal provides the after-move administration and support that customers demand, so they don't have to worry about their expatriates' documentation and customs issues during their stay in Poland.

Universal Express Relocations Sp. z.o.o.

ul. CzereŃniowa 98 • 02 - 456 Warsaw, Poland

Phone: 48 22 863 6391 • Fax: 48 22 863 9480

E-mail: relo@uex.com.pl • Web: www.uexgroup.com

RUSSIA

FROESCH Moscow

Led by veteran Branch Manager Douglas White, FROESCH Moscow boasts a young team of dynamic professionals dedicated to providing the highest level of service available in Russia. Currently, FROESCH Moscow has an office staff of 15 and 35 packing staff, and in 1998 the company moved to new, larger facilities.

FROESCH Moscow's reputation for quality has been well established in Russia for many years. Thanks to this reputation among clients and HHGFAA partners, the Moscow office has doubled its turnover over the past 5 years. The list of clients served by FROESCH Moscow includes all major Moscow embassies and St. Petersburg consulates, as well as most Fortune 500 multinationals with Russia representation. Since 1996, the company has handled shipments for the U.S. military as well as FBI, INS, DOE, and other various U.S. government organizations.

In addition to international road, sea, and air freight shipments, FROESCH is very active in local and domestic residential moves, as well as office moves and other project work. The company maintains a secure, dry, heated warehouse with 24-hour armed security. Long-term and transit storage of household effects are offered in lift-vans inside the warehouse.

FROESCH Moscow continues to grow. In June 2000, FROESCH Moscow opened an office in St. Petersburg, headed by Scott Crane, an American expatriate living in St. Petersburg. To support this effort, FROESCH Moscow hired a crew of packers in St. Petersburg and brought them down to Moscow for training in packing techniques and customer service.

Founded in 1982, FROESCH Moscow begins its 19th year in operation in 2001. Incorporated as "OOO Froesch" since 1999, FROESCH Moscow is a Russian company with 100 percent foreign capital. Despite the setbacks faced in the wake of the 1998 financial crisis in Russia, FROESCH Moscow looks to the future with great optimism.

"I think we're going to see a trend of increasing numbers of domestic moves over the coming years and an increase in service to areas beyond Moscow and St. Petersburg. That's where the future is for us and we're preparing for it now," says Douglas White. "Expatriates aren't coming only to Moscow and St. Petersburg for a two-year stay and then moving out again. They like it here and many of them want to stay in Russia and go on to new challenges in other regions."

FROESCH increasingly finds itself serving destinations such as Ekaterinburg, Samara, Saratov, Nizhny Novgorod, Krasnodar, Novosibirsk, and even Vladivostok (over 10,000 km. from Moscow).

FROESCH also expects an increase in the number of Russian clients it serves. The company has seen an increase in the number of Russian nationals among its clients every year for the past 5 years. "In the long term, our main client base will be Russian citizens," says White. "The question is, will that shift take place over the next 5 to 10 years, or over the next 10 to 20 years? Today, we're seeing the trend begin with some of the multinationals. In many cases, they've established their production facilities in one region, with the Russia headquarters in Moscow or St. Petersburg, and they're moving their regional local staff to Moscow or St. Petersburg as these people move up the corporate ladder."

FROESCH Moscow

POC: Douglas White

Ul. Avtozavodskaya 23, Building 917

109280 Moscow, Russia

Phone: 7(501) 797-4026 / 4027 • Fax: (501) 967-1366

E-mail: douglas.white@froesch.ru

FROESCH Head Office

POC: Lars Klinkner

Ruebenacher Strasse 60 • D-56072 Koblenz, Germany

Phone: 49(261) 270-80 • Fax: (49) 261 270-0840

E-mail: info@froesch.de

A PORTAL

Profile

Asian Tigers

The **Asian Tigers** comprises the Far East's most prominent moving companies, who forged their strengths in 1998 to become the giant of the region. The 12 Asian Tigers companies come from six existing groups, namely Transpo International, K.C. Dat, Lane Moving & Storage, Trans China International, Premier Worldwide, and Transpack.

Asian Tigers operate in Cambodia, China, Hong Kong, Indonesia, Japan, Laos, Malaysia, Singapore, South Korea, Thailand, and Vietnam. The combined experience of this moving powerhouse now stands at a total of more than 200 years.

Having already acquired impressive reputations in their respective countries, the Asian Tigers are now making their presence felt within the industry itself. After the official announcement of the grouping in October 1998, Asian Tigers took the significant step in July 1999 of appointing a full-time executive director, Andy Marshall, to coordinate the efforts of building the new brand.

Under its new banner, Asian Tigers will provide high quality service, covering a wider territory with comprehensive moving facilities, including warehousing, local and international household and office removals, record storage, customs liaison, and handyman services.

With the formation of Asian Tigers, all procedures and systems will be standardized, regardless of the country where each company operates. The merger augurs well for both clients and agents. For clients, it will mean better rates, competitive prices, and a quicker response time as the Asian Tigers communicate with one another online.

For agents, dealing with the Asian Tigers will transform a domestic network into one encompassing 12 countries across Asia, immediately upgrading the agency's status to that of a regional coordinator. Following is a snapshot of the Asian Tigers member companies.

In Thailand, **Transpo International** has carved itself quite a reputation, both at home and abroad, as the finest moving and storage company in Thailand, says the company. Transpo International has a multinational management team, including expatriates from the United States, Britain, France, Switzerland, and Thailand. The company has more than 300,000 square feet of office and warehouse space in Thailand, employs 650 people, owns a fleet of 43 vehicles, and has the Eastern Seaboard operation in Rayong.

William C. Reinsch, the founder and company chairman of Transpo International Ltd. (Thailand), since its establishment in 1973, has lived in Thailand for the past 29 years.

Derek Cheyne, general manager for the household goods moving division, has more than 20 years' management experience in the industry, most recently with White & Co. in the United Kingdom.

Transpo Movers in Malaysia, only seven years after its launch, is well on its way to achieving its goal of becoming the first choice among movers in Malaysia. Headed by Gordon Bell, Transpo Movers was originally conceived and launched as a joint venture by two of the largest moving companies in the Pacific region: K.C. Dat (Singapore) and Transpo International (Thailand).

Since its inception, Transpo Movers has grown steadily, setting up its Penang office in April 1997 especially to service clients attracted to the Penang Technology Zone.

While Malaysia is essentially an English-speaking country, Bell and his management team at Transpo Movers are sensitive to the diverse needs of Kuala Lumpur's cosmopolitan expatriate community, and have ensured that the capital's front line is multilingual.

Only 19 when he entered the moving industry, Bell has gained a wealth of experience over the years, with three years in Singapore, eight in Hong Kong, five in Thailand, and over seven years in Malaysia.

Bell was named managing director of Transpo Malaysia having accumulated more than 11 years of experience at Transpo. He is also chairman of the board of Asian Tigers.

General Manager Susan Khoo has 20 years' experience in the moving and freight forwarding industry, specializing in packing, customs brokers, and cargo in general.

In Hanoi, Vietnam, Transpo International Ltd. represents Asian Tigers via its agent, Interserco, through which Transpo has been operating on a representative office license granted to it in 1994 by the Socialist Republic of Vietnam. Interserco is run by David De Vos.

In Ho Chi Minh City in the south of the country, Transpo's facilities are of international standard, a full-scale moving operation with a 10,000-sq.ft. warehouse managed and directed by moving industry veteran John G. Eyer.

In '976, after a period of working in Europe, Eyer left for Asia to become managing director of K.C. Dat in Singapore, where he helped to transform a struggling business into a \$21 million operation in eight years.

Korea's recent economic growth has given rise to another member in the form of **Transpack International Co.**, founded in 1984 by Sun J. Yun and Joseph Song.

As the company's managing director, Song has expertly managed several aspects, including operations, customer contacts, sales, marketing, and commercial relations, and has seen the company grow into one of the most recognizable names in the international moving and storage industry.

Transpack first began as a specialist in moving household goods, concentrating especially on relocating employees of multinational corporations on a worldwide basis. It soon expanded to cover office relocation projects, freight packaging and handling, warehousing, and also the distribution of dry commercial goods.

At both its headquarters in the Sucho district of Seoul and its branch at the port of Busan, which takes care of port operations and customs matters, the key words are care, effort, and service — a winning combination that has helped Transpack International become the leader in Korea's moving industry, with more than a 60 percent market share.

Lane Moving & Storage in the Philippines was founded in 1976 by Gerard Lane, whose dedication to the profession soon established the company as Manila's preferred international mover. Now, 24 years later, Lane is a household name in the Philippines, where it enjoys an excellent reputation in the demanding corporate market, the result of having successfully accomplished more than 20,000 moving assignments in and out of the capital city, Manila.

Quality and professionalism have always been high on the priority list at Lane, with packing materials painstakingly chosen and its staff regularly trained throughout the year and constantly updated on developments in this highly competitive industry.

Consistency has also been a major contributing factor to Lane's success, largely due to the leadership of General Manager Rob Faraone, who has helped establish the principles of quality and professionalism since he first joined Lane in Jakarta, Indonesia, in 1976. Since that time, Faraone has held top management positions in Singapore, Hong Kong, the United States, and the Philippines.

Having successfully established Lane Moving & Storage and made it a household name in Manila over a 10-year period, Gerard Lane moved to Indonesia, and launched Lane's first sister company, Lane Moving & Storage in Jakarta, the nation's capital.

Following the same formula of quality and service that made Lane the prime mover in Manila, Gerard Lane propelled the Jakarta-based company to its current top position in Indonesia, with the able assistance of co-owner Gary Sweitzer and M. Jusuf, both of whom have been with him since the Jakarta office was established 15 years ago.

Holding its position at the top of the Indonesian sector, Lane has kept pace with the increasing number of expatriates being relocated to the Pacific Rim, and currently offers a wide and growing range of service.

The **Trans China International** operations in mainland China reflect the dynamism that comes with being an Asian Tiger, the company having been the first international moving organization to establish itself when China opened up to foreign enterprises.

Its growth in the past 15 years reflects this dynamism as TCI China has bloomed from its starting point in Beijing to five more office in Dalian, Guangzhou, Shanghai, Tianjin, and Nanjing, with two more in the pipeline, serving the country and Inner Mongolia as well.

The six offices constitute 125 well-trained staff manning more than 4,000 sq.ft. in administration space and another 60,000 sq.ft. in warehousing and storage under the able leadership of Managing Director Allen Fan and his management team, comprising Ken Comstock (Beijing.), Francis Cheung (Shanghai), and Rodney Chan (Guangzhou).

In China, TCI's current list of services includes comprehensive project management for relocating staff equipment and materials, complete with storage and warehousing facilities, for the diplomatic circle, private companies, and individuals.

After almost three decades of unrelenting quality control and service, **Trans China International (Hong Kong)** has become one of Asia's fastest-growing and most active removals companies. The boast is well founded, especially considering that it now lays claim to its offices in China and the Asian Tigers partners all over the region.

Established in 1971, the specialty of Trans China's Hong Kong operations has been the moving of household goods, and in keeping with its plans to expand the company has diversified into handling heavy industrial items and office equipment and records.

The company's high success rate and reputation is largely due to a well-established quality control system —

including a customized, highly sophisticated computer system that tracks goods from collection to delivery — that monitors every stage of the services it provides.

With more than 35 years of experience in the business of moving, **K.C. Dat** is the largest international household removal specialist in Singapore, and certainly among the largest in Asia.

As are al Asian Tigers, K.C. Dat is a member of the two most prestigious networks in the moving industry: OMNI and FIDI.

Due to the heavy daily traffic, K.C. Dat maintains 86,000 sq.ft. at its comprehensive range of facilities. With veteran Eric Lim spearheading its operations, K.C. Dat is now Singapore's prime choice of mover in this major regional capital.

In 1978, Lim joined K.C. Dat (S) Pte. Ltd. Over the years, he has served in various trade associations. He has been a board member for CETI and OMNI, and area director for LACMA. He currently is chairman of FEMA (Far East Movers' Association Ltd.).

Robbie Heng has been involved in the shipping industry specializing in household goods since he joined K.C. Dat in 1978. Heng, who qualified in international removals at established FIDI institutes in Europe and the United Kingdom, was promoted to the post of general manager in 1996.

Premier's official startup date was in 1998. Since then the office has expanded to include a total staff of 18. The staff is made up of both Japanese and foreign staff to better assist expatriate customers moving into and out of Tokyo.

General Manager Nick Masee has over 15 years of industry experience, including 6 years in Asia. Other key staff include Dan Kuss and Takayuki Fujita, with 20 and 30 years' industry experience in Tokyo, respectively. Carl Carrick, formerly with Nuss International, has spent 5 years in the business.

Premier's focus is on providing its trading partners and clients with a high level of quality communications, a vital component to any successful move into or out of Japan. In a short period of time, Premier has established a solid reputation with all of its valued clients. The company is actively marketing its service to the Tokyo corporate market and has already established strong relationships with a number of major accounts, including Nokia, Merrill Lynch, Deutsche Bank, Barclay's Bank, ABN Amro, and Ericsson & Dupont.

Asian Tigers

134 / 28-32 Sol Athakravi 3

Rama IV Road

Klongton, Klongroey

Bangkok 10110 Thailand

Phone: (662) 259-0116 / 258 1110

Fax: (662) 258-6555

E-mail: AsianTigers@attglobal.net

PORTAL

Profile

Santa Fe Transport International Ltd. Hong Kong

Santa Fe was established in 1980 and has established itself as the premier Relocation Company in Asia. Headquartered in Hong Kong, the company has operations in Singapore, Thailand, and nine major cities in Peoples Republic of China. Its dedication to service, training, and quality of packing has enabled Santa Fe to maintain this position and deliver an outstanding relocation to its customers.

The company's continued pursuit of excellence allowed Santa Fe Hong Kong to be the first company in Asia to achieve the FAIM accreditation along with the ISO-9002 Quality Certificate. Its sales team, comprising 15 international professionals from the United States, the United Kingdom, Canada, South Africa, Hungary, and Hong Kong, have an average of 9 years' experience. As the largest moving company in Hong Kong, with over 330 total staff, its facilities include a household goods warehouse of over 55,000 square feet and a 127,500-sq.ft. records management warehouse with 24-hour security and the latest fire prevention systems.

As an extra benefit to inbound shippers, Santa Fe's relocation services manager will personally call and/or visit each client to see how their delivery was handled, and to follow up with any client's questions. Inbound shippers with over 400 cubic feet are treated to a Santa Fe "Welcome Bag," comprising a Handyman Voucher (value US\$65), information on activities in Hong Kong, maps, various confectionery items, Santa Fe mug and pens, and other goodies. In addition, they are invited to a catered boat trip to see the fantastic sights that Hong Kong Harbor has to offer, and to meet other people who are new to Hong Kong.

Santa Fe Relocations can also provide the following services:

- Home search
- City orientation and school finding
- Visa and immigration services
- Cross-cultural training
- Maid or valet services
- Airport pickup
- Handyman/electrician services
- Settling in services

Santa Fe Transport International offers the following range of services: international, domestic and office moves, relocation services, storage, records management, insurance, pet relocations, general cargo and project management.

Santa Fe Transport International

18th Floor, CC Wu Building

302-8 Hennessy Road, • Wanchai, Hong Kong

Phone: 852- 2574-6204 • Fax: 852- 2834-5380

E-mail: sales@santafe.com.hk • Website: www.santafe.com.hk

TECHNOTES

What Makes a Great Website?

Steve Epner, president of BSW Consulting, Inc., an expert on electronic commerce and the way its effect on businesses, has come up with some worthwhile tips to guide Website construction and enhancement.

- **Clean.** Put the most important information at the top of the page. Include the title, the purpose, and the date your page was last updated. Write clearly and be brief.
- **Fast.** Don't overload your page with a lot of graphics. Use simple, primary colors for faster loading. Don't put too much information on the first page. Organize your document for quick scanning by using headlines, lists, and links.
- **Printable.** Limit the number of colors you use. Anyone visiting your site should be able to print it out in black and white. Too many colors (on a logo, for example) will end up looking like a black-and-gray blotch.
- **Changing.** It is important to update the information on your site every two to four weeks at the minimum. Unchanging sites rarely attract return visits. List the date the page was last updated so visitors know where to find new information.
- **Accessibility.** Decide who you want to visit your site. There are specific search engines for specific businesses. Provide your e-mail address in a hypertext link on the page to enable people to get back to you immediately with comments and suggestions on improving your site. Be sure to respond to all e-mail quickly.
- **Accurate.** To limit liability, be sure to have your legal department look over your entire Website as well as any updates.
- **Advertise.** Advertise your site in print. Don't rely on search engines to bring visitors to your page. Make sure your Web address is on all printed material associated with your business.
- **Domain.** Get your own domain (.com., .net., etc.) name. Businesses that have their page on their own domain appear more professional and solid than those who are hosted by another Internet Service Provider (@aol.com, @yahoo.com, etc.).
- **Catalog.** Build an electronic catalog that clearly describes your products and/or services. If possible, put a search engine into your site to help visitors quickly find products they are looking for without having to search the whole document. Use illustrations where you can to better show the product.

—SOURCE: National Truck Equipment Association, TENEWS

MARITIME/OCEAN SHIPPING

OECD Urged to Review Key Issues

Shipper organizations are urging the Organization for Economic Cooperation and Development to examine the effects of pricing practices of ocean liner carriers, the impacts that discussion and stabilization agreements have on shippers and carriers, and the extent of changes that would occur if antitrust immunity were limited for ocean carriers.

The organizations include the National Industrial Transportation League and shippers councils of Japan, Europe, Canada, Hong Kong, Korea, Thailand, and Singapore.

Shippers complain that carriers go too far with respect to antitrust immunity.

Ocean carriers enjoy limited antitrust immunity with respect to putting together strategies for servicing the trade lanes, to facilitate access to information they need to remain viable and competitive. But shippers complain that the carriers go too far, and in some countries investigations have begun into carriers' activities for alleged antitrust violations.

The shippers groups want the OECD to consider seven areas:

- Entry and exit from trade routes
- Carriers' financial positions
- Immunity and pricing in international ocean shipping
- Industry cost structures and cost trends
- Market concentration
- Activities of discussion agreements
- The role of technology in reducing costs and increasing flexibility.

Danube Cleanup to Begin

The popular uprising that finally ended the Milosevic regime in Yugoslavia recently also was the beginning of the country's reintegration into Europe after years of isolation. The European Union moved quickly to lift sanctions and begin discussions of financial assistance to help rebuild the country's shattered infrastructure, including key north-south highways and the vital Danube River waterway.

Praising the Yugoslav people for reclaiming their country, European Commission head Romano Prodi told the new Yugoslavian president, Vojislav Kostunica that Europe would "welcome a democratic Yugoslavia with open arms."

One of the top priorities for the country and the Balkans region as a whole will be reopening the Danube, which was blocked when NATO warplanes destroyed bridges across the river to prevent Milosevic from reinforcing his troops in Kosovo during the bombing campaign. Milosevic had been demanding that NATO countries pay for rebuilding the bridges before allowing Europe's second-most important waterway to be cleared of debris. The stalemate that ensued has cost the region hundreds of millions of dollars in lost trade.

With Kostunica now in power and the European Union already pledged to provide \$25 million for the cleanup, experts predict the Danube could be open by next spring.

But more important, the end of the Milosevic regime, which lost three wars in the 1990s and created what is today Europe's poorest country, will bring Yugoslavia back into the European economic fold.

"There will be an increase in investment and trade, not only in Serbia but in the whole Balkans region," said Guy Collette of DHL International. "The people of Serbia are really very commercially oriented but have been held down for about 15 years. In terms of trade, they have historically been the leader in the Balkans."

DHL, which prides itself on not letting a war or other disaster get in the way of a delivery, worked straight through the Kosovo crisis and the popular revolt that brought down Milosevic. As tens of thousands of demonstrators surrounded the national parliament building and set it on fire, marking the beginning of the end for Milosevic, "things were operating absolutely normally," the DHL office in Belgrade reported to Collette.

—SOURCE: John Parker, writing in *Traffic World*

Maersk Sealand to Restructure Pacific Services

Maersk Sealand will restructure its Asia-to-U.S. services to provide faster, direct service from Hong Kong and South China to the East Coast. The TP6A service, a peak-season-only service between Asia and the West Coast, will be dropped as planned. Maersk Sealand will discontinue East Coast calls on its TP2 service, which will call only at West Coast ports. Maersk Sealand will introduce a TP7 express service from Hong Kong and China directly to the East Coast, without a West Coast stop. The line also will reduce its slot allocations on a vessel-sharing service from Asia through the Suez Canal to the U.S. East Coast.

Pirate Attacks Soar

The number of pirate attacks has soared to a 10-year high across the globe, with Indonesia's waterways the riskiest, a maritime monitoring group said.

Authorities recorded 294 pirate attacks worldwide from January to September of this year, up from 180 in the same period last year, the International Maritime Bureau reported in its quarterly piracy survey.

Indonesia, the world's largest archipelago with 13,000 islands, recorded 90 attacks by pirates this year, up from 66 in 1999 and 31 in 1998. "Indonesia remains the most piracy-prone country in the world," the Kuala Lumpur-based group said.

Bangladesh, Ecuador, India, and the southern tip of the Red Sea also experienced "a sudden rise" in piracy, the report noted.

U.S., Europe Closing Gap on Regulatory Differences

While some mostly technical differences exist between the United States and Europe in the way the two trading powers regulate ocean shipping, the two commerce leaders are closing the gap, according to Harold J. Creel Jr., chairman of the Federal Maritime Commission.

Calling the two systems "fundamentally similar," Creel told an industry group recently that the industry has become "a service contract-based commercial environment without encountering conflicts of laws or other legal ambiguities and uncertainties."

Industry has long complained that regulatory differences regarding ocean shipping have made it difficult to know what they legally can and can't do, and having that information is essential to establishing rates and services.

Creel said the Ocean Shipping Reform Act has helped by bringing the two systems closer together. For example, both Europe and the United States

- exempt international shipping lines from antitrust laws;
- have enacted laws to promote competition in the industry with tools like independent, confidential service contracts;
- bar carrier agreements that limit or restrict independent service contracts or require the shippers and shipping lines to disclose any such deals.

Creel said OSRA has done what it was meant to do so far. The real proof, he said, has been in the growing satisfaction of shippers who had advocated the reforms. A survey by the National Industrial Transportation League revealed that 90 percent of NITL shippers either "completely" or "partially" agreed that OSRA has produced positive effects in getting more or better service contracts. Some 70 percent agreed that OSRA had cut back on some of the influence of conferences, curbing their cartel-like powers.

Shippers say that under OSRA, carriers now can offer more complete service packages, though not everyone is happy. Creel says the FMC is now reviewing the law's strengths and weaknesses, focusing especially on the high costs being charged to look at tariffs filed on the Internet.

Other critics say OSRA has failed to significantly change the way they negotiate deals. Shippers had expected OSRA to open the door for greater competition, but now say they find themselves in contracts with the same old line they have always used. The NVOCCs complain that antitrust immunity is still permitted by U.S. regulations, although this is not just an American problem.

—SOURCE: Michael Fabey / Traffic World

Maritime Appointments

New Jersey-based Troy Container Line Ltd. has named William A. Maron director of industry relations. Maron will report directly to Michael Troy, founder and chairman of Troy Container Line, a neutral NVOCC with more than 16 years' experience serving the continental United States.

Maron began his career in the shipping industry in 1959, when he joined the New York office of the family-

owned Maron Shipping Agency Inc. He advanced to the position of president and served from 1980 to 1997. At that time, her merged the company into A.N. Deringer Inc., a forwarder and customs broker with 30 branch offices, remaining there as director of ocean exports until June 2000, when he formed InfoceX International to specialize in export consulting.

Maron will represent Troy Container line in various industry associations. During his career, he served two terms as president of the Board of Governors of the New York/New Jersey Freight Forwarders and Brokers Association, of which he was a member for 24 years. He also spent 18 years on the National Customs Brokers and Forwarders Association's Freight Forwarding Committee, 10 of those years as its chairman. In addition, the Governors of New York and New Jersey appointed Maron to the Advisory Board of the Freight Services Improvement Conference, where he served during most of the 1980s. He later testified before the House Committee on Merchant Marine and Fisheries and the Advisory Commission on Conferences in Ocean Shipping.

Maron, who is a member of several professional organizations, currently serves on the Advisory Board of the Maritime Industry Museum at Fort Schuyler, Bronx, N.Y., and is president of the Maritime Chamber of Commerce of New York. He is frequently invited to share his expertise in international freight forwarding as a panelist or speaker by the U.S. Department of Commerce, Small Business Administration, SCORE, the World Trade Institute, and the Port of New York/New Jersey Authority, as well as various international commerce clubs.

IN BRIEF

In another sign that discussion agreements may be supplanting the conferences as the primary means of cooperation among container carriers, shipping lines that serve the trade between the United States and countries in the Eastern Mediterranean are forming a new talking group, reports Journal of Commerce Week. The Eastern Mediterranean Discussion Agreement reportedly will include most of the lines sailing to the region, including P&O Nedlloyd and its Farrell Lines unit, Zim-American Israeli Shipping, Mediterranean Shipping, China Ocean Shipping Co., Maersk Sealand, and Turkon. It will cover cargo moving between the U.S. and Israel, Egypt, and Turkey.



Maersk-Sealand, P&O Nedlloyd, and several other major container shipping lines plan to establish a new transportation portal, the first Internet exchange of its kind backed by ocean carriers, Traffic World reports. The portal, Intra.com, is designed to offer greater simplicity, standardization, and visibility within the global container transportation industry. The carriers say it will benefit shippers, brokers, forwarders, and logistics providers. It will begin operating once it receives regulatory approval. The services will include tracking cargo movements of multiple carriers, access to scheduling information, booking requests, booking cargoes across several carriers, and proactive event notification.



ALK has released PC-FuelTax 6.0, fuel and mileage tax-reporting software. The newest release differentiates between U.S. and Canadian dollar purchases and recalculates fuel purchases using the current currency conversion rate. The latest version also "gives users the ability to review all options for running a query before generating a performance or operational report," says the company. For more information, access www.pcmiller.com.

MILITARY/GOVERNMENT UPDATE

Web Will Improve DoD Service Member Moves, Says MTMC

Web technology will completely transform the way America's service members move. The Internet will make the process instantaneous, centralized and personalized all at once, predicted Maj. Gen. Kenneth L. Privratsky, commander, Military Traffic Management Command, regarding the personal property moves of Department of Defense service members. MTMC is responsible for an average of 646,000 personal property moves a year for military and civilian employees.

"We have to have vision," said Privratsky at a panel session Oct. 4 on "Web Technology and Defense Transportation" at the annual meeting of the National Defense Transportation Association in Albuquerque, N.M.

Web technology will revolutionize the MTMC-managed move of the nation's military, said Privratsky, who suggested that a Web-based move could allow a service member to do the following:

- Make the personal property move arrangements.
- Obtain airline tickets.
- Arrange pay.
- Submit claims.
- Receive information on customs for overseas assignment.

"DoD's challenge, said Privratsky, is " to see the problem as it is and then partner with industry. The Web is providing MTMC with many solutions." MTMC's Web page at www.mtmc.army.mil provides industry information on bid solicitations, policy, procedure and news.

Future expected technological advances, he said, include:

- A single call center to respond to questions.
- A Historical Data Center where MTMC can instantly call up a complete record of a specific customer's business.

In the future, the government and military should not maintain separate and unique systems from industry, said Privratsky. "We should get out of processes where our presence is not required. We don't have to have unique systems."

For example, he said, military shippers should be able to deal directly with ocean shippers without going through MTMC. Instead, MTMC would record a transaction's shipping data but not be involved in the actual transportation arrangements.

"All of this will impact on people," said Privratsky, "as we find a better way to use technology on the Web. We have to keep that in mind at all times."

HHGFAA President Terry Head chats with MTMC's Frank Galluzzo at MTMC's Sept. 12 celebration of its move to its new headquarters. (Incidentally, the Hoffman II Building is about a block from HHGFAA headquarters.)

MTMC Headquarters Moves to Alexandria, Va.

The employees of MTMC Headquarters are performing the same jobs — but from a vastly enhanced working environment. After over three decades of work in the Nassif Building in Falls Church, Va., MTMC Headquarters has moved to the the 10th through 12th floors of the building and part of the 9th floor of the Hoffman II Building at 200 Stovall St., Alexandria, Va., with 10 percent more office space than the old location. The Hoffman II Building, located at the intersection of the I-495 and the Telegraph Road interchange, is adjacent to METRO's Eisenhower Station on the Yellow Line.

The command moved in increments from May 5 to June 18, said Bob Hardiman, move coordinator. In all, 1,175 new computer workstations have been set up for MTMC employees and contractors.

The first group of MTMC Headquarters employees to move — which included the contracting, inspector general and equal employment opportunity offices — completed their final packing May 5-6. All office equipment, files and computers were moved May 7.

When employees reported to work at Hoffman II on May 10, they only had to unpack — phones and computers were already in working order.

Employees were enthusiastic. For many, their commuting time was substantially reduced.

"The core goal of our incremental moves was to ensure our actual work flow was not disturbed," said Hardiman. "We succeeded." The success of the move was a result of the hard work of move coordinator Bernard Walls and representatives from every office in the command, said Hardiman

New Phones

Commanding General: (703) 428-3210
Deputy to the Commander: (703) 428-3211
Command Sergeant Major (703) 428-3212
Chief of Staff (703) 428-3213
Command Affairs (703) 428-3207
Contracting (703) 428-3300
Distribution Analysis Center (703) 428-3382
Equal Opportunity (703) 428-3336
Equal Employment Opportunity (703) 428-3368
Information Management (703) 428-3215
Inspector General (703) 428-2138
Legal (703) 428-3206
Operations (703) 428-3233
Personnel & Logistics (703) 428-3264
Passenger & Personal Property (703) 428-3269
Resource Management (703) 428-3287

Task Force Fix: MTMC Seeks Faster Improvements in Service Members' Relocations

In the near future, military service members may find their relocation moves are a lot easier. That is the goal of a bold partnership initiated by MTMC with several national household goods moving associations.

Task Force Fix seeks to upgrade qualitative aspects of the relocations provided by the moving industry to DoD members. "We are determined to make progress," said Lt. Col. Nonie Cabana, chief, of MTMC Passenger & Personal Property Division.

Many service members complain their relocations are not on an equal footing with their civilian peers. Several pilot programs designed to improve the situation are probably several years from resolution. Changes should be made now, said Cabana, to benefit the bulk of MTMC's military customers. Only a small number of service members currently benefit from one of several re-engineering programs within DoD.

"If I had my way," said Cabana, "we'd have made the changes yesterday." As partners, MTMC is working with the directors of three household goods trade associations. They include Terry Head, of HHGFAA; Joe Harrison, of the American Moving & Storage Association; and Linda Rothleder, of the Military Mobility Coalition. An initial meeting was held Oct. 17.

"We want a more immediate improvement to the existing program while we await resolution of the Full-Service Moving Program," said Dinah Locklear, program manager. The FSMP, recently initiated by DoD, is the latest pilot designed to re-engineer the moving process for military service members. Locklear said program improvements could lead to increases in retention and readiness for the nation's service members. Areas to be reviewed, she said, include:

- Quality of life. Several features that will directly benefit service members include requiring movers to have a toll-free phone numbers and to provide full-replacement coverage for lost or damaged property.
- Quality/price. The alignment of moving company compensation with customer satisfaction.
- Customer survey. Development of a better survey of a customer's moving experience.
- Carrier risk assessment. Review of moving companies' financial data for early identification of high-risk carriers.
- PowerTrack. Implementation of USBank's PowerTrack payment software for household goods moves. (By Nov. 30, virtually all other MTMC freight carriers are required to use the system.)

Results of the task force's first meeting were positive. A requirement that MTMC movers maintain a toll-free 1-800 phone number for military customers will probably be implemented soon, said meeting participants. Another improvement that saw no major disagreement was the required use of PowerTrack for moving company payments.

Capitol Trans Awarded MTMC Certificate of Appreciation

The Military Traffic Management Command has honored Richard Darmanin of Puerto Rico-based Capitol Transportation, a MTMC Global POV Contractor, with a Certificate of Appreciation for his company's work over the period of Nov. 2, 1998 through July 5, 2000.

The certificate states in part: "Mr. Darmanin's leadership ensured that performance standards were exceeded and vehicles were delivered to the customer in a timely manner. His dedication and attention to detail were instru-

mental in the Puerto Rico Vehicle Processing Center achieving a 100 required delivery date rate for the 3rd Quarter 2000. Mr. Darmanin's commitment to customer service resulted in outstanding remarks from VPC customers for 18 consecutive months. His accomplishments reflect great credit upon himself and Capitol Transportation."

Overseas Moving Companies Face Tighter MTMC Standards

Tighter standards have been imposed on the companies who move the personal property of DoD members stationed overseas. Financial and legal requirements required of overseas carriers have been increased.

The changes were announced Oct. 2 by the Military Traffic Management Command in letters to 166 overseas carriers qualified to carry service members' personal property. Carriers who do not meet the requirements are subject to a suspension in military business, said Lt. Col. Nonie Cabana, MTMC's deputy chief of staff for passenger and personal property.

In addition, some 200 letters were distributed Oct. 3 to overseas carriers at the annual conference of the Household Goods Forwarders Association of America, in Anchorage, Alaska. The carriers receiving the letter include foreign movers and U.S. companies involved in overseas shipments. Technically, the firms are identified as International Through Government Bill of Lading carriers.

In the past 18 months, numerous carriers have gone out of business overseas, said Cabana, who added, "This results in carriers not paying their agents, who in turn, hold shipments hostage because they have not been paid. This places unwarranted, unethical and unacceptable hardships on property owners who become the victims of carriers who do not pay their bills."

In future hostage situations, Cabana said he expects other moving companies to support DoD service members by refusing to do business with firms taking such actions.

Carriers notified have 30 days to meet the following requirements:

- An updated certified financial statement signed by a company official listed on the carrier's Tender of Service signature sheet.
- Acknowledgement that a firm — and its agents and subcontractors — agrees to abide by appropriate United States law (37 U.S.C. 406 (1)), which prohibits liens on DoD-sponsored household goods shipments.

Hostage shipments and delays in receipt of their personal property are unacceptable for American service members, said Cabana. "This is very frustrating to our customers who comprise the largest market share of this industry," he said.

Moving companies who fail to meet these standards will be subject to immediate administrative worldwide nonuse pending Carrier Review Board action.

Carriers with questions on the new requirements can contact Jim Johnson, chief, business integration division at (703) 428-3048.

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

*‘Leadership
Through
Innovation’*

• An Organization within the HHGFAA for
Young Professionals 35 Years of Age and Under •

CONVENTION 2000 FLASHBACK

WEBSITE (arriving soon)

- Online registration
- Member profiles
- Much more

MIXER 2000

Look for the pictures on the
YP-35 Website

OFFICIAL HHGFAA RECOGNITION

**Representation on the Executive Committee was
Unanimously Approved — That is a First!**

FIRST YP-35 OFFICIAL DEVELOPMENT MEETING

Participants included Davide Occhicone (FOS International); Onkar Sharma (Eagle Freight); Victoria Simonuk (IWM Interlog); George Cooper (Southern Winds International); Macarena Pauley-Scalia (Tumi International); Daniel Bagguley (Allfreight International); Alexandra Noyalet (Worldwide Movers); Brandon Day (The Day Companies); Pablo Regner (Universal Cargo); Craig Bailey (Executive Insurance); Heather Engel (Lincoln International); W. Eric Beuthin (Worldwide Movers); Michael Gilbert (Southern Winds International).

✍ LOGO DESIGN CONTEST ✍

Look for our winner and new design in the next issue of The Portal!

Annual Meeting Sponsors

Thanks again to the following companies, which sponsored gifts and events at HHGFAA's 38th Annual Meeting.

- 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)
- Harsch Transports** (Attendees Booklets)
- 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)

TRUCKING NEWS

EU Wins Truck-Tax Fight

After a month of fuel protests, European truckers finally had something to cheer about after the European Court of Justice ruled that Austria's special environmental tax on trucks is illegal.

The court said the tax, which was designed to reduce transit truck traffic through the Brenner Pass in the Austrian Alps, discriminates against non-Austrian trucking companies. The court also ruled that the tax was not linked to the cost of the highway infrastructure involved, which is required by European Union law. "The rates charged, in fact, exceed those construction costs by far," the court ruled.

The tax was challenged by the European Commission. Austria has tried to justify the tax on environmental grounds. The Alps, according to the government, is a particularly sensitive area and must be protected from pollution.

But the court ruled that neither environmental concerns nor national transport policies can be invoked to justify discriminatory toll rates. "Tolls may not discriminate on the grounds of the nationality of the hauler or of origin or destination of the vehicle," the court said.

The Brenner Pass — one of only a few north-south highway connections between Germany, Italy, and southeastern Europe — carries more than 400,000 heavy trucks a year. The number of trucks passing through the Brenner Pass could increase when Switzerland begins imposing a similar weight-distance tax for trucks at the beginning of 2001. The tax is designed to force trucks onto the Swiss rail system for a piggyback trip across the small but strategically located Alpine country.

The Swiss Freight Forwarding Association is predicting chaos at the Swiss border in January, when the tax goes into effect. Every truck crossing the border will have to be weighed and the tax paid before it is allowed into the country.

Unlike Austria, Switzerland is not a member of the European Union, which means truckers won't be able to seek relief from EU courts. Switzerland, which has borders with Italy, France, Germany, and Austria, could prove a much bigger headache for European transport, and a much more difficult problem to solve.

— *By John Parker / Traffic World*

INDUSTRY NEWS



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

APPOINTMENTS

Tumi International Movers, Miami, Fla., has announced the promotion of **Manny Muñoz** to warehouse manager of its new 79,000-sq.ft. facility. Muñoz has been with Tumi for 12 years and is a winner of the Gold Tumi Award.



Nigel Kelly was recently appointed general manager of seven southeastern states for international moving specialist company Crown Relocations.

Kelly, based in the company's Atlanta office, oversees the Miami operation as well as the regions covering Alabama, Tennessee, Kentucky, Florida, Georgia, North Carolina and South Carolina.

Kelly contributes a strong executive and managerial background in operations, accounting and customer service. He also has extensive experience with U.S. Government household goods tariffs.

Kelly is currently pursuing his MBA at Georgia State University and spends his spare time with local community organizations offering volunteer assistance.



Angie Boreham, previously of the Transeuro Group, has recently joined Global Silverhawk's London office to work on special projects that entail sales and marketing, public relations, and customer relations. Boreham has over 15 years' experience in the shipping industry.

Also at Global Silverhawk, longtime staff member Evelyn Phillip has retired from the Accounts Department. "Evelyn has dealt with our sales ledger for the past 14 years, and has decided that now is the time to leave us and do some traveling, which she has promised herself for years," said Boreham. "We wish her the very best, and thank her for her long years of hard work."



Norway-based Adams Express AS has announced the appointment of **Ernst Sem-Jacobsen** as operations manager. He began his career in the moving industry in 1985 with Adams Express and later with Majortrans, Maritime Spedisjon, and more recently Haakull, for which he established in Oslo, bringing the company into the international market.

Haakull AS and Adams Express AS have negotiated an agreement of strong cooperation between the two companies, and Haakull AS has become a minor shareholder of Adams Express. This will give both companies a strong position in the two major areas in Norway, namely Oslo and Stavanger. In addition, the companies have agreed that all activity handled by Haakull in Oslo in the past will be transferred to Adams Express, which will honor all rate requests given by Haakull.



George Zane was recently promoted to vice president of international and logistics at Victory Van Corporation, an Allied Van Lines agent. An 8-year veteran at Victory, Zane has held several key management positions in operations and sales including, for the past year, the title of Vice President of Logistics.

In the new position, Zane will head up all sales and operations of the Victory International and Logistics Departments, including the oversight of major international and logistics accounts. He serves as executive-in-charge of the company's Dulles, Va., location.

Before joining Victory, Zane held management positions in other industries after serving over 11 years with the United States Air Force.



The Ontario-based company The MI Group has named **Richard (Rick) G. Bennett** as chief executive officer and **T. Roderick (Rod) Hopkins** as chief operating officer. Both will continue with their responsibilities as joint managing directors.

Bryan Bennett, the founder of the company and the previous CEO, is stepping aside but continuing as chairman of the company's board of directors.



Following its recent acquisition of Southern Africa removals group Calvert Worldwide Movers, Crown Relocations has named **Tim Calvert** as group managing director of the region.

Calvert, founder of CWM, began his career recognizing a need to offer personalized service in the relocations industry. He chaired the Professional Movers Association for three years, and has built Calvert Worldwide Movers from a one-vehicle operation to its 90-person operation today.

EXPANSIONS, ACQUISITIONS, AND MERGERS

Crown to Acquire S.Africa Firm

International relocations company Crown Worldwide Group has announced its agreement in principle to acquire the assets of Calvert Worldwide Movers in Southern Africa.

Calvert's extensive coverage of the Southern African market, operating branches in Johannesburg, Cape Town, Durban, Swaziland and Botswana, coupled with the company's 20 years of service in domestic and international removals, will be major assets to the Crown Group.

Crown Relocations Chief Financial Officer Ken Madrid said the acquisition served to further strengthen the worldwide network of Crown offices.

"Calvert Movers has a proud tradition of quality service in the southern part of the African continent and we are pleased to welcome them to the Crown network," he said. "We are excited to expand our global coverage, to strengthen our one-company control and, hence, to better serve our corporate and private clientele."

The company expects to increase the Calvert market share by introducing a full range of relocation services, as well as records management. Relocation services will include orientation tours, home and school search, settling-in assistance, and tenancy management.

The company also intends to further promote the South African operation to the corporate market within the country, as well as to its existing corporate clients internationally, said Madrid.

"Over the past few years, Crown has experienced increasing business into and out of Southern Africa," he added. "Our plan is to retain existing business and, simultaneously, to broaden activities by entering the corporate market with our proven Corporate Services Program."

American Heritage to Merge with The FEASIBILITY Group

American Heritage International Forwarding of Wilmington, N.C., has entered into an agreement to effect a strategic merger of equals with The FEASIBILITY Group of Raleigh, N.C. The new company will conduct business as The FEASIBILITY Group and will have four operating divisions: American Heritage International Forwarding, FEASIBILITY Consulting Services, FEASIBILITY Relocation Management Services, and Relocation Solutions.

Gary Winstead, President of American Heritage International, noted, "The opportunity to merge with The FEASIBILITY Group represents a significant opportunity to offer a comprehensive menu of relocation services to the military, government agencies, corporations, and their relocating employees around the world."

George Leddicotte, the current president of The FEASIBILITY Group, will be chief executive officer of the new company. Winstead will be the chief operating officer. The management team also will include Gary Cunningham and Larry Zapf.

The merger will be completed during the fourth quarter.

Transeuro to Expand in Europe

Transeuro Worldwide Movers has sold its entire share capital to Deutsche Bank Ventures, part of Deutsche Bank, and partners. Transeuro is now part of a newly formed Deutsche Bank-led holding company yet to be named.

A similar agreement had already been completed between the holding company and Amertrans. The synergies between these companies and Transeuro will allow significant expansion to grow the new group into one of the world's leading relocation service providers, said the company. The Transeuro Group is expected to enjoy swift pan-European growth via strategic acquisitions and mergers.

Transeuro Worldwide Movers has been growing steadily (15% a year) since its inception in 1974, and is recognized as a leader in its market niche. Deutsche Bank, appreciating the potential of the market sector and recognizing London as the largest center of worldwide relocation, decided to base the new holding company in London. Paul Evans will remain as Transeuro's managing director and chairman, and has also been appointed to the board of the new group. Transeuro's entire current board will remain in place, joined by Steve Robertson of Deutsche Bank.

Founded in 1974 by Evans, Transeuro now has an annual turnover of more than £45 million. The company services clients from its own warehouses in London, Manchester, Aberdeen, Paris, Lyon, Brussels, and Dusseldorf, as well as an IATA-licensed air freight office at London Heathrow.

Pacific Island Movers Changes Hands

Bob Barry, president and founder of Pacific Island Movers, the oldest and largest household goods moving and storage firm on Guam and the Mariana Islands, has announced the acquisition of his company by its chief financial officer, Ferdinand M. Sandoval, on Oct. 24.

Pacific Island Movers is a member of the Guam Chamber of Commerce and HHGFAA, and was the first American Moving and Storage Association Certified Registered International Mover on Guam. It has agents and affiliated moving companies all over the world.

In 1998, Pacific Island Movers received the prestigious Transportation Excellence Award from the U.S. Department of Defense for excellence in traffic management, employee training, quality assurance, and customer satisfaction.

Barry, a 40-year professional in the industry, will continue to serve as a consultant/advisor with Pacific Island Movers.

Mandarin Oriental Hyde Park Restored to Elegant Victorian Splendor

When the owners of Mandarin Oriental Hyde Park instigated an extensive interior refurbishment program at the prestigious Victorian building in Knightsbridge, London, the priorities were quality and cost control and avoiding inconvenience to guests. The solution was to appoint The Chris Garrod Partnership (CGP) as purchasing agent, with Transeuro Worldwide Movers selected to undertake FF&E project logistics.

CGP scheduled refurbishment of the five-star 200-bedroom hotel on a floor-by-floor basis. Furniture and fittings were transported to Transeuro's £14 million fire-safe Wembley warehouse, which became the consolidation point for the entire project. Victorian and Edwardian pieces requiring restoration were then placed in the hands of specialists with strict deadlines for their safe return.

With some 20 companies involved in supplying fixtures ranging from artwork to digital TV for each room, it was essential to integrate the logistics and purchasing systems. Transeuro's goods receipt and collection service was inked with CGP's customized purchasing system, which allows stringent cost engineering, and enables clients to receive budget, project status, and financial reports online.

Transeuro's specialist fleet returned completed room sets to the hotel for installation according to the phased program. In addition to the guest floors, the refurbishment included reception, housekeeping, catering, and laundry services.

Chris Garrod, managing director of CGP, noted, "Our objective was to help Mandarin Oriental Hyde Park capture the elegance of the early 20th century, combined with the modern conveniences of the 21st. With the help of Transeuro and other suppliers, we achieved a sympathetic refurbishment at a competitive price, and both the client and guests have commented favorably on the result."

Interstate Makes History

Interstate Relocations Services, Inc., of Springfield, Va., has received two contracts worth \$63 million over 5 years, as part of the U.S. Department of Defense's new Full Service Moving Project (FSMP).

"This award represents the next step in the evolution of our long-standing relationship with the Department of Defense," said company vice president Gene Isaacs. "This opportunity is a testimonial to our historical performance and strength. It continues the growth in scope of our relocation services, for the benefit of all our clients."

FSMP is a quality-of-life initiative sponsored by the Office of the Secretary of Defense. Recognizing the stress moving creates, Interstate's focus in the program will be to "exceed the expectations" of customers through value added offerings to ease their transition. The program is initially being rolled out as a pilot involving about 40,000 relocations annually, originating from three areas: the Military District of Washington, Georgia, and North Dakota.

Both of Interstate's awards fall within the Military District of Washington. They include seven sites covering a three-state area and the District of Columbia: Fort George Meade, Md.; U.S. Naval Academy (Maryland); U.S. Coast Guard Engineering (Maryland); Walter Reed Army Medical Center, Washington, D.C.; U.S. Coast Guard Headquarters Support Command, Washington, D.C.; Marine Corps Base/Quantico, Va.; Naval Service Weapons Center/Dalgren, Va.; and the United States Navy/Sugar Grove, W.Va.

Directmoving Partners with FAWCO

Directmoving.com, the first global relocation services portal, has been designated that it has been designated the official moving and relocation partner of the Federation of American Women's Clubs Overseas (FAWCO).

Directmoving was chosen by FAWCO because the organization believes that the information and services contained on the site offer an invaluable resource to expatriates. The range of information provided on the Directmoving site has just been extended even further with the "Who's Who" directory now increased to 19 different services sections and a selection of online libraries for expatriates and their families. Content is available in Spanish as well as English and French. For more information, access www.directmoving.com.

HONORS AND AWARDS

Peralta Award Goes to Gosselin International

Anchorage was the site of the presentation of PAIMA's second annual Juan Peralta Ecology Award to the winner, Gosselin World Wide Moving N.V. Accepting the award for Gosselin's branch office in Biebesheim, Germany, was Werner Franke. In addition to a commemorative plaque, Gosselin also received a check for US\$500 donated by Waste Management Incorporated.

In attendance were various heads of associations, press and photographers, representatives of the Gosselin organization, members of the PAIMA Board of Directors, and general membership. Ms. Rosemary Peralta, wife of the award's namesake, Juan Peralta, was also in attendance as an honored guest.

This was the second year that the award was made, and PAIMA President Joe Pauley said he was pleased to see that the international moving industry is showing such strong support for PAIMA's ecology initiatives. Pauley began his opening remarks with a remembrance of his late friend Juan Peralta, a PAIMA member who was a well-known and much-loved figure in the moving industry.

PAIMA member and Ecology Committee representative Sandra Maier reviewed the ecological achievements and activities of the Gosselin organization, and the reasons Gosselin was selected. The company recycles boxes and material including paper, wood, and steel; it utilizes only trucks which meet Eurostandards #1 and #2; rainwater and truck wash water is recycled for reuse; and solar energy will soon be used for power and heat for the facility.

New PAIMA President Mauricio Ortiz officially recognized Gosselin manager Eddy Bonne, who in turn called upon the Biebesheim operation representative, Werner Franke, to receive the check and the plaque. Champagne was served and all those present were encouraged to make ecology a part of each daily routine in our industry. Ortiz noted that PAIMA plans to prepare an ecology handbook for members, and will make it available to non-PAIMA members as well.

The Juan Peralta Ecology Award is presented each year to an international moving company which applies or is nominated, with final selection made by PAIMA's Ecology Committee. You do not need to be a PAIMA member to participate. To obtain an application, contact the PAIMA office at paima@sinfo.net or call or fax Abe Cohn at 507-261-5839.

WISEnterprises Wins WPEO Certification

WISEnterprises, Staten Island, N.Y., was recently awarded certification by the Women Presidents' Educational Organization as a household goods forwarder, having met the criteria for certification established by The Women's Business Enterprise National Council.

FAIM News

Globalink, headquartered in Almaty, Kazakhstan, has recently achieved FAIM accreditation, the world's only quality assurance standard for the international moving industry.

FAIM (FIDI Accredited International Mover) is sponsored by FIDI, the Belgian based federation representing the professional international moving industry. The FAIM program involves a thorough and rigorous audit of a company's approach to quality processes.

The audit includes an independent personal assessment undertaken by Ernst & Young, and involves an examination of files, procedures, customer care, and operational efficiency. In addition, members of the management and operational staff are selected at random for interviews to ascertain their level of knowledge and competence.

"Given the intensity of the audit, which will be repeated every two years, you will appreciate how pleased we are to have obtained FAIM," said Globalink General Manager Siddique Khan. "I very much hope that this achievement will be reflected in our ability to pursue our commitment to provide you with the best value in terms of service and care on all international moves."

Busy Week for Transeuro in Publishing House Move

When Harcourt Publishing had to relocate two London offices into one new building, they called on Transeuro's Commercial Division. Both the main office (250 people) and a sub-branch (about 75 people) had to be moved to the new north London office over the course of one weekend. Naturally, Transeuro's team worked with Harcourt to schedule the move to cause the least possible disruption to the office staff.

Starting early on a Thursday morning, teams of men, 40 per team plus a project manager, worked double shifts (8 a.m. to 6 p.m. and 6 p.m. to 4 a.m.) through to Monday to clear and set up the offices. Transeuro's crew dismantled and rebuilt furniture, removed pictures and wallboards, and packed 2,000 reference books — in the correct order — for archiving. There were 4,500 crates, plus IT, furniture and filing cabinets. The move involved completely clearing the old building, including disposal of unwanted furniture; Transeuro arranged the sale of most of it, but there were still 50 tonnes of rubbish. As is usual in such moves, the interiors of the buildings, except one area that was to be gutted, were fully protected during the move; lifts and stairs were boarded, banisters and doorways were protected, to ensure that no paintwork was marked.

Inside the new building, Transeuro put up shelving, reconfigured furniture, and created racking and shelving for basement archiving. Because the lifts were small, 80 percent of the furniture, including seven large safes weighing 1/4 tonne each, had to be carried down the stairs of the old office, which included six floors plus the basement. Moreover, the larger cabinets and desks had to be manhandled up the stairs in the new office. The movers were very grateful that the clients provided a canteen on site for all shifts.

"We had some unexpected challenges," said Jeremy Wood, who oversaw the project. "The decorators hadn't finished in the new building, so we weren't able to use the main doors for the first three days of the move. We had to use the basement entrance, and a tiny lift, and as the main stairs weren't available either, we couldn't move the bigger items at all until the decorators moved out. What's more, at the smaller office site, a burst water main caused a power cut for the whole area, so we couldn't get into the building at all until 6 hours after we'd been due to start. Even once we were allowed in, all the lifts were still out of action, and we couldn't use the front stairs due to safety concerns for people who were still using the building. As we couldn't use the back stairs either (there was no vehicle access), we had to wait until the lifts were restarted, and we finished that part of the move at 22 p.m. on Sunday night.

"We are enormously proud of the fact that, despite these difficulties, by 9 a.m. on Monday morning all the computers required for that day's business were up and running in the new office. The only one that hadn't been installed was for an employee who was away on holiday."

Subsequent moves involved shifting equipment between offices in Cambridge, Edinburgh, and Sidcup, and moving artwork and china from the U.S. headquarters to the new London offices. Transeuro also arranged for surplus artwork to be auctioned off.

The AGS Group Comes to Help the Malagasy Children

Concerned about humanitarian questions, the AGS Group (and in particular AGS Paris and AGS Madagascar), faithful to its ideals, has decided to support the initiatives of the ESCP students (French business school).

Eighteen students arrived in Tanarive (Madagascar) on September 9 in order to help The Children of the Sun. The aim of this association, based in three different centers (Tananarive, Fianarantsoa, and Antsirabe), is the social rehabilitation of the many children living in the streets of Madagascar, one of the poorest countries in the world.

Two main actions are designed to help these children. At first, the association tries to send the children back to school in order to give them the basic education needed for their future. In addition, it may come to the family's aid by helping the parents to find a job. Actually, this is a necessary condition to let the children go to school.

Unfortunately, all these efforts are not always successful. When they are, the children are welcomed into one of the association's centers where lectures are given to the youngest and professional training to the oldest.

For the moment, The Children of the Sun takes care of more than 350 Malagasy children by providing them a roof and food, and by sending them to school. The ESCP students are actively involved in this action. In this respect, thanks to the AGS Group, books, toys, and school stationery were forwarded for free.

The day's activities were twofold. The morning was dedicated to mathematics and French lessons. Sports, music, singing, and modeling clay were the afternoon activities.

After spending a whole month in the Tananarive center, the children feel like orphans following the "vazahas" departure (white men in Malagasy). However, the material they conveyed to Madagascar will be very useful to the children until a new team arrives next summer.

Albert Offers New Service

Texas-based Albert Moving & Storage is offering a new service called Storage At Your Door to the Wichita Falls marketplace.

For customers who need an easily accessible, secure, inexpensive place to store items that are taking up precious space, Storage At Your Door will deliver a roomy, weatherproof container right to their home or business. The customer can pack it at leisure, lock it, and Storage At Your Door will pick it up and store the container at its warehouse.

There's no need to borrow or rent a truck. Customers just move their belongings out to their storage containers. The doors are wide for easy loading, and the floor is flat and close to the ground, so they don't have to negotiate steps or use a ramp.

Packing boxes and supplies are available. Storage At Your Door provides helpful tips for packing and loading. Customers receive unlimited free access during business hours, with just a telephone call.

"I've been wanting to provide this service for several years," said company president Bobby Albert, "but before the 'tailgator' forklift was invented it wasn't feasible."

So far, the service has been very successful in the local marketplace, with many satisfied customers.

The Moose Are Loose

This past summer, hundreds of moose were let loose on the streets of Toronto, Canada. These sculptures, ingeniously decorated by local artists, measure 8 feet tall (including antlers) and 10 feet from nose to tail and are the city's latest tourism promotional event. A total of 325 sculptures were sold out by June, mostly to corporations who, at the end of the exhibition, donated them to be part of a huge auction expected to raise millions of dollars for local charities and for Canada's Olympic athletes.

This campaign generated, among other activities, "moose sightseeing tours" and a "Moose Run," where some moose sculptures were mounted on wheels and several groups of businessmen raced them down closed streets in downtown Toronto as part of a big summer charity fundraiser. One pair of moose were painted and decorated as bride and groom. He wore a magnificent "tails suit" with striped pants, a red carnation on his lapel, and top hat. She wore a lace wedding gown with pearl beading and a very rich-looking diamond and pearl necklace. Even the lace garter looked real; the veil flowed and the bride's makeup was very feminine. Real wedding couples had their photos taken with the moose couple.

There were tourist moose, chocolate moose, dragon moose, hockey moose, ambulance moose, baby moose, mosaic, Mountie moose, pizza moose, Moozart, strawberry moose, golden moose, royal moose, maple leaf moose, and so on. There was even a Mel Moose (named for Toronto's mayor).

An "Antler Watch" group kept an eye on the antlers of these wonderful moose (meese?) to keep thieves from stealing antlers for trophies or souvenirs.

But not all the moose were loose. They'd better not be, especially the fortunate five that, securely fastened inside a 40-ft. container, were sent to Sydney by AMJ International, Official Mover for the Canadian Olympic Association. The moose were sent to participate in this year's Summer Olympics as Ambassadors promoting Toronto's bid to hold the 2008 Summer Games. AMJ Campbell has sponsored the Canadian Olympic teams for more than 15 years.

15 Years at Transeuro

Since its founding 26 years ago, Transeuro Worldwide Movers has grown from one small warehouse in northwest London to a multinational with a turnover of more than £45 million. The Investor in People award is more than a badge to Transeuro. The company recognizes that its employees are its greatest asset, and its competitive advantage comes from people and not from vehicles and boxes. The number of people with long-service awards confirms this.

IN MEMORIAM

Nasir uddin Qadir

Nasir uddin Qadir, the president and CEO of Pakistan-based Transpack, passed away suddenly following a fatal heart attack on October 16. He was buried at the Islamabad Graveyard on the same day.

Mr. Nasir-ud-Din worked vigorously to modernize and transform the moving industry in Pakistan, and his colleagues said his death brought “an irreparable loss to Transpack and the industry. May God bless his soul.”

Transpack was established in 1971 with a mission to be a world-class moving company. The vision was to provide the best quality services possible to its clients and associates. Since its inception, Transpack has maintained an exceptionally qualified and experienced team in Pakistan capable of handling a broad range of services.

Mr. Nasir-ud-Din took charge of Transpack in 1983 after the death of his father, Ghulam Qadir Siddiqui, who was the founder of Transpack. When Mr. Nasir assumed leadership of Transpack, he continued to pursue the dreams of his late father and, thanks to the dedication and hard work of Mr. Nasir-ud-din and his team, the company has achieved even greater heights in the industry.

Recently, under the leadership of Mr. Nasir-ud-Din, Transpack achieved ISO 9002 and FAIMISO certifications, which endorses the quality of services that Transpack provides to its clients and associates.

Mr. Nasir’s death, say his colleagues, raises “a great challenge for us to work on his principles and dream to be the premier packing and freight forwarding company in Pakistan. We will try our level best to fulfill his dreams and vision.”

Mr. Nasir uddin Qadir’s widow, Mrs. Shahida Nasir, has taken charge of the company as its President/CEO.

“In this hour of sudden change,” said the company’s executive director, Muhammad Qamar ur Rashid, “Transpack assures our Associates, clients, friends and well-wishers that we will make every effort to provide quality services to fulfill the dream of Mr. Nasir under the leadership of our new president/CEO, Mrs. Shahida Nasir, to meet future challenges.”

**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**

WELCOME NEW MEMBERS

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

Jeffrey Coleman
Executive Vice
President
Covan International Inc.
HHGFAA Chairman

NEW ACTIVE MEMBERS

Ms. Mary M Burrows
Blonde International Services, Inc
9089 Clairemont Mesa Blvd, Suite 304
San Diego, CA 92123
Tel: (858) 560-6973 x 441
Fax: (858) 560-4796
Toll Free (800) 448-0468
E-mail: blondeintl@msncom

Ms. Penny Nelson
Guardian International, Inc.
9426 Lima Road
Fort Wayne, IN 46818
Tel: (219) 497-7660 • Fax: (219) 497-9910
Toll Free (866) 497-7660
E-mail: penny-nelson@guardian.-international.com

NEW ASSOCIATE MEMBERS

Mr. Rain Merisalu
Ava Express Ltd.
46 Peterburi Road
Tel: (37) 2 613 9737
Fax: (37) 2 613 9729
E-mail: rain@ava.ll
No of Years in Business: 3
Sponsors: Cartwright Int'l Van Lines, Inc., MO
Calenberg Int'l Movers, UAE

Mr. Steve Suhre
Bekins Moving & Storage Co.
(DbA Bekins Northwest)
1201 N 96th Street
Seattle, WA 98103
Tel: (253) 475-3533
Fax: (253) 474-7032
E-mail: ssuhre@bekins.net
No of Years in Business: 97
Sponsors: Gateways Int'l, Inc., WA
BINL, Inc., CA

Mr. Aldo Argiro
D.T.M.- Direct Transport & Moving S.R.L.
Via Lucio Mariana, 66- 00178 Rome, Italy
Tel: (39) 06 723 3244
Fax: (39) 06 723 3251
E-mail: global.management@infuturo.it
No of Years in Business: 20
Sponsors: CIME, Mexico
Intermove S.R.L., Uruguay,

Mr. Kishen Sikka
Globe Packers
F-251, Flatted Factories Complex
Okhla Industrial Estate
New Delhi 110020, India
Tel: (91) 11 683 0626
Fax: (91) 11 683 0634
E-mail: globepackers.@vsnl.com
No of Years in Business: 37

Mr. Ranesh Sikka
Globe Packers
No. 4, Tantia Industrial Estate
Sri Sitaran Mills Compound
N.M. Joshi Road
Bombay, 400011, India
Tel: (91) 22 309 9798
Fax: (91) 22 308 5452
E-mail: globpack@vsnl.net

Mr. Randy Nelson
Global Silverhawk (Thailand) Limited
207 Soi Saeng Uthai
Sukhumvit 50 Road, Prakanong
Klongtoey, Bangkok 10250, Thailand
Tel: (662) 742 9890-2
Fax: (662) 741 4089
E-mail: globalbk@loxinfo.co.th
No of Years in Business: 3

Mr. Ashok Thomas
JAS (Middle East) L.L.C.
P.O. Box 28198
Dubai, UAE
Tel: (971) 4 295 5992 • Fax: (971) 4 295 5991
E-mail: management@jasuae.com
No of Years in Business: 10
Sponsors: Leader Freight Forwarders, UAE
Freight International, Inc., UAE

Mr. Bill O'Connell
Kings Transfer International
287 Eleanor Street
Montreal, Quebec H3C 2C1, Canada
Tel: (514) 932-2957 • Fax: (514) 939-1645
E-mail: pfarthing@kingstransfer.com
No of Years in Business: 40
Sponsors: Morgan Removals, Ireland
Williams Moving Int'l, Canada

Mr. Scott Halverson
Lynx Forwarding Inc.
P.O. Box 220482
Anchorage, AK 99522
Tel: (907) 563-1201
Fax: (907) 563-1202
E-mail: scotth@lynx-lyna.com
No of Years in Business: 12
Sponsors: Word Wide Movers, Inc., Alaska
Frontier Van Lines Int'l, Inc., Alaska

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, London
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, London
Pelichet S.A., Switzerland

Mr. Robert M. Steele
Pioneer Packaging
19516 62nd Ave South
Kent, WA 98032-1146
Tel: (253) 872-9693 • Fax: (253) 872-0803
E-mail: administrator@pioneerseattle.com
No of Years in Business: 16
Sponsors: Rainier Overseas, Inc., WA
Air Van Lines Internatinal, Inc., WA

Mr. Simon Abusch
Rose International, Inc.
1 David Road
Colnbrook, Berkshire SL3 0DB, UK
Tel: (44) 20 825 23344
Fax: (44) 20 825 25959
E-mail: roseintluk@aol.com
No of Years in Business: 3

Mr. Hector Figueredo
Transporte Bakistan
Pescador A.Cochera, NRO. 53
Parroquia San Juan
Caracus, Venezuela
Tel: (58) 2 481 67 15
Fax: (58) 2 484 09 81
E-mail: bakistan@bakistan.com
Sponsors: Mex-Pack, Mexico
Equiexpress C.A., Venezuela

REQUESTS FOR ASSOCIATE MEMBERSHIP

Per Article IV, Section 1 of the By-Laws, which states, "Notice of every application for Associate Membership shall be given to each Active and Associate Member, who shall have thirty (30) days from date of such notice to submit evidence that the applicant is not creditworthy," the following companies have submitted their applications for membership:

Mr. Randy Waldenville
Beverly Hills Transfer and Storage Company
15500 S. Main St
Gardena, CA 90248
Tel: (310) 532-1121 • Fax: (310) 538-0416
E-Mail: bhtsintl@aol.com
No of Years in Business: 76
Sponsors: Ryan's World, Carson, CA
Gatewayas International Inc., Seattle, WA

Mr. Cem Wald
E.M.A. European Moving Association GmbH
Berner Str. 35
60437 Frankfurt/Main, Germany
Tel: (49) 69 9050 593 • Fax: (49) 69 9050 5934
E-Mail: movingassociation@europe.com
Sponsors: Cartwright Int'l Van Lines, Inc., MO
Arpin Group, East Greenwich, RI

Mr. Jose Esteves
Empresa De Transportes Galamas Lda.
Av. Salgueiro Maia. 840 Aboboda
P.O. Box 91
2776-902 Carcavelos
Lisboa, Portugal
Tel: (351) 2144 43021 • Fax: (351) 2144 4817
E-Mail: et.galamas@mail.telepac.pt
No of Years in Business: 66
Sponsors: Hakull AS, Norway
Transquadros Mudancas e Transportes Ltda, Brazil

Mr. Stephen Smith
Euro Pacific International Movers
P.O. Box 46018
Herne Bay, Auckland, New Zealand
Tel: (64) 9 360 3265 • Fax: (64) 9 360 2180
E-Mail: steve@europac.co.nz
Sponsors: Southern Winds Int'l, Union City, CA
Bolt Removals & Storage Pty, Ltd, Australia

Mr Edmond Daniel
Homemove International Limited
Unit 4, Amertrans Park, Bushey Mill Lane
Watford Hertfordshire WD2 4JG, England
Tel: (44) 1923 247 111 • Fax: (44) 1923 247 222
No of Years in Business: 2
Sponsors: Worldpack, Seattle, WA
Draper Parot Int'l Pty Ltd, Australia

Mr. Gene Manansala
JVK-Naga Movers (ET) Ltd
Bairu Pite
Dili, East Timor
Tel: (614) 0808-6193 * Fax: (614) 9390-312-741
E-Mail: east.timor@jvkmovers.com
No of Years in Business: 1

Mr. Tarik N. Diab
Jordanian Coast Cargo & Tourism Services
Gardens St. Opposite Al Waha Res. Riyadh
Al Assaf Complex 4th Floor, Office #401
P.O. Box 82
Amman 11953, Jordan
Tel: (962) 6 541 2349 * Fax: (962) 6 541 1439
E-mai: tns@nol.com.jo
No. of Years in Business: 13
Sponsors: Salem Freight Int'l, UAE
Vinlund Int'l Group, Moscow, Russia

Mr. Uwe Lauer
Lauer GmbH, Euromovers
Lenzstr. 2-8, 90408 Nuernberg, Germany
Tel: (49) 911 93 59 59 0
Fax: (49) 911 93 59 59 59
E-Mail: ulauer@global-movers.com
No of Years in Business: 40
Sponsors: Harrow Green Int'l, England
Reliable Van & Storage Co., Inc., Elizabeth, NJ

Mr. Luciano Gustavo Salazar Parra
Salpack Ltda.
Los Guindos 6264 - Penalolen
Santiago, De Chile
Tel: (56) 2 271 8051
Fax: (56) 2 272 9866
E-Mail: salpack@netline.cl
Sponsors: Intermove S.R.L., Uruguay
Mercovan Argentina, Argentina

Mr. Robin Hyde
Schenker (Thai) Ltd
3388/57-61 Sirinrat Building 16th-17th Floor
Rama IV Road Klongton, Klongtoey
Bangkok 10110, Thailand
Tel: (662) 3675700-15 • Fax: (662) 3675350-2
E-Mail: robin.hyde@schenker.com

Mr. Peter Miller
Weber-Vonesch AG
Transports, Removals, Logistics
Chollarstrasse 3, P.O. Box 6305 *Zug, Switzerland
Tel: (41) 41 747 44 44 * Fax: (41) 41 747 44 45
E-Mail: removal@weber-vonesch.ch
No of Years in Business: 54
Sponsors: Armstrong Int'l Movers, Canada
LTV Int'l Removals, FL

Mr. Frank Aspinall
Whybirds International
P.O. Box 259 • 120 Briggs Road
Ipswich Qld 4305, Australia
Tel: (61) 7 3288 8533 • Fax: (61) 7 3288 9978
E-Mail: frank@whybirds.com.au
No of Years in Business: 143
Sponsors: R.J. Nurss Removals Pty Ltd, Australia
Four Winds Int'l Group, Australia

WASHINGTON UPDATE

Still Waiting ...

Editor's Note: As this issue of *The Portal* goes to press, the outcome of the 2000 Presidential election remains uncertain.

Many observers are speculating that the most important question arising from the extraordinary presidential election of 2000 may not be who won, but whether the nation will accept that the eventual winner was fairly chosen.

It is generally believed that a president hindered by doubts about his legitimacy could be hobbled in dealings with Congress, foreign governments, and even the press. Unless there are rare and bipartisan efforts by both parties to move forward cooperatively, America's reputation of being a nation of laws, not capricious men, could be seriously jeopardized.

The last time America faced such an outcome in its presidential race was in 1960 when Richard Nixon conceded to John F. Kennedy. Nixon lost by only 0.2 percent of the vote.

By Jim Wise

PACE-CAPSTONE

The situation in Florida is virtually without precedent in American history and has the potential to explode into a lasting controversy tainting the entire term of the nation's next chief executive. As the world awaits the presidential recount in Florida, and likely challenges to the results, the election outcomes are more certain in Congress. Republicans will maintain a very slim control of both the House and Senate, with the narrowest of margins in history. With recounts underway in several House races, it would appear that the Republicans will most likely enjoy only a nine seat majority.

In the Senate, with tabulations still under way in Washington State, the situation is much tighter. If Republican incumbent Slade Gorton loses in Washington, the Senate will be split 50-50, with the vice president casting the tie-breaking vote. If the Bush-Cheney ticket wins, then Dick Cheney will cast the deciding vote for the Republicans. However, if the Gore-Lieberman ticket wins the presidential election, Lieberman would have to vacate his Senate seat. The Republican governor of Connecticut would then likely appoint a Republican as his replacement, tilting the balance to the Republicans.

Two things are certain; there will need to be a bipartisan approach to legislation in the 107th Congress if anything is to be accomplished, and the moderates will rule the day.

Congressional leaders who had hoped a special lame-duck session would make it easier to resolve final differences with the White House over taxes and spending now face the prospect of having to legislate in a cloudy and uncertain political environment. The first order of business is likely to be yet another continuing resolution (CR) to keep the government running once the current CR, which lasts through midnight December 5, expires. The dynamic could be somewhat different in the Senate, than in the House where Majority Leader Trent Lott might find it easier to move legislation through a lame duck session while he still has a 54-46 majority. Nevertheless, Lott has not yet signaled how he plans to structure the December session and has remained equally noncommittal on a proposed power sharing plan offered by the Democrats under a 50-50 Senate split.

As always, the most important Congressional committees to the HHGFAA membership are the Armed Services, Appropriations, Small Business and Judiciary committees. There are some important changes to these committees in both the House and the Senate.

With regard to the House Armed Services Committee, the members who will not be returning include Herbert Bateman (R-VA), Tilley Fowler (R-FL), Jim Talent (R-MO), John Kasich (R-OH), Steve Kuykendall (R-CA) and Owen Pickett (D-VA). With respect to the House Appropriations Subcommittee on Defense, all members of the

committee are returning. Only Congressmen Jim Talent and Rick Hill (R-MT) will not be returning to the House Small Business Committee. Finally, Congressmen Bill McCollum (R-FL), Charles Canady (R-FL) and Jim Rogan (R-CA) will not be returning to the House Judiciary Committee.

On the Senate side, the only change to the Senate Armed Services Committee is the defeat of Senator Chuck Robb (D-VA). His replacement, George Allen, has not indicated if he would accept a seat on the Armed Services Committee. The only change to the Senate Appropriations Defense Subcommittee is the retirement of Frank Lautenberg (D-NJ). There will be no changes to the Senate Small Business Committee and the defeat of John Ashcroft (R-MO) will be the only change to the Senate Judiciary Committee.

There are several legislative issues of interest to HHGFAA members that are still outstanding. One is a provision in the Labor Department spending bill to deny funding for the Occupational Safety and Health Administration's (OSHA) proposed ergonomics rule. OSHA has published a proposed rule that would impose new standards on virtually all industries to address ergonomics issues. The leadership in Congress is opposed to the implementation of these new standards without significant modifications. As a result, there are efforts to deny any funding in the Labor Department's appropriations bill with which to implement and enforce the proposed ergonomics standards as proposed.

Finally, there will be implementing regulations pertaining to the claims offset language that was included in the FY 2001 Defense Authorization legislation. We have been told by the Senate Armed Services staff that they will work with us to ensure that our concerns are addressed as these regulations are developed. ■

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
A.Alternativa: a-alternativa.com.br
Air Animal: airanimal.com
ALK Fuel Tax software: pcmiler.com
Anglo Pacific: anglopacific.co.uk
APA Worldwide: apaworldwide.com
APL Services: apl.com
Asian Tigers TCI: AsianTiger-TCI.com
Atlas Int'l Movers: atlas-movers.nl
Brazil Worldmover: brazilmover.com
Capitol Trans: capitoltransportation.com
Chess Moving Australia: chessmoving.com.au
Crown Worldwide S.A.: crownworldwide.com
Desbordes Int'l: desbordesinternational.com
DeWitt Trans. Services of Guam: dewitt.com.gu
Direct Moving: directmoving.com
EuroHome Relocations: eurohome.nl
EuroMove: euromove.hu
Excargo Services: excargo.com
Federal Maritime Commission (OTI licensing info): dpiusa.com
Freight Int'l: freightinternational.com
Fukuoka Soko Co.: fukuokasoko.com/moving
Garcia Trucking: garciatrucking.com
Gateways Int'l: gatewaysinternational.com
Globalink: globalink.kz
Gosselin Worldwide Moving: gosselin.be
Interdean Interconex: interdean.com
Intermove: Intermove.com
Interport: interport.com.sg
J. Calenberg: calenberg.com
JVK Movers: jvkmovers.com
Kotaisan: kotaisan.co.id
La Vascongada, S.L.: vascongada.com
Lykes Lines: lykeslines.com
Maersk: maerskline.com
Magna Int'l Movers: magna.co.za/magna
Mark VII, Inc.: markvii.com
McGimpsey Removals: mcgimpseys.com
Military Traffic Management Command: mtmc.army.mil
Movements Int'l: movementsinternational.com
Movers Specialty Services: mss1.com
Nationwide Relocation Int'l: nrii.com
NEER Service: neerservice.com or neerservice.fr
New Haven Moving Equip.: newhaven-usa.com

P.M. Packers & Movers: packersindia.com
Pac Global Ins. Brokerage: pacglobalins.com

PAIMA: paima.com
Phoenix Transport Services: phoenix-transport.de
Rhema Movers: rhemamovers.com.sg
Santa Fe: santafe.com.hk
SCANVAN: scanvan.com
Sea Bird Services: seabird.com.eg
SEM Movers: sem-movers.com
SIT Transportes Internacionales: sit-spain.com
Sterling Int'l: sterlingmovers.com
Subalipak: subalipack.com
TechMate International: TechMateIntl.com
The Guardian Svcs Group: guardianservices.com
The Moving Company: themovingcompany.co.nz
Trans Movers Worldwide: centrin.com/tran/move
Transeuro: transeuro.com
Transpack Packing & Frt. Fwd: Transpack.com.pk
Transworld Movers Brazil: transworldmovers.com.br
TG International: tginternational.com
Universal Express Relocations: uexgroup.com
Voerman Int'l: voerman.com
Welti-Furrer: welti-furrer.ch

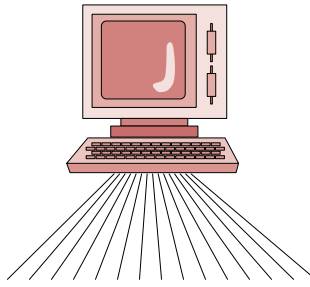
Selected E-mail Addresses

HHGFAA: hhgfaa@aol.com
A.Alternativa: transp@a-alternativa.com.br
Anglo Pacific: imports@anglopacific.co.uk
Air Animal: petmover@airanimal.com
APA Worldwide: apawwm@sol.racsa.co.cr
Ashoka Int'l: ashokint@ndb.ysnl.net.in
Asian Express Int'l: hongkong@aemovers.com.hk
Asian Express (Northern China): beijing@aemovers.com.hk
Asian Express (Eastern China): shanghai@aemovers.com.hk
Asian Express (Southern China): guangzhou@aemovers.com.hk
Asian Tigers Bangkok: AsianTigers@attglobal.net
Asian Tigers Beijing: TCIBJ@AsianTigers-TCI.com
Asian Tigers Shanghai: TCIS@AsianTigers-TCI.com
Asian Tigers Guangzhou: TCIG@AsianTigers-TCI.com
Asian Tigers Dalian: TCIDL@AsianTigers-TCI.com
Asian Tigers Tianjin: TCITJ@AsianTigers-TCI.com
Asian Tigers K.C.Dat: kcdat@kcdat.com.sg
Atlas Int'l Movers: info@atlas-movers.nl
Brazil Worldmover: worldmover@brazilmail.com
Capitol Trans: capitol@capitoltransportation.com
Chess Moving Australia: Sydney@chessmoving.com.au;
Melbourne@chessmoving.com.au;
Trans@chessmoving.com.au;
Perth@chessmoving.com.au; or
Adelaide@chessmoving.com.au
Desbordes Int'l: info@desbordesinternational.com

DeWitt Trans. Svc Guam: ezdewitt@dewitt.com.gu
Direct Moving: kr@directmoving.com
Emery Worldwide: reilly.robert@emeryworld.com
EuroHome Relocations: ewiegand@eurohome.nl
Excel Int'l Co., Ltd.: barry@eico.co.jp
Executive Moving Systems, Inc.: exmv@erols.com
Fidelity & Marine Ins.: info@fidelitymarine.com
Freight Int'l: removal@emirates.net.ae
Freight Systems Co. Ltd. (L.L.C.):
albert@net.fslsdxhbo.co.ae
Froesch Berlin: info.berlin@froesch.de
Froesch Moscow: douglas.white@froesch.ru
Fukuoka Soko Co.: moving@fukuokasoko.com
G.E.P.: gepbox@gep.com
Gateways Int'l: gateways@themovers.com
Gil Stauffer: international@gil-stauffer.com
Global Van Lines: globalvl@tm.net.my
Globalink: shipping@globalink.kz
IAL Nigeria Ltd.: ial@ial.com.ng
Interdean Interconex: info@interconex.com
Eastern Europe: mm@interdeaninterconex.hu
Intermove: move@Intermove.com
Intermud: intermud@guate.net
Interport: sales@interport.com.sg
Intra-Mar Shipping: intramar@colomsat.net.co
J. Calenberg: info@calenberg.com
Jennif Worldwide Movers—Singapore:
jennif@cyberway.com.sg
JVK: thailand@jvkmovers.com
Kotaisan (Jakarta): ktsprima@centrin.net.id
Kotaisan (Surabaya): kotaisanp@sby.centrin.net.id
La Vascongada, S.L.: comercial@vascongada.com
Leader Freight Forwarders:
leadpack@emirates.net.ae
Magna Int'l Movers: removals@jhb.magna.co.za
Mark VII Int'l: MVIIntlHou@aol.com
McGimpsey Bros.: removals@mcgimpseys.com
Movements Int'l:
mim.sydney@bigpond.com.au
Mudanzas Trafimar:
sales@mudanzastrafimar.com.mx
Nationwide Relocation Int'l: nrii@deltanet.com
Neer Service: info@neerservice.fr
New Haven Moving Equipment: nhmela@aol.com
Nurminen Prima Oy: Nurminen.Prima@co.inet.fi

Pac Global Ins: sfuhrman@pacglobalins.com
PAIMA: paima@sinfo.net
Pantera Negra: panteranegra@mail.telepac.pt
Pelichet, S.A.: international@pelichet.ch
Phoenix Transport Services:
phoenix@phoenix-transport.de
P.M. Packers & Movers:
info@packersindia.com
Premier Worldwide: premier@iris.dti.ne.jp
Rex Service Co., Ltd.: rexco@public.tpt.tj.cn
Rhema East China Ltd: rhema@pub.sz.jsinfo.net
Rhema Movers: general@rhemamovers.com.sg
SBA Advocacy Office: advocacy@sba.gov
Sea Bird Services: seabird@commnet.com.eg
Select Svces & Supplies: [SelectSSC@aol.com](mailto>SelectSSC@aol.com)
SEM Movers: semmove@indosat.net.id
Sino Santa Fe: santafenj.ssf-sha@eac.com.sg
SIT Transportes Intl: sit.mad@sit-spain.com
Sterling Int'l: moving@sterling-intl.co.uk
Subalipack: zzaki@pc.jaring.my
T.A. Mudanzas: tamoving@sol.racsa.co.cr
The eXternal Revenue Svce. of The Day
Companies: tag@daycos.com
The Guardian: dvaughn@guardianservices.com
The Moving Company:
c.mccall@TheMovingCompany.co.nz
The Pace Companies: jwisepace@aol.com
Thomas Johnson & Sons Ltd.:
billcompton@johnsonmovers.com
Transhuara: thuara@entelchile.net
Trans Movers Worldwide: nutrans@centrin.net.id
Transeuro: relocation@transeuro.com
Transpack Packing & Freight Forwarding Co.:
transpack@isb.comsats.net.pk
Transworld Movers Brazil:
transw@transworldmovers.com.br
TG International: travelguard@worldnet.att.net
United Prof. Movers: Fazla@upm.sdnpk.undp.org
Universal Express Relocations: relo@uex.com.pl
Vanpac: rauf@vanpac.edunet.sdnpk.undp.org
Voerman Int'l: mail@voerman.com
Welti-Furrer Ltd: international@welti-furrer.ch
Willis Corroon Trans. Risk Svces: iris@willis.com
WISEnterprises: WISMOVE@aol.com

Link Up with HHGFAA



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

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

Household Goods Forwarders Association of America, Inc.

ATTN: Belvian W. Carrington

2320 Mill Road, Suite 102 • Alexandria, VA 22314

OR fax credit card orders

(Visa or MasterCard only) to (703) 684-3784

Name _____

Company Name _____

Address _____

Phone _____ Fax _____

Description of Company (20-word limit) _____

Web Address _____

E-mail Address _____

Payment Type: Check Visa MasterCard

Credit Card No. _____ Exp. Date: _____

Name of Cardholder _____

Signature _____

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

FORGING STRONG LINKS

At press time, the following HHGFAA member companies are linked to HHGFAA's Website.

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)
AGS Brussels (Brussels, Belgium)
AGS Prague (Prague, Czech Rep.)
AGS London (London, England)
AGS Marseille (Marseille, France)
AGS Paris (Gennevilliers, France)
AGS Umzugs Berlin (Berlin, Germany)
AGS Budapest (Budapest, Hungary)
AGS Ivory Coast (Abidjan, Ivory Coast)
AGS Kenya (Nairobi, Kenya)
AGS Morocco (Casablanca, Morocco)
AGS Warsaw (Warsaw, Poland)
AGS Lisbon (Lisbon, Portugal)
AGS Bucharest (Bucharest, Romania)
AGS Madrid (Guadalajara, Spain)
AGS Senegal (Dakar, Senegal)
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)
Cosmopolitan/M.L. Transportes (Brasilia, Brazil)
Crystal Forwarding (Carlsbad, CA)
Delahaye Blue Ribbon Movers (New York, NY)
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)
Equiexpress C.A. (Caracas, Venezuela)
Excess Int'l Movers (London, UK)
Favia Int'l Transport (Cairo, Egypt)
Fidelity & Marine Inc. (Miami, FL)
Freight Systems Int'l (Cairo, Egypt)
Fukuoka Soko (Fukuoka-Ken, Japan)
Gamma Shipping (Yavne, Israel)
Gateways Int'l Inc. (Settle, WA)
Gezairi Group Cargo (Beirut, Lebanon)
Global Packers & Movers (Islamabad, Pakistan)
Global Silverhawk (Carmel, IN)
Global Worldwide (Naperville, IL)
Grace Int'l Removals (Seven Hills NSW, Australia)
Green Van Int'l Co. (Taipei, Taiwan)
Greenbriar Forwarding (Edison, NJ)
Helu-Trans (Singapore)
Henri Harsch HH S.A. (Geneva, Switzerland)
HL Van Transport (Bassum, Germany)
Humboldt Int'l (Canton, MA)
Inter-Jet Customhouse Brokers (Jamaica, NY)
Interdean AG (Munich, Germany)
Interdean, S.A. (Zurich, Switzerland)
Intermove Limited (Bridgeport, CT)
Int'l Wood Industries Inc. (Sherwood, OR)
Interport Executive Movers (Singapore)
Interstate Int'l Inc. (Springfield, VA)
Intr-Mar Shipping S.A. (Santafe De Bogota, Colombia)
J. Calenberg (Bonn, Germany)
J. Wilson Removals (Marayong, NSW, Australia)
Japan Express Co. (Tokyo, Japan)
Johann Birkart Int'l Spedition (Raunheim, Germany)
L. Rettenmayer (Wiesbaden, Germany)
L. Rettenmayer Transitarios (Lisbon, Portugal)
Martin Stephen (Canada) Ltd. (Ont., Canada)
McGimpsey Brothers (Removals) (Ireland)
Mesa Int'l (Grand Junction, CO)
Moreno Int'l (Monterrey, Mexico)
MoveAssist Int'l Ltd. (Hitichin, Herts, England)
Move One (Budapest, Hungary)
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)
Prime Movers Int'l (Munich, Germany)
Reliable Van & Storage (Elizabeth, NJ)
Rose International Inc. (Hoboken, NJ)
Rose International (Bremen, Germany)

Rose International Inc. (Berkshire, England)
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)
Simorgh Pack Transportation (Tehran, Iran)
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)
Williams Moving Int'l (Vancouver, B.C., Canada)
World Wide Overseas Moving Service 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)
Ziegler, S.A. (Brussels, Belgium)

Industry Calendar

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	Berlin, Germany
April 29-May 3, 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
Oct. 6-7, 2001	PAIMA Annual Meeting	Las Vegas, NV
Oct. 8-10, 2001	HHGFAA 39th Annual Meeting	Las Vegas, NV
April 21-25, 2002	FIDI Congress	Cairo, Egypt
Sept. 29-Oct. 1, 2002	HHGFAA 40th Annual Meeting	Orlando, FL
Oct. 5-9, 2002	57th Annual NDTA Transportation and Logistics Forum & Exposition	Greensboro, NC

**Send calendar items to HHGFAA • 2320 Mill Road • Alexandria, VA 22314
Or fax to (703) 684-3784 • E-mail: hhgfaa@aol.com**

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.

One-time setup fee:	\$180.00
Monthly maintenance fee:	\$ 45.00

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!

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.

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:

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
Nov./Dec. Issue	Nov. 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

***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	47	IMS	65	P.M. Packers & Movers	17
A. Arnold	32	Interdean Interconex	38	Rex Service Co., Ltd.	21
Activa Mudanzas Diplomaticas	56	Intermove	27	Rhema China	16
AE Nationwide	33	Intermud	63	Rhema Movers Pte Ltd.	24
AGS	75	Interport	35	Rosebrock	46
Air Animal	41	Intra-Mar	64	Saleemson's	62
Anglo Pacific	43	J. Calenberg	43	Santa Fe	6
APA	70	Jacksonville Box	64	Scanvan	76
Ashoka International	59	Jennif Worldwide Movers	24	Sea Bird	13
Asian Tigers/Premiere Worldwide	5	JVK	55	Select Services & Supplies Corp.	23
Atlas Wood Products	35	Kontane	33	SEM Movers	21
Atlas Worldwide Moving Systems	4	Kotaisan	16	SIT Transportes	54
Beverly Smythe	70	La Rosa del Monte	53	Sterling	15
Bob Lynch	45	La Vascongada, S.L.	39	Subalipack	26
Chess	8	Leader Pack	39	T.A. Mudanzas	26
Continental	39	Maersk	29	TG International	73
Cosmopolitan Int'l	71	Magna	52	The Guardian	18
Desbordes	35	Mark VII	44	The Moving Co.	25
DeWitt Transportation Services	4	McGimpsey	70	Thos. Johnson	15
Direct Moving	69	Milbin	31	Trans Movers	69
Excargo Services	30	Movements International Movers	20	Transcontainer Group	37
Fidelity & Marine Int'l Insurance	74	Mudanzas Trafimar	69	Transhuara	48
Freight International	2	National Relocation Int'l (NRI)	5	Transpack	49
Freight Systems Ltd.	7	Nationwide Crating	69	Transworld Movers Brazil	58
Fukuoka Soko	19	Neer Service	46	United Professional Movers (UPM)	66
Garcia	57	New Haven	11	Vanpac	14
Gateways International	30	Nurminen Prima OY	53	VIP	19
GEP	67	Pac Global	68	Voerman Int'l	40
Gil Stauffer	53	Pantera Negra	72	Welti-Furrer	7
Global Van Lines	3	Pelichet	55	Willis Corroon	25
Gosselin	47	Penbroke Marine Services	30	Worldmover/Brazil	64
Guyana Overseas Traders	31	Phoenix Transport Services	57	YEP-35	36

Best Wishes for the Holidays And the New Year

from
Jackie Agner
Jeff Coleman
Don Collins
Randall Groger
Rick Nordquist
Tom Olsen
Mario Rizzo
Chuck White
 and
Alan Wohlstetter
 of the Executive Committee

and from
Terry Head
Bel Carrington
Shirley Jagdeo
 and
Jean Mathis
 of the Association Staff

