



THE PORTAL

VOLUME XXXV

CONTAINER 4

JULY/AUGUST 2003



HAWAII:
A Focus on HHGFAA
Members in the Aloha State

2002-2003
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 Group Companies
Georgia Angell
Dell Forwarding
Kenneth N. Garrison
Tri Star Freight System Inc.
Mario Rizzo
Gateways International, Inc.

AMMB REPRESENTATIVE

Donald L. Collins
The Viking Corporation

ASSOCIATE MEMBERS'
REPRESENTATIVE AT LARGE

Charles L. White
Executive Moving Systems Inc.

YP-35 REPRESENTATIVE

Michael Gilbert
Southern Winds International 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.
Antonio Gil
Mudanzas Clara del Rey S.L.
Glenn Stephenson
Prudential Relocation, Inc.
Robin Hood
Arrowpak International
Brij Mithal
B.M. International (P) Ltd.
Marilyn Sargent
Aloha International Moving Services, Inc.
Marc Smet
Gosselin World Wide Moving NV
Charles L. White
Executive Moving Systems, Inc.
Cliff Williamson
Transpack Argentina, S.R.L.

THE PORTAL

VOLUME XXXV

CONTAINER 4

JULY/AUGUST 2003

TABLE OF CONTENTS

FEATURES

- 4** Insurance
How Well Do You Know Your Transit Insurance Provider? / Phaedra Nevitt
- 6** Asya International Supports US Troops in Iraq / *Ebru Demirel*
- 7** Maritime/Ocean Shipping
- 8** Air Cargo / Air Travel
DOT Considers Proposed Change in Formula for Volumetric Rates
- 9** TechNotes
- 10** Security
- 11** YP-35 Guide to Hawaii / *Julia Hardin*
- 12** Honolulu, Here We Come!
What You Need to Know
- 14** HHGFAA Hawaii Member Profiles
- Aloha International Moving Services, Inc.
 - A History of Ohana (Family) in Hawaii
 - Sunvan Hawaii Inc.
 - Royal Hawaiian Movers
 - Island Movers
 - Covan World-Wide Moving, Inc.
 - Big Isle Moving & Draying, Inc.
 - M. Dyer & Sons, Inc.

COMMENTARY

- 3** President's Message / *Terry R. Head*
"Be Careful What You Wish For ..."
- 33** Washington Update
/ Jim Wise, PACE-CAPSTONE

DEPARTMENTS

- 26** Industry News
- 30** Welcome New Members
- 32** Price List for HHGFAA Publications
- 35** Link Up with HHGFAA
- 36** Websites to See
- 39** Forging Strong Links
- 43** Portal Advertising
- 44** Advertisers' Index
- 45** Industry Calendar

About our cover: A tantalizing peek at HHGFAA's 41st Annual Meeting site. Profiles of HHGFAA members in Hawaii begin on page 14.

THE PORTAL is published bimonthly by the Household Goods Forwarders Association of America, Inc. (HHGFAA), 2320 Mill Road, Suite 102, Alexandria, VA 22314. Phone: (703) 684-3780; fax: (703) 684-3784. E-mail: hhgfaa@aol.com. 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.

Director of Programs and Education:
Boris A. Populoh

Membership/Circulation Manager:
Jean Mathis

Administrative Assistant:
Jamila Gravesande

Layout/Design: Joyce M. Dexter

PRESIDENT'S MESSAGE



**By Terry R. Head
HHGFAA President**

Be Careful What You Wish For ...

In early January of this year I was working on my goals and resolutions for the year. (I'm a firm believer in identifying and writing down one's personal and professional goals, both as a means of self-commitment and as a reminder of one's priorities when faced with decisions and milestones.)

One personal goal was to exercise more and eat less to lose that 20 pounds I just couldn't seem to shake off. I do regularly exercise and eat healthier than most of my friends, yet I continued to weigh in at around 220 and just couldn't seem to drop down to that desired 195–200 pound weight range — the supposed “ideal weight” for my age, height, and body type.

Well, here I sit at the end of July, some 7 months from having set the weight loss goal, and I'm fighting to add — that's right, I said ADD! — each and every pound I can. Over the past four months I've lost over 50 pounds and I now weigh only about 170 pounds.

You see — wishes can come true!

Unfortunately, my success at rapid weight loss was due not to exercise or modifying my diet, but to having cancer. Note that I say, “I have cancer,” not that “Cancer has me.” There is a big difference.

To bring HHGFAA members up to date on my story: In late February I couldn't button my dress shirts and I eventually went to my doctor. (I knew I wasn't gaining weight because I was exercising and eating right.) Nevertheless, the doctor discovered a very large lump in my neck and referred me to a specialist. A surgical biopsy was performed, and he confirmed I had Stage 4 head and neck cancer. There is a much longer scientific name for it, but “cancer” was all I needed to hear.

Needless to say, I have rewritten my personal and professional goals for the rest of the year — and for the rest of my life.

During the past four months I have undergone both intensive radiation and chemotherapy. These treatments truly give meaning to the phrase “The cure is worse than the disease.” These were experiences I would not wish on anyone. However, I have a new found respect for those who deal with cancer each and every day, both patients and caregivers.

Why am I telling you this? Because I consider the HHGFAA membership as part of my family. I've known many of you for most of my adult life. It would be unfair of me not to inform you. More important, I want to tell you my long-term prognosis is excellent. I have a few more tests to take, but it appears that my wish to beat cancer is coming true.

Foremost, it is my new wish that you make sure you and your family receive proper screening for cancer. If it can happen to me, it can happen to you. Early detection was the key to my survival and it could be for you.

P.S. — Note the new photo of me to the left. This is the new, “lighter,” hairless me. They tell me I will gain back the weight sooner than I wish and that my hair should grow back before I see you in Hawaii in October.

P.P.S. — Do you think they would give me a temporary membership in the newly formed FIDI “Bald Eagles Club?”

INSURANCE

How Well Do You Know Your Transit Insurance Provider?

By Phaedra Nevitt

I pose this question because of the recent nationwide crackdown within the relocation industry. Divisions of the US Federal Bureau of Investigation (FBI) in many states, New York and Florida in particular, have recently seized and indicted numerous moving company principals. In March 2003 alone, 42 moving companies were seized and 74 principals indicted for illegal activity. There are companies still currently being investigated, and more indictments are expected.

Many of these “scam” moving companies operate over the Internet; they give low moving estimates without ever seeing the property. After picking up the goods, these low-cost estimates are doubled and in some cases tripled. The shipper is trapped and the property held “hostage,” until the inflated bills are paid. These movers count on shippers not asking the right questions or knowing their rights when contracting a moving company’s services.

Because of the recent increase in scam movers, we as insurance providers are becoming more concerned about our own industry. We want movers and forwarders to educate themselves about the transit insurance industry and the service it provides. You must ask your transit insurance provider key questions to determine who they really are and whom they represent.

Insurance provider vs. insurance company

Those who provide transit insurance coverage to the moving and storage industry are insurance providers (brokers), not insurance companies, as many believe. Movers and forwarders should ask, “Which insurance company does my provider represent?” Or, “Who indemnifies the insurance policies my provider sells?”

Your provider should clearly identify its indemnity on all its insurance policies. If the provider uses Lloyds of London, the new Lloyds rules require that Lloyds of London, and the syndicate number of the lead underwriter, be on all certificates of insurance.

Rating the insurance company

The financial strength of an insurance company (in the United States) can be determined by checking AM Best’s Insurer Financial Strength ratings. These ratings have become the insurance industry’s standard measure of insurer financial performance. These ratings can range from A++ (the highest) to F (in liquidation) and S (suspended). You should not accept an insurance company with less than an A+ rating when choosing a transit insurance program for your clients.

Can movers and forwarders sell insurance?

Some insurance providers will tell you that US movers and forwarders cannot sell insurance. This is only partially correct; movers or forwarders cannot sell car insurance, medical insurance, or homeowner’s insurance without a broker’s license. They can, however, sell transit insurance to their customers. Transit insurance providers use this misconception to market an alternative to insurance; this alternative may be referred to as “protection” or “extended protection.”

The US Constitution reserves to the federal government all control over interstate and foreign commerce. This is covered specifically under Title 49 of the United States Code. Section 375.11 addresses the issue of “Selling of Insurance to Shippers.” (Please note: The following section specifically refers to insurance and/or carrier liability.)

“...Any common carrier of household goods as defined in Sec. 375.1(b)(1), or any employee, agent, or representative thereof, may sell, or offer to sell or procure for any shipper, any kind of insurance, under any type of policy, covering loss or damage in excess of the specified carrier liability to a shipment or shipments of household goods to be transported in interstate or foreign commerce by such carrier; provided, that the shipper is issued a policy or other appropriate evidence of the insurance purchased, and a copy thereof be furnished to the shipper at the time the insurance is sold or procured.”

This section of the U.S. Code can be viewed in its entirety at www.tginternational.com.

What else should you know before settling on a transit insurance provider?

Here are the most important questions you should ask your transit insurance provider:

- How long have you been in the transit insurance business? How long have you worked with the moving and storage industry?
- Which indemnity (insurance company) do you represent? Who underwrites your programs?
- How long have you been with the same indemnity?
- What is the indemnity's A.M. Best rating? (Visit www.ambest.com.) Remember: You should not accept any company with less than an A+ rating.
- Is the indemnity noted on the certificates of insurance? If not, why? (Not noting the indemnity of the actual policies may mean that the coverage that provider is selling you is not insurance at all.)
- (If you're a mover in the United States) Is the insurance company you represent admitted to do business within my state? (Being an admitted insurance company means this company is authorized by the state's insurance department to do business in a state. Being admitted most often means the company has demonstrated its financial stability to that state's department of insurance.)

After asking these questions, compare various providers' coverage options. There are a variety of coverage options available from all risk, full replacement value coverage to limited, F.P.A., coverage. The certificates should be written in plain English and should clearly define what the terms and conditions of coverage are, including, for example, what the policy covers, what the policy excludes, what the company's claim filing procedure is, whether depreciation is ever factored into claim settlement, and whether the shipper has to prepare a valued listing.

Finally, beware of insurance providers marketing coverage at extremely low rates. Like the "scam" movers who promise quality service at "hard-to-believe" low prices, these providers can rarely produce quality service and comprehensive coverage for next-to-nothing rates. You should ask how they can afford to offer coverage at such low prices. One way, of course, is to restrict coverage. Obviously, the more restricted the coverage, the lower the premium rates (another reason why you should know exactly what you are purchasing).

Every businessperson is concerned with cost. I suggest you be even more concerned with value. Carefully evaluate exactly what you and your customers will be receiving for the rates you are quoted. Providing your clients with the best possible insurance services and insurance products can only enhance your reputation as well as encourage your company's growth. Educating yourself about the insurance industry will turn these positive possibilities into realities. ■

Phaedra Nevitt is manager of communication and sales at TG International Insurance Brokerage, Inc., headquartered in San Juan Capistrano, Calif.

Asya International Supports US Troops in Iraq

By Ebru Demirel, Vice President, Asya International

Asya International Movers recently moved more than 1,000 trucks from numerous sites within Turkey to Iraq in support of Operation Iraqi Freedom. We supported Incirlik Air Base, consistently meeting their short-notice requirements and delivering the shipments safely. Each day, we moved convoys of up to 40 to 50 trucks to Baghdad, Tikrit, Mosul, and Kirkuk with vital cargo (giant water tanks, plumbing materials, food, MREs, water, tents, kitchen trailers, lumber, etc.) needed to meet the troops' basic needs and to upgrade their living conditions. The very first company to transport military goods via land to Northern Iraq, we initiated and facilitated the border crossing procedures. We sent two of our highest-ranking employees to Iraq with one of our convoys to ensure the smooth and safe delivery of the goods to their final destination and to see for themselves the people, the US soldiers, who are living and working in extremely basic conditions.

Sending convoys from Turkey to Iraq requires customs clearance of the goods; this is a very time-consuming and difficult process. We initiated this procedure through the border crossing customs directorate, and thanks to good coordination between the customs officials and the military authorities, we smoothly processed all of the convoys.

AAFES (Army Air Force Exchange Service) is the first to reach the troops in such places and provide the very basic BX goods that are sold on many military installations worldwide. And Asya is the only company to have moved such merchandise for AAFES, enabling the agency to establish a shoppette for the troops in the cities of Mosul and Kirkuk.

In addition, we moved AAFES goods between the cities of Balad and Kirkuk within Iraq, an effort that required very close coordination and planning because the convoys had to be escorted by a member of the assigned military police team, to ensure security.

Asya International Movers

Buyukdere Cad. No. 105 / 5

80280 Gayrettepe—Istanbul, Turkey

Phone: 0090 212 216 39 19 • Fax: 0090 212 217 60 05

E-mail: ebru@asyanakliyat.com.tr

www.asyanakliyat.com.tr



MARITIME/ OCEAN SHIPPING

TACA Boosts Exchange-Rate Surcharge

The Trans-Atlantic Conference Agreement said depreciation of the dollar has triggered an automatic increase in its currency adjustment factor from “zero” to plus-2%, effective July 1.

The liner group, which comprises Atlantic Container Line, Hapag-Lloyd, Maersk Sealand, Mediterranean Shipping, NYK Line, Orient Overseas Container Line and P&O Nedlloyd, said it will continue to monitor the CAF on a monthly cycle. Any changes will be preceded by a 30-day notice.

AIR CARGO / AIR TRAVEL

DOT Considers Proposed Change in Formula for Volumetric Rates

By William Armbruster

Shippers of computers and other delicate airfreight rely heavily on protective packaging that takes up space but reduces cargo damage. Airlines say that while they understand the need to minimize damage, they find that sometimes their freight compartments contain more Styrofoam than cargo.

The two sides are in conflict over an International Air Transport Association (IATA) proposal to change the standard for calculating “volumetric” rates. Under the current standard, a shipment that measures 6,000 cubic centimeters is assessed the same rate a shipper would pay for one kilogram. The proposed change would lower the standard to 5,000 cubic centimeters per kilogram.

The Department of Transportation has been collecting comments and is expected to decide the issue during the next several months. DOT approval probably would result in worldwide implementation of the new standard. The department’s rejection would effectively kill the plan.

IATA’s proposal could raise rates on some shipments as much as 20%, depending on how the goods are packaged. IATA initially sought to implement the standard last year, but backed off after protests by shippers and forwarders. The airline association resubmitted the proposal in January, and the DOT’s extended deadline for comments ends May 29.

Among the opponents of the IATA proposal is the High Tech Airfreight Shippers Coalition, led by Intel Corp. and Solectron. The coalition claims the proposal would impose “a serious economic burden” on the high-tech industry and other sectors of the US economy that depend on airfreight.

Apparel shippers and forwarders also object to the plan, calling it “a hidden cost increase.”

The airlines are asking DOT for antitrust clearance to change their standard volumetric calculation. Opponents say the government should not allow the airlines to jointly impose such a change. They say that if airlines want to change the standard, they should do it individually and let the market decide.

An IATA executive said concerns about the change have been exaggerated. Antitrust protection to change the standard, he said, would help with interline shipments, and different carrier standards would complicate rate calculations.

Carriers felt they needed the new standard to discourage customers that are inflating volume and encourage them to control the use of lightweight packaging materials that often fill cargo spaces before a plane can be loaded to its maximum weight. Adoption of the new standard could make more cargo capacity available, and increase competition, according to IATA. Shippers disagree, however, and say the change would increase cargo damage by encouraging reduced use of protective packaging.

— SOURCE: *Journal of Commerce*

Get Through Checkpoints Faster

Check out the Transportation Security Administration Website for tips on avoiding delays at airport checkpoints, and to see which carry-on items are prohibited. The site — www.tsa.dot.gov — also offers links to airport Websites.

TECHNOTES

Beware of Chat Rooms

Beware of what you post in Internet chat rooms and discussion groups, says civil rights lawyer Chris Hansen of the American Civil Liberties Union. The rule of thumb is that if you can be sued offline, you can also be sued online. The possible grounds: Defamation of character or violating trade secrets — for example, discussing the marketing strategies of a company with which you are associated.

Watch what you write. Courts currently can force Internet service providers to disclose customer identities.

— *SOURCE: Bottom Line Personal*

File Wage Reports Online

You can now file wage reports online if your business has 20 employees or fewer. Starting this year, W-2s and other forms can be sent to the IRS electronically. Electronic filing has a later deadline — March 31, instead of February 28 — provides an electronic receipt, and is free.

For more information, access www.socialsecurity.gov/employer.

Infectious Disease Update

The latest information from the Centers for Disease Control and Prevention on severe acute respiratory syndrome (SARS), Lyme disease, West Nile virus and other illnesses is available at www.cdc.gov.

SECURITY

Ports Get \$28 Million To Evaluate Security

By John Wislocki

Three US ports are slated to receive \$28 million in federal funding to evaluate cargo security, with \$13.3 million going to the combined ports of Tacoma and Seattle in Washington, and smaller amounts going to ports in Southern California and New York-New Jersey.

The Seattle-Tacoma ports will use the money to evaluate truck security.

The money from Operation Safe Commerce, which funds private-company security initiatives for container cargo in international transport, will allow the Puget Sound ports to evaluate foreign security procedures to ensure U.S.-bound freight is safe, according to a port spokesman.

Special attention will be paid to trucking, because the industry across the Atlantic is less regulated and security-conscious than in the United States, he added. Officials will look for “the weak link in the supply chain,” an exercise whose object will be to improve security at both the port of origin and the factory where goods are produced.

The money will fund demonstration programs over the next year. One such project would track cargo arriving at Seattle and destined for a location in Texas. From Seattle, the cargo would be monitored during shipment by train to Texas, then trucked to Mexico and back to Texas. Security officials want to evaluate freight movement between both countries as well as shipments.

Security consultants will attempt to interrupt some shipments to determine whether their movements were detected. Officials stressed that the intent is not to inspect every package that would eventually get shipped by truck, which would slow deliveries.

The Ports of New York and New Jersey received \$6.5 million and the Ports of Long Beach and Los Angeles \$8.2 million in OSC funds to conduct their own demonstration projects.

The Washington ports of Everett, Tacoma, and Seattle are also scheduled to receive \$5.89 million from the Transportation Security Administration for security improvements at each location. The money is separate from the OSC funding. Those improvements range from lighting and warning signs at the perimeter to the installation of access gates.

John Wislocki is a senior reporter for Transport Topics, from which this article was adapted.

TSA to Cut Screeners

In a move that airport officials say could increase wait times at security checkpoints, the Washington, DC-based Transportation Security Administration (TSA) is set to eliminate 6,000 screeners from US airports by Sept. 30. The decision to lay off more than 10% of the TSA’s 55,600 security screeners was made to adjust to the administration’s shrinking budget, which falls from \$5.98 billion in 2003, to \$4.82 billion in 2004. The layoffs could mean fewer screeners at 243 airports.



Young Professionals

"Leadership Through Innovation"

YP-35 Guide to Hawaii

By Julia Hardin, Aloha International Moving Services, Inc.

A lot of the tourist brochures you will find in hotel lobbies have extensive information and coupons for various activities in and around Honolulu, the site of HHGFAA's 41st Annual Meeting in October. However, the places advertised in the brochures don't focus on places the under-35 crowd may be interested in, so I have come up with a list of some of my favorite places.

SHOPPING

Ala Moana Shopping Center and **Ward Warehouse**, near Waikiki, have a variety of stores to satisfy your every shopping need. If you have some time on your hands you could check out Waialeale Shopping Centre, with a variety of factory outlet stores that offer discount prices on designer merchandise, located about 30 miles west of Waikiki.

NIGHT LIFE

Clubs

Zanzabar and **The Maze** are both located at The Waikiki Trade Center. Both have separate rooms that play different types of music. Oceans is in Restaurant Row, where you can enjoy the music and dancing inside or step out onto the lanai to catch a nice breeze. The "W," located in Waikiki just past the Zoo, also offers a variety of music.

Bars

Gordon Biersch, **Kapono's** and **Waterfront Café**, located at Aloha Tower, are excellent places to relax and enjoy a few drinks indoors or outdoors. At **Mai Tai's**, in the Ala Moana Shopping Center, you can typically catch a local band playing in the evenings. **Dave and Busters** at Ward Entertainment Center has everything from pool tables to live bands. Pace yourself, as the bars in Hawaii are open until 4:00 A.M.

DINING

For casual dining you might want to go to **Makai Market** (food court) at Ala Moana Shopping Center, where you can find a huge variety of ethnic and fast food. For all you Fine Diners On An Expense Account, **Morton's**, **Longhi's** and **Assaggios** are all located at Ala Moana Shopping Center. If you feel like having some family-style Italian, check out **Buca Di Beppo** at Ward Entertainment Center. If your taste runs to sushi, check out **Sansei** at Restaurant Row. For steak, I recommend **Ruth's Chris Steak House**, also on Restaurant Row.

NEED MORE?

There are thousands of things to do and places to go. You may want to **watch the volcano erupting on the Big Island** or **ride down Haleakala Crater on Maui** or **see the Grand Canyon of Hawaii at Waimea on Kauai**. I suggest you visit some of the following Web pages for additional ideas: www.gohawaii.com, www.visit.hawaii.org, www.visit-oahu.com, www.alternative-hawaii.com. Feel free to e-mail me at jhardin@hawaiimovers.com if you have questions or you are looking for more recommendations.

See you in October!

Membership Only US\$100.00
Apply on Website: WWW.YP-35.ORG

Honolulu, Here We Come!

HHGFAA members have always known that the Association's Annual Meeting provides the industry's best networking opportunities anywhere, any year.

This year will be no exception. As we gather in one of the world's most popular meeting sites — beautiful Honolulu, Hawaii — attendees at HHGFAA's 41st Annual Meeting will be able to greet their old friends, business associates, and even prospective new trading partners.

And what better place to do both business and experience all the pleasures of an earthly paradise than America's 50th State? You're sure to find time during the week's activities to explore the area and sample the entertainments, recreational opportunities, and terrific food that Hawaii has to offer.

Last year over 1,600 people were on hand in Orlando, Florida, to celebrate HHGFAA's 40th Anniversary. This year will be no exception because — despite the downturn of the economy worldwide and belt-tightening everywhere — nowhere will you get better value for your annual meeting dollar than at HHGFAA's Annual Meeting.

We've taken steps to keep your attendance costs to a minimum, from travel and accommodation expenses to meeting registration fees.

As always, our meeting schedule and program are focused on providing you with numerous opportunities to network one-on-one with your peers and initiate new contacts and relationships that will expand into profitable reciprocal partnerships.

If you haven't registered yet, don't wait another moment — go to HHGFAA's Website, www.hhgfaa.org, and use our convenient online registration capabilities.

Your attendance at the 41st Annual Meeting is a sound investment in your company's future. *Aloha!*

What You Need to Know About ...

Online Registration

All registration functions can be performed online at www.hhgfaa.org under the Annual Meeting link. For early bird discounts, be sure to register before August 15.

Fees and Attendees

The 41st Annual Meeting is open to HHGFAA members only. All fees must be paid in advance by check, money order, or credit card. Checks or money orders not drawn on a US bank will be returned.

Transfers

To transfer your registration to another person in your organization, please mail or fax a written request on company letterhead to

Registration Office
1201 New Jersey Avenue, NW
Washington, DC 20001 USA
Fax: (202) 624-1766

Attendee Directory

To ensure listing in the Directory of Attendees, HHGFAA must receive your registration no later than September 19, 2003. Your name will appear EXACTLY as you indicate on your registration form. Your company name will appear the way it is listed in the Membership Directory.

Cancellation Policy

All cancellations must be received in writing on company letterhead and mailed or faxed to the Registration Office (see above).

Hotel Reservations

Hotel reservations may be made by completing the hotel reservation form enclosed with your convention packet and mailing or faxing it to the address and fax number noted on the form. You may also telephone 800-445-8667 or 808-949-4321 and mention Group Code AKG, OR access the link on the HHGFAA Annual Meeting Web page. A one night's deposit is required. *Cutoff date for group rates is September 11, 2003.*

Golf Tournament

A golf tournament will be held on Sunday, October 12, at the Ko Olina Golf Club. Deadline for registration is September 11. Registration fee is \$175 per player.

AFTER YOU GET TO HONOLULU ...

Airport Transportation

There are shuttle services that provide transportation to and from the airport. Please contact the service directly to make pick-up and drop-off arrangements. Should you choose to take a taxi, it will cost approximately \$25 from the airport to the Hilton Hawaiian Village.

| | | |
|----------------------|----------------|----------------|
| Ilima Tours | (808) 836-1881 | \$9.00 one way |
| Hawaii Super Transit | (808) 841-2928 | \$7.00 one way |
| VIP Transfers | (808) 836-0317 | \$8.00 one way |

Car Rental Discounts

HHGFAA has made arrangements for discounted car rental through both Hertz and Avis. You can contact Hertz at (800) 654-2240 (US) or (800) 263-0600 (Canada) or (416) 620-9620 (Toronto) or (495) 749-4434 (international), or through www.hertz.com. Please reference Meeting Number CV#02ZC0001 in order to receive discounted rates negotiated for HHGFAA members.

You can contact Avis at (800) 331-1600 or through its Website, www.avis.com. Be sure to reference AWD Number T310999 in order to receive the discounted rates.

Concierge Services

A private concierge desk will be onsite in the registration area to assist attendees in making restaurant reservations, purchasing tour and attraction tickets, and to provide recommendations of things to do and see in the area and to help you with your transportation needs.

IMPORTANT NOTICE

Tighter Visa Application Guidelines Now in Effect

In planning your trip to Hawaii to attend HHGFAA's 41st Annual Meeting, please keep in mind that because of security concerns, visitors to the United States are being scrutinized more closely and visa applications are now reviewed by multiple government agencies. Therefore, your visa application process may take substantially longer than it has in the past. Also, you may be asked to provide additional information during that process.

For a step-by-step guide to the visa process, you can visit the US Government's new Web page at <http://www.unitedstatesvisa.gov>. You will find detailed information on doing business and working in the United States, as well as information on student and visitor visas.

If you or your company requires a letter from HHGFAA as part of your visa application, please give us sufficient time to comply with your request.

Advertising Opportunities

If you are unable to exhibit at the meeting, you still have several opportunities to provide exposure for your firm, such as print advertising in the conference program or providing a bag insert.

For more information about various ways you can support HHGFAA through Annual Meeting advertising, turn to page 45 of this issue, or see the "Exhibitor Prospectus & Advertising Opportunities" prospectus that was mailed with your convention packet, or contact Barbara Bienkowski at (202) 624-1775 or via e-mail at barbarab@meetingmgmt.com.

HHGFAA HAWAII MEMBER PROFILES

Aloha International Moving Services, Inc.

By Marilyn R. Sargent, President

Robert Beckett and I started Aloha International Moving Services, Inc. in the midst of the busy season in 1995, perhaps not the most optimal time to launch a moving company. We purchased used trucks, used office furniture and equipment, and two old computers and operated out of a 30,000 square-foot (2,800 square meters) warehouse containing leased office trailers. We had four crews, six office personnel, and one saleswoman who had been an exotic dancer in her previous career. Such were our beginnings.

As one of the youngest moving companies in Hawaii, we have experienced tremendous growth in the past 8 years to where we are now the third largest moving company in Hawaii. We attribute our growth to (1) our people, (2) an innovative approach to systems and logistics, and (3) luck. We believe strongly in investing in people, equipment, warehouses, and technology.

Today we operate out of 85,000 square feet (7900 square meters) of warehouses and we began the new millennium in a new 2,500 square-foot (230 square meters) office. Now, we operate a fleet of 35 late-model trucks and vans and our office is filled with new furniture, computers, equipment, and satellite technology. Our personnel number 25 crews of three, 14 office personnel, three quality control personnel, and a dispatcher. Our sales staff of five has no dancers.

This approach has paid off. As the only FIDI-FAIM Certified moving company in the State of Hawaii, Aloha International Moving Services, Inc. has received a substantial amount of tonnage from our fellow agents around the world searching for a quality agent to handle their most important customers.

Advantages and Challenges

When you live on an island in the middle of the Pacific, your customers usually do not rent or borrow a truck to move off island, giving moving companies in Hawaii a distinct advantage over other markets. With a population of approximately 1.2 million people spread out primarily over four islands, Hawaii represents a small market.

There are only about 15 moving companies in Hawaii. Many of these moving companies also operate as port agents and freight forwarders. We are very fortunate to operate in a unique climate of smart, friendly, and helpful competitors. If one company doesn't have a full ocean container going to Germany, for example, they call around to their competitors to find freight to fill the can. If a shipment is on a tight delivery schedule, agents in Hawaii work with each other to see that everyone's freight reaches its destination on time.

As far as US military tonnage is concerned, we have a very good working relationship with the Joint Personal Property Shipping Office at the base at Pearl Harbor. They have experienced personnel who understand the moving business and are open to discussion. They try to keep all the agents in Hawaii informed in advance of summer and will work with us to mutually get through the busy season. They also try to balance out the tonnage in the slow



Clockwise from the left: Pam Cormier, International Sales; Julia Hardin, Import Manager; Michelle Ke-a, International Sales; and Ruth Cachero, International Accounting Manager.

season to ensure that all agents can remain in business.

Like so many other moving companies, we often get the feeling that everyone wants to move in the month of June. The period between Memorial Day at the end of May and the 4th of July is by far our busiest. Approximately 60% of our business is done in the summer months, with a majority of that in June. Recruiting and maintaining qualified drivers and packers when the workload changes drastically is a challenge faced in Hawaii just as it is in many other parts of the world.

Time zones can present logistical challenges, as Hawaii is 3 hours later than the West Coast and 6 hours later than the East Coast of the United States. Asia is one day ahead of Hawaii. The use of e-mail communication and the World Wide Web has helped tremendously in bridging this gap.

Many people think Hawaii consists of one island. There are eight major islands in the Hawaiian chain. The majority of the population lives on four of them. Often shipments are sent to Oahu, the island with the largest population, when they are actually destined to one of the outer islands, but we are accustomed to dealing with this.

Land is very expensive in Hawaii, driving up the cost of housing for our employees and the cost of warehousing for our businesses. Our warehouses function not only as moving and storage companies, but also as port agencies. As a result, businesses learn that to run efficiently, they must make good use of every square inch (or square centimeter) of space. We are envious of some of our counterparts in other countries when we see the amount of space they have available.

Almost all freight, including food, moves to or from Hawaii via the West Coast of the United States. Last year when the West Coast Longshoreman's Union was on lockout during contract negotiations, Hawaii was hit tremendously hard. Although the vessels servicing Hawaii were given permission to continue service, the ensuing congestion on the West Coast created a nightmare in Hawaii for about 3 months, even after the lockout was over. One moving company in Hawaii claimed it was forced into bankruptcy, and subsequently out of business, because of the lockout. In Hawaii, we joke that you always know when there is a shipping problem, because suddenly the shelves in the stores become barren of toilet paper and rice.

The Best Thing About Hawaii

The people are wonderful. You can't beat the climate, with 344 days of sunshine a year and an average temperature is 75°F (24°C).

Business Mix

Approximately 60% of our business is commercial and 40% is military. In addition to local, inter-island, mainland and international residential moves, we also provide office and industrial moves, estate services, auto shipping, packing and crating, small shipment consolidations, air freight service, container hauling, secure vaulted storage in government-approved warehouses, convention and trade show services, freight forwarding, corporate relocations, unpacking and maid services, hotel installations and hauling services to movie crews on location in Hawaii. We are licensed, insured and FAIM certified, and we have the financial strength to give our customers peace of mind.

Never a Dull Moment ...

The most fun aspect of the moving business derives from the stories we all have to tell.

Probably our most memorable move to Hawaii began when the artwork shipment arrived aboard an armed, chartered flight from the Mainland. One statue alone was worth more than US\$2 million. And this was just the beginning... Then the many 40-foot ocean containers started arriving. The customers wanted us to bring out a few pieces of furniture, try it out in a room and take it back to the warehouse for storage if they didn't like the way it fit. We happily made numerous trips to help them decorate their temporary estate, store what they didn't want for several years, and we happily moved all their goods out of Hawaii when they decided to return to the Mainland.

And then there was the estate move we handled for a descendent of one of the original missionary families in Hawaii. This person had an enormous collection of Hawaiiana destined for the art museum. Many of the pieces we handled were priceless, irreplaceable articles of great importance to the citizens of Hawaii. Some of the statues had intricately carved, delicate fingers. No matter how prepared we were, we breathed a sigh of relief when the job was complete.

The San Francisco Ballet once asked us to handle their shipment arriving at midnight aboard a chartered air flight. In these days of airport security, you can only imagine how difficult it is to get passes to have numerous crews and trucks out on the runway in the dark.

Another time we were asked to give a quote on a move headed to a remote region on the Island of Molokai. This area is served by (1) a state-chartered barge that runs only six times a year, and (2) a mule train. Our customer was anxious to get their goods. Have you every tried to develop a quote where you have to determine not only how

many mules will be needed to pack the shipment in, but also the cost of the feed for the mules and the mule driver? So far this year, we have done four shipments to Molokai.

Our customers and their needs are what keep us going — not knowing what the next telephone call or e-mail will bring. We strive to meet their needs and keep everyone happy, no matter how unique the requirements.

Aloha International Moving Services, Inc.

91-291 Kalaeloa Blvd. #D-1
Kapolei (Honolulu), Hawaii 96707
Phone: (808) 682-2500
Fax: (808) 682-5228
E-mail: MRSargent@cs.com

A History of Ohana (Family) in Hawaii

By Marilyn R. Sargent

In 1920 at the tender age of 18, Myung-Soo Shin left behind her old life in Korea and stepped off the boat in Hawaii to pursue her dreams. Little did she know that this was the beginning of the story of five strong women involved in the moving industry in Hawaii today. She loved to play the piano, but in Korea, her family was aghast at the thought of her playing for others in public. A lady from a wealthy family was supposed to pass her time embroidering and preparing for marriage, but she dreamed of becoming a concert pianist. She knew she could never live her dream in Korea, so when the match-maker told her of a Korean man in living in Hawaii, she was intrigued. He showed her a picture of a handsome man, about 25 years old, and she agreed to the marriage.

Mr. Nan-Soo Kim came to Hawaii at the age of 41 by mistake in 1916. As a revolutionary, he had had to flee Korea. He thought he was going to China to join a friend, but he got on the wrong boat and ended up in Hawaii. To earn money, he worked the plantations. He realized he would likely never return to Korea. He decided to marry, raise a family and live out the rest of his life in Hawaii. After years of hard work, he earned the US\$200 necessary to buy passage for a young, Korean picture bride.



Myung-Soo Kim

Shin and Kim were part of the mass migration to Hawaii that occurred between 1850 and 1950. Although their reasons varied, most of the 400,000 people who came to Hawaii during this period were recruited to work on the sugar and pineapple plantations. In Hawaii in 1850 with a population of approximately 84,000, there were not sufficient numbers to provide the thousands of workers needed for the rapid expansion of the plantations. The native Hawaiians were more interested in pursuing taro farming and fishing than in working the plantations. The majority of the immigrants were recruited in the following manner and numbers.

China: 46,000

The first group of Chinese contract laborers arrived in Hawaii in 1852. Most were Cantonese from the Pearl River Delta near Macao. Once Chinese laborers formed a large enough contingency, they began to make demands on the plantation owners. The owners responded by importing Japanese laborers. The Chinese men who came to Hawaii were intent on earning money and returning to China. Most finished their contracts, worked in the trades or opened businesses, married Hawaiian women, had families and stayed.

Japan: 180,000

A treaty signed in 1860 between King Kamehameha IV and Japan allowed recruitment of Japanese laborers. Laborers were treated harshly until the Government of Japan intervened and immigration to Hawaii was stopped for 10 years. Originally single men were recruited from Japan. Women from Japan immigrated as picture brides and families became more common. In 1909, Japanese laborers conducted a 3-month-long strike for higher wages and the plantation owners reacted by turning to the Philippines for workers. The Federal Exclusion Act in 1924 almost completely halted any further immigration from China and Japan. As the largest group of immigrants, the Japanese cultural influence is widespread throughout Hawaii today.

Portugal: 17,500

From 1878 to 1884, the Portuguese were recruited primarily as families and their contracts were often generous.

Their passage was prepaid and they replaced Chinese workers at higher wages. They often moved into overseer positions after working as field laborers. Portuguese immigration was discontinued because of the high cost and the immigration of the other groups.

Puerto Rico: 5,200

Puerto Ricans were also recruited as families beginning in 1900 after a huge hurricane destroyed the crops and much of the economy of Puerto Rico. Puerto Ricans lightened the load for other plantation workers who enjoyed their lively music. Their path to Hawaii was usually via the railroad from New Orleans to California. Today, about 100,000 residents in Hawaii identify themselves as Hispanic, close to 10% of the population.

Korea: 7,000

Over 40% of the Koreans who came to Hawaii were Christians seeking religious freedom. Others sought to establish a base for the Korean nationalist struggle. Most left Korea because of the poor economy and rampant starvation, particularly after the bad harvest in 1902. It was almost impossible for people to leave the country without government permission, but for the royal court in charge of feeding the starving, it seemed an answer to many of their problems.

The Philippines: 120,000

The Filipinos were the last large-scale group of immigrants recruited to work in Hawaii as plantation laborers. Hawaii sugar planters preferred to import Filipino workers as they were industrious and hard working even though they were paid less; as US nationals they were not excluded after 1924 as the Japanese and Chinese workers were, most were uneducated and knew little about their legal rights and they were less likely to join labor unions.

Samoa: 1,000

The Samoans did not come to Hawaii as plantation workers, but they were the only significant group of Polynesians to migrate to Hawaii in modern history. The first large group of Samoans came to Hawaii in 1919, when the Mormon Church built a temple on Oahu.

Others

The first newcomers to Hawaii after Captain James Cook were people of European ancestry. Other immigrant groups came to Hawaii in much smaller numbers from Norway, Germany, Spain, India, Africa and Russia. For many, Hawaii was the stepping-stone on their way to the mainland of the United States.

One Family's History

Myung-Soo Shin was horrified, upon seeing her future husband for the first time, to discover that she had been shown a picture that had been taken 20 years earlier. He was 45, not 25. The matchmaker talked her into staying in Hawaii by convincing her that he was a very good man and he would make a good husband. A highly educated man and a teacher, he was held in high regard by the community in Hawaii. Her family would have been disgraced had she returned to Korea.

Myung-Soo and Nan-Soo were married shortly after she stepped off the boat in 1920 and went on to have four children. Mr. Kim died when they youngest child was 10. To support her family as a single parent, Myung-Soo Kim worked for years in the laundry at Hickam Air Force Base, washing and ironing uniforms. She remarried after the children were grown and she died in 1995 at the age of 93. Her family said they seldom saw her stop working and sit down.

In 1946, Myung-Soo Kim arranged for the marriage of her daughter, Mary, to Bill Park. Mary's future husband was a football player and very popular with the ladies. His mother wanted him to marry a nice Korean girl. Mary



Top row left to right: Julia Hardin and Seena Wise. Bottom row left to right: Shar Hardin and Sharon Park.



Photo: Sandy Pili with the next generation of women in the moving industry; her daughter Jordan Pili.

and Bill went on to have three girls — Sandy, Sharon and Shar — and one boy, Wes. Two young cousins joined the Park family after they lost their parents. When the children were teenagers, Mary and Bill divorced. After the divorce, the children remember wondering why it seemed there was never any food in the house and now realize how difficult it was to find the means to raise a family. Mary worked hard as a saleslady in an upscale department store in Honolulu to feed and educate the family. Although money was very tight, she always stressed to the children the importance of a good education. For many Korean-American families living in Hawaii, education has always been a means to success.

Mary arranged for her oldest child, Sandy, to go to work at Trans Ocean Van Service after attending business college. Sandy Pili has worked in the moving business ever since, and today she is the General Manager for the Kauai office of Aloha International Moving Services, Inc. Her husband, Eteru Pili, now retired from a career in the moving business, worked for Aloha along with two of her children, Deborah and Tony. Due to large families and marriage, many people in Hawaii are interrelated and it is not unusual to have several members of the same family working for the same company.

Mary's second child, Sharon Park, did not want to work in the pineapple canneries like so many of her friends. (In the 1950s, Hawaii supplied over 75% of the world supply of pineapple, mostly canned.) Instead, Sharon went to work during the summers in high school typing forms for Trans Ocean Van Service. After high school, she attended college at the University of Hawaii, where she majored in mathematics. A lot of her time in college was spent protesting the war in Viet Nam. With Hawaii's close ties to Asia, the war meant much more to the people in Hawaii than throughout much of the rest of the United States. Sharon quit school and went on to become a hairdresser for a short time before being called back into the moving business. She accepted a union clerical position for Global Van Service and 2 years later became the shop steward for the Teamsters. She learned all facets of the military moving business at Global and later she learned the commercial side of the business from Chuck Malley of Islander International. Today, she is the Managing Director of Aloha International Moving Services, Inc.

Mary's third daughter, Shar Hardin, graduated from high school, married and was living on the mainland. On a visit home, she was offered a temporary position as a receptionist for Islander International. She has worked in the moving business ever since. Today, she is the Export Manager for Aloha International Moving Services, Inc.

Shar Hardin's daughter, Julia Hardin, spent the summers in high school typing forms for Islander International. After graduation, she moved to the mainland to pursue a career in modeling. When Myung-Soo Kim died in 1995, Julia returned to Hawaii. Today, she is the Import Manager for Aloha International Moving Services, Inc.

Sharon Park's daughter, Seena Wise, is an honors student at University of Washington, majoring in Accounting and Information Systems. Seena spends her summers working as an intern at Aloha International Moving Services, Inc.

A Brief History of Hawaii

The first settlers arrived in Hawaii from the Marquesas around 500 A.D. The first Tahitians arrived about 500 years later and conquered the Marquesans. The islands were united under one leader, Kamehameha I, in 1810. Whaling ships and the missionaries arrived around 1820. Diseases decimated the population of isolated Hawaii after contact with the Europeans. In 1893, Annexationists overthrew Queen Lili'uokalani. The United States annexed Hawaii in 1898 and acquired the Philippines, Guam, and Puerto Rico later that year as a result of the Spanish American War.

In 1900, men outnumbered women in Hawaii by a ratio of 860 to 1. Homesickness, culture shock and heavy workloads caused many bachelors to lose their enthusiasm for the hard work required on the plantations. The plantation owners encouraged the bachelors to marry in the hope they would work harder and not drink, gamble, or be violent. Not until 1920 did women and children make up half the plantation community.

In 1941, after the bombing of Pearl Harbor, martial law was declared, and the US military ran Hawaii until 1944. People of Japanese ancestry living in Hawaii were not interned as they were on the West Coast of the United States, probably because they were needed to work the plantations. The economy of Hawaii had been controlled by five corporations and was solidly Republican. Returning Japanese-American vets were not content to return to their old life on the plantation and felt they should be able to participate in the government of the country they had fought so hard to defend. The Republican Party generally ignored them. As a result, Hawaii had been solidly Democratic until the election of the first female Republican governor in 2002.

Hawaii became the 50th state of the United States in 1959. Then, in 1993, Congress apologized for the overthrow of the Hawaiian Monarchy a hundred years earlier. Some Native Hawaiians have started a movement to have their own government and to regain their lost land. The State of Hawaii created a formal process to recognize Hawaiian sovereignty. This process continues today.

Footnote

Sugar, the main industry that helped form the basis of the State of Hawaii as we know it today, is now only produced on the islands of Maui and Kauai. Production is approximately 25% of the 1.2 million tons produced in the early 1900s. Pineapple production is being phased out on most of the islands. 45% of the world's macadamia nuts

are now grown in Hawaii and coffee production is increasing.

In the 1970s tourism became the single largest component of the economy of Hawaii. But tourism has suffered lately, primarily because of the downturn in Japanese visitors.

Because of its strategic location, Hawaii hosts the single largest combined US military presence in the world. While other US military bases around the globe are closing or realigning, the bases in Hawaii are growing. Defense and government employment represent the second largest facet of the economy in Hawaii today.

Over many centuries, a number of courageous people arrived in Hawaii from all over the world. Through immigration to Hawaii, a new bridge was established across the Pacific Ocean and has encouraged the exchange between Asia and America ever since. The experiences shared by people of many different nationalities, from hardships and backbreaking labor, created the opportunity to overcome their differences and find many areas of common interest. The workers who stayed in Hawaii intermarried, raised families and forged the basis of a new community in which elements of their individual cultures merged to form the basis of the modern, multicultural society of 1.2 million people that exists in Hawaii today. ■

Sunvan Hawaii Inc.

Sunvan has been serving Hawaii since 1957, when it was founded by Walter E. Fallon, who passed away on Jan. 8, 2003. Sunvan operated in Mapunapuna (Honolulu Airport area) until relocating in 1990 to our new facility in Kapolei, Hawaii, on the island of Oahu. Our 91,000 square-foot facility supports a 45,000 square-foot-high cube warehouse and office. Red Ball Corporation acquired Sunvan in 1994, and with that expanded our ability to serve globally, diversify, and enhance our services with seamless continuity.

Hawaii, with its rich diversity of culture, ethnic background, language and customs, creates a unique opportunity. A constant in our industry and doing business in Hawaii is change. Every day, week, month, year, and decade finds evolution. Since before the advent of intermodal transportation and seavans to the present, with its threats of terrorism, downsizing, technology and restructuring, sometimes it is very much like changing a tire on a moving truck, going downhill. Perseverance, attention to quality and adapting to our ever-changing environment is our advantage as well as a challenge. Of course our beautiful weather and unique local customs are the best features of Hawaii and Sunvan. Our staff and crews reflect the essence of Hawaii, and are as diverse and multifaceted as our islands.

E komo mai Sunvan keia (Come over and visit Sunvan). *Owau iho no me ka ha'aha'a* (extended with humility and humbleness).

We would be happy to offer you a tour of our facility. Please contact Sunvan when visiting the islands.

Aloha ke akua (God bless)!



The "Blue Angels" fly-by of Sunvan.

Sunvan Hawaii Inc.

POC: Charles "Bo" Aki

91-029 Malakole Street

Kapolei, Hawaii 96707

Phone: (808) 682-8211

Fax: (808) 682-4006

Website: www.sunvan.com

Royal Hawaiian Movers

Aloha! It is with great pleasure that in the coming months we will welcome our fellow members of the Household Goods Forwarders Association to our island of Oahu. For those who may not have traveled to Hawaii before, we hope you have the time to extend your stay; for those who have been before, I am sure there are plenty of new adventures ahead.

Having hosted the HHGFAA annual convention in the past we know that it gives us the opportunity to extend a more personal display of our company and the people who make it successful. The upcoming convention has created quite a stir of anticipation with our staff and we are eagerly anticipating your arrival.

One thing is certain: For companies operating here in Hawaii, there never seems to be a dull moment, as we are constantly faced with new challenges. Some pertain to the state in which we reside and its business climate, and others are the same challenges that many of you face hourly, daily, monthly, and yearly.

This year, Royal Hawaiian Movers celebrates our 20th year in operation. In reflecting on this milestone, we look to the future and consider the changes that have occurred over two decades and others to come in the next 20 years.

During the past year, Edward Wong was promoted within our organization to president and general manager. Mr. Wong brings over 20 years of experience in the household goods moving industry. His efforts have focused our energies into providing a quality moving service that is unmatched.

We have also taken strides to expand the reach of our services to the islands of Maui and Hawaii. Embarking on our third year of operation in Maui and Hawaii, we have continued to focus on becoming Maui and Hawaii's choice for professional moving services. We recently completed setting up a household goods consolidation terminal out of Long Beach, Calif., that services Maui and Hawaii with weekly direct service.

For information or rates please contact Eric Zybura by e-mail at eric.zybura@royalhawaiianmovers.com or call toll free at (888) 717-6925.

All of us at Royal Hawaiian Movers we wish you the best at this upcoming convention. Mahalo!



Royal Hawaiian Movers President Edward Wong.

Royal Hawaiian Movers, Inc.

POC: Eric Zybura

P.O. Box 30955

Honolulu, HI 996820

Phone: (808) 833-1611

Toll-Free: (888) 71-ROYAL

Fax: (808) 836-4548

E-mail: rhml@rainbows.net or eric.zybura@royalhawaiianmovers.com

A Deadly Bunch

Falling coconuts kill about 150 beachgoers every year, about 15 times more than the number of people killed by sharks annually. But what about all those shark panics in recent years? Reportedly, there hasn't been a significant increase in attacks lately. So enjoy a swim, but watch out for shifty-looking palm trees.

—SOURCE: *Boating Magazine*

Island Movers

By Donn Takaki

Island Movers was established in 1958 as a two-truck operation. It has evolved over the years into one of the largest moving and storage companies in Hawaii. Today, with over 300 employees, a fleet of 150 vehicles, and 200,000 square feet of warehouses on Oahu and Maui, we are proud to be ranked among the top 250 companies in the state.

Currently, Island Movers is part of a group of companies locally owned and operated by the Takaki family. Our services include courier and armored car, conventions and trade shows, contract furniture and appliance hotel/home installation, moving, trucking, freight forwarding, warehousing, logistics, and business record storage.

With its affiliates, Island Movers is the largest ground transportation and storage company in Hawaii. Island Movers and its staff are also proud to be a long-time member of the HHGFAA. Our moving services include corporate relocations, containerized service, office moves, ocean/surface/air transportation, customs clearance, and transportation of high-value products.

Our freight operations at Honolulu Harbor's Pier 42 occupy 68,000 square feet of cross-dock and warehouse, situated on nearly five acres of land. We are within minutes of all major ocean terminals in Hawaii, Honolulu International Airport, and the State of Hawaii Foreign Trade Zone. Our general freight services include container hauling, local island-to-island freight forwarding, national and international freight forwarding, break bulk and delivery, special projects, storage, bonded container freight station, heavy hauling, and yacht transport.

Among our diversified transportation services, we offer a full range of warehousing and distribution services to businesses, the general public, and to our own internal operations with a staff that is highly trained in inventory management. We specialize in hotel renovation projects, providing receiving, inventory management, segregation, inspection and delivery of hotel FF&E merchandise for our customers.

Pro-File Record Systems was formed in 1989 as a response to requests over the years from our business customers. Our dedicated staff and technology offer our clients the highest level of security and confidentiality for their documents. Pro-File occupies a state-of-the-art high-security Records Center in Campbell Industrial Park — a 30,000 square-foot facility designed for maximum strength and high cube efficiency. The structure houses financial/accounting documents; contracts and legal documents; blueprints and maps; microfilm and microfiche; compact disks, tapes, and floppy disks; audio and video cassette tapes; and personnel and medical files. Pro-File services include records inventory; tracking and management; Internet-based access for management, maintenance, and retrieval of files; historical, management, and ad hoc reports; same-day, next-day, and two-hour delivery and pickup; destruction; and others.

Island Movers

POC: Donn Takaki

P.O. Box 17865

Honolulu, HI 96817

Phone: (808) 832-4000

Fax: (808) 832-2700

E-mail: IM@islandmovers.com

Website: www.islandmovers.com



Covan World-Wide Moving, Inc.

Covan World-Wide Moving, Inc. (Hawaii) has been doing business in Hawaii since 1994. Covan's 40,000+ square-foot office and warehouse is located in Kapolei on the island of Oahu. Our facility is located in the Campbell Industrial Park, Hawaii's largest industrial park, which is served by the adjacent Kalaeloa Barbers Point Harbor, the state's second busiest commercial harbor. General Manager Neal Tamanaha oversees the day-to-day operations of Covan Hawaii and leads a full staff and crew of over 60 employees.

One of the most important and unique advantages of doing business in Hawaii is the time zone, which allows us to do business in Asia and the United States within the same working day. Kapolei's location near the International Dateline also makes end-of-day business transactions and financial closings convenient.

The only major logistical problem we have is that express mail companies do not offer overnight services from Hawaii to the Continental United States due to time differences.

Besides the beautiful scenery and weather, we like having our business in Hawaii because it helps us provide better service to our commercial and military customers. We provide service to eight military installations in Hawaii, and numerous corporate accounts that continuously provide us with shipment flow year-round.

Covan Hawaii's parent company, Covan World-Wide Moving, Inc., is a full-service worldwide moving and storage company that is dedicated to serving the needs of individuals, governments, and corporations. Covan, one of the largest privately held transportation companies headquartered in the Southeast, maintains over 30 Service Centers throughout the United States and a network of over 400 agents worldwide. For more information visit www.covan.com or call (800) 239-4099.

Covan World-Wide Moving, Inc.

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

Big Isle Moving & Draying, Inc.

Big Isle Moving & Draying, Inc. was started in 1966, when the business, assets and PUC license were purchased from Sonomura Trucking Company of Hilo. Originally, the company was tasked with servicing the US Coast Guard Loran navigational facility at Upolu — the island’s northern point. Because of the advent of satellite navigation, Loran is now an obsolete technology and the base has since been returned to the State of Hawai’i. (A clarifying note: The island is called Hawai’i, although to avoid confusion with the State in general, the island is most often referred to as “the Big Island.”)

The company has since grown to one with warehouse facilities on both sides of the island. The main facility in Hilo consists of 20,000 square feet and the facility in Kailua-Kona on the west side is 9,000 square feet. As you may have guessed, the island is BIG (it is nearly TWICE the size of all of the other islands put together, over 4,000 square miles) — and is home to two of the biggest mountains on planet Earth. This is the reason two facilities are operated — to better serve our customers and our carriers.

Hilo (on the east side) is the traditional deep draft port and is where the company originated. However, in the last few years, the west side of the island has seen an explosion of growth thanks to the influx of resorts and visitors. The year-round sunny, warm climate, combined with beautiful beaches, water and recreational activities, has made the west side a favorite destination point for the State’s tourism industry. The port of Kawaihae has grown accordingly. However, it is situated 45 minutes north of the main town it serves: Kailua-Kona. This, along with the sheer size of the island and its resulting diversity in climate and topography, proves to be the most challenging aspect of operating on the Big Island.

The company operates a wide variety of vehicles to contend with this diversity. These range from heavy tractors, to vans, flatbeds, ocean chassis, trailers, small four-wheel-drive trucks and approximately 50 20-foot ocean containers.

Despite the original objective to service the US Coast Guard Station, Big Isle does very little military work. There are really no facilities here outside of Kilauea Military Camp in Volcano. Pohakuloa, in the saddle between Mauna Kea and Mauna Loa, is primarily a training camp with a mostly transient population. However, Big Isle provides services for the local population: down the street, to the other islands, interstate and internationally. We also perform office relocations and account moves for both the resorts on the Kohala (west) coast and the companies that operate the telescope facilities on Mauna Kea (one of the premium land-based astronomical observatories in the world). We offer traditional storage at our facilities as well as auto storage and off-site container storage for commercial customers, contractors and homebuilders. Big Isle Moving & Draying, as the name implies, also provides hauling services. We are duly licensed by the State of Hawai’i Public Utilities Commission for intrastate moving and hauling services (5012-C).

Indeed, operating a company on the Big Island is a unique challenge. As our mechanic is fond of saying: “We have to go to America for parts.” However, it is a beautiful island and, unlike Oahu, it is still very much “country.” From the snow-covered winter peaks of Mauna Kea and Mauna Loa to the very active Kilauea volcano, the Big Island is wonderfully special. We hope you have a few extra days to spend on this island — though even a few weeks would probably not be enough.

Big Isle Moving & Draying, Inc.

E-mail: bimdm@dava.net

M. Dyer & Sons, Inc.

M. Dyer & Sons, Inc. has provided quality relocation services in the Hawaiian Islands for 35 years. We began as a small trucking company 1968 with a few loyal employees and a dream. Today, the company is employee-owned and handles thousands of shipments each year with attention to the small details. We are happy that some of our original employees are still working for us. We handle relocations for the Department of Defense, numerous corporate clients, and GSA, as well as COD clients requiring a full range of relocation services. M. Dyer provides relocation services across the street, inter-island, and around the world for small air shipments or large corporate relocations. We provide safe and secure storage in our 63,000 square-foot centrally located warehouse. Over the years M. Dyer has expanded to provide service for household or office relocations, auto handling, storage and file management.

Operating in Hawaii has many advantages and challenges. The state has a tropical climate, with most days between 70–90° year round. Like most tropical locales, Hawaii is frequently rainy, and occasionally we must cope with a hurricane, windstorm or flooding. Moisture and pests are a common problem in the islands. For this reason, we normally do not shrinkwrap furniture as it traps in moisture, which can lead to mold if placed in long-term storage. We also offer fumigation services to clients departing our island state.

Ninety-five percent of everything that we eat, use or consume in the Hawaiian Islands arrives by air or ocean vessel. The major industries in Hawaii are tourism and the US Military. When all flights were grounded following Sept. 11, 2000, our economy was seriously affected and it has struggled to recover amid the world health and economic challenges. In addition, with heightened security concerns in the United States and abroad, many members of the military stationed in Hawaii were deployed, further affecting our economy. We have seen a growing number of national accounts enter the Hawaiian Islands, including Costco, Kmart, Starbuck's, Macy's, Home Depot, Circuit City, and Wal-Mart. One of our largest challenges remains consistent transportation.

Good communication with the steamship lines, our clients and trading partners has become extremely important in coordinating services. Most vessels arrive in Hawaii in 5 to 6 days after departing from the West Coast of the United States, but it usually takes a few days for the steamship company to offload the vessel and make the shipment available for hauling. In the past few years, we have encountered dock closures on the West Coast, equipment shortages at the steamship companies, and significant changes in security regulations.

It is amazing how much we utilize the Internet to trace the location and availability of shipments or vehicles and to communicate with our clients and trading partners. Five years ago, almost all communication was by phone or fax. Almost all cargo delivering throughout the Hawaiian Islands arrives at the port of Honolulu, clears US Customs if necessary in Honolulu, and trans-ships by barge to the outer islands. With the new security regulations in the United States, it is important we have all documents for the shipment before its arrival. US Customs in Honolulu requires all documents to have original signatures. In addition, many shipments entering or leaving Hawaii require clearance through the Department of Agriculture. As a full-service port agent providing drayage from the port, assistance with agricultural or customs clearances and vehicle handling, M. Dyer has learned that communication, good planning and the ability to be a little flexible or creative have become very important to providing dependable services.

Hawaii is a small state, with each island distinguished by its individual culture and surrounded by the Pacific Ocean. We are a part of the United States, but a minimum 5-hour flight or 5-day sail from the US West Coast and a small labor pool present many challenges in terms of communication and transportation. We try to stop to enjoy the soft breeze, the smell of flowers in the air and our small community. If you establish a good reputation for quality service, and train all employees to handle each shipment as they would their own possessions, you will succeed in the Aloha State or anywhere else.

M. Dyer & Sons, Inc.

98-054 Kuleana Road

Pearl City HI 96782

Phone: (808) 456-4200

Toll-free: (800) 922-2490

Fax: (808) 455-3600

Support HHGFAA Through Annual Meeting Advertising

Over 1,600 HHGFAA members attend the Association's Annual Meeting every single year. You can ensure optimum exposure for your company through a choice of advertising options that are available:

- Have your advertising flyer placed in the Annual Meeting packet given to each registrant. What's more, you can get this service for \$1,000 — much less than the per-item fee the hotel would charge for delivering your ad to each of your colleagues.

Your flyer must be 8-1/2 x 11 inches or smaller and must be received at HHGFAA Headquarters **no later than August 31, 2002.**

- Advertise in the Annual Meeting issue of *The Portal* magazine, copies of which will be available to attendees at the meeting as well as mailed to all HHGFAA members. If your company plans to exhibit at the meeting and you desire to publish a one-time ad in *The Portal* you may wish to include your booth number, so that attendees can drop by to meet you and learn more about your company.

To take advantage of either of these options, contact

Bel Carrington

HHGFAA

Phone: (703) 684-3780

Fax: (703) 684-3784

E-mail: bcarr7850@aol.com



HHGFAA Has a New Logo

Camera-ready copies of HHGFAA's new logo, for use according to specific guidelines, are available only to HHGFAA members. To get yours, contact the Association at

2320 Mill Road, Suite 102

Alexandria, VA 22314

Phone: (703) 684-3780

Fax: (703) 684-3784

You also may request the logo in electronic format by sending an e-mail to HHGFAA@aol.com. Write the words "New Logo Request" in the subject line.

INDUSTRY NEWS

APPOINTMENTS

National Van Lines, Broadview, Ill., recently announced that **Kevin Spealman** has been named vice president, claims and customer service, for National Forwarding Company.

Spealman started with National Forwarding Company in 1987 as claims adjuster. A member of HHGFAA's Claims Committee, he is the industry chairman for the Military/Industry Claims Panel and also vice president and general manager of National Claims Services.



Also at National Van Lines, **Tim Helenthal** has been promoted to vice president of agency services. Helenthal joined National in 1994 as a TQAP analyst and was later promoted to manager of agency services. In addition to managing the company's Total Quality Assurance Program, Helenthal has been instrumental in making National Forwarding Company one of the largest carriers participating in the Domestic DoD Personal Property Program.



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

Interstate Partners with School

Interstate Worldwide Relocation premieres as an art gallery at its headquarters in Springfield, Va. As part of the continuing partnership between Interstate and Flint Hill Elementary School, students' artwork is displayed in the community room. New pictures will rotate throughout the next school year.

At the end of this academic year, first graders in Mrs. Ennis's class learned about plants, seeds, and flowers. They studied Georgia O'Keeffe, a famous artist of the 20th century, and discussed how O'Keeffe transports the viewer right into the inside of the flower. Students then went on to paint flowers just as she had, using real flowers as models.

Interstate Worldwide Relocation also teamed up with Fairfax County Public Schools' School Business Partners and Flint Hill Elementary School for a musical production in June. The school's Sixth Grade Strings group performed at Interstate's corporate office in Springfield, Va. Four young soloists performed a number of songs, ending with a tune called "Interstate Worldwide," which was sung to the tune of the "SpongeBob SquarePants" signature theme.

Following the performance, the group was taken on a tour of the facility by Interstate COO Bud Morrissette and then treated to a pizza and cookies in the company's community room.

AES Cargo Awarded Bechtel Contract

As the reconstruction effort in Iraq gathered steam, AES Cargo pitched in by transferring satellite communications equipment from the Republican Palace in Baghdad to the city's international airport. Once there the high-tech equipment was lifted by helicopter to the roof of the airport control center. It's the sort of work that is entrusted to AES Cargo in many of the world's hot spots on a daily basis.

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

New Bekins Unit Aims for International Market

The Bekins Co. has launched a new business division to extend its transportation and distribution services to the “critical” international marketplace.

The newly formed Bekins International Group is a partnership with Gateways International, a wholly separate company that would provide Bekins with operational and sales support in the international market.

Bekins said the new division and partnership represent “a significant step in the continued long-term growth of the Bekins Company ... providing our network of agent affiliates with additional revenue streams and growth opportunities.”

Under the new venture, Bekins’ affiliate agents will be able to add international corporate and individual relocation, tradeshow exhibit, high-tech goods, warehousing and general commodities service to their existing line of domestic transportation logistics offerings.

SOURCE: Transport Topics

Interstate Unveils Tracking System for Military Customers

In June, Interstate Worldwide Relocation introduced its new Traffic Advisory System to its military customers, providing online access to comprehensive shipment information, as well as an electronic messaging system that alerts all parties to key events throughout a relocation. Interstate’s system consolidates moving and shipping information into one online resource, so shipment questions can be answered anytime, anywhere.

The system is an industry first, and is tailored specifically to meet the needs of Traffic Management Offices (TMOs), service members and their families. TMOs can track all inbound and outbound shipments and view individual shipment details, in real time. Individual service members can view the status of their moves from start to finish, find contact information, and obtain links to other move-related services. Finally, there is an opportunity to sign up for e-mail notifications that are sent to ensure that all parties, including family members, stay informed at every phase of the relocation.

Interstate Worldwide Relocation reports that is the only carrier to make this service available to the military.

Allied Van Lines Launches 0% Credit Cards For Relocating Homeowners

Ambassador Worldwide Moving of Dulles, Va., an agent for Allied Van Lines, a unit of SIRVA, Inc., the largest worldwide relocation and moving services company, now offers a Visa® credit card designed to assist relocating homeowners.

The Visa® card, called HomeRewards®, features a zero percent interest rate for the first 6 months and a low variable rate thereafter, as well as no application fee and no annual membership fee. Visa® is accepted at more than 25 million merchant locations and 400,000 ATMs across the United States.

Cardholders will receive 1,000 free HomePoints™ when they charge their move to the card, and will earn one point for every additional dollar spent. HomePoints™ can be redeemed for merchandise and Home Depot® gift cards, in addition to travel on a number of participating airlines.

“It’s the most convenient and flexible way for our customers to pay for their moving expenses,” said Joe Kozubowski, Allied’s vice president — agent support. “Our customers now will be able to take advantage of a very competitive line of credit, which will give them added peace of mind in managing the many expenses associated with their moves.”

“HomeRewards® offers our customers a unique financing tool not available from most other major moving companies,” said Ambassador COO Bud Morrisette. “The initial response from our customers who have seized this opportunity has been fantastic. It has made their moves easier, and their wallets happier.”

Websites: www.allied.com and www.Ambassadoronline.com.



Interstate Straight Truck driver completes driving course during Interstate Truck Rodeo as Fairfax County Police officer monitors his progress.

HONORS AND AWARDS

Interstate Worldwide Relocation's local and long-distance drivers and packers competed in Interstate's Second Annual Truck Rodeo on April 12 at the company's headquarters in Springfield, Va. Twenty-four drivers from Interstate's two facilities in Springfield and Landover, Md., and Ambassador Worldwide Moving in Dulles, Va., were tested in a variety of safety and driving activities, including a written test, vehicle inspection and a driving course. A distinguished panel of industry and safety experts, including representatives from Interstate's Safety Department, Allied Van Lines, Fairfax County Police Department and Willis Insurance, judged the competition.

Interstate's Springfield terminal proved victorious as three members brought home top honors. The Truck Rodeo's Top Gun Award went to **Jerome Cousins**, who also claimed honors as the top Tractor Trailer Driver. **Dan Monroy** won in the Straight Truck Driver division. **Yvonne Darden** won the Pack Van Driver competition.

While the drivers competed, Interstate employees and their families cheered them on and enjoyed the Family Fun Day activities, including a moon-bounce, quarterback toss, basketball free throw, face-painting, a trailer maze and a picnic barbecue. Officers from the Fairfax County Police Department demonstrated the Seat Belt Convincer, which simulates the effect of a 5-mph car crash, and Interstate's award-winning safety department demonstrated the Fatal Vision goggles, which simulate the effects of alcohol on drivers. Members of the Burke Volunteer Fire and Rescue Squad Station 14 provided a fire engine for all to enjoy.



O.J. Snodgrass and **Michael Smokey Hardwick** were presented Driver of the Year awards for 2001 and 2002, respectively, at the **National Van Lines** 2003 Agent Convention Gala Awards event held recently. Snodgrass has served in the New Products Fleet since 1996, Hardwick since 1997.

Also honored at the event as Household Goods Drivers of the Year were **Keith Wilson** (2001) and **Thomas Johnson** (2002). Wilson is an independent contractor in National's mileage fleet and has been with National since 1992. Johnson has driven for Campbell's Moving Company in Trevese, Pa., since 1978.



Also at National Van Lines, **Fran Woolsey** and **Candy Williams** were recently presented with 25-year achievement awards. Woolsey started at National in 1977 as a tax clerk in the Fleet Department. She served in the Dispatch Department until she transferred to Document Control, where she continues to work today. Williams began her career as a communications clerk in Operations and transferred into Contract Settlement in 1978. She was quickly promoted to National Account Sales, where she has served as manager for the last 22 years.



In February the Board of Directors of the Pan American International Movers Association (PAIMA) granted **Interstate International, Inc.** admission into the association. Interstate International is an ISO- and FAIM-certified, full-service global relocation firm headquartered in Springfield, Va.

Global Survey of Expatriate Housing Policies

A recent global survey, undertaken jointly by Toronto-based The MI Group, Employee Relocation Council and Organization Resources Counselors, Inc., has exposed some of the difficulties faced by Multinational companies when developing housing and relocation policies for transferring employees.

For instance, in Asia, assignees are more inclined to have their home left in the care of family. North American companies, on the other hand, typically assume that assignees are much more open to selling or renting out their homes. All of these variables create a very complex and challenging situation for multinational companies who are trying to develop consistent global housing and relocation policies.

Of the 57 companies (representing a total of 83,681 expatriates) that responded to the survey, 374 were based in the Americas, 112 in Europe and the Middle East, and the remaining 71 in Asia.

Some 44% of European companies and 57.1% of Asian companies provide free housing to employees on expatriate assignment, compared with only 20.6% of firms in the Americas, which are much more likely to deduct a housing cost contribution from their expatriate workforce. Over two-thirds of companies in the Americas provide some level of financial support to expatriates to sell their homes, compared with only 51.4% of Asian companies and 34.9% of European companies.

Slightly more than two-thirds of companies in the Americas provide some level of financial support to expatriates to sell their homes, compared with only 51.4% of Asian companies and 34.9% of European companies.

Another major area of concern in the development of relocation policies is the cost involved in the international movement and storage of household goods. This was cited as a specific problem by a vast majority of the multinational companies surveyed. Both of these are high expense areas where establishment of clear limits on the amount of furniture to be shipped or stored can result in significant savings for the company.

For more information about the survey or to purchase a copy, contact Steve Yates at Stephen.yates@themigroup.com or (905) 812-8900 ext. 5005.

Website: www.themigroup.com

Voerman Acquires Abbink Group

Voerman International has completed a major acquisition in the Netherlands by purchasing the Abbink Group of companies.

Voerman International has six locations in the Netherlands and seven in Eastern Europe. Abbink's main office is located in The Hague and the company has branches in Amsterdam, Rotterdam, and Utrecht. The combined group generates Euro50M in revenue and has 650 employees (Voerman has 400), and 200 trucks. For the time being, the Abbink companies will continue to operate independently toward the market and the industry.

Voerman's focus has always been on international moving, although the company also enjoys a fair share of the office moving market, which in fact is Abbink's core business in addition to archive storage, art handling, and facility services. Abbink's international moving division is, however, significantly smaller. Therefore, states the company, the new combination clearly strengthens Voerman's position in the Dutch market, thereby offering opportunities to further create strategic partnerships with their respective clients.

WELCOME NEW MEMBERS



Jeffrey Coleman
Executive Vice
President
Covan International Inc.
HHGFAA Chairman

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

NEW ASSOCIATE MEMBERS

A. G. Royal International Movers Ltd.
97 Iran Duy Hung Str, Cau Glay District
Hanoi, Vietnam
Tel: (84) 4 556 4365
Fax: (84) 4 556 4281
E-mail: info@rim-vietnam.com
No. of Years in Business: 4
POC: Mr. Tran Minh
Sponsors: Inter Trans Insurance Services, Inc., CA
Royal Trans Co., Ltd, Vietnam

Advanced Computing Solutions Group, Inc.
10512 19th Avenue SE, Suite 200
Everett, WA 98208
Tel: (425) 357-8848
Toll-free: (800) 550-8007
Fax: (425) 379-0827
POC: Ken J. Mozlowski, CEO
Sponsors: Abba International, Inc., WA
Dell Forwarding Inc., WA

Advantage International Relocation Ltd.
Lower Crowbourne Farmhouse
Goudhurst, Kent TN17 1HQ, England
Tel: (44) 1622 833 366
Fax: (44) 1622 833 399
POC: Philip Hamill
Sponsors: Arpin International Group, RI
Constantine, England

AL Amal Travel Tours & Cargo W. L.L.

P.O. Box 5067
Manama, Bahrain
Tel: (973) 290 076
Fax: (973) 290 003
E-mail: alama199@batelco.com.bh
POC: Mr. Abdul Hakim Al Shimmiry
Sponsors: JAS Forwarding Worldwide, UAE
Asia Cargo & Packing, Bahrain

Consolidated Shipping Services

P.O Box 51530
Abu Dhabi, UAE
Tel: (971) 2 678 8834
Fax: (971) 2678 8835
E-mail: mohamed@cssdubai
POC: Mohammed A. Al-Khouli
Sponsors: Teen Air Services Co. Ltd, Iran
ADSA International Movers, UAE

F.W. Deus GmbH & KG

Friedrich-Wilhelm-Deus-Str. 4-6
D-26138 Oldenburg, Germany
Tel: (49) 0441 2006 212
Fax: (49) 0441 2006 155
E-mail: fgressmann@fwdeus.olis.de
POC: Frank Gressmann
Sponsors: A. W. Transportation, PA
Carl Hartmann, Germany

H & T International Transportation Ltd.

1505-07 China Merchants Bldg
152-155 Connaught Road
Central, Hong Kong
Tel: (852) 2543 0708
Fax: (852) 2545 0575
E-mail: davidmak@hthkg.com.hk
POC: Mr. David Mak
No. of Years in Business: 5
Sponsors: J.Harvey Int'l Services Ltd, Hong Kong
Highpack Int'l Worldwide Movers, Inc., Korea

HR2B Relocations

25/4 Truong Dinh Street, District 3
Ho Chi Minh City, Vietnam
Tel: (84) 8 933 0065
Fax: (84) 8 930 0040
POC: Mr. Ben T. Vo
Santa Fe Transport Int'l, Ltd, Hon Kong
R.J. Nuss Removals Pty Ltd, Australia

Hyundai Logistics Co. Ltd

Seocho Office Bldg., Suite 210, 1302-1
Seocho 4-Dong, Seocho-KU
Seoul 137-855, Korea
Tel: (82) 2 3477 2639
Fax: (82) 2 572 8493
E-mail: moving@hyundaiaexpress.com
POC: Mr. Michael Jeong
Sponsors: Crown Van Lines, Taiwan
Baltrans International Moving Ltd, Hong Kong

I.P. Dong Soh Express Co., Ltd.

#308 Hapjeongmart Bldg.,
374-1 Hapjeong-Dong,
Mapo-Ku, Seoul, Korea
Tel: (82) 2 322 1061
Fax: (82) 2 322 5140
E-mail: kykim21@korea.com
POC: Mr. K. Y. Kim
Sponsors: Movements Int'l, India
President Van Lines, Ltd, Taiwan

ProMovers

45, Road 77, 3rd Floor, Mandi
Cairo, Egypt
Tel: (002) 02 359 5402
Fax: (002) 02 378 0102
E-mail: promovers@promovers.com.eg
POC: Mr. Mohamed Abdou
Sponsors: Executive Moving Systems, Inc., VA
Orient International, Nepal

The Potomak Group

407-I Church Street, NE
Vienna, VA 22180
Tel: (703) 242-0200
Toll-free: (800) 551-5270
Fax: (703) 242-0205
E-mail: serge@potomak.net
POC: Mark Baker & Serge Organovitch
Sponsors: Executive Moving Systems, Inc., VA
Denali Group Companies, WA

Packford International

P.O. Box 2355 Code 1110
Woreda 17, Kebele 23
House #2351, Dasset Bldg,
Addis Ababa, Ethiopia
Tel: (251) 1 635 651
Fax: (251) 1 35 650
POC: Mr. Getachew Kebede
E-mail: info@parkford.net

Trico International (FWD) Ltd.

P.O. Box 25937
Safat, 13120, Kuwait
Tel: (965) 242 1427
Fax: (965) 242 3726
E-mail: tricokwt@qualitynet.net
POC: Mohammed Zameen
No. of Years in Business: 16
Sponsors: Packways India, India
Interem, Kuwait

Upakweship (UK) Ltd.

30 Lake House Road
Wanstead
London E11 3Q5, England
Tel: (44) 8530 1441
Fax: (44) 8530 5355
E-mail: chris@upakweship.co.uk
POC: Chris Smith
No. of Years in Business: 7
Sponsors: EUROUSA Ltd, England
Movetrans International, Canada

Wil-Can Cargo Express (HK) Ltd.

15/F Chung Hing Commercial Building
62-63 Connaught Road
Central Hong Kong
Tel: (852) 2898 3131
Fax: (852) 2898 8994
E-mail: general@wilcan.com
POC: Randall Ng
No. of Year in Business: 5
Sponsors: The Pasha Group, CA
Gateways International, Inc., WA

METAL SECURITY SEALS FOR SALE

| Members | | Non-Members | |
|---------------|----------|---------------|----------|
| 300 – 9,000 | .08 each | 300 – 9,000 | .12 each |
| 9,300 or more | .07 each | 9,300 or more | .10 each |

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

Price List for Selected HHGFAA Publications and Miscellaneous Items

| TITLE | CONUS MEMBERS | OVERSEAS MEMBERS |
|--|------------------|---------------------|
| Additional Copies of <i>The Portal</i> (1-year subscription) | 80.00 | 96.00 |
| Defense Transportation Regulations Part IV (replaces the PPTMR) | 40.00 | 55.00 |
| HHGFAA Freight Forwarders Tariff #4 | 15.00 | |
| Rate Solicitation I-13 | 45.00 | 55.00 |
| Rate Solicitation I-14 | 45.00 | 55.00 |
| Global Transportation & Related Business Terminology | 45.00 | 75.00 |
| 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 & Manual: Packing & Loading Military Shipments | 20.00 | 50.00 |
| Training Video & Manual: Packing & Loading Commercial Steamship Containers | 40.00 | 70.00 |
| ITGBL Carrier Approval Pamphlet | 10.00 | 15.00 |



ORDER FORM

Name _____

Company _____

Mailing Address _____

Phone () _____ Fax () _____

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

| Item | Cost |
|-------|----------|
| _____ | \$ _____ |
| _____ | \$ _____ |
| _____ | \$ _____ |

Please charge my VISA MasterCard # _____

Name on card: _____ Exp. date _____

Signature _____

All orders must include 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**

WASHINGTON UPDATE

Contract Bundling and Small Business Procurement

On July 15, the Subcommittee on Regulatory Reform and Oversight of the House Small Business Committee, chaired by Rep. Ed Schrock (R-VA), held a hearing documenting the problems facing small businesses in contract bundling. Small business procurement advocates within several different federal agencies were allowed to testify about what they are doing to correct the problem.

According to a report by the Office of Management and Budget (OMB) issued last October, the number and size of bundled contracts have reached record levels. This most likely means that efforts to prevent unnecessary bundling are not as effective as we would like. Schrock made it clear that contract bundling is not in all cases inappropriate. When a well-defined project is literally too massive for small businesses or if a project's requirements are too rapid or complex in the interest of national security, a bundled contract may in fact be necessary. However, Schrock added that in many cases, contract bundling is unjustified and is a lethargic response to a reduced federal acquisition workforce. Unnecessary contract bundling is often counterproductive to federal procurement goals. It can end up shrinking the supplier pool and causing higher prices in the long term.

President George W. Bush laid out a strong marker on this issue in his Small Business Agenda released last year. Stating that our small businesses "are the heart of the American economy," he directed that "the contracting process should be fair, open, and straightforward." He has also "instructed the Director of the OMB to review practices at agencies with significant procurement activities to determine whether their practices reflect a strong commitment to full and open competition."

Congress has certainly weighed in on this issue regularly. Most recently, under the Small Business Reauthorization Act of 2000, the SBA is required to produce a contract bundling database, conduct an analysis of bundled requirements, and submit it all in its report to Congress. Included in this report are details about the number of small businesses displaced as a result of the bundled procurement, a description of the activities of each agency with respect to previously bundled contracts, and the justification for the bundled contracts.

The first purpose of the hearing was to glean from government agencies how effective they have been in following the principles of the President's Small Business Agenda. The Subcommittee was anxious to hear from the agencies about their successes and failures in meeting the President's requirements. The Committee was also interested in their degree of cooperation with the Small Business Administration (SBA) to help them gather their needed data for their yearly report. The agencies have cited numerous data gaps that prevent them from delivering a full report on the impact of contract bundling.

Chairman Schrock fears that the problem of decreasing contract opportunities for small businesses may get worse before it gets better. With increasing demands being put on our federal acquisition workforce in the form of the A-76 process and performance-based contracting, the temptation to aggregate smaller contracts into ever-larger ones will grow.

By Jim Wise
PACE-Capstone



Customs Issues Proposed Rules

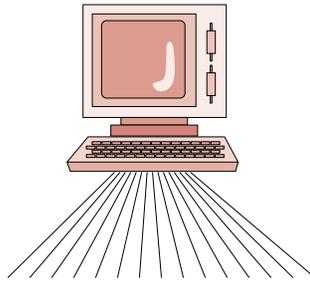
The Bureau of Customs and Border Protection (CBP) has issued its long-awaited Notice of Proposed Rulemaking (NPRM) on advance manifest/shipment information for all modes as required by the Trade Act of 2002. The NPRM proposes to amend the Customs Regulations providing that CBP must receive, by way of a CBP-approved electronic data interchange system, information pertaining to cargo before the cargo is either brought into or sent from the United States by any mode of commercial transportation (sea, air, rail, or truck).

The cargo information required is that which is reasonably necessary to enable high-risk shipments to be identified so as to prevent smuggling and ensure cargo safety and security pursuant to the laws enforced and administered by CBP. The proposed regulations are specifically intended to implement the provisions of section 343(a) of the Trade Act, as amended by the Maritime Transportation Security Act of 2002.

Comments on the NPRM must be submitted by August 22, 2003. (68 *Fed. Reg.* 43573.)

The NPRM will affect international global shipping operations for all modes. Carriers, shippers, intermediaries, shippers' associations and others involved in trade facilitation should closely monitor CBP's implementation of the new rules. ■

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 American Express Visa MasterCard

Credit Card No. _____ Exp. Date: _____

Name of Cardholder _____

Signature _____

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

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
24-hour Cargo Rule: niti.org/new/24hrrule.pdf
7M Transport: 7m-transport.com
A.Alternativa: a-alternativa.com.br
ABC/Amega Inc.: abc-omega.com
AE Worldwide: aenationwide.com
AES Cargo: aescargo.com
AGS: ags-worldwide-movers.com
Air Animal: airanimal.com
Airport Terminal Maps: mapquest.com
Allied VL: allied.com
Ambassador Worldwide: Ambassadoronline.com
A.M. Best: ambest.com
American Int'l Relocation Solutions: airelo.com
Antwerp, Port of: haven.antwerpen.be
APA Worldwide: apaworldwide.com
Arrowpak: arrowpak.co.uk
Asian Tigers: AsianTigersGroup.com
Asya Int'l Movers: asyanakliyat.com.tr
Atlas Int'l Movers: atlas-movers.nl
Avis Car Rental: avis.com
Big Isle Moving & Draying: bim
Blue Sky Int'l: blueskymoving.com
Brazil Worldmover: brazilmover.com
Business Etiquette:
executiveplanet.com/community
Careline Int'l: careline.ie
Cargo Portal Services: cargoportalservices.com
Center for Disease Control: cdc.gov
Claims Prevention and Procedure Council:
claimsnnet.org
Comprehensive Medical Information:
healthfinder.gov
Covan World-Wide: covan.com
Crystal International: crystalinternational.com
Customs Service C-TPAT Program:
customs.ustreas.gov/enforcem/tpat.htm
DeHaan Removals: dehaan.nl

DeWitt Trans. Services of Guam: dewittguam.com
Eagle Van Lines: eaglevanlines.com
EUROPAGES: europages.com
EUROUSA: the-eurogroup.com
Excargo Services: excargo.com
Executive Insurance Services: execinsurance.net
Executive Moving Systems: thebestmove.com
Federal Maritime Commission: fmc.gov
FIDI Calendar: fidi.com/public/members/news/diary.asp
Flight and Airport Information: www.faa.gov
FMS Worldwide: fields-movers.com
Freeline Movers: flm.com.pk
Freight Analysis Framework:
ops.fhwa.dot.gov/freight/adfirmwrk/index.htm
Freight Int'l: freightinternational.com
Fukuoka Soko Co.: fukuokasoko.com/moving
Garcia Trucking: garciatrucking.com
Gateways Int'l: gatewaysinternational.com
Global Security Updates:
airsecurity.com/hotspots/hotspots.asp
Globalink: globalink.kz
Gosselin Worldwide Moving: gosselin.be
Green Liner: greenliner.com
Guardian Services Inc.: moveassist.com
Harsch Transports: harsch.ch
Hawaii Recreation: gohawaii.com;
visit.hawaii.org
Health Insurance Info: hcfa.gov and hhs.gov
Health Plans (Coalition Supporting Choice):
ahpsnow.com
Hertz Car Rentals: hertz.com
Homeland Security Department:
<http://www.dhs.gov/dhspublic/>
How Stuff Works: howstuffworks.com
IAL Nigeria: ial.com.ng
Intermove: Intermove.com
Interport: interport.com.sg
International Organization for Standardization:
ISO.ch
Inters &R: inters-r.com
Iraq Maps: http://news.bbc.co.uk/nol/shared/spl/hi/middle_east/03/v3_iraq_key_maps/html/military_operations/1.stm
Island Movers: islandmovers.com
Journal of Commerce: joc.com
JVK Movers: jvkmovers.com
La Vascongada, S.L.: vascongada.com
Magna Int'l Movers: magna.co.za
McGimpsey Removals: mcgimpseys.com
MIGroup: migroup.com
Military Traffic Management Command:
mtmc.army.mil
MoveAssist: moveassist.com
Movers Specialty Service: mss1.com
Mudanzas Trafimar: mudanzastrafimar.com.mx
National Defense Transportation Association:
ndtahq.com
National Van Lines: nationalintl.com

Nationwide Relocation Int'l: *nrii.com*
NEER Service: *neerservice.com* or *neerservice.fr*
New Haven Moving Equip.: *newhaven-usa.com*
Norton Internet Security: *norton.com*
Official Airline Guide: *oag.com*
OMB Contract Bundling Report: *acqnet.gov*
Orient Pacific Int'l: *opimovers.com.tw*
P.M. Packers & Movers: *packersindia.com*
Pac Global Ins. Brokerage: *pacglobalins.com*
PAIMA: *paima.com*
People Finder: *AnyWho.com*
Phoenix Transport Services: *phoenix-transport.de*
Raffles Movers Int'l: *rafmover.com.sg*
RelogistiX: *relogistix.net*
Remove Me Now!: *removemenow.com*
Rhema Movers: *rhemamovers.com.sg*
Saleemsons: *saleemsonsmovers.com*
Santa Fe: *santaferelo.com*
SBA Solutions Newsletter: <http://web.sba.gov/list/>
SCANVAN: *scanvan.com*
Schenker Stinnes Logistics: *schenker.bg*
Sea Bird Services: *seabird.com.sg*
SEM Movers: *sem-movers.com*
Service Corps of Retired Executives (SCORE):
score.org
Simpsons Removals & Storage:
simpsons-uk.com
SIT Transportes Internacionales: *sit-spain.com*
Small Business Administration Advocacy Office:
sba.gov/advo
Small Business Guide to Exporting:
<http://www.sba.gov/OIT/info/Guide-To-Exporting/index.html>
Small Business Survival Committee: *sbsc.org*
Sterling Int'l Movers (UK): *sterlingmovers.com*
Sunvan Hawaii: *sunvan.com*
TG International: *tginternational.com*
The eXternal Revenue Svce. of The Day
Companies: *xrsnet.com*
The Guardian Svcs Group: *guardianservices.com*
The Moving Company: *themovingcompany.co.nz*
Transmove: *trans-move.com*
Trans Movers Worldwide: *centrin.net.id/tranmove*
Transcontainer: *transcontainer-group.com*
Trans-Link Express: *translink.co.th*
Transpack Packing & Frt. Fwd: *Transpack.com.pk*
Transportation Security Admin: *tsa.dot.gov*
• Emergency hotline: *tsa:hqcac@tsa.gov*
Tumi Int'l Movers: *tumimovers.com*
UniGroup UTS: *unigroupworldwide.com*
UPM Int'l: *upm.com.pk*
US Department of Defense — Procurement
Report: *acq.osd.mil/sadbu/*
US Department of State:
• Safety tips for travelers:
travel.styate.gov/asafetripabroad.html
• Travel & Living Abroad: *state.gov/travel*
• Emergency numbers list for Western Europe:
healthcareland.com/sos/embassy_links
US Department of Transportation: *dot.gov*
US House of Representatives Small Business
Committee: *house.gov/smbiz*
US Visas: *unitedstatesvisa.gov*
Useful Sites for Int'l Trade Professionals:
www.fita.org
Vatovec: *vatovec.si*

Veron Grauer: *veron-grauer.ch*
Virus Checks: *mcafee.com, symantec.com, or
jsecure.com*
Virus Protection: *mcafee.com/myapps/firewall,
zonelabs.com, symantec.com*
Voerman Int'l: *voerman.com*
Wage Reports—Online Filing:
socialsecurity.gov/employer
Welti-Furrer: *welti-furrer.ch*
YP-35: *yp-35.org*

Selected E-mail Addresses

21st Century Relocations:
destination@21stcenturyrelocations.com
or *origin@21stcenturyrelocations.com*
7M Transport: *Integrity@7m-transport.com*
HHGFAA: *hhgfaa@aol.com*
A.Alternativa: *transp@a-alternativa.com.br*
AGS: *castro-j@ags-paris.com*
Air Animal: *petmover@airanimal.com*
Aloha Int'l: *MRSargent@cs.com*
APA Worldwide: *apawwm@sol.racsa.co.cr*
Arrowpak: *sales@arrowpak.co.uk*
Asian Tigers: *thomas.meyer@asiantigers-
vietnam.com* or *info.hanoi@asiantigers-
vietnam.com*
Atlas Int'l Movers: *info@atlas-movers.nl*
Blue Sky Int'l: *info@blueskymoving.com*
Brazil Worldmover: *worldmover@brazilmail.com*
Careline Int'l: *info@careline.ie*
Cheetaz On The Move: *cheetaz@singnet.com.sg*
Claims Prevention and Procedure Council:
claimsnet@aol.com
Corstjens WW Movers: *info@corstjens.nl*
Cosmopolitan Transport Mandiri:
cosmotrans@cbn.nct.id
Covan World-Wide: *international@covan.com*
Crystal International:
info@crystalinternational.com
DeHaan Removals: *info@dehaan.nl*
DeWitt Trans. Svc Guam: *ezdewitt@dewitt.com.gu*
Direct Moving: *kr@directmoving.com*
Eagle Van Lines: *james@eaglevanlines.com*
ERC: *david@erceurope.com*
Excel Int'l: *kato@eico.mei.co.jp* or
matsuda@eico.mei.co.jp
Executive Insurance Services:
info@execinsurance.net
Executive Moving Systems:
salesinfo@thebestmove.com
Fidelity & Marine Ins.: *info@fidelitymarine.com*
Freeline Movers: *flm@isb.paknet.com.pk*
Freight Int'l: *removal@emirates.net.ae*
Froesch: *info.berlin@froesch.de*
Fukuoka Soko Co.: *moving@fukuokasoko.com*
G.E.P.: *gepbox@gep.be*
Gateways Int'l: *gateways@themovers.com*
Gil Stauffer: *international@gil-stauffer.com*
Globalink: *relocation@globalink.kz*
Gosselin Group: *comm@gosselin.be*
Green Liner: *safetymove@greenliner.com*
GTB Destination Mgt Svces:
gtbusa@compuserve.com
Guardian Services Inc.: *info@moveassist.com*
Guyana Overseas Traders:
guyotrad@networksgv.com
Harsch Transports: *harsch@harsch.ch*

Hobby House Forwarders & Movers:

office@hobbyhouse.ro

IM France: *move@imfrance.com*

Interem: *albert@freightsystems.com*

Intermove: *move@Intermove.com*

Intermud: *intermud@guate.net*

Interport: *sales@interport.com.sg*

Inters & R: *info@inters-r.com*

Island Movers: *IM@islandmovers.com*

JVK: *thailand@jvkmovers.com*

Keller Swiss Group: *moving@kellerbasel.ch*

La Vascongada, S.L.: *comercial@vascongada.com*

Leader Pack: *leadpack@emirates.net.ae*

Magna Int'l Movers: *removals@jhb.magna.co.za*

McGimpsey Bros.: *removals@mcgimpseys.com*

MoveAssist: *info@moveassist.com*

Move One: *moving@moveone.info*

Movers Specialty Service: *rogers@mssl.com*

M/S Swift Packers & Movers:

naveen12@satyam.net.in

Mudanzas Trafimar:

sales@mudanzastrafimar.com.mx

National Van Lines: *info@nationalintl.com*

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*

Orient Pacific Int'l: *SOPisc@npc.haplink.com.cn*

Pac Global Ins: *sfuhrman@pacglobalins.com*

PACE-CAPSTONE: *jwisepace@aol.com*

PAIMA: *paima@sinfo.net*

Pelichet, S.A.: *international@pelichet.ch*

Phoenix Trans: *phoenix@phoenix-transport.de*

P. Lightstone: *plightstone@nyc.rr.com*

P.M. Packers: *info@packersindia.com*

Premier Worldwide: *info@premierwvm.com*

Raffles Movers Int'l: *sales@rafmover.com.sg*

Regulatory Flexibility Act Info:

claudia.rayford@sba.gov

Rex Service Co., Ltd.: *rexco@public.tpt.tj.cn*

Rhema East China Ltd: *rhema@pub.sz.jsinfo.net*

Rhema Movers: *general@rhemamovers.com.sg*

Royal Hawaiian Movers: *rhml@rainbows.net*

Saleemsons: *info@saleemsonsmovers.com*

SBA Tax Information: *russell.orban@sba.gov*

Sea Bird Services: *seabird@commnet.com.eg*

SEM Movers: *semmove@indosat.net.id*

Simpsons Removals & Storage:

enquiries@simpsons-uk.com

Sino Santa Fe: *shanghai@santafe.com.cn*

SIT Transportes Intl: *sit.mad@sit-spain.com*

Sterling Int'l Movers (UK):

mail@sterlingmovers.com

T.A. Mudanzas: *tamoving@sol.racsa.co.cr*

TG International: *webmaster@tginternational.com*

The eXternal Revenue Svce. of The Day

Companies: *tag@daycos.com*

The Guardian: *dvaughn@guardianservices.com*

The Moving Company:

tmcauckland@themovingcompany.co.nz

Transmove: *transmove@btinternet.com*

Trans Movers Worldwide: *nutrans@centrin.net.id*

Transpack Argentina: *info@transpack.com.ar*

Transpack Packing & Freight Forwarding Co.:

transpack@isb.comsats.net.pk

Tumi International: *tumi@netrox.net*

Unipack, S.A.: *info@unipack-iran.com*

United Prof. Movers: *Fazla@upm.sdnpk.undp.org*

UPM Int'l: *upm@isb.sdnpk.org*

Vanpac: *rauf@vanpac.edunet.sdnpk.undp.org*

Vatovec: *vatovec@siol.net*

Veron Grauer: *moving@veron-grauer.ch*

Voerman Int'l: *mail@voerman.com*

Welti-Furrer Ltd: *international@welti-furrer.ch*

Willis Corroon Trans. Risk Svces: *iris@willis.com*

YP-35: *lincmove@Blarg.net*

Zuhal: *zuhal@emirates.net.ae*

FORGING STRONG LINKS

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

21st Century Relocations (Mumbai, India)
7M Transport, Inc. (Spring, TX)
A Lusitana (São Paulo, Brazil)
A-Mrazek Moving Systems (Kirkwood, MO)
A & S Roseth International (Ontario, Canada)
ACE Shipping Co. Ltd. (Seoul, Korea)
A-Cross Corp. (Tokyo, Japan)
A. Kuehner & Sohn (Vienna, Austria)
A.M.S. Atlantic International (Dusseldorf, Germany)
A-1 Trans Korea Ltd. (Seoul, Korea)
Aachener International (Dublin, Ireland)
Aarid International Movers (Baltimore, MD)
Action Moving Services, Inc. (Burnsville, MN)
AES Moving & Storage (Budapest, Hungary)
AGI Logistics (HK) Limited (Hong Kong)
AGS Berlin (Berlin, Germany)
AGS Brussels (Brussels, Belgium)
AGS Bucharest (Bucharest, Romania)
AGS Budapest (Budapest, Hungary)
AGS London (London, England)
AGS Ivory Coast (Abidjan, Ivory Coast)
AGS Kenya (Nairobi, Kenya)
AGS Lisbon (Lisbon, Portugal)
AGS Madrid (Guadalajara, Spain)
AGS Marseille (Marseille, France)
AGS Morocco (Casablanca, Morocco)
AGS Paris (Gennevilliers, France)
AGS Prague (Prague, Czech Rep.)
AGS Senegal (Dakar, Senegal)
AGS Warsaw (Warsaw, Poland)
Aloha International Moving Services (Kapolei [Honolulu], HI)
Ambassador International (Dulles, VA)
American Movers Inc. (Waipahu, HI)
American President Lines (Washington, DC)
American Red Ball International (Seattle, WA)
American Vanpac Carriers Inc. (Martinez, CA)
Arpin International Group (East Greenwich, RI)
Arrowdene Moving and Storage (Norfolk, England)
Arven Freight Forwarding Inc. (Woodbridge, VA)
Ashoka International (New Delhi, India)
Asian Tigers K.C. Dat (S) Pte (Singapore)
Asian Tigers Premier Worldwide Movers Co. Ltd. (Tokyo, Japan)
Asian Tigers Trans China International (Wanchai, Hong Kong)
Asian Tigers Trans China International (Beijing, China)
Asian Tigers Trans China International (Guangzhou, China)
Asian Tigers Trans China International (Shanghai, China)
Atlas International Service, S.A. (Lima, Peru)
Atlas Van Lines International (Seattle, WA)
Australian Vanlines (Pendle Hill, Australia)
Australian Van Lines Pty Ltd (Dandenong, Australia)
B.M. International Pvt. Ltd. (New Delhi, India)
Biddhulphs International (Gauteng, South Africa)

Birkart Globalistics AG (Raunheim, Germany)
Bishop Move Group (London, England)
Brytor International (Mississauga, Ont., Canada)
Capitol Transportation Inc. (San Juan, PR)
Careline International Moving & Storage (Limerick, Ireland)
Carl Hartmann GmbH & Co. (Bremen, Germany)
Caribbean Moving Services (Willemstad, Curaçao)
Celebrity International Movers S.A. (Athens, Greece)
Chess Hanley's Moving & Shipping (Kings Langley, NSW, Australia)
Christ International Movers (Heilbronn, Germany)
Clements International (Washington, DC)
CML Safe Pak (Amman, Jordan)
Columbia World-Wide Movers (Limassol, Cyprus)
Confianca Moving and Storage (Miami, FL)
Confianca Mudancas & Transportes Ltda (Fortaleza, CE, Brazil)
Conroy Removals Ltd. (Napier, New Zealand)
Consolidated Marketing & Logistics (Amman, Jordan)
Cosmopolita/M.L. Transportes (Brasilia, Brazil)
Cosmopolitan Transport, Mandiri, PT (Jakarta, Indonesia)
Cronin — The Art of Moving (Dublin, Ireland)
Crystal Forwarding (Carlsbad, CA)
CSX Lines (Washington, DC)
Daly Movers, Inc. (Orange, CA)
Davel Demenagements SA (Meyrin, Switzerland)
Decapack (Santiago, Chile)
Delahaye Blue Ribbon Movers (New York, NY)
Deliver USA (Jessup, MD)
Delmarva Port Services (Baltimore, MD)
DeMarti S.A. (Barcelona, Spain)
Denali International dba Pacific Movers (Anchorage, AK)
Dependable Auto Shippers (Dallas, TX)
DeWitt Moving & Storage (Tamuning, GU)
DHX Ocean/Air (Dominguez, CA)
Doree Bonner International (Kent, UK)
Eagle Shipping Services (London, UK)
East International Freight Forwarders (Cairo, Egypt)
Elliott International (Johannesburg, South Africa)
EMS Hansard Ltd. (Dover, Kent, UK)
Equixpress, CA (Caracas, Venezuela)
European American Van Lines, Inc. (Ridgefield, NJ)
Euro-USA Shipping Ltd. (Suffolk, UK)
Excargo Services (Houston, TX)
Excess International Movers (London, England)
Executive Insurance Services Inc. (Oviedo, FL)
Executive Moving Systems (Woodbridge, VA)
Expect Moving Management LTD (Middlesex, England)
Exprinter Liftvans Bolivia S.A. (La Paz, Bolivia)
Favia International Transport (Cairo, Egypt)
Fidelity & Marine Inc. (Miami, FL)
Foehrenbach International (Paris, France)
Freight Systems International (Cairo, Egypt)
Fukuoka Soko (Fukuoka-Ken, Japan)
Gamma Shipping (Yavne, Israel)
Gateways International Inc. (Settle, WA)
Gezairi Group Cargo (Beirut, Lebanon)
Global Packers & Movers (Islamabad, Pakistan)
Gosselin World Wide Moving (Deurne-Antwerp, Belgium)
Grace International Removals (Seven Hills NSW, Australia)
Green Van International Co. (Taipei, Taiwan)
Greenbriar Forwarding (Edison, NJ)

Harrow Green International (Essex, England)
Harsch Transports (Geneva, Switzerland)
HL Van Transport (Bassum, Germany)
Hollander International Movers (Elk Grove Village, IL)
Humboldt International (Canton, MA)
IAL Nigeria Limited (Lagos, Nigeria)
IM France (Suresness, France)
Intercontinental Van Lines, Inc. (Markham, Ont., Canada)
Inter Trans Insurance Services Inc. (Irvine, CA)
Intermove Limited (Newton, CT)
Internacional Mudancera Mexicana, S.A. de C.V. (Mexico City, Mexico)
International Wood Industries Inc. (Sherwood, OR)
Interport Executive Movers (Singapore)
Inters &R S.L. (Barcelona, Spain)
Interstate International Inc. (Springfield, VA)
Intra-Mar Shipping S.A. (Santafe De Bogota, Colombia)
J. Calenberg (Bonn, Germany)
John Ryan Removals (Springvale, Vic., Australia)
Jordanian Coast Cargo & Tourism Services (Amman, Jordan)
Kar Kia Co. Ltd. (Tehran, Iran)
Keller AG (Bern, Switzerland)
Keller AG (Basel, Switzerland)
Kellys International Ltd (Guildford, Surrey, England)
Keys Bros Removals & Storage (Canningvale, Western Australia)
King & Wilson International Movers (Melbourne, Australia)
L. Rettenmayer (Wiesbaden, Germany)
L. Rettenmayer Transitarios (Lisbon, Portugal)
M. Dyer & Sons Inc. (Honolulu, HI)
Martin Stephen (Canada) Ltd. (Ontario, Canada)
Matco Transportation Systems (Alberta, Canada)
McGimpsey Removals (Bangor, Northern Ireland)
Mesa International (Grand Junction, CO)
Mex Pack (Mexico City, Mexico)
Mobeltransport Danmark A/S (Copenhagen, Denmark)
Mobel-Transport Ltd. (Zurich, Switzerland)
Moreno International (Monterrey, Mexico)
MoveAssist International Ltd. (Hitichin, Herts, England)
Move One (Budapest, Hungary)
National Van Lines, Inc. (Broadview, IL)
Nazha Freight Services (Damascas, Syria)
Neer Service France (Paris, France)
New Haven Moving Equipment Corp. (Los Angeles, CA)
North American International (Naperville, IL)
Orbit International Forwarders SARL (Beirut, Lebanon)
Orient International Freight Forwarding (Katmandu, Nepal)
OTB Overseas Transport GmbH (Achim, Germany)
Overseas Argentina S.A. (Buenos Aires, Argentina)
OY Victor EK AB (Helsinki, Finland)
P.M. Packers & Movers (New Delhi, India)
Pacific Island Movers (Main Facility, Guam)
Panda Transporti s.r.l. (Rome, Italy)
Pantera Negra—Sociedade De Transport (Sintra, Portugal)
Paxton International (Springfield, VA)
Peter E. Reid Stevedoring Inc. (Pago Pago, American Samoa)
Phoenix Transport (Japan) Ltd. (Yokohama, Japan)
Phoenix Transport Services (Bremerhaven, Germany)
Planet Move Management (Auckland, New Zealand)
P.N. Writer & Co. Ltd. (Mumbai, India)
Portan S.A. (Bogota, Colombia)

Prime-Movers International (Munich, Germany)
Pumex International Movers (Korea)
Raffles Movers International Pte Ltd (Singapore)
R.C.&B Group S.r.l. (Milan, Italy)
Reliable Van & Storage (Elizabeth, NJ)
Renmer International Movers (London, England)
Sancalsa International Services (Mexico D.F., Mexico)
Santa Fe Transport (Singapore)
Schneider SA (Lausanne, Switzerland)
Simorgh Pack Transportation (Tehran, Iran)
S.I.T. Transportes (Madrid, Spain)
Sonigo Transport Jerusalem Ltd (Jerusalem, Israel)
Soyer International Moving Co. (Istanbul, Turkey)
Stangl International Worldwide Movers (Vienna, Austria)
Starline Moving Systems (Edmonton, Alta., Canada)
Sterling International Movers Ltd. (Perivale, UK)
Stevens Worldwide Van Lines (Saginaw, MI)
Subalipack (M) Sdn Bdh (Kuala Lumpur, Malaysia)
TG International Insurance Brokerage Inc. (San Juan Capistrano, CA)
The eXternal Revenue Service of the Day Companies (Norfolk, NE)
The MI Group (Mississauga, Ont., Canada)
The Moving Company (NZ) Ltd. (Auckland, New Zealand)
The Pasha Group (Corte Madera, CA)
The Viking Corporation (St. Thomas, VI)
Tokyo Express International (San Francisco, CA)
Tower International (Bezons, France)
Trans Euro Worldwide Movers (London, UK)
Transcontainer (Tlalnepantla Edo de Mex., Mexico)
Transpack Ltd. (Zurich, Switzerland)
Transworld Freight Systems, Inc. (Los Angeles, CA)
Transworld International (Brussels, Belgium)
Transworld International Movers (Rio de Janeiro, Brazil)
Treyvaud-Interdean SA (Geneva, Switzerland)
Tri Star Freight Systems (Houston, TX)
Unipack S.A. (Tehran, Iran)
Universal Household Fwdg. (Tokyo, Japan)
V. Pack & Move Co. Ltd. (Bangkok, Thailand)
Van der Ent Kuster Koot Topmovers (Spijkenisse, The Netherlands)
Vanliner Insurance Co. (St. Louis, MO)
Vayer Group Ltd. (Tel Aviv, Israel)
Venezuelan International Packers C.A. (Caracas, Venezuela)
Victory Van International (Sterling, VA)
VIP Transport, Inc. (Corona, CA)
Voerman International (Leidschendam, The Netherlands)
W. H. Hofmann & Co. AG (Zurich, Switzerland)
Wabash Forwarding (Warrensburg, MO)
Ward Van Lines (Santiago, Chile)
Watson Services Limited (Accra, Ghana)
Weate Moving Storage Shipping (Victoria, Australia)
Williams Moving International (Vancouver, B.C., Canada)
World Wide Overseas Moving Service Inc. (North Vancouver, B.C., Canada)
Worldmover C&R Ltda. (Rio de Janeiro, Brazil)
Worldwide Movers Kenya (Nairobi, Kenya)
Worldwide Movers (P.T. Gelombang Fajar) (Jakarta, Indonesia)
Worldwide Movers Tanzania (Dar es Salaam, Tanzania)
Worldwide Movers Uganda (Kampala, Uganda)
Wridgeways The Worldwide Movers (Ringwood, Vic., Australia)
Ziegler, S.A. (Brussels, Belgium)

PORTAL ADVERTISING

IMPORTANT NEW INFORMATION CONCERNING 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

NOTE: 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
(separations or electronic files must be supplied), add 25%.

Deadlines to receive new artwork:

September/October Issue August 20, 2003
November/December Issue November 10, 2003
January/February 2003 Issue January 20, 2004
March/April Issue March 15, 2004
May/June Issue May 20, 2004
July/August Issue July 15, 2004

IMPORTANT NOTICE ABOUT ELECTRONIC ADS

The Portal now accepts computer-generated files, graphics, and ads supplied on PC- or Mac-compatible floppy or Zip disks or CD-ROMs. **DO NOT SEND ADS BY E-MAIL.**

When providing electronically-generated advertisements, your disk **MUST** be accompanied by a printout showing what the ad should look like. **HHGFAA will not accept disks that arrive without a hard copy proof.**

In addition, advertisers must provide the following information along with the disk. Please use this checklist to ensure that you send everything that will be needed to accurately place your ad:

- Disk with ad (floppy, Zip, or CD-ROM)
- Printout or hard copy proof
- ___ 4-color ___ 2-color ___ black-and-white
- Note format: ___ PC ___ Mac
- Note program used to create the ad
 - ___ Quark: specify version _____
 - ___ PageMaker: specify version _____
 - ___ Corel: specify version _____
 - ___ Illustrator: specify version _____
 - ___ Other (specify): _____

PLEASE NOTE: We do not accept ads created in Publisher—no exceptions.



**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

ADVERTISERS' INDEX

| | | | |
|---|----|--|----|
| 21st Century Relocations | 51 | Link Int'l | 11 |
| 7M | 49 | Magna | 73 |
| A Alternativa | 35 | McGimpsey | 69 |
| A. Arnold | 68 | Milbin | 29 |
| Aarid Companies | 8 | M/S Swift Packers & Movers | 33 |
| ABC/Amega Inc. | 35 | Mudanzas Trafimar | 40 |
| AE Worldwide | 46 | Neer Service | 68 |
| AGS | 71 | New Haven | 13 |
| Air Animal | 36 | Nomad Express | 48 |
| APA | 12 | Nurminen Prima OY | 31 |
| Arrowpak Int'l | 44 | Orient Pacific Int'l | 57 |
| Asian Tigers/Premier Worldwide | 7 | P. Lightstone | 24 |
| Atlas Wood Products | 52 | Pac Global | 19 |
| Beverly Smyth | 8 | Pelichet | 55 |
| Blue Sky | 16 | Penbroke Marine Services | 26 |
| Careline International | 74 | Phoenix Transport Services | 58 |
| Continental Removals | 73 | P.M. Packers & Movers | 22 |
| Corstjens Worldwide Movers | 29 | Raffles Movers Int'l | 41 |
| Cosmopolitan Transport Mandiri | 50 | Rhema China | 59 |
| Covan | 72 | Rhema Movers Pte Ltd. | 64 |
| Crystal Forwarding | 7 | Rosebrock | 55 |
| Daycos | 74 | Saleemson's | 62 |
| DeWitt Transportation Services | 5 | Santa Fe | 4 |
| DGM Veron Grauer SA | 49 | Scanvan | 80 |
| Eagle Van Lines | 15 | Schenker | 69 |
| European Van Lines Int'l | 24 | Sea Bird | 54 |
| EUROUSA | 78 | SEM Movers | 51 |
| Fidelity & Marine Int'l Insurance | 3 | Simpson's Removal & Stge Ltd | 75 |
| FMD | 42 | SIT Transportes | 53 |
| FMS | 39 | Sterling International Movers (UK) | 25 |
| Freeline Movers | 76 | Subalipack | 39 |
| Fukuoka Soko | 47 | T.A. Mudanzas | 40 |
| Garcia | 59 | TG International | 20 |
| Gateways International | 5 | The Guardian | 14 |
| GEP | 36 | The Moving Company | 52 |
| Gil Stauffer | 64 | Transmove | 9 |
| Globalink | 70 | Trans Movers | 73 |
| Gosselin | 65 | Transcontainer Group | 2 |
| Green Liner | 36 | Transpack Pakistan | 31 |
| Guyana Overseas Traders | 45 | Transpack Argentina | 27 |
| IM France | 10 | Tumi Int'l Movers, Inc. | 28 |
| Interdean.Interconex | 79 | UniGroup Worldwide UTS | 77 |
| Interem Ltd. | 9 | United Professional Movers (UPM) | 46 |
| Intermove | 65 | Vanpac | 51 |
| Intermud | 38 | Vatovec | 73 |
| Inters & R | 22 | VIP | 31 |
| Jacksonville Box | 28 | Voerman Int'l | 6 |
| JVK | 55 | Welti-Furrer | 10 |
| Kontane | 24 | Willis Corroon | 49 |
| La Rosa del Monte | 47 | Worldmover/Brazil | 58 |
| La Vascongada, S.L. | 12 | YP-35 | 30 |
| Leader Pack | 40 | Zuhai Shipping & Clearing | 69 |

Industry Calendar

| | | |
|-------------------------|--|-----------------------|
| Sept. 13–17, 2003 | NDTA Forum 2003 | Kansas City, MO |
| Sept. 15, 2003 | FIDI–FAIM Seminar | Brussels, Belgium |
| Sept. 22–23, 2003 | Military/Industry Personal Property and Claims Symposium | Alexandria, VA |
| Sept. 29–Oct. 3, 2003 | FIATA World Congress 2003 | Bali, Indonesia |
| Oct. 8–10, 2003 | FIDI–Academy Sales Seminar | Honolulu, HI |
| Oct. 10–11, 2003 | PAIMA Convention | Honolulu, HI |
| Oct. 12–14, 2003 | HHGFAA 41st Annual Meeting | Honolulu, HI |
| Oct. 21–26 2003 | FIDI–Academy Forwarding Seminar | Zurich, Switzerland |
| Oct. 20–24, 2003 | 2003 USPACOM/599th Transportation Group Multimodal Traffic Management Training Workshop | Honolulu, HI |
| Nov. 22–28, 2003 | FIDI Institute | Brussels, Belgium |
| Feb. 21–27, 2004 | FIDI Institute | Washington, DC |
| March 31–April 3, 2004 | AMSA 2004 Annual Convention & Trade Show | Bal Harbour, FL |
| May 9–13, 2004 | FIDI Congress | New Orleans, LA |
| Sept. 11–14, 2004 | NDTA Forum 2004 | Milwaukee, WI |
| Oct. 13–16, 2004 | HHGFAA 42nd Annual Meeting | San Diego, CA |
| Sept. 10–14, 2005 | NDTA Forum 2005 | San Diego, CA |
| Oct. 22–25, 2005 | HHGFAA 43rd Annual Meeting | Washington, DC |

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