

THE PORTAL

VOLUME XXXVI

CONTAINER 1

JANUARY/FEBRUARY 2004

Listening Customer Service Reliability



Industry Best
Practices:
Bright Ideas
You Can Use

2003-2004
EXECUTIVE COMMITTEE

PRESIDENT

Terry R. Head

CHAIR

Georgia Angell
Dell Forwarding Inc.

VICE CHAIR

Randall Groger
Air Land Forwarders, Inc.

MEMBERS AT LARGE

Christiane Crown
Island Forwarding Inc.

Jan Moore
BINL, Inc.

Michael Richardson
Senate Forwarding 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 XXXVI

CONTAINER 1

JANUARY/FEBRUARY 2004

TABLE OF CONTENTS

FEATURES

- 4 About This Issue: Our New Look
- 6 **PORTAL FOCUS: Best Business Practices**
6 Ways to Grow in a Down Economy • Make Your Meetings More Productive • How Super-Efficient People Keep on Schedule • How You Can Tighten Business Security • Providing the Highest Quality • Handling Deadlines • Managing Change • Learn to Speak Like a Pro • Rethinking Your Work Habits • Get Organized to Cut Costs • 5 Common Networking Mistakes • Managing Management • 5 Ways to Secure Repeat Business
- 20 Military/Government Update
- 23 Security
- 25 Air Cargo/Air Travel
- 27 Maritime/Ocean Shipping
- 28 TechNotes
- 31 Sales
- 33 Trucking

COMMENTARY

- 3 President's Message / *Terry R. Head* "My Best Practice"
- 47 Washington Update
Jim Wise / PACE-Capstone

DEPARTMENTS

- 34 Industry News
- 43 YP-35 Page
- 44 Welcome New Members
- 46 Price List for HHGFAA Publications
- 50 Link Up with HHGFAA
- 51 Websites to See
- 54 Forging Strong Links
- 57 *Portal*/Advertising
- 58 Advertisers' Index
- 59 Industry Calendar

About our cover: *Best practices provide an excellent foundation for companies who want to grow and succeed. Best Practice Bright Ideas appear throughout this issue; feature articles begin on page 6. Cover art by Christopher O'Rourke and Stephanie Sutherland.*

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. Website: 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 Dexter



By Terry R. Head
HHGFAA President

My Best Practice

As you will see as you read this edition of *The Portal*, this issue is focused on identifying a variety of **Best Business Practices** that we believe could prove beneficial to HHGFAA members both personally and professionally. We hope that you will find articles and ideas that you can adopt to assist you in achieving your goals and objectives. And that leads to what I personally have found to be my own “best practice”: Setting goals.

I'll elaborate on my own goal setting in a moment, but first let me make a few points on the general practice itself. It is extremely important that objectives, targets and/or goals meet two initial criteria.

First, goals must be tangible, realistic and achievable. That's not to say you can't have dreams. However, I think it's more realistic to separate goals from dreams. Achieving realistic goals can certainly lead to ultimately realizing your dreams. It's good if your dream is to be rich and famous, but you had better establish and meet some goals along the way (unless, of course, your dream is to win the lottery; but then your goal is simple — buy lots of lottery tickets).

A better example of differentiating between dreams and goals would be to announce to your boss that your goal is to double or triple your revenue or sales over the next 12 months — certainly an admirable goal, but perhaps more of a dream, especially considering the competitive nature of our industry and the current state of the economy. This tells us what, in reality, should be your real objective. The goal should be to focus on expanding your market and increasing the number of customers with whom you are doing business.

That leads us to the second criterion for goal setting, which is to have a reasonable plan to achieve the goal. In order to expand your customer base you must have a plan to increase your advertising, increase the number of sales calls you make and the number you close, etc. It's best that your plan also identifies the other key players who will be critical to achieving the goal. A goal not backed by a plan is likely a goal not achieved.

From a management perspective, setting and assigning goals to your employees is a means to measure progress and to tie your staff to your overall business goals. It's a way to hold accountable the individuals you plan to help you achieve your business goals and objectives. One word of personal advice: If you want your employees to buy into your business goals and become excited about achieving the goals, involve them in the process of identifying those goals.

Now, back to my personal practice of goal setting. First, one of the best things I have learned is to write the goals down. I do this almost as a written contract with myself. Each December I review my goals from the past year and readjust or refocus on what my goals will be for the coming year. I keep two lists, one of Personal Goals and another of Professional Goals.

Second, I keep the goals handy. My two lists are on 3x5 cards that I carry in my appointment book, which is with me almost all of the time.

Third, I refer to my goals often. It is amazing how easy it is to make some decisions I'm faced with, once I consult my goals and determine what impact that situation or decision would have on my goals.

I'll be honest and say that I don't always fully achieve my goals. I also find myself restating a goal from one year to the next; however, that not necessarily a bad thing if your priorities in business and life remain constant.

The fear of failure and perhaps even the fear of success are major obstacles to achieving your goals. Some people tell themselves that if they don't set goals, they won't fail. In reality, without making a practice of setting goals, it's not likely you will succeed.

As a final note, throughout this issue you will find numerous “light bulbs,” which are highlighted quotes or practices that we've collected or were sent in by a number of HHGFAA members. I wish to thank the members who responded to my request for some personal thoughts and advice to accompany this issue. I think you will find them thought-provoking, and concepts that you may want to adopt into your own personal mantra or business practices. ■

The Portal Unveils Its New Look

Welcome to the first edition of the new *Portal*! HHGFAA's bimonthly magazine has been redesigned to make it more "user friendly" and is packed with information you can use in your day-to-day business life.

Each issue of *The Portal* will carry feature articles near the front, followed by the regular "Department" sections of interest to HHGFAA members — such as Maritime/Ocean Shipping, Military/Government Update, TechNotes and others. Departments can be easily identified by the blue strip at the top of the page.

This issue examines Best Practices shared by top management professionals and your fellow HHGFAA members. Throughout the magazine, you will find Bright Ideas that relate to this theme and are identified by a light bulb graphic as shown below.

HHGFAA welcomes your contributions to *The Portal* and encourages you to submit articles, photos, and ideas. Please address your correspondence to:

Bel Carrington
Household Goods Forwarders Association of America, Inc.
2320 Mill Road, Suite 102
Alexandria, VA 22314
Phone: (703) 684-3780 • Fax: (703) 684-3784
E-mail: bel.carrington@hhgfaa.org

My guiding management principle has been "The Iceberg Theory." Whatever you see may only be a small part of the whole. Think, look, and plan carefully or else the "tip" may surprise you.

— *Bart Barbee, Victory Van International*



COMING UP IN THE NEXT ISSUE

Coming Up in the Next Issue

The March/April issue of *The Portal* will feature The Who, What, Where and When of HHGFAA—The Organization. Included will be feature articles on the history, mission and objectives, structure and governance of HHGFAA, as well as the individuals—both professionals and volunteers — who make the Association an effective advocate for its members around the world.

We invite your contribution to this special issue. What does belonging to HHGFAA mean to you as an individual and to your company? Your submission need not be long, but should provide insight in how HHGFAA has helped you build partnerships with your colleagues as well as grow your business.

Please send your articles or comments to HHGFAA via Bel Carrington, at

Bel Carrington
Household Goods Forwarders Association of America, Inc.
2320 Mill Road, Suite 102
Alexandria, VA 22314
Phone: (703) 684-3780 • Fax: (703) 684-3784
E-mail: bel.carrington@hhgfaa.org

BEST BUSINESS PRACTICES

Six Ways to Grow in a Down Economy

By Al Steele

Some say the best course of action in a down economy is to sit tight and ride out the storm. This may be the easiest solution, but it's far from the best. It is possible to operate smart in a slow economy and grow your business to new heights — if you do the right things at the right time.

There are six key principles that I've come to believe in for having a successful business in times like these.

1. **Diversify your product lines.** Change is one constant you can count on. Customers' needs change over time, and how you approach satisfying those needs will be key to growing your business. For example, in recent years the trucking industry has experienced a record number of bankruptcies, which strain the remaining available capacity. By developing a service designed to shift truck traffic to the rails when it was practical for the customer to do so, one company was able to convert more than \$11 million in truck traffic to the rails. And this figure will most likely increase in the coming year.
2. **Provide superior customer service.** Don't give your customers reasons to look elsewhere. Service is often the key difference among competitors.
3. **Shore up your management team.** In a declining economy, many companies start cutting back on middle management. I would argue that is the last place you should look for reductions. The strength of any organization truly lies in the management team that directs your business. Those people have likely risen through the ranks and understand what is going on in the organization above and below them.
4. **Empower your people.** Making all your decisions at the top takes your management focus away from the bigger picture. No single decision is likely to ruin a company. Empower your people at all levels to make decisions regarding matters that pertain to their realm of expertise. This way, you'll find just how flexible and responsive your organization can be to the needs of its customers. Also, you will increase morale because everyone feels involved.
5. **Communicate, communicate, communicate.** The frequency and detail to which you communicate with your employees is critical to success. And it must be a two-way street. Employees must know that management will listen to what they have to say — and make decisions based upon the best information available rather than on whom it comes from.
6. **Don't over-manage expenses.** Prudent spending habits should be a regular way of doing business — a part of the company culture and not a reaction to things going on around it. Make the investments that should be made and don't spend money on things you don't need. But don't over-manage. Cutting costs to stay above water until the market picks up is not a long-term solution.

— SOURCE: Adapted from an article in *Inbound Logistics*

Decision-Making: Advice from Ben Franklin

Sometimes the wisest of people live by the simplest of rules. Ben Franklin had a simple formula for sorting out life's toughest decisions. He would put two columns on a piece of paper marked "Advantages" and "Disadvantages." In the "Advantages" column, he would list all the benefits and positive reactions that could result if he went forward with his decision. In the "Disadvantages" column he would list the negative results and potential consequences of his decision. If the advantages, in his opinion, outweighed the disadvantages, and he felt he could accept the consequences as well as the positive benefits, he would go forward with his decision. Ben made many great decisions simply by weighing the good and bad. Now try it for yourself and see how your decisions weigh out.

Make Your Meetings More Productive

Meetings take you to the front lines of the issues your company may face. But before you call a meeting, here are some questions to ask yourself:

- Can you lay out a specific reason to have the meeting that will prove valuable to everyone involved, and not simply serve as a waste of valuable time?
- Have you set forth your agenda with a clear purpose for the meeting and the steps necessary to achieve your objectives?
- Have you put this agenda in the hands of the participants before the meeting to allow them an opportunity to prepare for and contribute to the discussion?
- Have you let participants know what you expect from them, such as input, decisions, and conclusions?
- Have you established a strict time frame that will allow for a productive dialogue but not keep participants from what they must accomplish that day?
- Is there someone you can bring in as a facilitator to keep your group on task and avoid the interpersonal issues that often bog down a meeting?
- Have you set a deadline for feedback, or established a follow-up meeting time?

If you had to identify, in one word, the reason why the human race has not achieved, and never will achieve, its full potential, that word would be “meetings.”

— *Dave Barry*

Save Some Time in the New Year

Most of us make New Year resolutions to eat less, exercise more, and become more organized. Here are a few suggestions that you may find helpful:

- **Send less e-mail.** By sending few messages, you’ll receive fewer messages. Use filters for incoming messages — some messages will be deleted or routed into folders.
- **Shorten phone calls**—learn to gracefully cut calls short. (“Gee, I’ve got a meeting in five minutes.”)
- Since everyone uses the Internet, **resist personal surfing** during business hours. This will also cut down on spam — the more sites you visit, login, etc., the more spam you receive.
- **Make sure your technology is up-to-date.** Slow machines and computers only slow the workflow. Most of the time it’s cheaper to buy new office equipment than have employees expend productivity waiting for a fax to be sent or a document to download.
- **Keep to-do lists.** Most email programs like Outlook, offer capabilities to keep an ongoing list. This is also helpful in case your boss asks, “What have you been doing?”

Of course, the most important things you can do to be more organized are: setting limits, getting enough sleep, and keeping up with family and friends — your support when times are tough.

How Super-Efficient People Keep on Schedule Even When They're Swamped

By Stephanie Winston

Even the most efficient people frequently feel as if they are constantly running behind schedule. Here's how to overcome the diversions that prevent you from accomplishing as much as you would like to each day.

- **Catch your breath and plan.** One of the biggest enemies of good time management is poor planning. The more rushed you feel, the less productive you'll be. The more frantic you are, the less decisive you will be. It's helpful to come into the office one hour earlier than usual one day a week — or stay later. Spend the time writing down your three most important priorities. Then set deadlines for them and create a manageable to-do list that prioritizes the tasks.
- **Use peak time wisely.** Tackle your toughest or least pleasant projects when you feel most productive. The best time of day for most people is early in the morning, when you are least distracted and most motivated. Your hardest tasks should be slotted for the early hours. Once this work is out of the way, you can make better use of the remaining hours.
- Know when to run and hide. Sometimes you need absolute silence to concentrate on what needs to get done. Sitting in your office — whether the door is open or closed — isn't always the best solution. A better idea may be to commandeer an empty conference room or go to a coffee shop. Distraction-free time — even if it's just 15 minutes to a half-hour — is powerful when used to refocus on what needs to be done.
- **Just say no — very politely.** Interruptions by people who need your help can throw you off track. While you can't stop these requests, they can be controlled. Learn to deflect assignments when you're too busy. Say, "I'm just snowed under right now." If you really can't say no, take on only part of the assignment — not the whole thing.
- **Delegate down — and down.** Some of my clients would be less overwhelmed if they identified and delegated the less important areas of their jobs. The key is to start thinking of the people who work with you — and this can include your boss — as your helpers. They are there to help you get things done so that you can be more efficient and productive. Don't be so obsessed with getting things right that you can't let go of an assignment. Never feel guilty in the least about backing off and using resources to reach your goals at work.
- **Keep track of interruptions.** Some people are overwhelmed at work because subordinates ask them for more guidance than they should. Others spend too much time talking to friends or family members. Some may pay too much attention to the stock market. Try keeping a running list of interruptions, the topic and how long you were distracted. Review this list every day to see where you can limit your availability and willingness to give up precious time.
- **Cut down on business travel.** Most business travel is a waste of time. Although it is important to travel to make a presentation or close a deal, many of your trips away from the office and home aren't as critical as you think. Before you agree to attend a conference or to go out of town to meet with people, ask yourself what you could accomplish if you remained at the office. Unnecessary business travel and "networking" actually make you less efficient and distract you from what's truly important — your staff's needs and your company's goals.

Stephanie Winston is a time-management consultant and editor of *Stephanie Winston's The Organized Executive*, Georgetown Publishing House, Washington, DC. This article was adapted from material in *Bottom Line/Personal*.

A good test of leadership is how well they perform when you are not there to lead.

— Terry Head, President, HHGFAA

Never ask anyone who reports to you to do something that you are unwilling to do or are unprepared to do yourself.

— Howard Leff, 7M Transports

If you want to be a leader as well as a manager, as you drive for results be equally dedicated to maintaining relationships.

—Jim Lundy, Consultant to Albert Moving and Storage

We do not have any problems. We only have situations that need to be overcome.

— Chuck Bailey, Executive Moving Systems



How You Can Tighten Security

In response to FBI warnings of cyberterrorism, Telenisus Corporation in Chicago issued security recommendations and guidelines for US businesses, including 12 immediate actions that companies can take to help protect themselves.

“We were all shocked and hurt to various degrees by the Sept. 11 terrorist acts. We obviously cannot do anything to reverse what happened, but in some small way perhaps Telenisus can help others avoid being affected by ... cyberterrorism,” said Gordon Reichard Jr., Telenisus president and chief executive officer. “The FBI has issued multiple advisories warning of the increased likelihood of computer attacks, and we hope that our recommendations and guidance will drastically improve the security preparedness of many U.S. businesses.”

Telenisus, a managed Internet infrastructure service provider specializing in information security, made available two documents. The first, “Don’t Wait: 12 Actions You Should Start Today To Tighten Business Security,” identifies 12 specific actions companies can begin immediately to ensure their information and systems are secured. The second document, “12 Principles for a Secure Business,” focuses on the elements of a long-term, comprehensive security program and the questions company executives can ask to ensure their businesses are as protected as possible. It can be found at www.telenisus.com.

Don’t Wait: 12 Actions You Should Start Today to Tighten Business Security

- Remove active accounts (phone, e-mail, Internet, voicemail) belonging to former employees and consultants.
- Establish a process for human resources to notify the system administrators when employees leave the company.
- Review what is being allowed in through each network connection. If you can’t determine where remote entries are coming from, shut them down.
- Review how remote and external users are being authenticated. Where possible, move from weak authentication methods, like password use, to strong methods, like token-based authentication, where small devices provide employees with ever-changing passwords.
- Make sure all encryption functions on your existing software applications are enabled.
- Make sure your critical systems have been recently backed up and that backups are protected at another location.
- Review security alerts and vendors’ patch announcements. Know what versions of operating systems and applications you have, seek out alerts that affect them, and apply the appropriate patches quickly.
- Ensure that your important networks, hosts and applications are being monitored for malicious/abnormal activity. The worst scenario is for an attack to go on for days or weeks undetected.
- Undergo a security test of your corporate network perimeter to find, then fix, any vulnerabilities.
- Update your business continuity plan. Define what people must do in the event of a facility or information systems breakdown as well as scenarios where critical personnel or business partners are unavailable.
- Classify your data based on what is most valuable and what would cause the most risk if compromised, then look at how it is protected in storage and transmission — whether in paper or electronic form.
- Inform employees how they are expected to protect company information. Educate users on use of passwords, including avoidance of setting easily guessed passwords; improper posting of passwords on PCs; and sharing of passwords. Help them understand the “social engineering” threat and the importance of protecting such property as laptops, PDAs and paperwork in and away from the office.

Providing the Highest Quality

Customer loyalty may seem a myth from the distant past. In these days of intense competition — from both brick-and-mortar businesses and e-commerce operations — a company either provides quality customer service or pays the price of failure. That's simply because today's customers demand it. If they don't get the service they want from you, they know they can take their business elsewhere.

And potential new customers are comparing your service with your competitors. So where to do you start when you want to bolster your efforts to keep customers happy?

First, set up an executive task force with the power to make changes. Let your staff know about the task force and how important customer service is to you. This tells them that your company is committed to the project. Then, roll up your sleeves and get to work.

Here are six stages to more successful customer relations:

Stage 1: Commit to your clientele. Get a handle on what your customers want and need. Vow that your company will be responsive. Keep an eye on your competitors' service too. You might get a few tips.

Stage 2: Get feedback. Know your strengths and weaknesses. Ask your staff and customers what works and what does not. This gives you a benchmark for measuring improvement. Then, decide what direction to take. If you find your system works for your organization, but not for your clientele, it's time to re-evaluate.

Stage 3: Set standards. Customer service must be consistent throughout the company. For example, Marriott instructs all its hotel employees to smile and make eye contact when a customer walks up to the front desk. An employee working at a computer is instructed to stop and pay attention to the customer.

Stage 4: Educate your staff. Once you have a policy, make sure your employees are clear about what it entails. Give them whatever training and education they need to meet the policy's objectives.

Stage 5: Reward your team. Set up a system to recognize employees who act to improve service. Make sure they are rewarded for quality as well as quantity. For example, one firm paid employees a bonus based on the number of calls they handled. But a subsequent survey showed the most frequent winner also happened to be the person customers disliked the most. The employee was churning customers through the system but providing poor service. Solution: The reward criteria changed to include both the number and the quality of calls.

Stage 6: Keep in touch. Once your new policies are in place, send frequent questionnaires to your customers asking what they think of your service. Get feedback from your staff about how the policies are working for them and where they would like to see changes.

A solid service policy ensures that your customers will keep coming back and your sales will continue to grow.

— SOURCE: Langan Associates, CPAs

How to Handle Deadlines

- **Negotiate wisely.** Even if you think you can meet a proposed deadline with no problems, it's best to leave yourself some time cushion during the initial negotiation.
- **Create smaller goals.** The key is to break up your overall goal into smaller, manageable goals so it will not only seem easier to reach, but you will feel better seeing your accomplishments pile up each day.
- **Get busy.** The more you put things off, the harder it will be to achieve your goals in the end. Think about how good it will feel to reach your goals.
- **Plan for the long haul.** If you work like crazy, you can meet any deadline. But it will probably drain your energy for deadlines down the road, not to mention your daily life.

Change: Not Always Easy, but Necessary

Marketing guru W. Edwards Deming once said, “It is not necessary to change. Survival is not mandatory.” Since change is inevitable in order to survive, here are some things to keep in mind when implementing change in your company:

- **It’s not easy to change.** It’s easy to identify what needs to change, but acceptance and implementation of change is often difficult.
- **Identify what is changing and why.** For example, instead of saying your organization needs to be more responsive, explain in detail exactly what must change.
- **Know what results you want,** and identify what changes will provide the framework for these desired results and behaviors.
- **Share information quickly.** Employees often become fearful, defensive, and insecure if they hear about company changes through rumors and not directly from the source of information.
- **Be patient.** Many leaders underestimate the length of time it takes to make transitions.
- **Provide plenty of opportunities to share concerns, ask questions, and offer ideas.** The more your co-workers are involved in change, the less likely it is that they will be miserable or even leave your company.

Correct Hiring Mistakes Quickly

Most employers wait too long — 6 to 8 months — to terminate new employees. You should make it clear up front that dismissal within the first 90 days need not be for cause. If possible, have the prospective employee confirm his/her understanding of this with a signed and dated form. Use the provision if a person turns out to be a bad hire or not a good match for the job.

Learn to Speak Like a Pro

Communication is key to success in business and in life. If you want to distinguish yourself as a communicator, here are a few tips to keep in mind:

- **Have a clear theme or message.** Simple phrases or sentences — such as “The only thing we have to fear is fear itself” — summarize an entire personality, an entire speech and, in some cases, an entire movement. Even your comments in a office meeting will set you apart if and when you take time to simplify your message.
- **Deliver your message with conviction and commitment.** Great speakers like Churchill, Roosevelt, Kennedy, and King didn’t just read their speeches — they sold them!
- **Reach every member of your audience,** no matter how big or small. Make sure you offer something for everyone.
- **Remember that timing is everything.** Even the most brilliant ideas can fall flat without a “rhythm” that makes your audience want to listen.
- **Give your message authenticity.** Speaking from your heart will enable you to touch people, make your point, and improve your effectiveness as a leader.

— Barton Goldsmith, Ph.D.
www.bartongoldsmith.com

Customer Service does not come from a manual. It comes from the heart. When it comes to taking care of the customer, you can never do too much and there is no wrong way if it comes from the heart!

— Debra J. Fields, President, Mrs. Fields, Inc.



Tips to Communicate Effectively

- **Spice up your message** by using a variety of words so your message doesn't become stale.
- **Listen carefully to people** and show them that you've heard them. There is nothing more frustrating than receiving a blank stare after you have voiced your opinion.
- **Acknowledge bad news** and thank those who had the courage to give it to you. As the saying goes, "Don't kill the messenger."
- **Use language, images, and metaphors** that your audience can relate to and understand. Never talk above their heads in an attempt to show power.
- **Don't become so involved in electronic communication** that you overlook the benefits of face-to-face talk.
- **Share important information as soon as possible.** It's likely that people will find out anyway, which can create stress if it is from a less desirable source.
- **Remember that your communications skills can always be improved** and perfected if you are willing to make the effort.

Offering Constructive Criticism

While it's easy for many of us to give our opinions, the challenge comes when we are asked to give constructive criticism. Here are some tips on how to give feedback that will help the listener:

- **Ask questions.** Before offering feedback, try asking questions to learn more about how the other person viewed the situation, what he thought your expectations were, and how he felt about his performance.
- **Consider the nature of the relationships and personalities involved.** For example, an employer would critique an employee differently than a colleague would critique a peer. One of your most important priorities should be to maintain respectful, positive relationships with the person once the discussion is over.
- **Clarify expectations.** Instead of simply criticizing what someone did, let the listener know what you initially expected from the situation, as well as how he could improve in the future.
- **Don't forget the good news.** Constructive criticism is most effective when you include positive suggestions and uplifting advice. By inspiring the listener, you can give him confidence to approach situations from a new perspective.

Rethink Your Work Habits

Are you eager to get to that next rung up the career ladder? Sometimes all it takes to jump-start your momentum are some simple changes in work habits.

- **Develop a fine-tuned work routine** that helps you get through a typical day. Tackle your most difficult work during your "peak performance" time.
- **Focus on what you can achieve today and tomorrow**, not on the mistakes you've made in the past.
- **Complete whatever task you set out to do.** Put any interruptions like phone calls or checking e-mail on hold until the work is finished.
- **Write down, with as many specifics as possible, what professional success means to you.** Use your specific vision to create a path to your goals.
- **Embrace fresh perspectives by rising above old prejudices.** The fact that you're used to doing things a certain way doesn't mean you should blind yourself to the possibilities of a new, more effective system. Be open to change.

Outsmarting Scope Creep

By Deborah Catalano Ruriani

Scope creep occurs when the boundaries of an original project agreement begin to shift. It's not uncommon to venture outside the lines and consider new approaches, but if scope creep is not effectively managed it can lead to budget overruns, missed deadlines, and even lost customers. Here are 10 tips for dealing with scope creep.

1. **Educate your staff.** Alert them to the dangers of scope creep; this helps your team recognize potential problems early on. Veering into new directions than have been initially agree on can send a project off track.
2. **Clearly define the project.** It's important to understand each of the elements of the project. If the scope isn't clearly defined, it can become bigger based on the addition of new components and needs.
3. **Gather all relevant information.** Make sure the service provider and customer IT staffs work closely together to understand the customer's needs and clearly outline IT solution alternatives.
4. **Define the objectives and deliverables.** Prepare a written, clear, and detailed project definition, including objectives and scope, prior to beginning the actual work.
5. **Assign a project sponsor.** This is the main "go-to" person or "champion" of the project.
6. **Create an approval process.** When objectives have been outlined, get the project definition approved by the project sponsors and senior management. Be sure all parties have provided all approvals before the project begins.
7. **Stay on track.** Follow a good methodology; maintain clear boundaries and clear focus by following a defined method of model in order to avoid confusion and potential questions.
8. **Create a good communication process.** Work toward clear communication among all parties involved.
9. **Understand when change is necessary.** When changes do occur, document the reasons for them and define them as "nice to have" and "must have." Have a written request for change, and a period of time for the other side to consider the request and what is necessary to approve those changes. Be sure to consider the impact of price and time on the remainder of the project.
10. **Schedule regular meetings** between the parties to discuss changes.

— SOURCE: Adapted from an article in *Inbound Logistics*

E-mail is a poor substitute for a conversation.

— Mary Kay Hannon, *Consensus Software*

Listen and you will learn a lot more than when you do the talking.

— Han Helder, *Crystal Forwarding, Inc.*



Success is to be measured not by the position you hold in life, but rather by the obstacles that you overcome while trying to succeed.

— Booker T. Washington

Excuses and results are mutually exclusive. If you have one, you don't have the other.

— David Rowe, *Jet Forwarding, Inc.*

Get Organized to Cut Costs

Time spent devising organizational strategies is time well spent, and saved. According to organizational experts, the average person loses at least one hour per day to disorganization. Over the course of one year, that amounts to nearly two full weeks of lost time.

Manage Your Time

- Use a planner to track appointments and tasks.
- Make sure a clock is visible from your workspace.
- Set aside twice as much time for a task as you think it will take, to allow for interruptions and complications.
- Break large projects into smaller steps and schedule each in your planner.

Tame Your Desk

- Keep only supplies you need on a daily basis on your desktop.
- Gain more desk space by mounting your keyboard underneath and raising your computer monitor with a monitor arm.
- Use your inbox only for items that haven't yet been reviewed. Avoid looking at material and then putting it back in the same place.

Improve Your Communication

- Jot an agenda before making a phone call so you don't forget important points.
- Think before giving your cell phone numbers away; information is easier to manage if it goes through one voicemail.
- Be clear about the response you need when sending a message, so you don't waste time clearing up any confusion.

Conquer Your Filing

- Create a filing system for your electronic documents that is similar to the one you have for paper. Sort, file, and purge electronic information regularly.
- Keep a file index. Check the index before creating a new file so you avoid making duplicates.
- Refer to your organization's records retention plan for guidance on how long to keep documents.
- Keep the most recent papers in the front of a file. Whenever you open it, the current information will be on top.

There are no bad employees — only bad managers. Good managers don't have bad employees working for them. You either train or coach bad employees to become good employees or you replace them.



Rocks and Beers



A philosophy professor stood before his class with some items on the table in front of him. When the class began, wordlessly he picked up a very large and empty mayonnaise jar and proceeded to fill it with rocks, about 2 inches in diameter. He then asked the students if the jar was full. They agreed that it was.

So the professor then picked up a box of pebbles and poured them into the jar. He shook the jar lightly. The pebbles, of course, rolled into the open areas between the rocks. He then asked the students again if the jar was full. They agreed that it was.

The professor picked up a box of sand and poured it into the jar. Of course, the sand filled up everything else. He then asked once more if the jar was full. The students responded with a unanimous “YES.”

The professor then produced two cans of beer from under the table and proceeded to pour their entire contents into the jar — effectively filling the empty space between the sand. The students laughed.

“NOW, said the professor, as the laughter subsided, I want you to recognize that this jar represents your life. The rocks are the important things — your family, your partner, your health, and your children — things that if everything else was lost and only they remained, your life would still be full. The pebbles are the other things that matter — like your job, your house, and your car. The sand is everything else. The small stuff.

“If you put the sand into the jar first, he continued, there is no room for the pebbles, or the rocks. The same goes for your life. If you spend all your time and energy on the small stuff, you will never have room for the things that are important to you. Pay attention to the things that are critical to your happiness. Play with your children. Take time to get medical checkups. Take your partner out dancing. There will always be time to clean the house, give a dinner party and fix the disposal. Take care of the rocks first — the things that really matter. Set your priorities. The rest is just sand.”

One of the students raised her hand and inquired what the beer represented. The professor smiled. “I’m glad you asked. It just goes to show you that no matter how full your life may seem, there’s always room for a couple of beers.”

—Submitted by Jackie Agner, Farwest Freight Systems

NUMBERS GAME What Job Seekers Want

76% would like ongoing training

73% say they want flex time

71% would like a company-paid cell phone or laptop

45% would like health club membership

28% would like use of a company car

16% like the idea of corporate concierge services

— SOURCE: Lee Hecht Harrison, www.lhh.com

The Five Most Common Networking Mistakes

You know that networking is the key to finding a great job—but there’s a fine line between getting someone’s respectful attention and turning someone off. The five most common networking blunders and how to avoid them ...

Mistake #1: Asking instead of giving. People who always ask for favors come off as selfish opportunists. Instead, find ways to help people BEFORE asking something of them. This can be as simple as passing along articles you think they might be interested in, writing letters of reference, or recommending them to employers. People you have helped will remember — and will be more likely to help you.

Mistake #2: Hit-and-run networking. People who move quickly from person to person at events, never having a real conversation, are not networking. They are unthinkingly giving the message that other people don’t matter. Give your full attention to the person with whom you are speaking. Ask about hobbies, families, common interests. Call or e-mail on occasion. Networking means developing relationships, not merely “contacts.”

Mistake #3: Blatant selling. Be subtle in your approach; don’t move in like a shark. Don’t come right out and say that you’re looking for a job or a sale. Ask questions to learn more about the company’s marketing campaigns, philosophy, etc. Later, send a handwritten note on good stationery. Say, “I really enjoyed meeting you and learning about your company. Down the road, I hope we will have another opportunity to meet.”

Mistake #4: Ignoring people who don’t “count.” You never can tell who might be able to help you in some way. The wider you cast your net, the greater the opportunities. Yet many people totally turn off their energy to people they think can’t help them. You should view everyone as an important contact. For example, someone in the mailroom may know about openings in other divisions of the company before you do.

Mistake #5: Not following up. Neglecting to follow up when people meet with you or help in some way makes them feel used — and guarantees that they won’t help you again in the future. Let people know that you value them and care enough to build the relationship. For example, send a thank-you note to a person who arranges a meeting for you with a company executive.

SOURCE: Andrea R. Nierenberg, author of Nonstop Networking and president of The Nierenberg Group, New York, which provides training in sales, customer service, presentation skills and networking to businesses. This article is adapted from an item that appeared in Bottom Line Secrets (www.BottomLineSecrets.com).

If not satisfied with an answer — ask more questions. If still not satisfied find more people to ask.



Don’t hold onto your problems. If something bothers you enough to complain, then stop complaining and figure out how to solve it.



Most of what we call management consists of making it difficult for people to get their work done.

— Peter F. Drucker



It is essential for good managers to be able to identify the issues that need attention, versus those that serve simply to distract.



Tips on Radio and TV Advertising

Has your company considered breaking into the world of radio marketing? Here are some things to consider before you take your company to the airwaves:

- Skip the details. Keep your script as simple as possible. Use your airtime to generate excitement, not bog listeners down with details. Save the details for your direct mail marketing program.
- Forget rush hour. Instead, buy some time in the mornings or at midday, when . you'll get more airtime, and more attentive listeners for your money. Listeners tend to be more distracted during rush hour.
- Buy when the market is soft. The first quarter tends to be a less expensive time to advertise.
- More is better when it comes to radio ads. Your customers need to hear your ad a minimum of three times a week before it really makes an impression. In radio advertising, quantity is often more important than quality.
- You should be able to keep your production costs to zero. If you know what you want your ad to say, many radio stations will produce your ads for free.

TV and Print Media Tips

- When appearing on TV, if you lean forward, your double chin will disappear and you will appear to have a stronger jaw line.
- If you move your hands when you are appearing on TV, you will seem more confident, energetic and more interesting to watch.
- Phrases like “off the record” mean very different things to different reporters and editors. Find out *exactly* what the terms mean to the reporters you are dealing with *before* you say anything you would *not* want to read on the front page.
- If a crisis happens, call the media *before* they call you.
- In a crisis situation, try to have your message planned out in advance, so you don't have to think on your feet.

Managing Management

By Dr. Tom McDonald

Recently I've spoken with salaries employees about the difficulties they're having in today's tough business environment. To my surprise, they told me the real problem is that the managers who are supposed to be leading them aren't doing their jobs. Not only have they lost faith in their managers' ability to get through the current malaise, they don't believe in managers, period. The disconnect between management and the rank and file is so great right now that management is not part of the solution — managers have become the problem.

Researchers studying 1,100 employees and 300 executives across the United States discovered the following:

- Employees have strong feelings about work.
- These feelings are *extremely* negative.
- Employees know what it would take to convert these negative feelings into strong, positive ones, but they are caught short by the next finding:
- Executives misjudge the root causes of these feelings and do not address them effectively.

The study also found that employees' positive emotions relate strongly to good company financials. This is key if you want real results in business. Executives' inability to understand employees' negative feelings can greatly affect the bottom line. Here are two ways to get through this leadership challenge:

- Phase out the management function. This would mean turning employees, wherever possible, into “independent” workers, who “own” their own departments and offer their goods and services to others. They would either provide these in a way that is valuable to others (in effect, managing themselves well) or lose their spot at the business table.
- Rigorously train managers in people skills. Managers need to understand the complexities of human behavior and how to stop perpetuating workplace negativity and instead unlock the potential people bring to their jobs. Those who can't or won't learn this should be taken out of their influential positions and replaced with people who will.

Website: www.drtonmcdonald.com

Five Ways to Secure Repeat Business

By Manzie R. Lawfer

Customer satisfaction alone will not create customer loyalty. Loyalty and satisfaction are two different things. Customer satisfaction is an opinion. By contrast, customer loyalty is the specific act of your customers coming back to buy from you again and again. Customer satisfaction is a worthwhile goal, but satisfaction won't create loyalty. Businesses that want to create lasting customer loyalty must concentrate and instruct their front-line employees on the five principles that create lasting loyalty:

1. **People do business with people.** The heart and soul of every business is people. How well your people deal with customers determines your success.
2. **Differentiation.** If there is no difference between you and the competition, your customers have no reason to choose you. But just being different is meaningless. Differentiation works only when you distinguish yourself with value that has meaning to your customer.
3. **Value and assurance.** A customer's specific tastes and preferences determine value. Every customer applies his or her own definition of value. If you know how to listen carefully, customers are always willing to tell you what they value.
4. **Effective communication.** What you say to your customers, and how you say it, is critical in creating loyalty. Effective communication builds consensus and draws the customer to you.
5. **Focus.** Focus is the object of your current attention. If you are most interested in new customers, your attention will be focused there. If you are most interested in creating loyalty, your attention will be focused on existing customers.

WHY FOCUS ON REPEAT CUSTOMERS?

- There is no cost to attract them.
- They are familiar with you.
- They are more predictable.

Managing in Uncertain Times

As a manager, you now may be facing new challenges from a previously happy and eager staff. The stress of an uncertain economy affects employees differently — some may work harder and others may feel distracted and become less productive. Here are some ways you can keep morale strong in a weak economy.

- **Stay close to your staff.** Make an effort to walk around and see firsthand how your employees are spending their time. Affirm your personal relationship with each member of your staff in private. Offer assistance, and help keep them on track.
- **Be generous with feedback and compliments.** Frequent feedback can reassure the staff that you are aware of their contributions. Genuine compliments cost nothing and instill a sense of teamwork, positive working relationships, and high morale.
- **Be a good listener.** Pay attention to complaints, which often are a symptom of additional stress. Try to identify how much stress is workplace-related.
- **Be a resource when help is needed.** There are times when an employee may wish to seek professional help. Check for an employee assistance program in your organization or contact the local hospital or social work organization for referrals. This will communicate your caring and strengthen your connection with staff.
- **Be aware of the impact you have on your staff.** In uncertain times, keep an upbeat attitude and the lines of communication open.

— SOURCE: Faye Woocher, Career Resource Center

Seven Habits that Spell Disaster

Author Sydney Finkelstein has identified seven habits that will transform even the best-intentioned manager into a disastrous boss and business leader. Here are seven personal qualities to NOT develop.

1. Seeing yourself and your organization as “dominating the environment.” Successful leaders try to shape the environment precisely because they know they can’t dominate it.
2. Identifying with the organization so completely that you view it as an extension of yourself. This “private empire” mentality causes CEOs to use their companies to achieve personal ambitions.
3. Believing you have all the answers.
4. Eliminating anyone who doesn’t agree with you. This approach causes CEOs to cut themselves off from their best chance of seeing and correcting problems as they arise.
5. Developing a high-profile image obsessed with constantly being in the public eye. Doing this makes CEOs shallow and ineffective.
6. Underestimating obstacles.
7. Clinging to tried-and-true methods of the past instead of considering a range of options that fit new circumstances.

Combat Vehicles Shipped to the New Afghanistan Army

*By Martin Weteling
Assistant Command Affairs Officer, 598th Transportation Group*

Hundreds of combat vehicles are moving to the new Afghanistan National Army as a result of a loadout by the 598th Transportation Group.

These vehicles — in the distinctive camouflage coloring of the Afghanistan force — were moved from Combat Equipment Group-Europe sites in the Netherlands and Luxembourg through Antwerp, Belgium. At dockside, maritime carrier APL prepared the cargo for shipment.

The loadout was a joint action of the 598th and the 838th Transportation Battalion, both located in Rotterdam, The Netherlands. In all, six APL vessels moved the cargo between Oct. 10 and Nov. 11.

Because of the special requirements of this shipment, this cargo moved under a one-time-only modification to Universal Service Contract 04. APL was awarded the contract for door-to-door service. This is unusual, because vehicles are normally considered break-bulk cargo and such cargo is typically booked pier-to-pier.

The cargo was moved from Brunssum and Vriezenveen, The Netherlands; and Bettembourg and Dudelange, Luxembourg.

APL received praise from MTMC transporters because of the maritime firm's timely delivery of data regarding incoming military traffic, cargo loads and vessel arrivals and departures. The data were necessary to develop accurate cargo activity reports, said Anja Terlouw, a 598th traffic management specialist. At all times in the move, in-transit visibility was maintained on the cargo.



Army truck loaded onto a flatrack container for shipment on a commercial container vessel in the Belgian port of Antwerp.

You cannot consistently perform in a manner which is inconsistent with the way you see yourself.

— Dr. Joyce Brothers, Psychologist



Obstacles are these frightful things you see when you take your eyes off your goal.

— Anonymous

New Year Brings Redesignation for Key Army Command

The start of the New Year brings a new name to a veteran Army command. The Military Traffic Management Command, a pivotal player for the past 30 years in surface movements for military contingency, peacekeeping and training operations, has been redesignated. Effective Jan. 1, 2004, the organization's new name is the (Military) Surface Deployment and Distribution Command (SDDC). The name change better reflects the command's new emphasis in deploying the force and its end-to-end distribution operations in ongoing operations in Afghanistan and Iraq, said Maj. Gen. Ann Dunwoody, Commanding General.

To commemorate the name change, Gen. John Handy, Commander, Transportation Command, will officiate at a formal ceremony Jan. 29 at the SDDC Operations Center, Fort Eustis, Va.

This is not the first name change since the Major Army Command was established in 1965 as the Military Traffic Management and Terminal Service. The change to Military Traffic Management Command in 1974 marked a transition in process in the post-Vietnam Era.

Along with the name change of the Military Traffic Management Command (MTMC) to the Surface Deployment & Distribution Command (SDDC), which became officially effective Jan. 1, 2004, e-mail addresses for MTMC personnel will change as well.

Old addresses ended with *@mtmc.army.mil*

New addresses now end with *@sddc.army.mil*

The old e-mail addresses should be good for about 60 days. However, we recommend that you make the appropriate changes to your files and address books now. We have not been advised or anticipate any changes to the phone numbers or mailing address, but all correspondence should now be addressed to the SDDC.

XRS of The Day Companies Sponsors Full-Scale Training Seminar on PowerTrack Payment System

On Dec. 3, 2003, the eXternal Revenue Service of The Day Companies, in cooperation with SDDC (formerly known as MTMC) officials and U.S. Bank representatives, sponsored a full-scale training and information seminar on the application of PowerTrack in the Phase I Rollout of the Families First Program. The day-long event was held in Kansas City, with over 100 transportation providers (TPs) from all over the United States in attendance. Demonstrations were given by PowerTrack representatives showing how a TP would enter information directly into PowerTrack, as well as by those managing formation of the CWA (Central Web Application) Web-based user interface. The CWA will be used for accessorial authorization and for costing shipments with PowerTrack being an Internet-delivered payment system in which trading partners can collaborate on exceptions, settle funds and gain real-time visibility.

The Families First Program involves a revamp of the Department of Defense (DOD) moving program. The Business Process Working Group responsible for initiating the changes and implementing the Families First Program includes staff from HHGFAA, AMSA, MMC, Military Services, Coast Guard, GSA, U.S. Bank, USTRANSCOM, OSD and SDDC. In evaluating the process they will review automation, claims, quality assurance, rates, billing and payments.

The team responsible for evaluating the billing and payments section of this new program has laid out design parameters, namely: It must be Web-based; all participants must use PowerTrack for payments; it must use current program rates and methods; it must incorporate a comprehensive pre-audit of all invoices; and it must focus on best practices from both current and past pilot programs.

Phase I Rollout for billing and payments using U.S. Bank PowerTrack, the third-party payment system for Families First Program as officially stated by SDDC, anticipates a start date in first quarter 2004. This method of GBL/CBL billing to PowerTrack and receiving payments from PowerTrack will include only shipments moving between the chosen test site bases as well as shipments awarded only to TPs who have volunteered to participate in this Initial Rollout.

The Day Companies prides itself in anticipating the needs of the moving industry and striving to meet those needs. By sponsoring the workshop and demonstration of the PowerTrack system, they were able to provide a nationwide exposure to the system prior to the Phase I Rollout. The Day Companies was able to bring all vital partners — transportation providers, SDDC officials, and U.S. Bank representatives — together as a collective group to exchange ideas and information about the Families First Program, Phase I Rollout, and the PowerTrack system.

In addition to providing valuable information, the seminar offered an enjoyable holiday getaway for participants in Kansas City. During their stay many participants were able to enjoy the variety of choice restaurants on the Country Club Plaza strip and the spectacular display of widely acclaimed Christmas lights on the Plaza. To complete the December holiday experience visitors were treated to several inches of snow, much to the delight of many of the participants from warmer states where snow is seldom seen.

The Day Companies was excited to sponsor this opportunity for transportation providers to become more familiar with the Families First Program and the application of PowerTrack. Throughout the Phase I Rollout and the final implementation of PowerTrack, the eXternal Revenue Service of The Day Companies will continue to be an informed partner, because meeting the needs of the moving industry is their mission. ■



GAO: Federal Funds Won't Cover Port Security

The General Accounting Office said demand for funds to secure ports and borders is expected to exceed available federal funding. The GAO assessment came in a letter in response to questions raised by Sen. Frank Lautenberg (D-NJ) at a committee oversight hearing in September.

Senators asked whether port security programs were adequately funded after the Department of Homeland Security tried to divert money from Operation Safe Commerce to aviation security. The letter noted earlier Coast Guard estimates that complying with the Maritime Transportation Security Act and International Maritime Organization security standards would cost \$7.4 billion over the next 10 years. The GAO also noted that the Transportation Security Administration will incur high costs as it puts the Transportation Worker Identification Credential into effect. "As we suggested in our testimony, where the money will come from to meet these funding needs is not clear," the GAO letter stated.

Members of Congress Push for New Security Measures

On the heels of a new program to fingerprint and photograph foreigners arriving at airports, members of the House Homeland Security Committee have called for closing additional security gaps, the Associated Press reported.

Committee Chairman Christopher Cox (R-CA) said the government is working on an assessment of vulnerabilities. Rep. Jane Harman (D-CA) said the ports of Los Angeles and Long Beach do not yet have a good system of inspecting cargo, even though 43% of US container traffic enters or exits these ports.

In addition, Sen. Charles Schumer has proposed fortifying cockpit doors and improving cargo tracking and screening to make it less vulnerable, AP said.

— SOURCE: *Transport Topics*

Marad Slates SecurePort Conference

On Feb. 25–27, 2004, the Maritime Administration will chair a SecurePort conference and workshop. The conference and workshops are organized under the auspices of the Organization of American States (OAS) and Inter-American Committee on Ports (CIP).

The objectives of the conference will be to provide technical training and assistance to the 34 OAS Member States to:

- Identify ways of improving security in port facilities
- Develop an Inter-American Security Plan that takes into account the particular needs of the ports of the Americas in complying with new international regulations and standards set by the ISPS code due to take effect July 1, 2004.

For details and registration information about the conference visit www.secureport2004.com.

NDTA Website: www.ndtahq.com

Seaports Vulnerable Targets, Says FBI

An FBI counterterrorism official has told senators that America's seaports are vulnerable targets that have attracted interest from terrorists, the Associated Press reported.

Gary Bald, inspector–deputy assistant director of the FBI's counterterrorism division, called the nation's 361 ports a "key vulnerability," AP said. Bald was speaking to the Senate Judiciary subcommittee on terrorism, technology and homeland security.

Also at the hearing, Robert Jacksta, executive director of border security and facilitation for the Customs Service, said 5.4% of cargo containers entering the nation's ports in the 2003 fiscal year were inspected.

And Rear Admiral Larry Hereth said the Coast Guard is still assessing how many ships, ports, ferry terminals and fuel–chemical tank farms failed to meet a Dec. 31 deadline for submitting security plans, AP reported.

(SOURCE: *Transport Topics*)

In Brief ..

Only about 20% of approximately 5,000 ports and facilities required to file security plans with the U.S. Coast Guard by Dec. 31 made that deadline, say Coast Guard officials. Shipping lines failed to file security plans for about half the 10,000 vessels covered by the Maritime Transportation Security Act of 2002. Shipping lines and port facilities that haven't filed security plans face potential fines of up to \$25,000 per violation. After July 1, the Coast Guard could have their ships or terminals shut down.



Government and industry must work together to create standards for electronic container seals to make them widely used, according to a report by Marad's Cargo Handling Cooperative Program, which last year tested different brands of e-seals. The report describes e-seals as a "maturing technology" that draws on similar applications outside the maritime field. Among the standards that should be established are the frequency of the radio channel that the seals use; the communication protocol; design of the receiving device; and location of the seal transmitter on a container.

Small changes can yield large differences in port security, according to an assessment of ports in Europe and Asia. The study, conducted by Volpe National Transportation Systems Center of Cambridge, Mass., and the Department of Transportation, found that adequate lighting of cargo terminals is a common best practice, but to be effective, lights have to be placed so they cast no shadows. Terminals may have adequate terminal fencing, but if containers are parked too close to them, thieves can use them to hop the fence. Other recommendations: minimize wait times for drivers delivering or picking up containers; keep terminals clean and free of trash; and use tamper-resistant wrapping or covers to protect cargo on pallets.



Air-Cargo Carriers Benefit From Wars in Iraq, Afghanistan

The Pentagon paid air-cargo carriers and commercial airlines about \$2.4 billion to haul troops and equipment to Iraq and Afghanistan in fiscal 2003, the *Wall Street Journal* reported recently.

The biggest beneficiary of the Pentagon program was Indianapolis-based ATA Airlines, owned by ATA Holdings Corp., the article said. None of the commercial carriers was permitted to fly into war zones. Currently German Deutsche Post AG's DHL Worldwide Express air-cargo carrier flies into Baghdad, but its planes carry only supplies for civilian contractors and relief organizations operating inside Iraq, the *Journal* said.

— SOURCE: *Transport Topics*

E-tickets Now the Rule

Bottom Line Personal reports that almost all airline tickets sold today are E-tickets. If you insist on a paper ticket, you will have to pay extra (\$20 is typical). E-tickets are as good as paper tickets on domestic flights and flights to other nations where phone, electrical and computer systems are unlikely to fail. For international flights with numerous connections that may have to be changed at short notice, you will have to get printouts of your E-tickets for proof. This can be time-consuming. If you don't want to spend the money for a paper ticket that will confirm your claim in case you have a problem, carry a printed itinerary from your travel agent. If you didn't book through a travel agent, print out the confirmation page from the airline's Website.

Fighting Bugs in Flight

Travelers often complain of illness, particularly head colds, in the days following a flight. Although a plane's poor air quality often is blamed for the sniffles, the closeness of fellow flyers might be the real culprit.

A July 2003 report by the Center for the Advancement of Health (www.cfah.org) reveals that germs are passed more easily in a confined space; also, the stress of travel undermines passengers' resistance and makes them more susceptible to viruses.

Simply staying calm on board might be one secret to avoiding illness. Other tactics include:

- Drinking lots of water and limiting alcohol, which can be dehydrating.
- Taking frequent walks during the flights to prevent potentially lethal blood clots.
- Washing hands regularly to help you avoid germs on sinks and other surfaces.
- Eating well and getting enough rest during the trip to keep up resistance and help your body battle germs.

— SOURCE: *Terence Baker*

U.S. Moves to Implement Airline Background Checks

Homeland Security Undersecretary Asa Hutchinson said a government plan to check all airline passengers' backgrounds before they board a plane could be implemented by this summer, the Associated Press reported.

Because a passenger planes can also load on cargo that is transferred on the ground by trucks, changes in airport security could affect the way those trucks do business.

Hutchinson told AP the testing of the Computer-Assisted Passenger Prescreening System should begin this spring.

CAPPS II would screen all passengers by checking that information against commercial and government databases. Each passenger would be given one of three color-coded ratings. Suspected terrorists or violent criminals would be designated "red" and forbidden to fly.

— SOURCE: *Transport Topics*

Don't blindly accept what anyone tells you. This mistake is made too easily today, especially with e-mail being a favorite way to communicate. Remember: If it doesn't make sense or it's too good to be true, it probably isn't true.



It's Never Too Early ...

The HHGFAA Annual Meeting is the ONE industry gathering you can't afford to miss!

So don't wait — mark your calendar **now**, and budget for your exhibit at HHGFAA's 42nd Annual Meeting:

Where: San Diego, California

When: Oct. 13-16, 2004

Convention packets will be mailed to all HHGFAA members this spring, so watch your mail for details about what promises to be one of our most exciting Annual Meetings ever!



It's kind of fun to do the impossible.

— *Walt Disney*



Believe in the possibility of the impossible.



I want to make a difference with people who want to make a difference doing something that makes a difference.

— *John Maxwell*



The 4 Rules of Marketing: Do a good job. Do a good job. Do a good job. Tell people about it.

— *Cliff Williamson,
Transpack Argentina, S.R.L.*



US-Europe Pact Near

By Ken Cottrill

The European Union and the United States are close to a container security agreement that would replace the current patchwork of pacts between the United States and EU countries, eliminating at least one source of transatlantic friction. As a result, customs organizations will have a greater role in managing security at the EU's external borders.

Europeans will get a "24-hour rule" of their own. The EU's administrative branch, the European Commission, wants cargo information to be provided to EU customs officials 24 hours before a shipment arrives at an EU port. By contrast, the US 24-hour rule requires advance cargo information 24 hours before loading in the country of export.

Officials said that customs controls across the EU will be based on common risk criteria for the selection of goods. Customs agencies will be more efficient and less intrusive, thanks to the increased use of container scanners and radiation detection equipment, he said.

The agreement now must be adopted formally by the Council of European Union, the organization's main decision-making body.

The agreement is designed to integrate security checks into normal customs controls for exported goods, and to ensure the security of containers from all locations that are imported into, transshipped through, or transit the EU and the United States.

The US-EU agreement will prevent different treatment of member states and trade diversion within Europe, according to Frits Bolstein, European commissioner for taxation and customs. This is important as EU expansion into Eastern Europe draws closer, raising the number of customs administrations from its current 15 to 25. Officials want to avoid creating discrimination between ports and airports.

The pact also will establish a working group on the technical work needed. The group will examine areas including the identification of best practices for security controls in international trade and standards for screening high-risk shipments. Also on the agenda are industry partnerships that develop programs to improve supply-chain security.

(This article was adapted from an item that appeared in Traffic World.)

In Brief ...

The names of Columbus Line and Crowley American Transport are being replaced by the name of their parent company, Hamburg Sud. Hamburg Sud's Brazilian-flag carrier, Alianca, will retain its own name. Hamburg Sud acquired the Crowley American Transport name when it bought the line's South American services from Crowley Maritime Corp. in 2000. Crowley Maritime retained its Central American and Caribbean services and operates them as Crowley Liner Services.

Avoiding the Hidden Dangers of E-mail

By Joseph D. Grandinetti, Jr.

First there was voice mail, a tool designed to increase productivity by catching calls that otherwise would be missed. No longer would any part of the caller's message be "lost in translation" because the note-taker left out crucial information. These days, though, allowing all calls to go to voice mail has become standard operating procedure for many workers. They use voice mail to screen calls or to avoid answering the phone.

Now, there is e-mail, an electronic tool also designed to increase productivity and improve communication among businesses and their employees. E-mail, too, has become overused and abused. What happened?

A 2003 study of 1,100 US companies conducted by the American Management Association, the ePolicy Institute, and Cleatswift revealed that the average employee spends about 25% of the workday dealing with e-mail. A full 8% spend more than 4 hours per day — 50% of the standard 8-hour workday — involved in some kind of e-mail activity.

As a result of all that e-mail, productivity is undermined by computer viruses, e-mail-related lawsuits, and costs of producing e-mail from archives as a result of lawsuits and regulatory requirements.

Courts are increasingly holding attorneys responsible for their clients' inability to produce requested e-mails, especially when the attorney knows the client does not have a document retention policy and fails to advise the client to implement one.

The survey found that only 34% of participating companies had e-mail retention and destruction policies. Every business that provides e-mail access to its employees should meet the following basic requirements:

- The business must have a written e-mail and electronic document policy.
- The policy must be communicated to employees, who must understand the danger to themselves and the business from misuse of electronic communications.
- The policy must be enforced. E-mail and electronic communications should be monitored, and there must be a penalty for policy violations.
- Employees must be advised that their e-mail accounts and all that flows through them belong to the employer. There should be no assumption of privacy, and e-mail is best limited to essential business matters.
- There must be a system for retention and destruction that is consistent with the document retention policy of the company. Users must be trained in all of these policies.

In addition, consider limiting e-mail and Internet access to employees whose duties require such access. No other business asset is so widely and routinely provided to employees for their personal use.

The author is founder of Technology Counselor. For more information, visit www.TechnologyCounselor.com or e-mail TechnologyCounselor@cox.net

What You Need to Know About Employee Monitoring

What are some common mistakes of deploying an employee-monitoring system? What are the components of a successful plan?

The biggest mistake is not creating and communicating a policy on employee monitoring. Micromanagement and monitoring of every single thing that employees do is not good either. It is a good idea to enable monitoring — if it makes good business sense (and it usually does) — to block off-color Websites and keywords in e-mails, and filter for critical intellectual property keywords in Web and e-mail use.

Nobody has time to monitor employees full time. Put it in place and use it as needed, when misuse is suspected or when an alert is sounded. Also, enable logging before an incident occurs so that you can show that employee monitoring logging was taking place as a normal business practice, which can help in court later.

The bottom line: Create the policies, and use technology to enforce them. Employee monitoring is very much a security issue, when you consider intellectual property losses. It is absolutely required if you want to get a true perspective on what is entering and leaving the corporate network.

— SOURCE: searchsecurity.com

Saving Time and Money with Technology

Check out how much your company is using simple technology — faxes, e-mail and voice mail — to save time, work and money.

Consider the pizza parlors and sushi restaurants that take orders on fax machines or the bookstore that lets you e-mail your orders. The point is that technology saves time, reduces human error and eliminates the need for someone to take orders over the phone.

One large wholesale parts company takes customer orders by voice mail 24 hours a day. Since there's no operator, the company can fill orders cheaper and faster than its competitors and delivery trucks roll out first thing in the morning. Faxes and e-mails can also be efficient because time isn't wasted on social greetings, small talk and waiting to be connected.

— SOURCE: Langan Associates, CPAs

More Tips to Save Time and Money

1. Use e-mail or your fax machine instead of direct mail whenever practical. You won't have to worry about mail delays and you'll save the cost of a postage stamp and envelope. And, of course, long distance e-mailing costs you nothing.
2. Fax or e-mail bills to your customers.
3. Fax or e-mail draft bills for pre-approval before mailing.
4. Use your fax machine for other activities, including credit approvals and supply ordering.
5. Fax long distance and overseas at night. This results in significant savings on phone bills and helps overcome problems caused by time differences.

— SOURCE: Langan Associates, CPAs

Useful Websites

Better Online Look-ups. Although you can find lots of information online, it's not easy to sift through the millions of Websites out there and find the exact one you need. That's why a site like Search The Web More Efficiently: Tips, Techniques, and Strategies is so valuable. This site tells you in simple, clear language what you can do to have better success with your searches by choosing the right search engine, picking the right search terms, checking your results, evaluating sites for reliability, and much more. The address of this site is <http://www.web-design-in-new-york.com/search-the-web.html>



Presentation Pointers. If your to-do list includes developing a presentation for an upcoming seminar or conference, check out www.presentations.com. This site offers a great deal of information on everything from creating audiovisuals to equipment innovations to tips on delivery strategies. You can also subscribe to a free e-mail newsletter.



Official Time. Check out www.Time.gov, an easy-to-use public service provided by the two time agencies of the United States: the National Institute of Standards and Technology, and its military counterpart, the U.S. Naval Observatory. It also provides links to other interesting Websites concerning time.



Acronyms and Abbreviations. Stands4.com is a convenient, online source for thousands of acronyms and abbreviations that are organized by a large variety of categories that vary from the medical profession and chemistry, to airport codes and legal terms.

Better service is your only assurance that you will have a place in the market.

— Cliff Williamson, Transpack Argentina, S.R.L.



British Scientists Say Cell Phones Appear to Be Safe

British scientists said recently that cell phones appear to be safe and do not cause cancer, Reuters reported.

However, the independent advisory group of scientists at Britain's National Radiological Protection Board said the phones have only been in widespread use for a relatively short time and further studies are needed.

Cell phones are a popular way for truckers to stay in touch with their families and dispatchers while on the road.

The report is the first report released in Britain since a study in 2000 also found no clear evidence of harm.

E-notes

U.S. organizations used more money, time, and technology for employee training in 2002, according to the new American Society for Training & Development's (ASTD) 2003 State of the Industry Report. "It's clear that these organizations understand that the key to sustaining a competitive advantage is a knowledgeable, highly skilled workforce," says Brenda Sugrue, ASTD director of research and author of the report. Organizations increased their per-employee training expenditure to an average \$826 in 2002, and training delivered via e-learning increased 5% to 15.4%.

Which employees got the most training money? Customer service employees.



Only 10% of the world's population is online, while 90% of those online are from developed countries, and a third of those are from the United States. Still the United States is falling behind Japan with respect to mobile Web access, and South Korea is the leader in broadband connections.

There is no limit to what you can achieve if your will to win is stronger than your fear of losing.



Growth comes when you stretch beyond your comfort zone.

— *Author Unknown*



Competition: Not Necessarily the Enemy

Healthy competition is a good thing. It is normal, good-natured, and concentrated on offering the best value to consumers. But it becomes unhealthy when it is excessive and mean-spirited.

Indeed, your toughest competitors can actually be positive assets to your company. After all, tough competitors are the businesses that stand behind their products and services, charge a fair price, and enhance the reputation of your industry.

In many industries, businesses select a particular market segment or take on a specialty. Such companies can benefit from strategic partnerships with other businesses, allowing them to target a broader base without having to bear the full marketing cost. By promoting your industry, region, or companies as a group, you can improve the image of your group as a whole, and increase sales for all.

You should study and learn from your competitors' marketing techniques. What types of products do they offer that you don't? How do their prices compare? What types of advertising and promotions do they use? You can learn about what works and what doesn't by tracking your competitors' successes and failures, such as advertising campaigns that yield poor results. By forming business alliances, you can not only learn more about your industry and different marketing techniques, you can also reach more customers, gain more business through referrals, and possibly fill a gap in your company's abilities.

Actions Speak Louder Than Words

It doesn't matter how often you tell your sales team you believe in them if your body language doesn't match your words. Here are some examples:

- Meeting across a desk or table. By sitting across from one another, you're in a negotiation position. Try sitting side-by-side or at a round table instead.
- Failing to give your full attention. Whether you are one-on-one or talking over the phone, it's obvious when someone isn't paying attention to you or the conversation. If you are doing other things during a talk with an employee, don't be surprised if she feels as if her time isn't important.
- Passing your stress on to the employee. Sometimes when managers feel pressured, they begin to motivate through fear. One's tone of voice, the words that are used, and even one's posture can convey tensions to employees, which can cause them to act defensively. Do your best to leave your own problems at the door and concentrate on the issue at hand.

Leave Messages That Get Returned

Voice mail is a great tool for leaving messages, but it can be discouraging when your calls aren't returned. Here are some tips on how to leave messages that get returned:

- **Be brief and to the point.** Your message is probably one of many, so get to the point immediately by identifying yourself and your reason for calling.
- **Put the call into context.** You may need to remind listeners exactly who you are and why they should know who you are.
- **Give the listener a reason to reply.** Everyone wants to know "What's in it for me?" So provide the listener with an answer to that question.
- **Time-stamp your message.** Let the person know the day and time you called, and more important, a good time to call you back.
- **Explain the consequences of not calling back.** For example, leave a message saying you assume your scheduled meeting is still on unless you receive a callback.
- **Leave your return information.** Not everyone has caller ID, so be sure to say your numbers slowly and clearly.

Do You Want More Voice Mails Returned?

Remember to speak slowly when leaving your callback number and/or repeat the number again at the end of your message. Most people can't write the number down as fast as you are saying it.



A Way with Words

If you deal directly with prospects and customers, it is important to pay attention to what you are saying. Here are some things to watch out for:

- Eliminate unnecessary noises, such as “um,” “ah,” and “uh.” Sometimes these are used to fill an awkward silence. The first step is to become comfortable with silence, and resume talking only when your thoughts are gathered.
- Avoid passive words that make you appear less than sure of your ideas (such as “kind of,” “sort of,” “maybe,” etc.).
- Don’t bully for support. Phrases such as “You know what I mean?” pressure people to agree with poorly explained ideas.
- Don’t use teenage slang (words such as “cool” and “awesome”).
- Avoid absolutes. Try using words like “often” and “rarely” instead of “always” and “never.”
- Get your point across immediately. Avoid using words such as “basically,” or “my point is.” You are wasting everyone’s time when you beat around the bush.
- Resist the temptation to agree nonstop, such as by saying “Mm-hm” or nodding your head. It is distracting and actually may give the impression you are NOT listening to the speaker.

Business-Planning Basics

Decide what sales volume you need based on your annual income goal and your estimate of what percentage of sales will turn into actual sales. The easiest way to determine your conversion rate: Track your lead or prospecting calls daily, weekly, monthly or even annually to arrive at an accurate percentage of how many convert to sales. Then calculate what your volume goals require you to do every day. For example: If you need one sale a day to meet your goals and your percentage of success is 25%, you must handle four leads or make four prospecting calls a day.

IEA Director Says Oil Prices May Rise

Claude Mandil, executive director of the International Energy Agency, says that crude oil prices may rise this winter because of low inventories and supply restraint by the OPEC oil cartel.

Crude oil prices in the United States recorded the highest annual average in two decades in 2003. The IEA is an adviser to 26 oil-consuming countries.

OPEC this week declined to implement an accord that calls for the group to increase supply if prices remain above \$28 for 20 straight trading days.

— *SOURCE: Transport Topics*

Roadway Offers Alaska Services

Roadway Express, Inc. has been in the Alaska market for over two decades, and operates from Tacoma, Washington, twice weekly to the port of Anchorage.

The company utilizes roll-on/roll-off vessels and 28-foot trailers. The ships move direct to Alaska, with a transit time of 3 days to Anchorage. Additional markets served through the port include Fairbanks, the Kenai peninsula, Dutch Harbor and all military bases, but Roadway can serve almost any point in the state. Service features include a single invoice, tracking via the website, proof of delivery and local service.

Diamonds are only lumps of coal that stuck to their jobs.

— *B. C. Forbes*



A look at the people and events shaping HHGFAA member companies



Laporta

APPOINTMENTS

In June, **Sebastián Laporta** arrived in Chile and joined **Ward Van Lines** to gain experience in various areas of the company. His father, Jorge Laporta, Ward's managing director, is well known to the industry as the long-time owner of World Shipping & Storage in Lima, Peru.

In 1986, Sebastián went to live and study in Uruguay, where he earned a degree in Business Administration and worked for Johnson & Johnson for almost 3 years, developing logistics and operations strategies.

Website: www.wardvanlines.com



The UK company **Doree Bonner** recently announced two appointments.

Paul Perry has been named branch manager for the Bath branch. Perry has a solid background in the international removals industry. His experience includes over 10 years as a branch manager for Pickfords, and, most recently, 5 years as general manager of The International Moving Company's Cirencester branch, Loveday & Loveday.

The company also announced the appointment of a new general manager for the Midlands area. **Andy Oates** brings to the position a solid background in the international removals industry, which includes 20 years of service in the Midlands area. He served for 3 years as a branch manager with Pickfords at their Derby and Leicester branches, and, most recently, 5 years as Midlands general manager for The International Moving Company, based in Loughborough. In 1987 he was recognized by Pickfords as the Young Manager of the Year.

EXPANSIONS

Doree Bonner International

Doree Bonner International has expanded its removals and storage business with the acquisition of A & W Levett Nottingham. The company plans to relocate the existing business to new offices and a purpose-built palletized container center in the near future.

A & W Levett Nottingham was launched in 1959, and its owner, Mr. Levett, will continue to work with Doree Bonner on a consultancy basis in order to help continue to grow the already successful business.

Doree Bonner also has opened a new sales office in Edinburgh and is currently searching for premises for a fully operational branch, which is expected to open in spring 2004 and follows the success the company had in its first year in Glasgow, under the direction of General Manager Colin McGregor.

Doree Bonner International has employed three new staff members to run the Edinburgh operation. Simon Swales has been named branch manager, Colin Fields will serve as sales manager, and Karen Rafferty is office manager.

Website: doreebonner.co.uk



Move One

With a land mass that covers 6.6 million square miles and stretches from the White Sea in the East to the Pacific Ocean in the West, the facts of Russian geography are mind-boggling to say the least. The sheer size of Russia is enough to make most moving companies balk at the thought of providing country-wide moving services, to say nothing of Russia's less-than-ideal transportation infrastructure.

However, international moving and relocation companies **Move One** and the Expat Relocation Center (ERC)

have never been the sort to turn their backs on a good challenge. During 2003, the companies celebrated the 10-year anniversary of their joint operations in Russia with the opening of a newly renovated Russia headquarters located in downtown Moscow, a stone's throw away from Red Square. John Heisler, a veteran Move One employee with extensive experience in CIS markets, is currently based in Moscow to oversee the expansion of operations.

The expansion of services is being carried out at a time when demand for relocation services is on the increase, particularly in the Moscow and St. Petersburg markets. Indeed, with the Russian economy continuing to strengthen, international corporations are making a return to the country's business centers. The expansion of services will allow Move One and ERC to better serve a fast-growing customer base.

The recent expansion is further proof of the Move One-ERC commitment to CIS markets. It's a commitment that dates back a decade. In 1993, Move One's sister-company, AES Cargo, began providing premium freight forwarding services in Russia. Since then Move One and ERC have expanded their services throughout the CIS and Central Asia with regional offices in Ukraine, Afghanistan, Tajikistan, Uzbekistan, Kyrgyzstan, and Kazakhstan. If you have any questions about Move One or ERC services in Russia or the rest of the CIS contact John Heisler at john.heisler@moveone.info.

Orphee Beinoglou Expands

Orphee Beinoglou has just completed the second phase of its new warehouse complex.

An 8,000-square-meter state-of-the-art new warehouse was added to the site, making the total coverage of this site 18,000 square meters.

The added building has 8,000m² of warehousing and inside the warehouse there is 700m² of office space.

The warehouse is equipped with state-of-the-art security standards, closed-circuit television (16 cameras), and a fire protection alarm system. It has 14 loading bases and on the ground floor there is a carpenter's shop used for household goods repairs and crating.

The construction is steel frame panels, and this particular warehouse is widely used for logistics.

The warehouse, representing an investment of EUR 3 million, is situated 50 km. from the heart of Athens.



Winning is not a sometime thing; it's an all-time thing. You don't win once in a while, you don't do things right once in a while, you do them right all the time. Winning is a habit. Unfortunately, so is losing.

— *Vince Lombardi, legendary football coach*



Practice doesn't make perfect, perfect practice makes perfect.

Africa Target for Growth in Removals Market

African destinations are taking an increasingly significant share of the international removals industry, as economic and political development gathers pace. Already, the movement of personal belongings of employees of government and major private business on the move to and from African states is rivaling that of the United States and Europe.

So far this year, import tonnage of personal belongings from African states transported by AGS Frasers International has increased by 60% over 2002 — from 250,000 tons to 400,000 tons — by far the highest of any other destinations.

“For the first time, Africa now leads all other countries in import tonnage, having overtaken Europe and the United States,” said Kim Becker, general manager of AGS Frasers International. “In fact, in percentage terms every international sector has lost ground to African states, which are obviously engaging in much more intensive commercial and political ties with South Africa.”

Africa currently accounts for 22% of the company’s import tonnage, having this year overtaken Europe (21%), which has traditionally held the lion’s share of the business, the US (17%) and the UK (12%).

The figures are an indicator of the movement of people, usually employees of international companies and diplomatic corps on transfer. AGS Frasers holds the blue-chip contract to move the personal belongings of all South African government diplomatic staff taking up new assignments abroad and returning to South Africa.

Statistics recording the exporting of personal effects from South Africa to overseas destinations also indicate a similar trend, with African destinations taking an increasing share of the destinations map. While outbound movements so far this year to Australia, New Zealand, the UK, and the United States are proportionately down on last year, removals to African states are so far ahead by 50% over 2002, said Becker.

Albert Employees Play and Learn

Employees of Albert Moving and Storage in Wichita Falls, Tex., learned how Customers Experiences Exceed their Expectations at their annual QIC Day. QIC (pronounced “quick”) stands for Quality Is Contagious, a quality improvement program Albert started in 1992.

The purpose of the day was to underscore that as employees strive for Albert’s purpose of “Customers for Life,” their customers’ experiences must exceed their expectations. Throughout the workshop there were several table discussions related to meeting and exceeding customer expectations.

At another workshop, Albert employees gained some perspective on change by watching a video, “Who Moved My Cheese?” and discussing the dynamics of change and means of adapting to it.

On yet another occasion, the company held an employee appreciation day carnival to celebrate employees’ dedication and hard work for the company. The carnival consisted of games that related to the moving industry (e.g., The Midway Forklift Setup, Guess the Box Weight, Dolly Relay, etc.). Prizes were awarded for first-, second-, and third-place finishes. Music played as employees enjoyed popcorn and soda while watching the events.



Albert employees attend workshop, “Thinking about Change.”



Brandi Little receives a brown bear for first place in an event at Albert’s Employee Appreciation Day Carnival



Cody Newton, Chris Conley and Aaron Adams at a table discussion.

A Courageous Asian Tiger

Matt King, sales and marketing manager of Asian Tigers-Transpo Vietnam (Ho Chi Minh City office), was honored in October for heroism at a ceremony hosted by the Peoples Committee of Ho Chi Minh City. He was presented the prestigious Certificate of Merit in recognition of his valor on Dec. 12, 2002.

On that date, King was returning from a survey when he noticed smoke billowing from the windows and roof of the International Trade Center Building in Ho Chi Minh City. Throwing caution to the winds, he rushed to lend assistance and was instrumental in helping to evacuate many people from the fire-ravaged building. Sadly, 67 people, including two expatriates, died, and many more were injured in the inferno.



Matt King

Teaming Up for a Great Move

Local removals and storage firm Dymocks International, the Bedfordshire branch of the Doree Bonner International Group, is to appear on the Channel 4 program “Relocation Relocation,” featuring a successful customer move from Milton Keynes to Pembrokeshire.

The program offers expert opinion on selecting the perfect property and security the deal, and Dymocks was deemed the prime choice of removal companies to do the move. Dr. Steve Allum, who was moving from Tattenhoe, Milton Keynes, to Pembrokeshire, Wales, was delighted with the level of professionalism and service that Dymocks provided.

“Everything arrived in perfect condition and on schedule,” Allum reported, “and the team even managed to smile for the camera at 8:30 in the morning! I have already recommended Doree Bonner to a friend who is moving at the end of January and will definitely continue to do so in the future.”

Doree Bonner Managing Director Geoff Watson noted, “We are thrilled we have another satisfied customer to add to an impressive — and ever-expanding — list.

Website: doreebonner.co.uk

Move One Assists with Demobilization of Singapore Police Force in Iraq

While much of the media attention on the international presence in Iraq has focused on the efforts of American and British troops, other coalition members are playing important roles in the stabilization of that country. One of the more unique contributions has come from the Singapore Police Force (SPF) which sent a contingent of 30 officers to assist with the training of Baghdad’s new police units. Based in Baghdad over a period of three months, members of the SPF undertook the training of some 1,500 local Iraqi officers, covering such basic policing skills as carrying out patrols and guarding key installations.

When the mission was completed in the fall of 2003, Move One handled a job that was truly out of the ordinary — the demobilization of the SPF! From its Baghdad office, Move One packed up and shipped out the personal effects and equipment of the SPF contingent. It’s not the first time that Move One has assisted with the demobilization of a police or army force. From Canadian peacekeepers in Kosovo to anti-terrorism training units in Georgia, Move One has been involved with similar operations the world over.

Despite these past endeavors, the SPF officers were nonetheless reportedly surprised that a moving company was even operating in Baghdad. It’s not an altogether uncommon reaction... After all, Move One is not your ordinary mover.

Never give up; always find a solution of some kind.



Become part of the solution, not part of the problem



Remember that a lone amateur built the Ark. A large group of professionals built the Titanic.

— Dave Barry



IN MEMORIAM

Tom Cartwright

Tom Cartwright, for over three decades a leader in the household goods moving industry, passed away Dec. 23, 2003, at age 63 following a courageous battle with cancer.

Born Oct. 31, 1940, in Kansas City, Mo., Mr. Cartwright attended high school there and excelled in football. He then attended the University of Missouri, where he majored in history and business and was a member of Sigma Chi fraternity.

Upon graduating from college he began his career as a family member of Cartwright Van Lines. As vice president of the company he was involved in all facets of the business.

Mr. Cartwright launched American World Forwarders in 1979, serving as president until his death. He was an active member of HHGFAA and a past member of the Executive Committee; he chaired the Claims Committee and served on various other committees. Mr. Cartwright loved the forwarding business, including the many friends and acquaintances he made through his travels and daily life.

An avid golfer, Mr. Cartwright was a past board member and officer of Blue Hills Country Club in Kansas City. He was an active fundraiser for the American Heart Association, and a member of the Jackson County Bicentennial Board.

Tom Cartwright is survived by his wife, Judy; three sisters, Colleen, Vivian, and Corrine; a brother, Mike; daughters Leslie and Megan; stepdaughter Tracey; and three grandchildren.

Below is a tribute to Mr. Cartwright that was delivered in a eulogy presented by a family member at the funeral services held on Dec. 27.



Tribute to Tom Cartwright

I stand here before you as just one of the many people Tom Cartwright has touched over his lifespan. If you knew Tom, then you would know that was a lot of people. Tom had more friends than any single person I have ever known. Not just school, local and work friends but dear friends from around the world. He was loved in Germany, looked up to as a father in Iceland and considered a brother in Italy.

If you knew Tom then you could not help but to be touched by him, because to know Tom is to know an intelligent and courageous man. Tom knew and loved his history, his fine wine and fine dining, his movies, actors and actresses. He was self-taught in foreign language and of course golf, which he loved beyond the days he could no longer play.

Tom took risks and took on challenges, face to the fire. Upon learning of his illness he never once said, "Why me?" but instead said, and I quote, "I have always been a realist and it is what it is. I just want to know how much time I have."

To know Tom is to know a courteous man with a huge heart. Tom always made it a point to know as much as possible about a friend or a colleague's family, to know their wife or children's names and hobbies. He took an interest in them and even tried to be an influence. In a crowded room he was always looking to offer a seat to the first lady he could find having to stand and would not take no as an answer.

To know Tom is to know a competitor; winning was everything and losing was not an option. However, in the face of defeat he was the most gracious of gentlemen and complimented his fellow competitor.

To know Tom is to know a leader. According to Tom, he stood 5'4" (I think most of us knew better), but to his friends and peers he stood as a giant. His personal characteristics were not only relished but many of us would try to emulate them.

I would like to think as I continue down the Lord's path that the characteristics I may carry forward will not necessary be the many lessons on my career choice, but the lessons I learned from him on *life*. Tom lived life to its fullest and felt it should never be taken for granted. The love and dedication to family, which with Tom took second to none. And the values of true friendship, because to me the best way to identify him is, "To know Tom is to know a true friend." ■



IN MEMORIAM

Wolfgang Bensch

Wolfgang Bensch, an industry veteran known by colleagues around the world, died of cancer on Jan. 7.

Born in Döhlen, Germany, on June 3, 1944, he grew up near Berlin in the former East Germany. In 1953, his family fled East Germany and soon found their way to Frankfurt and other German cities. He attended school in Stuttgart, where he completed a business-oriented apprenticeship.

In 1963, Mr. Bensch joined the Germany army. During his military service he met his first wife, Angelika, whom he married in 1966; their son Ingo was born in 1967. After his service he joined the Munich agency of North American Van Lines, a move that would shape his life and become the foundation of many friendships.

In 1977, the Bensch family moved to Fort Wayne, Ind., where Wolfgang worked his way through North American's international division and eventually became its vice president. He traveled widely during his tenure there. He and his family went back to Europe regularly, and domestic trips allowed them to explore their new home country firsthand.

During one of his business trips, Mr. Wolfgang met Maral, a Turkish-born woman who became his second wife, and in 1989 he joined her and her two young daughters in Sydney, Australia. In 1994 he and Maral started their own freight forwarding business. Two years later, Wolfgang joined Lane Moving and Storage while Maral continued to run the family business.

The couple left Sydney in 2000 to settle in Chicago, where Mr. Bensch pursued his dream of becoming a U.S. citizen. After being diagnosed with advanced stage cancer last August, the process was expedited and Mr. Bensch received his U.S. citizenship on Oct. 22, 2003.

HONORS AND AWARDS

Interstate Worldwide Relocation, Springfield, Va., recently announced its October, November, and December Employees of the Month.

October honorees were as follows:

Springfield facility: **Preston Charles**, Mover of the Month; **William Edge**, Helper of the Month; **Maggie Sheppard**, Packer of the Month; **Lynn Johnson**, Administrative Employee of the Month.

Dulles branch: **Tanimu Umaru**, Mover of the Month; **La'Mar Porter**, Helper of the Month; **Lynn Chapman**, Packer of the Month

Landover facility: **Paul Murphy**, Mover of the Month; **Zollie Tabron III**, Helper of the Month; **Heyvette Reeves**, Packer of the Month.

Michael Valentine, a contract driver, was named Driver of the Month for October.

November honorees were as follows:

Springfield facility: **Mike Edwards**, Mover of the Month; **Robert Quansah**, Helper of the Month; **Maggie Sheppard**, Packer of the Month; **Aaron Hodson**, Administrative Employee of the Month.

Ashburn branch: **Tanimu Umaru**, Mover of the Month; **La'Mar Porter**, Helper of the Month; **Claudia Hernandez**, Packer of the Month.

Landover facility: **Russell Taylor Jr.**, Mover of the Month; **Barry Spriggs**, Helper of the Month; **Linda Black**, Packer of the Month.

Lee Caraway, a long-distance driver, was named Driver of the Month for November.

December honorees were as follows:

Springfield facility: **Mike Edwards**, Mover of the Month; **Robert Quansah**, Helper of the Month; **Maggie Sheppard**, Packer of the Month; **Shannon Hall**, Administrative Employee of the Month.

Ashburn facility: **Tanimu Umaru**, Mover of the Month; **Armando Gomez**, Helper of the Month; **Lynn Chapman**, Packer of the Month.

Landover facility: **Timothy Commendo**, Mover of the Month; **Barry Spriggs**, Helper of the Month; **Jaton Davenport**, Packer of the Month; **Sean McCoy**, Warehouseman of the Quarter. **Michael Valentine**, a long-distance driver, was named Driver of the Month.

Honored staff receive a \$35 gift certificate to the Interstate company store.

Travel Guard, Inc. Celebrates Its 30th Anniversary

By Phaedra Nevitt

Travel Guard, Inc. this year marks 30 years of service to the international transportation industry. Started in 1974 to fill a conspicuous gap in coverage provided to shippers under carrier liability, Travel Guard developed and introduced Actual Cash Value coverage under its Travel Guard Program.

Company president and founder Wayne Nevitt recalled, "Back then, carrier liability, which was essentially an open cargo policy, excluded coverage for marring, chipping, scratching and denting of furniture. Short of total loss, what else could happen to furniture while it is being transported?"

Two years later, Travel Guard pioneered the Full Replacement Value coverage option. Full Replacement Value coverage, unlike Actual Cash Value, does not factor depreciation into settlement. This innovation in coverage, meant that in the event of loss or damage, shippers could receive compensation based on an item's replacement value and not its depreciated value.

Originally, Travel Guard sought underwriting for its programs through Lloyds of London. However, because Lloyds is admitted to do business in only two states, Kentucky and Illinois, coverage for intrastate shipments was unavailable.

Subsequently, Travel Guard addressed the intrastate market by signing with American Home Assurance Group, a member of the American International Group (AIG) in 1982. It has continued this partnership to this day.

In addition to the Actual Cash Value and Full Replacement Value contributions to the transit insurance industry, Travel Guard also developed flat-rate coverage for national accounts and relocation companies.

But pioneering new coverage and successfully marketing it to the transportation industry isn't the entire key to Travel Guard's success, as Nevitt points out. "We appreciate and value the support of our loyal customers and friends. This anniversary would not have been possible without their continued trust in our programs and our services."

Travel Guard, Inc. and its partner company, TG International Insurance Brokerage, look forward to continued success and innovation as a leader in providing transit insurance coverage and quality service to the moving industry.

AE Worldwide at 40: No Flash in the Pan!

In 2004, AE Worldwide celebrates its 40th year of service to the relocation industry.

Begun in 1964 by Gordon Graham as a local service company in northern New Jersey, the company started with a handful of service technicians providing basic appliance disconnect and reconnect services. Under the tutelage of Gordon and now his son, company President Todd Graham, AE has expanded over the past four decades to include service coverage worldwide, with a network of over 14,000 service technicians providing a full range of origin and destination services, from appliances to plasma televisions and everything in between.

AE Worldwide is very proud of its length of service and contributions in a demanding and ever-changing industry. Over the years, AE has witnessed and participated in an industry that has matured from self moves to individual corporate transferee packages, to centralization of services through third-party relocation companies representing corporate accounts. Each of these subcultures within the relocation industry required AE, as a provider of specialized services, to be responsive and innovative to the demands of a competitive marketplace.

The sophistication of the industry is evident by viewing the growth experienced by industry groups such as HHGFAA. The complexity of the issues each of the organizations handle include influencing government regulations and compliance, and developing innovative solutions for those managing and supporting global relocation and other work force transitions.

AE Worldwide, throughout its 40 years, has and continues to actively participate with these organizations in shaping the excellent reputation of the relocation industry. The AE staff consists of 98% who are AMSA Certified Moving Consultants with several earning the prestigious ERC Certified Relocation Professional designation. AE also has field technicians who have earned the designation of Certified Relocation Technician, having completed a minimum service level and passing an in-depth AE Worldwide written exam that demonstrates their technical knowledge and understanding of the industry.

AE has a direct influence on the real and perceived value the transferee receives during the relocation process because of its one-on-one interface with the transferee. “AE Worldwide’s success, leadership role and longevity in this industry,” says George Keyes, the company’s vice president for business development, “can be attributed to staying focused on one basic commandment: Sophisticated simplicity.”

In business, words are words, explanations are explanations,
promises are promises, but only performance is reality.

— *Harold S. Geneen*



Be curious about the competition, but don't be preoccupied. If you
must rely on your competitors to set the standard, you will never be
number 1.

— *Cliff Williamson, Transpack Argentina, S.R.L.*



It is not the lack of problems which indicate a professional, but rather the way in
which those problems are resolved.



Public praise/private criticism.

— *Cliff Williamson, Transpack Argentina, S.R.L.*



AGS Frasers Signs Black Empowerment Deal

AGS Frasers International, one of the biggest removal companies operating in Africa, has created a new black empowerment company within the group as part of a stepped-up restructuring strategy. This makes it the first company in its industrial sector to take aboard a black partner, according to a company spokesman.

The joint venture deal — for an undisclosed sum — involves the acquisition of 50% of subsidiary AGS Frasers Aircargo by GIN Holdings, a black-owned diversified investments company.

Operating out of 36 countries on the African continent, AGS Frasers Aircargo's key business focus is providing relocation services to government and quasi-government institutions and businesses. One of its chief clients is the SA Department of Foreign Affairs; AGS Frasers Aircargo recently won the tender to transport personal and household possessions of Foreign Affairs staff on transfer.

The company's blue-chip client portfolio also includes the diplomatic missions of 17 foreign countries, the United Nations, and scores of multinational corporations.

GIN Holdings, a diversified investment holdings company, is owned by two black business entrepreneurs, Nikita Cindi and Ivan Mofokeng.

“AGS Frasers Aircargo is poised to become one of the key vehicles of the African Renaissance and Nepad, through leveraging the extensive AGS Frasers network through Africa and the world,” Cindi said.

In a further empowerment move, AGS Frasers International has outsourced its warehousing and distribution operations to a newly formed company, Advance Logistic Services, which is 30% owned by employees.



Young Professionals

"Leadership Through Innovation"

Alan F. Wohlstetter Scholarship Update

The Alan F. Wohlstetter scholarship is now in place.

- Donations to the scholarship fund would be tax-deductible to the donors.
- The scholarship applications are downloadable off the YP-35 page (www.yp-35.org).
- Several applications have been received to date.

You can make a donation today!

- Send a check made payable to the "Alan F. Wohlstetter Scholarship Fund."
- Checks should be mailed or forwarded to:

Household Goods Forwarders Association of America, Inc.
Attn: Bel Carrington
2320 Mill Road, Suite 102
Alexandria, VA 22314

Donations to The Allan F. Wohlstetter Scholarship Fund received to date

- **Mr. Jack Kagan**, Great American Forwarders (\$500)
*In honor and memory of Ralph Johnson
Former HHGFAA Chairman and Member of the
HHGFAA Executive Committee*
- **Mrs. Joyce Wohlstetter** (\$5,000)
*In honor and memory of Tom Cartwright,
President of American World Forwarders
Former Active Member and past member of
the HHGFAA Executive Committee*
- **Jet Forwarding Inc.** (\$1,000)
- **Axis International** (\$1,000)
- **American Red Ball International** (\$500)

When you're looking for overseas agents, the Online Directory at www.YP-35.org is a great resource. You can send e-mail rate requests right from the website.

CONSIDER RUNNING FOR OFFICE!

Both the YP-35 Chair and YP-35 Vice Chair positions are up for election for the 2004–2006 term. More information will be posted on the website and in *The Portal* in the next few months.

It is up to members of YP-35 to maintain current data on the website. Log in and verify your information; please make sure that your birth date is listed! E-mail heather@orsi.biz if you have difficulty logging on.

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

WELCOME NEW MEMBERS



Georgia Angell
President
Dell Forwarding
HHGFAA Chair

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

Aktieselskabet Move It

Fabriksparken 8B
2600 Glostrup, Denmark
Tel: (45) 702 01566
Fax: (45) 702 01565
E-mail: kontakt@moveit-int.dk
P.O.C: Bo Lysgaard.
Sponsors: ICM Stadsbudan AB, Sweden
Worldwide Movers Tanzania Ltd, Tanzania

Badal and Company

27/1, Kakrail Road, Ground Floor
Dhaka-1000, Bangladesh
Tel: (880) 2 835 0906
Fax: (880) 2 831 6393
E-mail: abadal@bdmail.net
P.O.C: Mr. Amanullah Badal
Sponsors: Zuhail Pack, UAE
Worldwide Movers (Pvt) Ltd, Pakistan

Comtrans Comfort Moebeltransportbetriebe Gmbh

Justus-von-Liebig Str. 7
53121 Bonn, Germany
Tel: (49) 228 96960 41 • Fax: (49) 228 9696069
E-mail: overseas@comtrans.de
P.O.C: Stephan Strauss
Sponsors: DGM Vernon Grauer, Switzerland
Carl Hartmann, Germany

Comtrans International, L.L.C.

400 Commerce Drive
Upper Marlboro, MD 20774
Tel: (703) 497-2805
Fax: (703) 497-4040
Toll-free: (866) 826-4829
E-mail: info@compas-movers.com
P.O.C: Andreas Schaarschuch

Crown Moving Co. Inc.

PO Box 58786
Seattle, WA 98138
Tel: (206) 336-2525
Fax: (206) 336-2515
Toll-free: (800) 824-7769
E-mail: screek@crownmoving.com
P.O.C: Scott M. Creek
Sponsors: World Wide Movers of Washington, WA
Rainier Overseas Movers, Inc., WA

Dolphin Express Inc.

141 Lanza Ave, Building 29N
Garfield, NJ 07026
Tel: (973) 253-3800
Fax: (973) 253-3801
Toll-free: (877) 430-1300
P.O.C: Shiraz Ran
Sponsors: Southern Winds International, CA
European Van Lines, England

Eagle Shipping (A.M.Y.) Ltd.,

2 Hadar Str.
Herzliya 46326, Israel
Tel: (972) 9 951 4555
Fax: (972) 9 951 6444
USA Tel: (954) 681-4082
E-mail: info@eagle-shipping.co.il
P.O.C: Mr. Avi Magen
Sponsors: Global Ocean Freight, FL
Worldwide Moving, Inc., IL

Home Transturk International Movers

33 Ada Yakut 3 Blok D. 3, 81120 Atasehir,
Istanbul, Turkey
Tel: (90) 216 456 3464
Fax: (90) 216 456 3466
E-mail: info@hometransturk.com
P.O.C: Bulent Bulgar
Sponsors: Sancho Orega Int. S.A., Spain
Delta Shipping and Trading Inc., Co., Turkey

International Shippers Association, Inc.

2320 Mill Road, Suite 102
Alexandria, VA 22314
Tel: (703) 684-3780
Fax: (703) 684-3784
E-mail: isagroup@hotmail.com
P.O.C: Mario Rizzo
Sponsors: Gateways International, IL
7M Transport, Inc., TX

Kehrli + Oeler Ltd, Worldwide Movers

Main Building Z
CH-8423 Zuerich-Embraport, Switzerland
Tel: (41) 1 866 32 11
Fax: (41) 1 866 32 12
E-mail: d.fsicher@kehrlioeler.ch
P.O.C: Dominik Fischer

Mackie Moving Systems Corporation

933 Bloor Street West
Oshawa, Ontario L1J 5Y7 Canada
Tel: (905) 728-2400 x 481
Fax: (905) 579-3180
P.O.C: Mr. Michael Argier
Sponsors: Triad International, CT
North American International, IL

Martel Express (Montreal) Inc.

10105, Boul. Henri Bourassa West
Saint-Laurent, Quebec H4S 1A1 Canada
Tel: (514) 331-3311
Toll-free: (800) 642-2862
Fax: (514) 331-0303
P.O.C: Mathieu Valade
Sponsors: Leader Freight Forwarders, UAE
Unigroup Worldwide Canada, Canada

Moving Services LLC

2221 North East 164th Street, Suite 358
North Miami Beach, FL 33160
Tel: (305) 956-5115
Fax: (305) 956-9884
Toll-free: (800) 850-6337
P.O.C: Ms. Sharon Fachler
Sponsors: Euroamerica Group Inc., MD
Rinkens International, CA

Multi Moving Systems

27/13 West Madha Church Road
Royapuram, Chennai 600 013, India
Tel: (91) 4 259 80353
Fax: (91) 4 259 80232
E-mail: multimdl@giasmool.vsnl.net.in
P.O.C: Captain K. Jayadevan and
R.S. Parthibhan
Sponsors: European Relocation Services, France
Packways India, India

NY International Shipping Inc.

Corporate Office
Sketches Designs
227 East 81st Street
New York, NY 10028
Tel: (212) 249-2255
Fax: (212) 249-2234
E-mail: info@nyinternationalshipping.com
P.O.C: Mr. David Mazafi
Sponsors: American Steamship Agency Corp, NJ
Revivim Ltd, Israel

Rudd's Transfer and Storage, Inc.

1763 Seabright Ave
Long Beach, CA 90813
Tel: (562) 436-9709
Toll-free: (800) 642-6391
Fax: (562) 590-8218
E-mail: info@rudds.com
P.O.C: Mr. Peter Marquez
Sponsors: Rocky Mountain Overseas, Inc., CO
Pacific Transfer LLC, HI

Service De Demenagement International Ltd.

TMC, Freeport Zone 6, Mer Rouge
Port Louis, Mauritius
Tel: (230) 206 2638
Fax: (230) 206 2639
E-mail: demenage@intnet.mu
P.O.C: Sooprayen Selvonaden
Sponsors: Alliance Bailly-Bedel Intl, Switzerland
Elliott International, South Africa

WorldEx Inc.

7th Fl Dae-A Bldg 165-5
Dongkyo-Dong, Mapo-Ku
Seoul, Korea
Tel: (82) 2 322 9988
Fax: (82) 2 322 3796
P.O.C: Johnny Kim
Sponsors: Cargo Partners AS, Norway
Transworld Freight Systems, Inc., CA

Walk a mile in another man's moccasins.

— American Indian Axiom (Submitted by Rick Nordquist, Rainier Overseas Inc.)



The customer is not always right, but always has the right to be heard.



Exceptional service is the best sales strategy.



Expect from your suppliers the same quality and level of performance that you expect from yourself.



Bring a problem. Bring your solution.



Grow slow.



If you can't explain it, you don't understand it.

— Cliff Williamson, Transpack Argentina, S.R.L.



METAL SECURITY SEALS FOR SALE

| Members | | Non-Members | |
|----------------|----------|----------------|----------|
| 400 – 10,000 | .08 each | 400 – 10,000 | .12 each |
| 10,400 or more | .07 each | 10,400 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-14 | 45.00 | 60.00 |
| 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**

By Jim Wise
PACE-CAPSTONE



FMC Proposes Amendments

The Federal Maritime Commission (FMC) proposes to amend its regulations governing proof of financial responsibility for ocean transportation intermediaries. The agency wants to allow an optional rider for additional coverage to be filed with a licensed non-vessel-operating common carrier's (NVOCC) proof of financial responsibility for such carriers serving the US ocean-borne trade with the People's Republic of China (PRC). On Jan. 22, 2004, the FMC granted in part and denied in part a petition for rulemaking from an industry group [Petition No. P10-03, Petition of the National Customs Brokers and Forwarders Association of America, Inc. for Rulemaking]. NCBFAA, which represents licensed ocean transportation intermediaries in the United States, petitioned the FMC to change its rules to effectuate concessions made by the PRC in a recently concluded US-China Agreement on Maritime Transport.

The Agreement provides that the PRC will not require US NVOCCs to make a cash deposit in a Chinese bank provided that the NVOCC: (1) is a legal person registered by US authorities; (2) obtains an FMC license as an NVOCC; and (3) provides evidence of financial responsibility in the total amount of RMB 800,000 or US \$96,000. Therefore, it appears that an FMC-licensed NVOCC that voluntarily provides an additional surety bond in the amount of \$21,000, which by its conditions is responsive to potential claims of the Chinese Ministry of Communications (as well as other Chinese agencies) for violations of the RIMT, may register in the PRC without paying the cash deposit otherwise required by Chinese law and regulation.

However, because current FMC regulations do not provide any mechanism for NVOCCs to file proof of such additional financial responsibility with the FMC, the agency proposes to amend its regulations in order to permit licensed NVOCCs to file such additional proof in the form of optional riders to the required NVOCC bond. Comments and requests for meetings to make oral presentations to individual Commissioners must be received by the FMC by Feb. 20, 2004. For more information please contact the Secretary, Federal Maritime Commission, 800 North Capitol Street, NW, Washington, DC 20573-0001 or e-mail secretary@fmc.gov.

NOAA Automates Travel Systems

With about 700 relocations a year, the National Oceanic and Atmospheric Administration (NOAA) set out to save time and money by automating its systems. NOAA, which automated temporary duty travel expense management in 2001, brought relocations online in October 2003. The paperless system, which uses Gelco Travel Manager and some customized software, integrates authorization, tracking, vouchering, approval and disbursement, capturing useful budget data, resulting in verifiable savings of almost \$350,000 a year for the agency. All relocation expenses are handled through the system, which automatically calculates and reports taxes and reimburses employees and vendors through electronic funds transfer.

VA Relocation Services Praised

Congress praised the Veterans Affairs Department for reinventing its relocation home sale program and revamping its household goods program. The result: clearer, more accurate communications with transferring employees; timelier processing of requests; less stress for employees; more consistent understanding and application of policies — and an estimated \$1.5 million in savings in the first year.

VA implemented the program in August 2003 and improved it by centralizing move processing, tracking, and policies on the Web. It trained relocation services coordinators at more than 300 VA locations, and now conducts regular conference calls and e-mail updates. Time spent tracking down details for transferees has been cut in half.

Savings of almost 12% of program costs came from VA's home sale incentive program. With about 400 moves a year through the program, and an average savings of \$17,800 per home sale, those dollars add up.

GSA Studies Federal Moves

For approximately 18,000 people a year who relocate to take federal jobs, travel rules affect every aspect of their moves. The General Services Administration's Federal Travel Regulation details expenses that are covered when moving for a federal job — expenses covering everything from boats, live animals, carpets to piano tuning.

What is missing from the government's one-size-fits-almost-all approach is flexibility, states a GAO memo on Federal relocation policies. Agencies should be able to adapt benefits to their needs. Recruiters could be more effective if they could offer a range of benefits, especially for hard-to-fill positions.

Some agencies paid for more than 10 moves topping \$100,000 each, and several others spend tens of thousands of dollars each on temporary housing in the new job location. It's hard to see how anyone could justify spending that much, said GAO.

Senate Finance Committee Chairman Charles Grassley (R-IA) has said the government should provide reasonable compensation for employer-directed relocation, just as private companies do.

Some agencies don't even know how much they spend moving their people, or how many they move. The federal government as a whole does not track relocation expenses or related data.

Last fall, GSA formed a committee to look at best practices in the private sector. Guidance for agencies could come in late February. It also will examine possible legislative and regulatory changes pertaining to employee relocations, lump-sum relocation payments, spousal benefits related to job search and placement, etc.

Stay tuned for changes in relocation rules and policy.

Air Cargo Dilemma

Although passengers and their baggage are now routinely checked for explosives and weapons before boarding airplanes, those planes might not be as safe as one might think, say some lawmakers. The public would be shocked to find out that when they get on a plane almost half of the cargo on board has never been checked or screened.

Rep. Adam Schiff (D-CA) is sponsoring a bill (H.R.1103) that would require the inspection and screening of all air cargo, on both passenger and cargo-only planes. The Senate already has passed a similar bill (S.165), sponsored by Sens. Kay Bailey Hutchison (R-TX) and Dianne Feinstein (D-CA), that would require screening of air cargo shipped on passenger planes.

Hutchison observed that "As long as the air carriers insist on carrying cargo on passenger planes, we have no choice but to insist on the same level of security for passenger-plane cargo as we provide for passenger-plane luggage."

Every year, US air carriers transport billions of tons of cargo both on passenger planes and all-cargo craft. About 22% of the freight shipped in 2000 was carried on passenger aircraft, according to GAO. Typically, about half the hull of a passenger plane is filled with cargo.

Still, the push for legislative action comes at a time when the Transportation Security Administration is laying off workers and House appropriators are calling for the elimination of 6,000 airport security screening positions over the next 6 months.

A recent bill introduced in the House calls for the Homeland Security Department to set up a screening or inspection system of all cargo shipped on passenger airlines. It would also require that the system's equipment, technology and personnel meet the same criteria set for screening of passenger baggage, and mandate regular inspections of air cargo shipping facilities, a training program for cargo handlers, and fees for shippers to cover the cost of the new system.

The Hutchison and Schiff bills would establish a database of known shippers, mandate inspections of cargo facilities, and direct TSA to work with foreign countries to ensure regular checks at facilities that bring cargo into the United States. They also call for a training program for air cargo handlers and give TSA the power to revoke licenses of questionable shippers.

Hutchison noted that the weakest link in the cargo security chain is the freight forwarders. Regulations are lax and TSA currently lacks the authority to do much about those who repeatedly violate security rules. Hutchison wants to give the TSA the power to revoke shipping privileges in such cases.

In 2002, GAO cited several vulnerabilities in the air cargo system including the security procedures of some air carriers and shippers and the possibility of tampering with cargo after it leaves the shipper. GAO recommended that TSA develop "a comprehensive plan for air cargo security that incorporates risk management, includes a list of security priorities, and sets deadlines for completing the actions."

The Homeland Security Department hopes to complete the plan by the summer. And it is looking into explosive detection systems and considering requiring shippers to provide advance information on cargo before it can be loaded on passenger aircraft.

Breaking Up Bundled Contracts

Nearly half of all federal agencies have failed to provide the White House with information on their efforts to reduce contract bundling, according to administration officials. Contract bundling is the practice of consolidating multiple projects into one mega-deal to streamline the procurement process. Critics say bundling prevents small businesses with limited resources from competing against large companies.

Testifying before the Senate Small Business Committee in December, the administration's procurement policy chiefs said the Commerce, Education, Interior, Justice and State departments, along with the Environmental Protection Agency, General Services Administration, Agency for International Development, and Office of Personnel Management are delinquent in filing reports.

Olympia Snowe (R-Maine) said failure to file the reports, which are part of the administration's effort to boost small business contracting, suggests "some agencies are not taking this seriously." The reports are due to the Office of Management and Budget each quarter. The first reports were due Dec. 31. But even the data OMB has received from agencies is not sufficient to determine whether agencies are really reducing bundling, said David Cooper, head of acquisition and sourcing management at the General Accounting Office. Most of the information is process-oriented, outlining such things as who is filing reports. Cooper suggested that OMB come up with more substantial measures, such as how many contracts were subject to review and what action was taken when an unnecessary consolidation was uncovered.

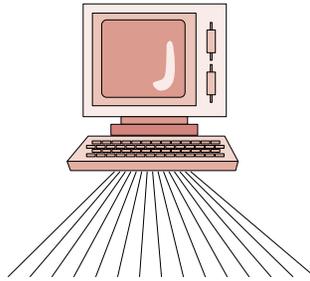
Container Initiative Touted as Incentive for Secure Ports

The Bush Administration believes that its global port security initiative is a good motivator for insecure ports to improve. The US Container Security Initiative requires that US-bound containers of goods be tracked from their points of origin and includes the 20 top ports in the world. Some nations, particularly in the European Union but also in Latin America, have raised concern that the US customs advantages given to shipments traveling through the recognized ports will disadvantage shipments from unrecognized ports.

But Cresencio Arcos, director of international affairs at Homeland Security, argued that the effort will force the other ports to meet the security standards to receive equal treatment. "There is a growing concern in Latin America that they won't be included [in the initiative] fast enough," Arcos said. "We want that motivation. We want to give them the incentive that the quicker you clean up the ports, the sooner you'll receive [certification by the United States]."

Arcos said three Latin American ports are under consideration for inclusion in the initiative: Panama; Santos, Brazil (near the large industrial city of Sao Paolo); and Buenos Aires, Argentina. Although they are the largest ports in Latin America, more than volume is being considered in identifying ports for the initiative, he said. Corruption also is a major factor in the region. Arcos said that half his time is spent on issues related to Mexico and Canada because of the amount of activity there. He came under some criticism from industry representatives who said the change in the balance between security and trade has slowed some trade.

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

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/24hrule.pdf
 7M Transport: 7m-transport.com
 A.Alternativa: a-alternativa.com.br
 ABC/Amega Inc.: abc-amega.com
 Acronym Finder: acronymfinder.com or Stands4.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
 APA Worldwide: apaworldwide.com
 Arrowpak: arrowpak.co.uk
 Asian Tigers: AsianTigersGroup.com
 Bottom Line Secrets: BottomLineSecrets.com
 Brazil Worldmover: brazilmover.com
 Business Etiquette: executiveplanet.com/community
 Careline Int'l: careline.ie
 Cargo Portal Services: cargoportalservices.com
 Cartwright Int'l: cartwrighttrans.com
 Center for Disease Control: cdc.gov
 Claims Prevention and Procedure Council: claimsnet.org
 Comprehensive Medical Information: healthfinder.gov
 Confianza Moving & Storage: confiancamoving.com
 Covan World-Wide: covan.com
 Crystal International: crystalinternational.com
 Customs Service C-TPAT Program: customs.ustreas.gov/enforcement/tpat.htm
 DeHaan Removals: dehaan.nl
 DeWitt Trans. Services of Guam: dewittguam.com
 Doree Bonner: doreebonner.co.uk
 Employee Monitoring Info: searchsecurity.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/adfrmwrk/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
 Health Insurance Info: hcfa.gov and hhs.gov
 Homeland Security Department: http://www.dhs.gov/dhspublic/
 How Stuff Works: howstuffworks.com
 IAL Nigeria: ial.com.ng
 Intermove: Intermove.com
 Internet Hoaxes: hoaxbusters.ciac.org
 Interport: interport.com.sg
 International Organization for Standardization: ISO.ch
 Inters &R: inters-r.com
 Interstate Worldwide Relocation: InterstateWorldwide.com
 Iraq Maps: http://news.bbc.co.uk/nol/shared/spl/hi/middle_east/03/v3_iraq_key_maps/html/military_operations/1.stm
 Jet Lag Cures: stopjetlag.com
 Journal of Commerce: joc.com
 Job search/interview advice: careerjournal.com
 JVK Movers: jvk-movers.com
 La Vascongada, S.L.: vascongada.com
 Links Relocations: linksasia.com
 Magna Int'l Movers: magna.co.za
 Maps: <http://plasma.nationalgeographic.com/mapmachine>
 McGimpsey Removals: mcgimpseys.com
 Military Traffic Management Command (MTMC): see Surface Deployment & Distribution Command
 Move One: moveone.info
 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
 Official Time: Time.gov
 OMB Contract Bundling Report: acqnet.gov
 Orbit M&S: orbit-kazoulis.com
 Orient Pacific Int'l: opimovers.com.tw
 Outaouais Moving: outaouaismoving.com
 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
Remove Me Now!: removemenow.com
Rhema Movers: rhemamovers.com.sg
Santa Fe: santaferelo.com
SBA Solutions Newsletter: <http://web.sba.gov/list/>
Schenker Stinnes Logistics: schenker.bg
SecurePort Conference: secureport2004.com
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/adv
Small Business Guide to Exporting:
<http://www.sba.gov/OIT/info/Guide-To-Exporting/index.html>
Small Business Survival Committee: sbsc.org
Spam filter software: cloudmark.com
Sterling Int'l Movers (UK): sterlingmovers.com
Surface Deployment & Distribution Command:
sddc.army.mil
TechMate: TechMateIntl.com
Telenisus Corp: telenisus.com
TG International: tginternational.com
The eXternal Revenue Svce. of The Day
Companies: xrsnet.com
The Guardian Svcs Group: guardianservices.com
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
Transworld Int'l Movers Brazil:
transworldmovers.com.br
Tumi Int'l Movers: tumimovers.com
UniGroup UTS: unigroupworldwide.com
UPM Int'l: upm.com.pk
Urban Legends: snopes.com
US Department of Defense — Procurement
Report: acq.osd.mil/sadbu/
US Department of State:
• Safety tips for travelers:
travel.state.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
Veron Grauer: veron-grauer.ch
Virus Checks: mcafee.com, symantec.com, or
fsecure.com
Virus Protection: mcafee.com/myapps/firewall,
zonelabs.com, symantec.com

Visa Waver Information: <http://travel.state.gov/vwp.html>
Wage Reports—Online Filing:
socialsecurity.gov/employer
Ward Van Lines: wardvanlines.com
Welti-Furrer: welti-furrer.ch
Westbound Transpacific Stabilization Agreement
(W TSA): wtsacarriers.org
YP-35: yp-35.org
Zuhal: zuhalshipping.com

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
APA Worldwide: apawwm@sol.racsaca.co.cr
Arrowpak: sales@arrowpack.co.uk
Asian Tigers: thomas.meyer@asiantigers-vietnam.com or info.hanoi@asiantigers-vietnam.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
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
Guardian Services Inc.: info@moveassist.com
Guyana Overseas Traders:
guyotrad@networksgy.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
La Vascongada, S.L.: comercial@vascongada.com
Leader Pack: leadpack@emirates.net.ae
Links Relocations: links@linksasia.com
Magna Int'l Movers: removals@jhb.magna.co.za
McGimpsey Bros.: removals@mcgimpseys.com
MoveAssist: info@moveassist.com
Move One: moving@moveone.info
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
Orbit: orphee@beinoglou.gr
Orient Pacific Int'l: SOPisc@npc.haplink.com.cn
Outaouais Moving: ray@outaouaismoving.com
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.M. Packers: info@packersindia.com
Portal Advertising: bel.carrington@hhgfaa.org
Premier Worldwide: info@premierwwm.com
Raffles Movers Int'l: sales@rafmover.com.sg
Regulatory Flexibility Act Info:
claudia.rayford@sba.gov

Rhema East China Ltd: rhema@pub.sz.jsinfo.net
Rhema Movers: general@rhemamovers.com.sg
Santa Fe Transport: sales@santafe.com.hk
SBA Tax Information: russell.orban@sba.gov
SEM Movers: semmover@indosat.net.id
Simpsons Removals & Storage:
enquiries@simpsons-uk.com
SIT Transportes Intl: sit.mad@sit-spain.com
Sterling Int'l Movers (UK):
mail@sterlingmovers.com
T.A. Mudanzas: tamoving@sol.racsca.co.cr
TechMate Int'l: Sales&TechmateIntl.com
TG International: webmaster@tginternational.com
The eXternal Revenue Svce. of The Day
Companies: [tag@daycos.com](mailto>tag@daycos.com)
The Guardian: dvaughn@guardianservices.com
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
Transworld Int'l Movers Brazil:
transw@transworldmovers.com.br
Tumi International: tumi@netrox.net
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
Welti-Furrer Ltd: international@welti-furrer.ch
Willis Corroon Trans. Risk Svces: iris@willis.com
YP-35: lincmove@Blarg.net
Zuhai: zuhai@emirates.net.ae

Situations arise; it is how
you deal with them that will
determine your success.



Unplug from the people
and things that drain you and plug
into people and things that
replenish you.

— Cheryl McLaughlin, Ph.D. *CND*,
high performance expert

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 Shiping Services (London, UK)
East International Freight Forwarders (Cairo, Egypt)
Elliott International (Johannesburg, South Africa)
EMS Hansard Ltd. (Dover, Kent, UK)
Equiexpress, 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 Move Management Ltd (Greenford, 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. (Santafé 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)
 La Rosa Del Monte (Bronx, NY)
 La Rosa Del Monte (Toabaja, Puerto Rico)
 La Rosa Del Monte (Santo Domingo, Dominican Republic)
 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)
 Mobiltransport Danmark A/S (Copenhagen, Denmark)
 Mobil-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)
 Vatovec d.o.o. (Ljubljana, Slovenia)
 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)

A company's most valuable resource is the undeveloped potential of its employees.

—Roy Chitwood



❖
Never hold a meeting without addressing the subject of quality.

— Cliff Williamson, Transpack Argentina, S.R.L.

❖
If you don't take care of your customers, someone else will.

—Jack Welch

❖
The 1-2-3 rule: Hire one, pay for two, expect the work of three.

— Cliff Williamson, Transpack Argentina, S.R.L.

❖
Roll with the punches.

❖
The goal in life is not to avoid dying. It's to live life in such a way that when you get there, you'll be happy about how you spent the time.

— Judy Hendren Mello

❖
I am where I am today because I allowed myself to listen to my instincts.

— Oprah Winfrey

❖
Find a way to be profitable in every endeavor.

— Cliff Williamson, Transpack Argentina, S.R.L.

❖
You can't expect if you don't inspect.

— Cliff Williamson, Transpack Argentina, S.R.L.

❖
Work smarter, not harder.

❖
Lessons from my mother: Look for joy in the little things. Be generous. Have faith.

— Cliff Williamson, Transpack Argentina, S.R.L.

❖
It's nice to be important. It's more important to be nice.

— Father of Bobby Jones, the famous golfer

❖
Live every day at work like it's your first, and every day with your family like it's your last.

— Quincy Jones

❖
Dull minds discuss people. Bright minds discuss events. Brilliant minds discuss ideas.

— Cliff Williamson, Transpack Argentina, S.R.L.

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 or black and reflex blue only), add 10%. For 4-color ad (separations or electronic files must be supplied), add 25%.

Deadlines to receive new artwork:

March/April Issue March 15, 2004
 May/June Issue May 20, 2004
 July/August Issue July 15, 2004
 September/October Issue August 20, 2004
 November/December Issue November 10, 2004
 January/February 2005 Issue January 20, 2005

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.**



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

2320 Mill Road, Suite 102 • Alexandria, VA 22314

Phone: (703) 684-3780 • Fax: (703) 684-3784 • E-mail: bel.carrington@hhgfaa.org

ADVERTISERS' INDEX

| | | | |
|--|--------|--|----|
| 21st Century Relocations | 82 | La Vascongada, S.L. | 87 |
| 7M | 37 | Leader Pack | 52 |
| A Alternativa | 46 | Link Int'l | 19 |
| A. Arnold | 70 | Magna | 28 |
| Aarid Companies | 17 | McGimpsey | 14 |
| ABC/Amega Inc. | 15 | Milbin | 77 |
| AE Worldwide | 72 | MoveOne | 56 |
| AGS | 53 | M/S Swift Packers & Movers | 80 |
| Air Animal | 12 | Mudanzas Trafimar | 78 |
| APA | 66 | Neer Service | 47 |
| Arrowpak Int'l | 35 | New Haven | 65 |
| Asian Tigers | 13, 21 | Nomad Express | 68 |
| Atlas Wood Products | 26 | Nurminen Prima OY | 62 |
| Beverly Smyth | 62 | Orbit | 40 |
| Careline International | 43 | Orient Pacific Int'l | 50 |
| Confianza | 44 | Outaouais Moving | 69 |
| Continental Removals | 56 | Pac Global | 36 |
| Corstjens Worldwide Movers | 52 | Pelichet | 85 |
| Cosmopolitan Transport Mandiri | 69 | Penbroke Marine Services | 23 |
| Covan | 88 | Phoenix Transport Services | 64 |
| Crystal Forwarding | 7 | P.M. Packers & Movers | 58 |
| De Haan | 57 | Raffles Movers Int'l | 51 |
| DeWitt Transportation Services | 45 | Rhema China | 22 |
| DGM Veron Grauer SA | 73 | Rhema Movers Pte Ltd. | 42 |
| European Van Lines Int'l | 30 | Rosebrock | 39 |
| EUROUSA | 20 | Santa Fe | 63 |
| eXternal Revenue Svce of the Day Cos. | 28 | Schenker | 73 |
| F+N Worldwide | 57 | SEM Movers | 79 |
| Fidelity & Marine Int'l Insurance | 3 | Simpson's | 48 |
| FMD | 61 | SIT Transportes | 54 |
| FMS | 87 | Sterling International Movers (UK) | 25 |
| Freeline Movers | 59 | Subalipack | 84 |
| Freight International | 16 | T.A. Mudanzas | 47 |
| Fukuoka Soko | 86 | TechMate | 27 |
| Garcia | 86 | TG International | 38 |
| Gateways International | 60 | The Guardian | 4 |
| GEP | 33 | Transmove | 11 |
| Gil Stauffer | 81 | Trans Movers | 74 |
| Globalink | 8 | Transcontainer Group | 2 |
| Gosselin | 32 | Transpack Pakistan | 24 |
| Green Liner | 80 | Transpack Argentina | 41 |
| Guyana Overseas Traders | 74 | Transworld Int'l Movers Brazil | 31 |
| Hanjin Intermodal America | 34 | Tumi Int'l Movers, Inc. | 40 |
| IM France | 77 | UniGroup Worldwide UTS | 55 |
| Interdean.Interconex | 18 | United Professional Movers (UPM) | 23 |
| Interem Ltd. | 84 | Vanpac | 29 |
| Intermove | 81 | Viking Shipping | 70 |
| Intermud | 79 | VIP | 85 |
| Inters & R | 26 | Welti-Furrer | 78 |
| Intra-Mar | 46 | Willis Corroon | 42 |
| Jacksonville Box | 66 | Worldmover/Brazil | 45 |
| JVK | 31 | YP-35 | 67 |
| Kontane | 49 | Zuhal Shipping & Clearing | 76 |
| La Rosa del Monte | 10 | | |

Industry Calendar

Feb. 21–27, 2004

FIDI Institute
Washington, DC

March 14–17, 2004

LACMA Convention & General Assembly
Buenos Aires, Argentina

March 22–25, 2004

SDDC (MTMC)–HQ Training Symposium
Denver, CO

March 31–April 4, 2004

AMSA 2004 Annual Convention
& Trade Show
Bal Harbour, FL

April 18–21, 2004

SDDC (MTMC)–Europe Personal Property
and Passenger Training Workshop
Willingen, Germany

May 4–8, 2004

OMNI Meeting
Puerto Vallarta, Mexico

May 9–13, 2004

FIDI Congress
New Orleans, LA

May 11–13, 2004

GSA EXPO 2004
Orlando, FL

May 14–16, 2004

BAR Conference
Newport, UK

Sept. 11–14, 2004

NDTA Forum 2004
Milwaukee, WI

Sept. 19–24, 2004

FIATA World Congress
Sun City, South Africa

Oct. 11–12, 2004

PAIMA Convention
San Diego, CA

Oct. 13–16, 2004

HHGFAA 42nd Annual Meeting
San Diego, CA

Sept. 10–14, 2005

NDTA Forum 2005
San Diego, CA

Sept. 11–25, 2005

FIATA World Congress
Moscow, Russia

Oct. 22–25, 2005

HHGFAA 43rd Annual Meeting
Washington, DC