

# THE PORTAL

VOLUME LI

The Journal of the International Association of Movers



[www.iamovers.org](http://www.iamovers.org)

May / June 2019



## Promise and Prosperity in Southeast Asia

*Also in this issue...*

**DoD's Outsourcing Plan: What You Stand to Lose**

AUSTRALIA

# CASE STUDY-MOVING & STORAGE



Call us for a Demo or Quote

**800-385-0755**

[www.universalstoragecontainers.com](http://www.universalstoragecontainers.com)

## Larsen Transfer Co. Moving & Storage - Richland, WA

Add Portable Storage Containers to your Full Service Moving Business



### Client Need:

Dean Jackson, owner of Larsen Transfer Co. Moving & Storage a full service moving company serving the Columbia Basin of Washington & Oregon was looking for a way to avoid losing business to the local portable storage & moving companies. Dean realized that by offering a portable storage service for those do-it-yourself customers that did not want a full service move, that he could avoid losing this type of business. Dean needed a company experienced in working with full service moving companies, one capable of providing a portable storage and moving option. After looking in AMSA's Direction Magazine and IAM's Portal Magazine, Dean selected Universal Storage Containers (USC) as the best company capable of meeting his needs.

### USC Solution:

Dean was able to take advantage of Universal Storage Container's experience in working with traditional full service moving companies to customize a portable container that could be used with their existing equipment. USC was also able to put the Larsen logo on the portable containers so it would look similar to the Larsen trucks. The USC service of being onsite during the delivery of these containers to train the Larsen staff how to assemble each container was of great value. Now Larsen does not have to turn away any business when the customer does not want the traditional full service move, but wants instead a less expensive do-it-yourself portable storage solution.

### Client Testimonial

*"Universal Storage Containers was great to work with and made the entire process easy to add portable moving & storage containers to my existing business. Their costs were the lowest in the industry and their service was way beyond any other competitor. I would recommend USC and their products to anyone looking for a turn-key solution to get into the portable storage business."*

*Dean Jackson, Owner*

### For More Information:

**Universal Storage Containers®**  
146 Old Kings Hwy.  
New Canaan, CT 06840

1-800-385-0755 - Toll Free  
720-255-0670 - Direct/Fax  
[sales@universalstoragecontainers.com](mailto:sales@universalstoragecontainers.com)  
[www.universalstoragecontainers.com](http://www.universalstoragecontainers.com)



# Every move we make

Having worked with agents around the world for many years, Gosselin understands the importance of working with reliable partners for a problem-free move.

Every move we make, we make it together!  
By continuously improving our service, we live up to the highest quality standards in the industry.

- Personal approach to every move
- Full range of origin and destination services
- Competitive prices
- Hands-on mentality

Get in touch with us today:  
[www.gosselin-moving.com/agents](http://www.gosselin-moving.com/agents)



\*EURO

*lacma*



## GOSSELIN

Moving Moments





## ONE SYSTEM FOR ALL YOUR MOVE MANAGEMENT NEEDS

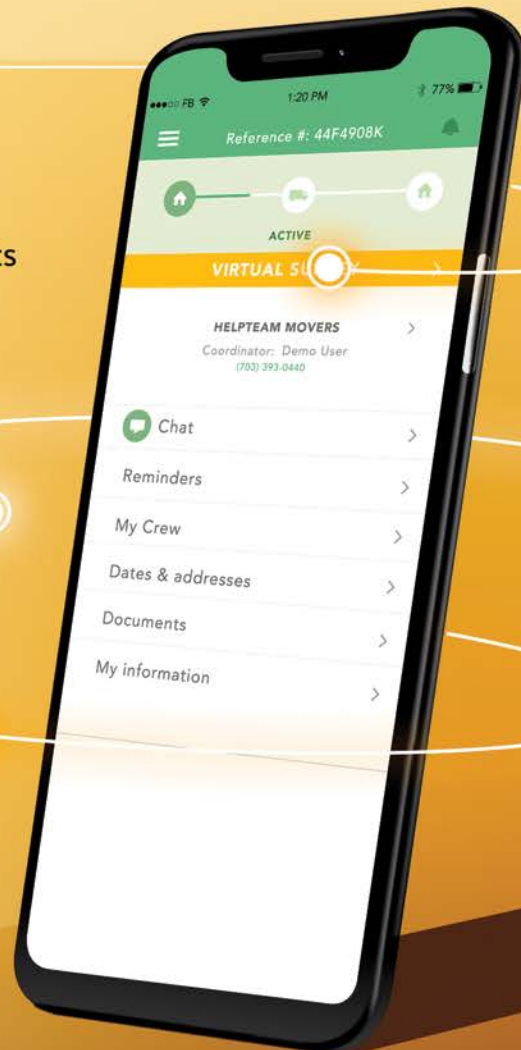


EDC-MoveStar® includes TrakGX™, a mobile application for your shipper, available for COD, DOD and commercial moves.

### From TrakGX™ the shipper can:

- Access real-time shipment information and documents
- Chat with the move coordinator
- Complete virtual surveys
- View information about the moving crew
- Update contact information
- Rate the move experience
- File claims
- And more

### Available on:



**www.EDC-MoveStar.com**

(703) 393-0440 / (866) 4-EDC-USA / sales@edcus.com



Enterprise Database  
CORPORATION

Copyright © 2019 Enterprise Database Corporation. All rights reserved.



## PRESIDENT

Charles L. White

## CHAIR

Tim Helenthal  
National Van Lines, Inc.

## VICE CHAIR

Michael Richardson  
Senate Forwarding Inc.

## GOVERNING MEMBERS AT LARGE

Georgia Angell  
World International Forwarding Co.John Burrows  
DeWitt Moving & StorageStephan Geurts Jr.  
GovLog, N.V.Adam Hall  
Coleman Worldwide Moving

## CORE MEMBERS REPRESENTATIVE

Boris Populoh  
Willis Relocation Risk Group

## CORE MEMBERS REPRESENTATIVE AT LARGE

Tony Waugh  
Royal Alaskan Movers

## CORE OVERSEAS MEMBERS REPRESENTATIVE

Ben Scheiner  
Global Relocations Ltd.

## IAM-YP REPRESENTATIVE

Catherina Stier  
Harsch, The Art of Moving Forward

## CORE MEMBERS MANAGEMENT BOARD

## AFRICA

Thomas de Mallman  
AGS AfricaPatrick Le Merrer  
Deminter International

## CENTRAL &amp; SOUTH AMERICA &amp; CARIBBEAN

Alvaro Stein  
DecapackManuela Carolina  
Caribbean Moving Services N.V.

## EASTERN &amp; SOUTHEASTERN ASIA

Aakanksha Bhargava  
PM RelocationsJacqueline Tilberis  
APP Mobility

## EUROPE

Aivars Usans  
FF International Movers, Ltd.Barbara Savelli  
Gosselin Mobility Italy

## MIDDLE EAST &amp; NEAR ASIA

Ajay Bhalla  
Leader RelocationsEran Drenger  
Ocean Company Limited

## NORTH AMERICA

Heather Engel  
True North Relocation, LLCArthur Drewry  
Taylor International

## OCEANIA

Rebecca Parker  
M. Dyer & Sons Inc.George Cooper  
MetroMovers

## THE PORTAL

• MARCH/APRIL 2019

• Volume LI

- 6 WHITE NOISE / Charles L. White**  
DoD "Bullet Train" Threatens ALL Movers

## FEATURES

**9 PORTAL FOCUS: SOUTHEAST ASIA, AUSTRALIA & NEW ZEALAND**Promise and Prosperity in Southeast Asia / *Joyce Dexter* (9)

*Contributors:* Asia Relocation (10) • Collin's Movers Pte Ltd (12) • Boonma (14) • Smart Relocators Pte Ltd (15) • Legendary Myanmar International Shipping & Logistics Co. (17) • Intermovers Malaysia (20) • PT. Supra Raga Transport (22) • Asian Tigers—Philippines (24) • Asian Tigers—Malaysia (26) • R7 Movers (28) • A-1 Global Logistics Services (29) • Grace (30) • Royal Wolf (30) • The Moving Company (32) • Emilio Vittori, Bliss Corporation (33)

- 35** IAM Young Professionals (IAM-YP)  
YPs in Bangkok: Impressions from IMA 2019

- 41** Military/Government Update  
Government & Military Program Review / *Daniel J. Bradley*

- 43** IAM Looking Back  
A Chaotic 1985 / *Rick Curry*

- 47** IAM Mobility Exchange  
IAM Mobility Exchange Analytics Highlights / *Ray daSilva*

- 51** IAM Learning  
Preparing for the Peak—and Peak Performance— with IAM Learning / *Ray daSilva*

- 55** Executive Suite

- 57** Maritime/Ocean Shipping

- 67** Swan Song / *Joyce Dexter*

- 71** Washington Update / *Jim Wise and Bryan Vickers, PACE, LLC*



## DEPARTMENTS

- |           |                    |           |                   |
|-----------|--------------------|-----------|-------------------|
| <b>59</b> | Industry News      | <b>74</b> | Advertisers Index |
| <b>73</b> | Portal Advertising | <b>74</b> | Industry Calendar |

*The Portal* is published bimonthly by the International Association of Movers (IAM), 5904 Richmond Hwy., Suite 404, Alexandria, VA 22303. Phone: (703) 317-9950. Fax: (703) 317-9960. Email: [info@iamovers.org](mailto:info@iamovers.org). Website: [www.IAMovers.org](http://www.IAMovers.org).

For subscriptions and changes of address, email [membership@iamovers.org](mailto:membership@iamovers.org). Send editorial material to [William.Kohudic@iamovers.org](mailto:William.Kohudic@iamovers.org) and [joycedexter47@gmail.com](mailto:joycedexter47@gmail.com). For advertising queries, email [steve.cox@iamovers.org](mailto:steve.cox@iamovers.org). Send advertising materials to [william.kohudic@iamovers.org](mailto:william.kohudic@iamovers.org).

## THE PORTAL

**President & Publisher:** Charles L. White  
**Vice President:** Brian Limperopoulos  
**Director, Government & Military Relations:** Daniel J. Bradley  
**Director of Finance:** Steve Cox  
**Director, Membership & Data Management:** Julia O'Connor  
**Manager, Operations:** Jamila Kenney  
**Manager, Marketing & Communications:** William Kohudic  
**Manager, Website Content:** Carl Weaver  
**Coordinator, Programs:** Margaret Kerr  
**Coordinator, Membership Services:** Nicola Collett  
**Layout/Design/Editor:** Joyce Dexter

## DoD “Bullet” Train Threatens ALL Movers



**CHARLES L. WHITE**  
**IAM President**

Most everyone in the moving industry is aware that the U.S. Department of Defense (DoD) is considering a move toward “outsourcing” or “privatizing” its household goods moving program. The DoD, under the auspices of the U.S. Transportation Command (USTC), has signaled its plans to award a contract in late 2019 to a single service provider to handle all of its household goods moving services. This would make one entity responsible for managing the more than 400,000 shipments that move within the DoD program annually. Under this initiative, the contract winner would not only be tasked with managing moves for the entire DoD household goods program; that company would undertake all of the responsibilities currently handled by DoD personnel who support the DoD transportation offices.

This contracting process is now moving with incredible speed. On April 11, 2019, DoD issued a “draft” Request for Proposal (RFP). This is an extensive set of documents that begin to outline the requirements under which the contract award winner will operate. A final Solicitation is scheduled for release June 21, 2019; proposals must be submitted no later than August 5, 2019; and the contract award date is January 2, 2020. The actual performance start date is scheduled for October 1, 2020, with a phased rollout. That means the contract will be awarded in eight months, and implementation will begin in less than 18 months.

Currently DoD allows more than 900 approved Transportation Service Providers to participate in its household goods program. A move to a single contractor would put approximately \$3 BILLION—or more—of business in the hands of a single company. That is an unprecedented move that could have wide-ranging effects across all aspects of the worldwide relocation industry. It is estimated that the traffic pushed through the U.S. DoD household goods program comprises as much as 20 percent of the entire world market. Putting that much volume in the hands of a single provider could have a daunting effect on the entire industry. Indeed, it is easy to conceive of that provider being able to leverage its shipment volume to totally control the pricing for all of its underlying service providers (e.g., origin agents, destination agents, trucking, ocean shipping, packing material suppliers, IT support, etc.). Wouldn’t that then have a potential waterfall effect on other aspects of the moving and mobility landscape?

Once this contractor matures, in what has the potential to be a seven-year contract, will it leverage its volume to push its way into other sectors? It is very reasonable to think this mega-contractor could attempt to move into other U.S. government, non-DoD agencies like the U.S. Department of State or the General Services Administration (GSA), which both run fairly large independent moving programs. Many within the U.S. government are already looking for ways to leverage its huge buying power. With one contractor already handling the single largest moving program in the world, wouldn’t it make sense to fold all of the other U.S. programs into a single contract? Wouldn’t bureaucrats likely salivate at the efficiencies and the cost savings that such an arrangement could bring?

What’s next—non-governmental organizations, the World Bank, even corporate moves? As a DoD contractor becomes entrenched in that market, one could easily see it extending its reach and seeking to leverage its volume in order to move into other sectors.

Who stands to lose in this new environment? Potentially, almost all of the current DoD service providers, as well as those in other sectors of moving. Putting that much volume under the control of a single entity will put significant pricing pressure on all levels of the supply chain within the DoD program. That, in turn, may force some service providers to look to other markets to remain viable. Then, the competitive pressure would come to bear on service providers that operate in other lines of business within the moving environment. The entire current worldwide moving/mobility structure stands to be affected by this DoD transition to a sole-source provider.

Whether a company operates in the current DoD environment or any other sector of the moving/mobility space, it should keep its eyes wide open and be very alert to how the contracting effort in the DoD world develops. This is a huge train that is barreling down the tracks at lightening speed, and unfortunately it is aimed right at all of us!

By land, air or sea, the DeWitt Companies

# MAKE IT EASY



*Royal Hawaiian Movers*

A DEWITT COMPANY SM



**ROYAL ALASKAN MOVERS**

A DEWITT COMPANY SM



*DeWitt Guam*

A DEWITT COMPANY SM



## EASY

Our experienced staff and personalized service makes moving shipments simple and easy.



## AFFORDABLE

Our rates are competitive, and our outstanding service is unmatched.



## SAFE

Your shipments are kept safe and secure no matter how far they're going.

The Hawaii, Alaska and Guam Moving Experts

## CALL US TODAY FOR WAREHOUSE-TO-DOOR RATES

### APPROVED FREIGHT

[APPROVEDFORWARDERS.COM](http://APPROVEDFORWARDERS.COM)

TOLL-FREE  
800.533.4826

### DEWITT MOVE WORLDWIDE

[DEWITTMOVE.COM](http://DEWITTMOVE.COM)

TOLL-FREE  
877-857-9870

### ROYAL HAWAIIAN MOVERS

[ROYALHAWAIIANMOVERS.COM](http://ROYALHAWAIIANMOVERS.COM)

TOLL-FREE  
888-717-6925

### ROYAL ALASKAN MOVERS

[ROYALALAKSANMOVERS.COM](http://ROYALALAKSANMOVERS.COM)

TOLL-FREE  
877-618-4756

### DEWITT GUAM

[DEWITTGUAM.COM](http://DEWITTGUAM.COM)

TOLL-FREE  
888-777-4826



TWO THIRDS OF THE WORLD

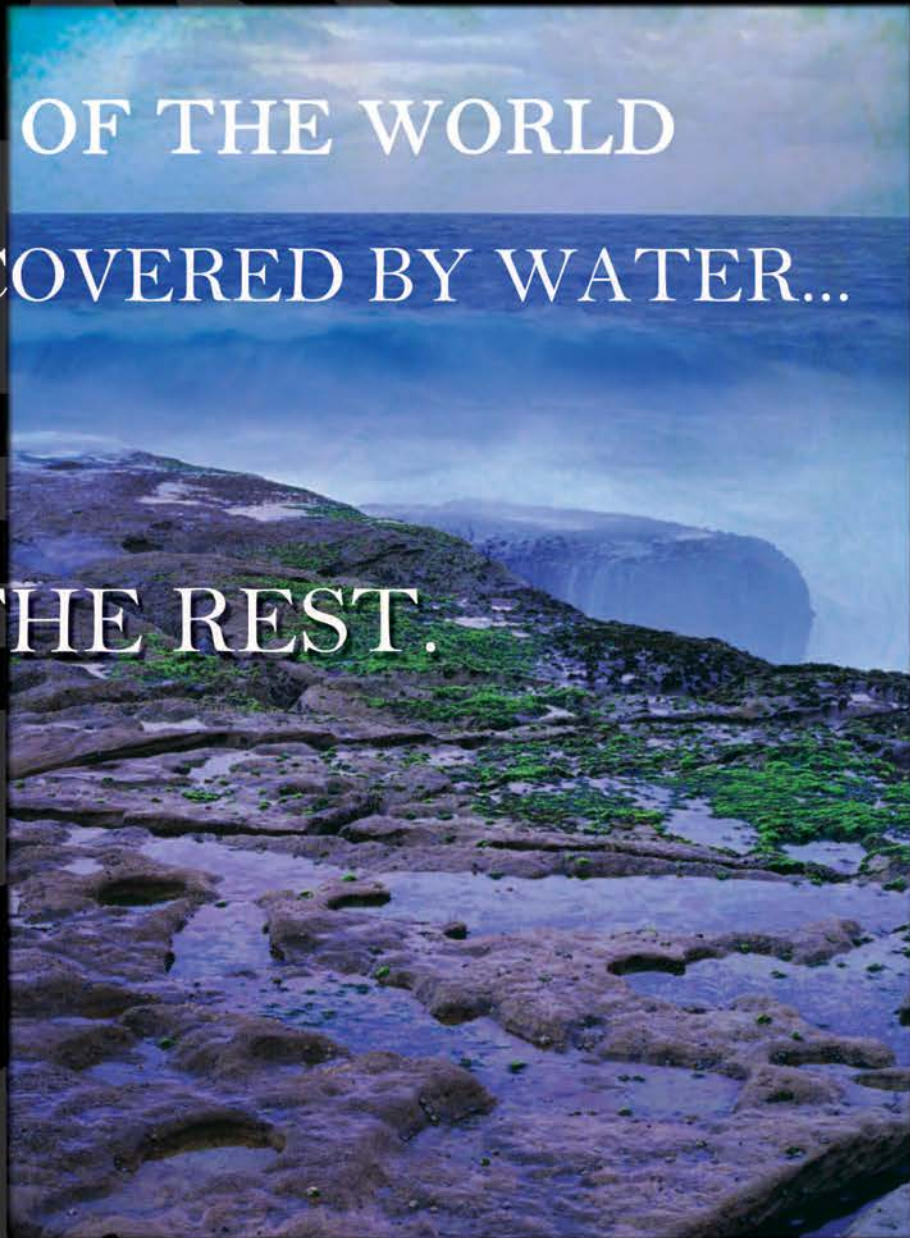
IS COVERED BY WATER...

WE COVER THE REST.

**Pac Global  
Insurance**

**Brokerage, Inc.**

Marine Insurance Brokers



- Tailored Programs for the Household Goods Removal Industry
- Comprehensive Administrative Services
- Detailed Management Reports, Including Premium & Claim Tracking
- Declared Value Program
- On-Line Declaration Issuance
- Automated Reporting
- A Rated Paper



Pac Global Insurance Brokerage, Inc.  
898 N. Sepulveda Blvd. Suite 700  
El Segundo, CA 90245

Tel: 310 227-8500 Fax: 310 227-8511

Email: [mwille@pacglobalins.com](mailto:mwille@pacglobalins.com)

Ca. Lic. No. 0774170

## Promise and Prosperity in Southeast Asia

By Joyce Dexter, Editor, The Portal

The moving industry in Southeast Asia has a rich and fascinating history, much like the region itself. It wasn't always a place where movers could prosper. But a few intrepid pioneers, like **Crown's Jim Thompson**, recognized early on the vast potential of this largely untapped market. The book *The Story of Crown: The First 50 Years* documents the company's evolution, and describes in vivid detail the founding, growing pains, adventures and milestones throughout its first half-century in business.

For movers, Southeast Asia was a frontier. Thompson's company, Crown (Pacific), was the first international company to enter the Southeast Asia moving market, back in the early 1970s. "We set up in Singapore in 1972, Indonesia in 1973, Malaysia and the Philippines in 1974," he recalls. "At that time, the only packing companies serving the expats population were very local companies that did not have any international connections."

---

*"The investment opportunities were too good to pass up, and a steady flow of major international companies established themselves in most of the Southeast Asia countries."*

—Jim Thompson, Crown

---

"With the exception of Singapore," says Thompson, "most Southeast Asia nations had strict laws about investment by foreign companies. Most foreign investing companies were required to have a local partner, and in some cases the local partner had to have majority ownership. This slowed development because there was a limit to the number of qualified local partners available. Indonesia had an abundance of natural resources—particularly oil reserves—so it attracted these types of investors, namely oil companies. There was also a lack of transparency, to put it nicely, in the various governments, except Singapore. This added to the difficulty for American companies that wanted to establish businesses there without falling afoul of the Foreign Corrupt Practices Act. Having said that, the investment opportunities were too good to pass up, and a steady flow of major international companies established themselves in most of the Southeast Asia countries."

**Ray daSilva of IAM Mobility Exchange** spent about eight years in Singapore in the 1990s. "I worked on setting up a company in Myanmar," he says, "which felt like going back in a time capsule about 100 years. Communications—this was in the days of telex—were very poor, and a Western sense of urgency was missing with many of the local companies. So it was not long before expatriates like Jim Thompson found opportunities in what was then a very niche business."

Conditions are better now. "In the last 35 years," says Thompson, "the major cities of Southeast Asia have modernized and now have great infrastructure, with some of the world's best airports as well as modern office buildings and housing accommodations. These countries also now have excellent communications and better governments. Moreover, the moving industry has developed to the point that all moving is now done by well-known international movers. It's been an amazing transition over the past 40 years, and the development is still going on."

IAM has about 150 members in Southeast Asia, Australia and New Zealand. In this issue, you'll meet more than a dozen of those companies in Southeast Asia, as well as two in Australia and one headquartered in New Zealand. Most of the Asian businesses are relatively young, having been launched in the 1990s; Asian Tigers, a name well known in IAM circles, was founded in the Philippines in 1977 and, like Crown, has added branches in many other countries.

All of the companies profiled in the following pages have built a strong presence in the region, often from modest beginnings. And all of those who contributed to this issue have in common a deep appreciation for the people and cultures of the countries in which they work, and an optimistic outlook for what lies ahead.



### Contributors to this issue:

A-1 Global Logistics Services ([a1global-logistics.com](http://a1global-logistics.com))  
Asia Relocation ([www.asia-relocation.com](http://www.asia-relocation.com))  
Asian Tigers Mobility, Indonesia  
([www.asiantigers-indonesia.com](http://www.asiantigers-indonesia.com))  
Asian Tigers Mobility, Philippines  
([www.asiantigers-philippines.com](http://www.asiantigers-philippines.com))  
Bliss Corporation ([www.blisscorp.it](http://www.blisscorp.it))  
Boonma ([www.boonma.com](http://www.boonma.com))  
Collin's Movers Pte Ltd ([www.collinsmovers.com.sg](http://www.collinsmovers.com.sg))  
Grace ([grace.com.au](http://grace.com.au))  
Inter movers ([www.intermovers.com](http://www.intermovers.com))  
Legendary Myanmar International Shipping & Logistics Co., Ltd. ([www.lmsl-shipping.com](http://www.lmsl-shipping.com))  
PT. Supra Raga Transport ([www.srt.co.id](http://www.srt.co.id))  
R7 Movers ([r7movers.com.my](http://r7movers.com.my))  
Royal Wolf ([royalwolf.com.au](http://royalwolf.com.au))  
Smart Relocators Pte Ltd ([www.smartrelocators.sg](http://www.smartrelocators.sg))  
The Moving Company ([www.themovingcompany.co.nz](http://www.themovingcompany.co.nz))



### The French connection

French by birth, **Philibert Challan Belval** was drawn into the moving business soon after completing his university studies, when AGS Four Winds offered him an internship in Thailand. After this successful experience, the company moved him to the Philippines, where he has now lived for almost 10 years.

A year and a half later, and with some logistics and moving experience under his belt, says Challan Belval, “I saw the opportunities available in the moving industry. I felt I would be more efficient and happier working for myself and decided to give it a try. I worked by myself for a year, and my name started to become known. I got some good clients and pushed it further.”

His Makati City-based company, **Asia Relocation**, got off to a good start. He hired his first employee, a salesperson. Six months later, Challan Belval added an import/export manager and a packer/team leader. Things continued to happen quickly. “After three years,”



Asian Relocation owner Philibert Challan Belval with his packing crew

he says, “I leased a warehouse and hired a full-time accountant and another packer/team leader. In 2017, we bought our first truck and moved into a larger, 600-square-meter warehouse.”

For Challan Belval, it’s been satisfying to watch his company grow as a result of the effort he has put into it. “I’m very happy,” he says. “I’ve been able to expand internationally without external investment by putting all the profits back into the company.”

Today, Asia Relocation has six full-time employees. During busy seasons Challan Belval adds five more packers. When interviewed at IAM’s 56<sup>th</sup> Annual Meeting last October, he was planning to hire another full-time packer. “I have a team of 10 to 15 available when I need them,” he says.

All the packers Challan Belval hires are experienced. “Our warehouse is close to a village where our employees’ relatives and friends are also packers,” he



YOUR TRUSTED  
PARTNER IN CANADA



Moving With Care  
Everywhere™



With personal attention  
guaranteed at over 125 locations across Canada,  
choose MoverOne International as your trusted partner.

 [www.moveroneintl.ca](http://www.moveroneintl.ca)

 [rates@moveroneintl.ca](mailto:rates@moveroneintl.ca)





explains. “On the office side, older staffers train new employees.”

As in other countries in the region, the way business is scheduled and done in the Philippines is often dependent on the climate. “Mold is a problem,” Challan Belval says. “We have 60 to 80 percent humidity, with a rainy season and a typhoon season. In the middle of typhoons, we can’t work.”

Companies in that country also must navigate what Challan Belval calls a “very messy, complicated bureaucracy. But we haven’t really had to deal with corruption in processing household goods. If you know and follow the procedures, you won’t have any problems.”

Challan Belval has now lived in the Philippine Islands for nearly a decade, and he feels quite at home there. “The people I work with are warm and friendly,” he says. “It’s because of the way I manage them. I treat them like family.”

Asia Relocation is a young company, but it’s already beginning to see repeat business. One reason for this is likely the broad range of moving and relocation services it offers: local, international and office moves, car shipments, pet transport, residential settling-in services, cross-cultural training, visa and immigration assistance, and language training, among other amenities.

“What I like best about this business is that all clients are different,” says Challan Belval, “and come from many kinds of backgrounds. I like to see my company growing, and the effects of everything I do on that growth. I want to continue growing in the Philippines and expand in Southeast Asia.” He added that he



**A truck in the Asia Relocation fleet**

has been pursuing his plan for 2019 to open Asia Relocation in Ho Chi Minh City, Vietnam, where his brother has been living for 15 years.

Meanwhile, IAM—of which Challan Belval has been a member for four years—continues to contribute to the growth and name recognition he needs, as does his participation in IAM-YP. “What I get from my membership and participation at IAM conventions is more business, which is important,” he explains. “In Asia, I am confident on issues related to exports. But on other matters, I learn from the experience of other members. Through IAM I get more business, more connections, more learning and new friends.”



FMC 019378NF

# GRIDIRON FORWARDING COMPANY, INC.

Physical Address:  
228 State Route 18  
East Brunswick, NJ 08816

Mailing Address:  
P.O. Box 7351  
East Brunswick, NJ 08816

Phone: 732-246-7070  
Fax: 732-246-7022  
Email: info@grinmail.com



**WE TACKLE IT ALL! ANYWHERE IN THE USA & THE WORLD**



**CIAO ITALIA!**

LCL Groupage Service  
from New Jersey, USA  
to Naples, Italy!



**HALLO BELGIUM!**

New WEEKLY LCL Groupage  
Service from New Jersey, USA  
to Antwerp, Belgium.

**Delivery Service Available to Residences Throughout Europe!**

TRUCKING • AIR FREIGHT • OCEAN SERVICES • PROJECT CARGO  
ORIGIN SERVICES/PACKING • DESTINATION SERVICES/DELIVERY

**THE WORLD IS OUR FIELD.**

At Gridiron, we believe that... For a full listing of our services, and more information visit us at [WWW.GRIDIRONFORWARDING.COM](http://WWW.GRIDIRONFORWARDING.COM)



**GF**



## A business built on trust

**Collin's Movers** was established in the 1980s by two founders with a combined 40 years' experience in the moving business in Singapore. They started as a subcontractor to a predecessor relocation organization and over the years gained experience and positive feedback from clients. This encouraged them to consider launching an independent business.

In 2002, the two owners decided to set out on their own. Since then, they have moved numerous organizations while extending the company's reach worldwide. Inevitably, many friendships were forged based on the trust established through these partnerships.

Collin's Movers has established a global network and today owns a fleet of 10 modern removal trucks mounted with tailgates and GPS systems. It has 12 dedicated permanent teams comprising a total of 60 employees. Collin's owns a four-story building with 121,000 square feet of warehousing and office space, a vast resource of equipment, 42 carpark basement lots, and six loading bays that can accommodate at least a dozen heavy vehicles. The entire complex is within the office compound and is protected by security surveillance to ensure safety and peace of mind.

On-the-job training provided for employees covers the skills they need to perform specific jobs. Whenever the company has faced challenges in retaining good employees, Collin's management team and workers have worked together to successfully negotiate mutually beneficial solutions. In fact, some employees have worked for Collin's for more than 20 years, and their service has earned the trust of clients who have come to know them.

Collin's Movers serves the needs of many types of customers, such as educational and financial institutions, technology firms and high security level government agencies, and it also manages export and import shipments globally for families and companies. It provides comprehensive storage solutions for both short- and long-term needs in its climate-controlled and fire-protected facility. It also offers comprehensive risk advisory service and insurance coverage.



Above: A storage lift van in the warehouse



At left: Collin's Movers headquarters



Below: The company warehouse

A graphic featuring a stylized Union Jack flag in the background. Overlaid on the flag is the text "MILITARY MOVING SPECIALISTS SINCE 1978." in large, bold, white capital letters. Below this text, in a smaller font, is the phrase "Origin and destination for all codes of service." The entire graphic is set against a dark green background.

# MILITARY MOVING SPECIALISTS SINCE 1978.

Origin and destination for all codes of service.

**ARROWPAK**  
INTERNATIONAL

Visit [www.arrowpak.co.uk](http://www.arrowpak.co.uk) Email: [sales@arrowpak.co.uk](mailto:sales@arrowpak.co.uk)  
Telephone: +44 1842812165 Facsimile: +44 1842816328  
Sherwood House, Norwood Road, Brandon, United Kingdom IP27 0PB



Membership No. A041







## OUR SERVICES

- INTERNATIONAL  
RELOCATION
- CORPORATE  
RELOCATION
- FINE ARTS PACKING  
& MOVING
- STORAGE &  
WAREHOUSING

## “FINDING THE RIGHT TRANSIT PARTNER AT YOUR FINGER TIPS”

With over 30 years of experience  
in relocation and warehousing,  
we provide all corporate and private  
customer a touch of reliability and  
trusted services.

**22 JURONG PORT ROAD,  
SINGAPORE 619114**

**Tel: (65) 6873 9595**

**Fax: (65) 6774 4156**

**[www.collinsmovers.com.sg](http://www.collinsmovers.com.sg)**

**[info@collinsmovers.com.sg](mailto:info@collinsmovers.com.sg)**



## From furniture to formidable

This year, **Boonma** marks its 55<sup>th</sup> anniversary. Established in Bangkok, Thailand, in 1964, the company operates a headquarters and three branches. With a 200,000-square-foot facility, 65 trucks and one pet lounge, Boonma is ready for just about anything as multinational companies invest in and bring manufacturing, gas and oil, and other industries there, along with the employees moving to and from Thailand.

Founded in 1964 by **Boonma Pungthong** (now chairman) and now led by his son, Managing Director **Chia-vudhi Pungthong**, Boonma began as a furniture company that made items to order for its customers. Responding to complaints that some items were chipped in transit, Boonma took over its own packing to ensure that they were delivered without damage. Soon it was moving and packing goods for military clients during the Vietnam War. Today, there is high demand for the company's services, which include warehousing, container leasing, airfreight, packing, moving, customs clearance, crating and containerization, as well as cold storage and transport. Having been around for more than a half-century, the company has expanded its core specialties over time, from household goods moves to total relocation and mobility solutions to pet moves, fine arts and expo logistics.



Boonma employees at the company's new headquarters

Most recently, Boonma has added other live animal transport to the mix (see story, page 64).

**Tiddy S. Teerawit** had accumulated a solid background in logistics before he joined Boonma. "I'd been working for an exhibition logistics company in Bangkok for three years," he recalls, "when I was recruited to be a removal manager for a French-German moving company in 1993. My first IAM convention was in 1994 in San Francisco, and I've been working for Boonma as executive director since 2009. I've been falling in love

with the moving industry for over 26 years!"

Tiddy has influenced the addition of services that respond to a greater range of client needs, such as pet transport a decade ago, when he realized that as Thai citizens and other customers were acquiring pets, an important new market was emerging. He speaks frequently at gatherings of pet transport groups, offering advice on animal transport procedures and required documentation.

The company's staff of 150 people are trained in-house through a variety of means: on the job, in-house trainers, public courses, and webinars. "Normally," Tiddy says, "we recruit our staff from new graduates and train them to our own standard and the B.O.O.N.M.A. Ways." These are the company's core values: **Best, Organized, On-time, Network, Mindset, Accountability.**

Management encourages employees to stay stimulated and engaged, and offers them opportunities to move to different parts of the company and take on new responsibilities. All have the potential for promotions and advancement, and promotions are based on skill, not longevity. This fair and evenhanded approach, says Chia-vudhi Pungthong, inspires loyalty and motivates workers to strive at excellence at their jobs.

Boonma reports a fairly even split in the types of moves it handles: corporate (30 percent), diplomatic (30 percent) and personal (40 percent). In recent years, as Thais have become more prosperous and



**Your Trusted Partner in India**

your partner in **SHIFTING**

- Household Relocation
- Full Origin/Destination Services
- Automobile Relocation
- Pet Relocation
- Exhibition Handling
- Orientation Services
- Fine Art Handling
- Warehousing
- Office Relocation
- Air & Ocean freight
- Courier

**MAXWELL LOGISTICS PRIVATE LIMITED**

Corp. Office: Surya Towers, 7th Floor, 105, S. P. Road, Hyderabad - 500 003 (Telangana), India.  
E-mail: [info@maxwellpackers.com](mailto:info@maxwellpackers.com) Web: [www.maxwellrelocations.com](http://www.maxwellrelocations.com)

Office : Delhi, Mumbai, Chennai, Kolkata, Bangalore, Hyderabad, Pune, Ahmedabad + 20 Service offices

the culture has shifted, Thais—particularly younger people—are interested in relocating both locally and internationally in search of new experiences and adventures. Currently, says Tiddy, as property demands grow, people are more inclined to move or buy a second home. Meanwhile, he adds, the government has stabilized during the past few years and Boonma's tonnage has spiked. "We keep expanding our services and recently moved into a new, larger building. Over the next few years, there will be a sky train station in front of our premises, and we plan to set up a brand-new Boonma Express Shop for visitors."

Tiddy values his company's association with IAM. "I've been involved with IAM since it was known by its old name, HHGFAA," he says. "Back then, *The Portal* magazine was in black and white, then burgundy, and now it's in full color."



Some trucks in the Smart Relocators fleet

### Taking a "nimble" approach

**Smart Relocators** was founded in July 2011 by three individuals with a combined industry experience of more than 50 years. It was launched with a small team of five, a 3,000-square-foot warehouse and a single truck, mainly handling domestic moves and operating as service providers, packing and delivering international assignments.

"We are proud of what we have achieved since then," says **Kenneth Cheong**, director—corporate sales. "Today we maintain a fleet of eight operational vehicles, a warehousing capacity of up to 8,000 square feet and a current headcount of 15 crew members."

Cheong has been with the company for five years. Upon completing his mandatory national service in Singapore in 2006, he pursued his studies in Australia. Armed with a commerce in accounting degree, he returned to Singapore in 2010 and spent the next two years working for a Japanese vessel operator that is now part of the ONE Express Network. During that time, Cheong learned how all the pieces fit together. "I was given the opportunity to handle various aspects of the job," he says, "from handling direct B2B customer bookings to submitting weekly bookings and forecasts to managing the various vessel operators in each trade lane."

Cheong left that job at the end of 2013, and joined Smart Relocators as a partner in 2014. That is where he began to learn an entirely new industry from the ground up and the inside out, by working with the in-house crews for two years before moving on to sales, specializing in new account acquisition and private clients.

**IAM: Moving Forward Together**

To/From  
**THAILAND or LAOS**  
By Boonma, IAM Member since 1964

## DiscoverABLE



**Discover Thailand's Best:** Let's move to Thailand! This is an amazing country brimming with history, culture, natural scenery and ultra modern cities from Bangkok to Buriram, Chiangmai to Chonburi or Pattaya to Phuket. Find out more with Boonma's brand new Discover Thailand Moving & Mobility Guide.

**Thailand's Leading Moving & Mobility Specialist since 1964.**

### Boonma Home Mover

Anything. Everywhere.

### Boonma Art Mover

Any size. Everywhere.

### Boonma Pet Mover

Any kind. Everywhere.

### Boonma Show Mover

Any exhibit. Every show.

### Boonma Mobility Specialist

Delivering one-stop mobility solutions. Everything is under one roof e.g. home search, immigration, orientation, cross-cultural & language training, and more....



**Boonma**



### Tiddy S. Teerawit, GMS - Executive Director

Certified Global Mobility Specialist (ERC, USA)

Tel : +66 2 314 5021 ext. 133 Fax : +66 2 318 2447

tiddycare@gmail.com, tiddy@boonma.com

www.boonma.com

www.facebook.com/tiddycare



Over the years, Smart Relocators has gained the trust and confidence of many prestigious institutions such as government offices and international corporations. It specializes in handling sensitive laboratory and IT equipment, door-to-door international shipments and commercial moves within Singapore. The company also provides logistics support for clients such as the Annual Singapore International Jewelry Exhibition.

“We are now offering a ‘greener’ method of records storage to our clients,” says Cheong. Customers are offered reusable plastic crates, a departure from the industry practice of compelling them to purchase new paper cartons each time they require storage services.

“Currently,” Cheong explains, “we have redirected our main focus to deal only in corporate office and international moves, which are our two biggest sources of revenue. With Singapore being one of the world’s biggest financial hubs, we see many expatriates moving to and from the country frequently, most often for employment purposes. Singapore stands out as one of the best countries in Asia to set up a branch office to head the Asia-Pacific region.

“Our company prides itself in delivering exceptional service,” he adds, “and strives to provide each client with solutions that are specifically tailored to meet their requirements, as we have a strong belief that word of mouth is the best advertising.”

Ensuring that Smart Relocators employees provide the best possible service entails teaching them best practices. “We began with on-the-job training, due to the learning curve being extremely steep, especially for employees who have zero



Some crew members at Smart Relocators

industry experience,” says Cheong. “But we have now incorporated online courses with the recent launch of the IAM Learning platform. This part of our staff training curriculum further supplements their knowledge, and helps them understand what their colleagues’ jobs entail and how all their roles interact. It serves to synergize the team, while at the same time enhancing the fluidity and effectiveness of the organization.”

One of the company’s most significant milestones to date was orchestrating a move for an office with 800 employees. “This tested us greatly on our resources, endurance and versatility,” says Cheong, “but at the same time it helped us build great camaraderie throughout the organization because all of us were heavily involved in the project.”

Being situated so close to the equator, Singapore has almost no natural disasters to deal with, apart from the occasional air pollution and haze problems caused by forest fires in neighboring countries. Otherwise, Cheong reports, “We only see a lot of rain and sunshine all 12 months of the year.”

Culture has a much greater influence than weather on the way business is done in that country. “As Singapore is heavily influenced by Asian philosophies,” says Cheong, “one of the unique aspects of working here is that we place great emphasis on creating good relationships with others before doing business with them. This is often an unrushed process, as Singaporeans are cautious and like to make sure they are doing business with someone they can trust. When doing business in Singapore remember that investing time in creating strong bonds initially is likely to benefit you in the long run.”

Like most healthy and forward-looking companies, Smart Relocators is seeking opportunities for growth. “We are currently exploring options to expand our warehousing capabilities,” says Cheong. “In addition, we plan to strengthen our operations by growing the team, and at the same time make greater use of available technology to enhance our effectiveness and efficiency.”

Smart Relocators has been a member of IAM and PAIMA since 2017, and two employees joined IAM-YP last year. “Operating in a much quicker-paced market like Singapore,” Cheong explains, “we believe that it is important that we stay more agile, adaptable and nimble as compared to the larger organizations. Those companies tend to focus more on growth, making themselves more complex and slower as they often take longer to make decisions. We always pride ourselves on being able to operate within our own resource capabilities, maintaining our

**PRIME GLOBAL**

**Origin & Destination Services  
MALAYSIA**

📍 Kuala Lumpur 📍 Kota Kinabalu 📍 Kuching 📍 Miri  
Email: info@primeglobal.com.my Tel: +603-5888 1099

**truly moving satisfactions worldwide**  
www.primeglobal.com.my





Preparing a piano for shipment

own crews and vehicles, and setting our own methodology and quality standards, thus eliminating a number of problems that can come with using different service providers.”

### Living the legend

When **Swe Swe Myint** attended university in her home country of Myanmar (also known as Burma), it was during a time of student protests and other signs of a restless populace. In 1997, during her second year there, the university closed and she applied for work at Myanmar International Moving (an agent for Transpo), where she was a customer service manager—a job where she quickly mastered the basics. “I like to help people, get them through a stressful time,” she says. “When customers are happy, they are my friends.”

Having discovered that the moving business was a good fit for her, she founded her own company, Sea Horse Interfreight Co., Ltd., in 2001. In 2010 she changed its name to **Legendary Myanmar International Shipping & Logistics Co., Ltd. (LMSL)**. The company has come a long way in the intervening years. Today, LMSL moves household goods and personal effects. It also offers an array of additional services—international, inbound, outbound, relocations, sea and airfreight, pet shipping, logistics and exhibition handling, general cargo, LCL groupage, warehousing,



Swe Swe Myint

ing, marine insurance, domestic moves and inland transportation. Most of these services are provided across the borders into Thailand and Vietnam, with LMSL clearing and delivering shipments for trade shows and handling oversize cargo.

Swe Swe notes that local moves are a small part of the mix because the Burmese don’t tend to relocate very much and are culturally predisposed to stay put. “However, expats do move a lot,” she says. “After President Obama visited in 2013, and sanctions were lifted after a decade, international companies came to invest in Myanmar.”



# WORLD CARE

## PET TRANSPORT®



## REUNITING THE ONES YOU LOVE!

### *Anywhere In the World*

- ▶ **Door-to-door Moves**  
Nationwide & Worldwide
- ▶ **Setting the Gold Standard**  
for Compassionate Pet Relocation
- ▶ **Rated Highest in Customer Satisfaction**
- ▶ **Most Trusted by families and**  
Fortune 500 companies

Welcome@WorldCarePet.com

+1 203.662.0672

WorldCarePet.com



# CTSI LOGISTICS YOUR PREMIER PARTNER IN MICRONESIA

## GLOBAL & LOCAL MOVING AND STORAGE



### **Guam, Kosrae, Majuro**

guam@ctsi-logistics.com

Tel: 1 (671) 646-2853 Ext 115

Fax: 1 (671) 646-2855

P.O. Box 2067, Tamuning, Guam 96931

### **Saipan**

saipan@ctsi-logistics.com

Tel: 1 (670) 322-1690 Ext 442

Fax: 1 (670) 322-1619

P.O. Box 501937, Saipan MP 96950

A PROUD MEMBER OF



### **Pohnpei, Chuuk**

micronesia@ctsi-logistics.com

Tel: (691) 320-6462/7886

Fax: (691) 320-6462

P.O. Box 2123,

Kolonia, Pohnpei FSM 96941

### **Yap, FSM**

willie\_mf@mail.fm

Tel: (691) 350-3682

Micronesian Forwarders/CTSI Yap

P.O. Box 1453

Colonia, Yap, FSM 96943

ALL MAJOR CREDIT CARDS  
ARE ACCEPTED



### **Los Angeles, California, USA**

usa@ctsi-logistics.com

Tel: 1 (310) 360-0818 Ext 113

2517 West Rosecrans Avenue

Los Angeles, CA 950059

### **Palau**

palau@ctsi-logistics.com

Tel: (680) 488-1085

P.O. Box 1713

Koror, Palau 96940



One such company, Coca-Cola, has been a long-term client of LMSL, and Swe Swe—the company’s CEO—handles everything from customs clearance to event planning, as she did for the FIFA World Cup trophy tour to Myanmar in 2013. LMSL Relocation assists with home search and settling-in services. It also offers “VIP welcoming,” says Swe Swe, who is a 24/7 contact point for Coca-Cola employees posted in Myanmar.

LMSL caters to the unique requirements of a broad range of clients, including diplomats who are working for embassies, the United Nations, NGOs and teachers who work at international schools in Myanmar. On one occasion, LMSL handled an inbound shipment for Italian Ambassador Giorgio Alberti when he was transferred from the United States to Yangon, and three years later it managed his outbound move from Yangon to Rome.

Currently LMSL employs about 30 people in its three offices in Myanmar: Yangon; Bagar, which opened in 2013; and Mandalay, launched the following year. Vicky Mann, a consultant who formerly worked for an Australian mining company, conducts training for the staff. All employees get an orientation and are then briefed on their job description. Much of the training is on the job. The packers also receive safety training.

In keeping with Myanmar culture, packers remove their shoes before entering a home. They add protection for floors and corners when packing and clear away any debris once the work is completed.

A number of employees have been with the company for many years. “Some of our packers have worked for us six to ten years,” says Swe Swe. “They see me not like a boss but as a



### Coca-Cola is a long-term client of LMSL

team leader and elder sister. We have some turnover now, but not much.”

Warehousing is a specialty, and NGOs, including United Nations organizations, keep computers as well as relief supplies, blankets and donated items in LMSL storage facilities, to be delivered as required.

“In 2007,” says Swe Swe, “the tsunami killed thousands of villagers. We worked with the UNHCR [UN High Commissioner for Refugees] to bring in aid items stored in our warehouse, where we found the supplies to be in good condition. We made our entire warehouse space available to the UN, the Red Cross

**INVICTUS RELOCATION**

*Feel the Difference*

**RELOCATION  
MOVING  
STORAGE  
PET RELOCATION**

Tel: +351 219 259 580 | [info@invictus-relo.com](mailto:info@invictus-relo.com) | [www.invictus-relocation.com](http://www.invictus-relocation.com)



and NGOs. In addition, we donated rice, used clothes and other items to disaster victims.”

“The Burmese are very generous and want to help each other,” Swe Swe explains. “We save cosmetics, toothbrushes, soaps and shampoo provided by hotels and send them to areas that need them. Our clients bring back many such items to donate to a monastery in eastern Burma. The kids need them. We feel very good when we can help people in that remote area, and whenever we go there we take books, medicines, cosmetics and clothes.”

Swe Swe insists that contrary to public perceptions and news reports, Myanmar is not a dangerous place. “It is safe for tourists,” she says, “even on the streets at night. The people are really welcoming and friendly.” She also owns another company that handles tours and travel arrangements for visitors who want to see and learn about her country.

Looking ahead to the future, Swe Swe will continue to seek opportunities for growth. This may include, within the next five years or so, opening new offices near the deepwater seaports in Dawei and Kyauk Phyu.

### Leveraging traditions and technology

Malaysia is known for its multicultural people, its work ethic and its rapid social and economic development. The country is now a key part of the Asian and global economy and is home to an ever-increasing population of expatriates and multinational companies.

**Intermovers Malaysia**, which is privately owned, was founded in 1996 by CEO **James Andrew**, who has 37 years’ experience in international relocations. The company’s philosophy is to combine the traditions of good old-fashioned customer



Consult the Professional Cooperation Guidelines on FIDINET or the IAM Connected



**Intermovers Brunei General Manager Patrice Faivre (center) with team members.**

service and hard work with technological innovation and globalized partnerships.

Andrew has always considered Brunei as a strategic location between the Malaysian states of Sabah and Sarawak. In 2013, he decided to register **Intermovers Brunei**; a year later, the office was opened in Bandar Seri Begawan. The Kuala Lumpur office in Malaysia is under the supervision of its French-born general manager, **Patrice Faivre**, who dedicates himself to establishing the Intermovers brand as a synonym of efficiency and professionalism in accordance with the international moving standard in the Sultanate.

From its headquarters in Kuala Lumpur and offices in Penang, Johor and Sarawak, covering Peninsular and East Malaysia and Brunei, Intermovers provides a full range of moving services—personal, corporate, factory and office relocations—within Malaysia, throughout Asia and worldwide. It has a dedicated fine arts team based in Kuala Lumpur and has undertaken shipments to London, Tokyo and Sydney for major art exhibitions. The company has an extensive network of long-established partnerships with agents around the world.

“We are not part of some faceless corporation,” says International Move Specialist **Julien Wilkinson**. “With a warehouse and operations team down in Johor covering the south of Peninsular Malaysia and giving direct access in and out of Singapore, the Penang office and operations covering the north, and with the ever-growing expatriate community in Malaysia’s Silicone Valley, we truly have Malaysia covered.”



**A member of the Intermovers Malaysia team**



# Together, we can move the world



## Together, we're stronger

At Innovation Mobility, we offer tailor-made, end-to-end solutions in relocation and mobility. Our expert team has over three decades of experience in global relocations and move management. We work in collaboration with our international partners offering our customers the most professional, efficient and comfortable moving experience globally.

**Contact us today to start discussing our mutual success.**

Email: [albert@innovationmobility.ae](mailto:albert@innovationmobility.ae)



**ALBERT LOPEZ**

Mobile: +971 55 107 5790



**INTERNATIONAL  
RELOCATIONS**



**DOMESTIC  
RELOCATIONS**



**SETTLING IN  
SERVICES**



1006, DAMAC Business Tower, Business Bay, P.O. Box 120851,  
Dubai, United Arab Emirates | Office: +971 4 352 9111

[www.innovationmobility.ae](http://www.innovationmobility.ae)

## Your International Moving Specialist

By placing your valuables in our care,  
you will hardly be aware that you have even moved.



**TONG-IN International Moving Ltd.**

Address Tong-In Bldg, 10, Hangangdaero 44 gil, Yongsan-gu, Seoul, Korea (ZIP)04382  
Tel 82-2-385-7551 Fax 82-2-749-7141 E-mail move@tongin.com  
www.tongin.com / www.tonginkorea.com

Intermovers' 20,000 square foot warehouse in Kuala Lumpur features air-conditioned storage and records management and a fleet of six trucks. The majority of the company's 50-member staff have worked there for 10 years or more and receive continual in-house training and development opportunities.

As a customs broker, the office handles shipments by air, sea and road, and clears customs for all its shipments internally. Intermovers provides removal services for corporate accounts, international schools and private residential moves, as well as pet relocation services.

Wilkinson adds, "Our sister company, DSP Relocations Malaysia, strives to revolutionize the relocations industry through constant service innovation, successful partnerships and the dedication of our team, headed up by **John Preston**, based in our Kuala Lumpur office."

Intermovers is committed to protecting the environment and has been recognized for its efforts. Since 2013, the company has been reducing the use of oriented polypropylene (OPP) plastic tapes, of which it has now eliminated 99 percent from its packing materials. It has been awarded accreditation from The Netherlands Embassy and the Malaysian Dutch Business Chamber for continually trying to reduce, reuse and recycle.



Crew members and vehicles at PT. Supra Raga Transport

### Indonesia, covered

Soon to mark three decades in business, **PT. Supra Raga Transport (SRT)** has Indonesia covered. With branch offices in the country's main industrial cities, the family-owned company employs about 200 people focused on its core business: domestic and international relocations. To support its packing, moving, forwarding and logistics services, SRT has more than 40 trucks and 20 cars used in its day-to-day operations.

Headquartered in Jakarta and with seven branches and nine warehouses located in Indonesia's largest cities, the company is positioned to provide moving, trucking, freight forwarding and logistics services throughout the country. SRT has developed an impressive roster of clients. It is the mover of choice for a number of high-profile institutions, embassies, telecommunications firms, oil and gas companies, Fast Moving Consumer Goods (FMCG) entities and non-governmental organizations coming in and out of Indonesia.

SRT has twice been chosen as the mover for the U.S. Embassy compound. In 2013, the embassy in Jakarta moved

**IAM: Moving Forward Together**



to a temporary structure while rebuilding the compound. Five years later, the new embassy was completed and SRT once again handled the relocation. Other diplomatic missions have relied on SRT for their moves as well, including the embassies of Australia, the European Union and Canada. The company has served high-profile visitors like U.S. Vice President Mike Pence during his 2016 visit to Indonesia; and previously, SRT provided services to help ship and move vehicles used during then-President Barack Obama's visit.

"SRT is Indonesia's largest domestic mover and freight forwarder," says International Division Manager **Joko Susanto**. "I joined the company in 2001 after studying transportation in college. In transportation, we are tasked with arranging and strategizing every move and all aspects of the job. We are responsible for making every process go smoothly. This is my challenge, and when I am able to complete every task and responsibility, I feel a great sense of accomplishment. This is what has driven me to dive into this industry. My interest in strategizing and coordinating these types of jobs is the reason I became part of SRT, and the challenges are what I personally enjoy most about my job."

SRT has been ISO and OHSAS (Occupational Health and Safety Assessment Series) certified since 2008. And with specialties in high-value shipments, exporting/importing art exhibits, embassy, diplomatic and military moves, corporate relocations, industrial packing and customs clearance, SRT provides its employees with appropriate training in work safety, driving, packing and handling. Their skills in those areas make them attractive to other companies, which try to lure them away, says Susanto.



**Vehicles are prepared for shipment**

Corporate moves and industrial services figure prominently. SRT handles the distribution of heavy-duty and drilling equipment across the country for both Schlumberger and Schneider, as well as the relocation of Schlumberger's top-level employees when they move to other regions. Other well-known clients include Mikuni, General Motors, Nissan, Mobil Indonesia, Nestle, Castrol Indonesia, PT. Bentoel and Sampoerna. SRT handles moving, logistics and other needs for the Bank of Indonesia, including distribution of goods required during natural disasters.

## Sea, Air or Land PACK - MOVE - COMMUNICATE



**INDONESIA'S BIGGEST MOVERS & LOGISTICS SINCE 1989**  
**CONTACT US FOR THE BEST RATES**

SUPRA RAGA TRANSPORT Gd. Wisma Ritra Unit-B 2nd Floor  
Jl. Warung Buncit Raya No.6, Jakarta 12740 INDONESIA. PO Box 4729 JKT  
international@srt.co.id | www.srt.co.id | storeach.id



## Who IAM



**Fabio Manuel**  
President & CEO  
Invictus Relocation

**My favorite pastime:** Sports—running, football, gym, martial arts.

**The greatest influence on me in choosing a career:** My father.

**The best piece of advice I've ever received:** To believe in myself and in what I can do.

**The best vacation I ever took:** Isla Saona in the Dominican Republic.

**Most people would be surprised to know that I:** I love to sing (but I don't have a good singing voice).

**The most meaningful gift I ever got:** A fake football shirt.

**My favorite app:** YouTube.

**On my playlist:** Reggaeton, all the time.

**Peek into my carry-on and you'll find:** Business cards.

**I won't leave home without:** Petting my pets.

**My dream vacation destination:** The Sahara Desert.

**My guilty pleasure:** Beach time.

**On an airplane, I fill the time by:** Listening to music.

**My personal motto:** *Sic parvis magna*: Big accomplishments from humble beginnings.

**If I hadn't gone into the moving business, I would now be:** A football player or MMA fighter.



SRT handles the distribution of heavy-duty and drilling equipment across the country.

National politics is a factor in SRT's business. "It has a very large effect," Susanto explains. "It can impact the income, sales and jobs that SRT receives. Companies tend to put a hold on business deals until the political climate has stabilized. National disasters can also have an effect. However, they occur, SRT will provide its best service to help the victims as much as possible by supporting the distribution of goods and supplies donated by many companies and institutions."

Unique to the country is a building material called jati wood. "It is available only in Indonesia," says Susanto. It is used for many furniture items and has great qualities—it's resistant to insects and warping, which is a great advantage in constructing the company's crates,

liftvans and other items made mainly of wood.

Looking ahead, says Susanto, SRT will continue to provide the best service possible, adding improvements where appropriate. With branches already located in Indonesia's largest cities, SRT's activities are much easier and more convenient across the country. "We are currently building a new warehouse in Jakarta," says Susanto. "We've also expanded our services by providing storage rental services and warehouse operations through StoReach, a project we are developing as a logistics platform to assist truckers and warehouse owners in Indonesia."

### A major regional presence

The Asian Tigers Group currently comprises 30 offices in 14 countries across Asia. As Asian Tigers has developed full relocation services throughout Asia, its trade name has become **Asian Tigers Mobility**—a well-known name in international moving and relocations around the globe. Gerry Lane founded the company in the Philippines in 1977 and it grew to become a market leader and innovator in household moving in Manila, enjoying an excellent reputation in the discerning corporate market, says **Virginia G. Lane**, vice president/treasurer, Philippines.

"We have a reputation for providing high-quality and innovative services," she says, "with facilities to provide specialized services in household moving, storage, logistics and a full range of



Asian Tigers in the Philippines



*hasenkamp*

¡AHORA TAMBIÉN  
**EN CUBA!**  
NOW ALSO  
IN CUBA!





relocation management services. We were the first movers in the Philippines to have attained FIDI-FAIM certification, a program imposing strict quality measures on international movers.”

Asian Tigers Philippines has three locations (Manila, Cebu and Davao) with combined storage space of more than 7,000 square meters and 19 vehicles. It employs some 120 operations and office personnel, most of whom spend their entire careers at the company. Training includes classroom and online courses, backed by the skills and experience of long-term staff who oversee on-the-job instruction.

The company offers full international removals and moving services worldwide as well as local domestic moves; a climate-controlled warehouse in Taguig; pet handling; visa and immigration assistance; home search, lease negotiations and other settling-in services; commercial moves; project cargo handling; and fine arts handling, to name a few.

Asian Tigers is a guarantor and co-owner of Overseas Moving Network International (OMNI), a global network of independent overseas moving companies operating in 70 different countries. In 1996, Lane Moving became a founding member of Asian Tigers, an alliance of Asian move management specialists, representing the strongest moving group in the Far East. “We offer a service of unparalleled support throughout Asia and the rest of the world,” says Virginia Lane. “The Asian Tigers have an unrivaled level of experience in packing, storing and moving, backed by 1,500 full-time professional staff. Customer confidence and satisfaction are reflected in the alliance’s extraordinary low insurance claims ratio.”

**Bill Lloyd** is the managing director for **Asian Tigers Indonesia**, a Lane family-owned business that was established in 1985. Each of its three locations—Jakarta, Surabaya and Pekanbaru—has its own warehouse, crews and trucks, a total of 40 vehicles.

Jobs at the company are coveted, and applicants face a rigorous selection process, says Lloyd. “We are the only company in Indonesia to conduct a packing school each year where we start with more than a hundred heads and slowly make cuts down to about 15 who become Asian Tigers packers—the cream of the crop. Because of this, we have virtually trained most of the packers in the industry here, as they can then get a job elsewhere when not chosen to be full-time Asian Tigers staff.”



Asian Tigers Packing School

# got crates?

## Products

liftvans  
motorcycle crates  
overflow boxes  
storage vaults  
sofa boxes  
state department boxes

## Capabilities

next day shipping  
domestic including Hawaii  
international

**All wood products meet  
ISPM-15 Guidelines**



**UFP Thornton, LLC**  
A Universal Forest Products Company

### West Coast Sales

Spencer Reed • sreed@ufpi.com  
209.649.3395 • UFPThornton.com



**UFP Franklinton, LLC**  
A Universal Forest Products Company

### East Coast Sales

Jimmy Boswell • jboswell@ufpi.com  
919.809.2556 • UFPFranklinton.com





The packer training was especially important, Lloyd recalls, when the company moved a banker from his penthouse to Singapore using three 40-foot high cube containers. “He collected porcelain figurines with those tiny little fingers that are thinner than toothpicks. We customized his packing over about a month, and his insurance valuation was USD375,000. We didn’t break a single finger and had no claim. Whew!”

Lloyd himself joined the company in 2004 after a career in real estate in Australia. “It’s where I learned what the boxes and the trucks were all about,” he says. “What I love most about my job is the team I work with. We are like family, and many of our employees have been here longer than I have. Turnover is very low when the environment is as good as it is.”

The market in Indonesia has fluctuated in recent years, and Asian Tigers has adapted accordingly. “Two years ago,” says Lloyd, “before the oil and gas turndown, our ratio of residential versus corporate moves was very different. But at the moment corporate moves account for only about half of what we do. Fine arts and exhibitions are part of our new focus, with our new sister company in place and licensed to handle them.

“In 2018 we branched out with a new sister company focusing on commercial clearance and logistics—it is going gangbusters. Asian Tigers are the market leaders in Indonesia and the Asian Tigers brand speaks for itself with both our partner agents and onshore booked business. We are confident that our new sister company will follow suit in due time.”

The client trust Asian Tigers enjoys has been strengthened over its long history. “Indonesia is an ever-changing place of



**Managing Director  
Bill Lloyd,  
Asian Tigers  
Indonesia**

political ups and downs and natural disasters,” Lloyd observes. “We roll with the punches and have proven our resiliency over our 34 years here. Culturally, Indonesians are very non-confrontational, so it’s always a challenge to take the bull by the horns when need be. But my team is absolutely incredible at taking on what needs to be done.

“Gerry and Virginia Lane have been in the business for more than 40 years, and Virginia runs our Asian Tigers Philippines offices day to day. I am on the ground here in Indonesia, but Gerry still goes back and forth between the Philippines and Indonesia to ensure that personal owner-operator touch. It certainly shows in both countries.”



# Moving dreams

We reach everywhere in Spain







ISO 9001  
BUREAU VERITAS  
Certification



ISO 14001  
BUREAU VERITAS  
Certification



OHSAS 18001  
BUREAU VERITAS  
Certification

[www.flippers.es](http://www.flippers.es)  
[rates@flippers.es](mailto:rates@flippers.es)

## From accidental venture to powerful presence

**R7 Movers Malaysia** (a division of Rambricks International (M) Sdn Bhd) was founded in 2010 by two family members with the idea of transforming the moving industry, which at the time was dominated by a handful of players within the Southeast Asian region. The company is headquartered in Kuala Lumpur, a melting pot of culture, heritage, diversity and immense growth opportunity that attracts large numbers of professionals and families, particularly expats migrating into Malaysia as a gateway to the Southeast Asia (ASEAN) region.

According to Managing Director **Suresh Ranindren**, R7 Movers was the first moving company in Southeast Asia to introduce an online Price Estimator (a volume-based calculator), which allows clients to obtain a quote from its website in less than five minutes. "Since its introduction in the spring of 2018," he says, "the Price Estimator has driven about 25 to 30 percent of our domestic traffic, and the number has been steadily growing in the last few months. At the moment, the Price Estimator is focused on domestic moving services. But with more system enhancements, in the third quarter of 2019 our clients will be able to instantly book moving services, and can pay for them with most major debit and credit cards. Our technical team is working hard to incorporate more interesting features, including extending our online platform to offer international inbound and outbound services that we aim to roll out in 2020."

R7 Movers currently has a staff of 32 full-time employees consisting of executives, operational and administrative work-

**R7's online Price Estimator has driven some 25–30 percent of its domestic traffic since spring 2018.**

force, and 30 part-timers who are ready to assist with large-scale operational projects. The company has a fleet of 10 multi-capacity trucks (mostly bonded) and 20,000-square-foot warehouse facilities strategically located within 15 to 20 kilometers of Kuala Lumpur's central business district.

"Many might assume that employee retention is challenging for us," says Ranindren, "but we've always been able to retain good employees with constant engagement, and a good under-

**GRADLYN**   
*The Animal Travel Agency*




## Change of job? Change of location? And your pet?

Frankfurt. London. Singapore. Within Germany or across the world, you will benefit from our global network. Trust in our many years of practical experience. Our experts will plan, organise and carry out your pet's move. Species-appropriate, professional and stress-free.

**The travel agent for your pet –  
with more than 45 years of experience**

Please do not hesitate to send us your request and phone extension. We will be glad to get back to you to answer your questions.

 **corporate@gradlyn.com**

 **+49 (0) 69 6971254-50**

More information: [www.gradlyn.com](http://www.gradlyn.com)

GRADLYN - G. K. AIRFREIGHT SERVICE GMBH | Cargo City North | Gate 26 | Building 458 | 60549 Frankfurt Airport | Germany | +49 (0) 69 6971254-0  
| Cargo Office Module F | Room 125 | 85356 Munich Airport | Germany | +49 (0) 89 975914-81



standing of their well-being and what keeps them motivated.”

For operations employees, R7’s HR department facilitates on-the-job training, particularly for new hires, as well as a yearly refresher program on quality management. In addition, it conducts an annual leadership retreat for the executives that emphasizes team-building activities. The most recent one was held at a resort island in Thailand.

Ranindren and his father, Executive Director **Ranindren Rajoo**, come from two distinct backgrounds. Neither had any experience in or knowledge of the moving industry prior to establishing the company. Ranindren is a qualified engineer with nearly 10 years’ experience with several multinational organizations across different sectors, notably in the oil and gas and IT industries.

Rajoo, on the other hand, spent nearly 25 years of his career in key management positions with several international hotel chains. “Our venture into the moving industry was rather accidental,” says Ranindren. “It all started with my personal experience relocating from the UK to Malaysia, which allowed us to observe the entire process. At that point there were only a handful of moving companies operating in Malaysia and the ASEAN region, and we observed that there was room for improvement in terms of quality and service delivery. So we brought in some experts from the moving industry to drive our company strategy forward.

“We are making a difference in people’s lives and play an integral role in helping them with the moving process. The fact that our customers provide positive feedback demonstrates that we are responding to their needs and demands.” Ranindren adds that post-move follow-up with clients to ensure that they are satisfied contributes to the company’s growth in terms of both capacity and clients. About 30 to 40 percent of its business is driven by returning clients or referrals.

In addition to its standard range of services—such as corporate relocations, pet transport, mobility services, records management, digitizing services and exhibition logistics—R7 Movers has developed a few niche specialties. For example, it handles the relocation of property scale models for local and overseas trade shows and exhibitions for a few prominent real estate developers in Malaysia. Currently, the company handles about twice as many corporate moves as residential. However, with a growing number of Malaysians and others in the region moving to other parts of the world, Ranindren predicts that the ratio is likely to even out within the next couple of years.

Recently, R7 Movers managed end-to-end relocation for one of its most prestigious automobile clients, Mercedes-Benz, within a tight project timeline with no business disruption. The project involved moving more than 1,500 employees, together with 11,000 boxes and their state-of-the-art global training center equipped with heavy machinery, robotics and technical gadgets, to the automaker’s brand-new headquarters in Kuala Lumpur. Remarkably, with dedicated crews working around the clock, the R7 team was able to complete the project two days ahead of schedule.

Having joined IAM less than a year ago, Ranindren says he feels privileged to be surrounded by experienced peers in the industry. Through its involvement with the Association, R7 Movers hopes to forge more partnerships, particularly with respect to inbound and outbound consignments for Malaysia and the ASEAN region in the future.

And growth is on the horizon, says Ranindren. “In line with our vision and expansion plans,” he explains, “we will be servicing the Singapore market in the third quarter of 2019, and Thailand, Indonesia and Vietnam are next in the pipeline within the next three to five years.”



**A1 Global Logistics Services vehicles**

### **A one-stop shop in the Philippines**

**A1 Global Logistics Services Co.** was established by Filipino relocation and logistics professionals with more than 25 years of combined extensive experience in serving hundreds of international and local organizations and individuals. In its short five years in business, A1 Global has positioned itself as a trusted Philippine moving company offering end-to-end services.

A1 Global has developed an extensive global network of industry partners that extends to the U.S. State Department, foreign embassies, international developmental organizations, educational institutions and multinational companies. Today, the majority of its operations are focused on inbound and outbound shipments for diplomats, military and corporate expatriate clients.

“Though our company has made its mark in the moving industry, A1 Global was actually founded mainly on the trust of our clientele,” says President and CEO **Olivia Alarcon**. “I was in the industry for more than two decades before launching my own company. The turning point for me was when I noticed that no matter what company I was affiliated with, my previous clients sought my services, as they wanted to entrust their personal effects only to someone they knew could deliver. So I thought: Why not start my own company to provide the same services that I am very familiar with?”

A-1 Global’s first major break came in 2014, when an international organization with a strong presence in Asia contacted Alarcon to provide a move for heavy equipment, tools and other items from the western Philippine city of Puerto Princesa, Palawan, all the way to Guam. “At the time,” says Alarcon, “A1 Global had been established for just five months and had only recently started doing international import operations. So for me to receive a project as big as this was a surprise. The project was a bigger challenge than I expected but we—the company—succeeded. In fact, I learned after the project that I had been selected particularly because the complexity and short timeline demanded that only industry experts with innovative approaches and local connections had a chance of pulling it off. This resulted in the company receiving an accreditation from the U.S. State Depart-



**A1 Global CEO  
Olivia Alarcon**

ment as a legitimate and capable global logistics organization. Since then, A1 Global has been the go-to partner for relocation tasks that are especially challenging.”

Throughout its existence, A1 Global Logistics Services has provided a variety of services such as inbound and outbound household goods relocations, vehicle transportation, office relocations, warehousing/storage and general cargo handling. For relocation services, A1 Global heavily relies on diplomatic requests and thus performs a higher ratio of residential moves to corporate. “We accept all moving requests from different clients,” says Alarcon, “but it would be safe to say that 80 percent of our moves are generally household relocations for diplomats—both inbound and outbound—and the rest are local supply distribution.”

The company strives to be a one-stop shop, and because most of its clients from embassies and the private sector bring their pets, it recently added pet relocation services to the mix, under the management of A1 Global Vice President **Faye Alarcon**, who holds IPATA and ATA accreditation.

### **A big business in Australia**

The story of **Grace** began in 1884, when brothers Joseph N. and Albert E. Grace opened a small retail shop in Sydney, Australia. The business, known as Grace Bros., was founded on the belief that a strong work ethic and quality customer service would earn customers’ trust and loyalty throughout the country.

Grace Bros. grew and in 1911, recognizing an untapped market in the removals industry, the brothers reinvested their profits into one of Sydney’s first moving companies. Based in Camperdown, it was launched with just two horse-drawn carts and catered to people who were moving out of the city and into the suburbs, as well as expatriates looking to settle in the city.

Today, Grace is a powerhouse, with 70 branches across Australia and New Zealand, a fleet of more than 500 vehicles and 715,000 square feet of warehouse space. It has handled more than 32,800 moves in Australia alone, some 300 or more daily. Removals is a big business in Australia, according to General Manager Corporate Services **Stephen Bonollo**. He cites the Australian Bureau of Statistics report that almost a half-million Australians move from one state to another annually. The 2016 census revealed that 43.4 percent of Australians had changed address in the five years before the census was conducted.

Bonollo has spent 34 years in various sectors of the removals industry, most of it involved with the international moving sector. “My career has taken me to visit 41 countries developing business opportunities all over the world,” he says. “I have forged many strong long-term relationships and friendships along the way. During that time, I’ve seen a multitude of



**Grace has  
70 branches  
across  
Australia  
and New  
Zealand.**

changes within the moving sector, evolving from simpler days when packing and moving shipments were the focus to what it is today. Our people are the most important assets to our business, and those I have worked with are standouts. The interaction, camaraderie, support and friendships are long-lasting and are the most rewarding aspect of my job.”

The company’s staff of about 900 full-time, part-time and casual workers swells to about 1,100 during the peak moving period, according to Bonollo, and several avenues of training are provided. On-the-job training is conducted through Grace’s Skill Path system. Employees can also access more than 750 courses through its online learning platform to hone their skills. Moreover, Grace offers them external professional development opportunities.

Grace’s 70 branches and its extensive international partner network enable it to offer highly specialized local, interstate and international art and antique relocation services, with transport via road, sea or air. Its extensive menu of services also includes information management, business services (e.g., relocations and installations, insurance, furnishings/equipment), storage and self-storage, among others. In addition, says Bonollo, “Grace has provided storage and international moving services to and from Australia for more than 30 years. We also hold local contracts for relocating U.S. military personnel based at U.S. consulates around Australia and the American Embassy in Canberra.”

### **Innovative containers, fit for purpose**

Shipping container specialist **Royal Wolf** is helping to grow the Australian removal industry through product innovation and tracking capabilities that enable more efficient movement of household goods container shipments around the country.

In the last two decades, the Australian removals industry has undergone a transition. Once reliant on teams of two or three traveling interstate in a pantech truck, movers now ship containers by road and rail. The catalysts for the change were the need for cost efficiency and reduced driver fatigue.

Royal Wolf, which has been an IAM member for three years, was established in 1995. It is a wholly owned subsidiary of General Finance Corporation, which also owns Pac-Van, a provider of portable storage solutions across North America. Royal Wolf provides “fit for purpose” shipping containers for the Australian and New Zealand removals industry. During Australasia’s peak season for removals from November through to January, the company will meet the high demand with more than 7,000 containers allocated to its removals customers.

“One of the main evolutions in the removal industry has been the introduction of 20-foot-high cube containers with tracking capabilities,” says **Craig Baker**, Royal Wolf’s national



removals manager. "The industry is constantly changing, and the challenges of increased travel distances and remote locations, as well as the need for more container capacity, means we are constantly innovating our product offerings to customers. This innovation enables us to meet the needs of their operations and business."

Royal Wolf is the largest supplier of shipping containers in Australasia, with more than 250 employees across Australia and New Zealand. The company has 38 dedicated sites in those countries, renting more than 41,000 containers and selling an additional 15,000 containers each year.

To manage its vast network of containers, Royal Wolf has a computer-generated tracking system that is critical as the more remote areas of Australia become populated. The system also allows its customers to send and receive containers within their own operations.

"Through a vast network of freight forwarding, repositioning, national account and intermodal customers, as well as by working with our national removal customers, we are able to move containers to where our customers need them to be," Baker explains.

Tony Clark, national linehaul services supervisor for Allied Pickfords, a key Royal Wolf customer and part of global moving and relocation services group Sirva, says, "Allied started the move from using pantech-style trucks to containers in the late 1990s because they were more cost-effective and increased efficiency. Using containers was a much more convenient way

of moving freight. Containers could be moved more quickly, whereas pantechs had to be relocated back to branches, sometimes with less freight, so they became unviable in the long term. With the combination of rail and containers and the ability to transport containers by road in areas not serviced by rail, it was far easier to move freight one way instead of trying to get units back to reload them."

Clark notes that the full changeover to containers happened in the early 2000s, when Allied Pickfords got Royal Wolf on board as its major container supplier.

"There are multiple benefits of using containers," he adds. "A more seamless movement of freight, better supply times, more flexibility in control of loading, and less double handling of a customer's freight mean a reduction in insurance claims and more satisfied customers."

## Coming Up in the July/August Issue of *The Portal*

### An IAM-YP Crystal Ball: Young Movers Consider the Future of the Moving Business

Watch your inbox and upcoming ePortals for guidelines for submissions and other details.



**SCHUMACHER**  
CARGO LOGISTICS

### Your USA Moving Partner

- Origin Service Provider by Schumacher crews
- USA Imports Specialists, Destination Services
- Storage
- Car Shipping

T: 562-408-6677  
E: [info@sclusa.com](mailto:info@sclusa.com)  
W: [sclusa.com](http://sclusa.com)



## A focus on quality

**The Moving Company** was founded in 1980 in Nelson, New Zealand. Originally established to service interisland and inter-city relocations for private customers, the company experienced rapid growth through the 1990s and developed a strategic branch network to serve the international market—setting itself up as a true alternative to the country’s incumbent market leaders at that time.

Through acquisitions, natural growth and quality-focused service, The Moving Company has continued to flourish. According to Managing Director **Mark Pitcher**, it is now a preferred partner for origin and destination services in New Zealand for key migrant markets such as South Africa, Australia and the UK, as well as for corporate clients in Asia, the United States and Canada.

The company is privately owned by Pitcher, who bought it in 2001. It is an asset-based business handling all aspects of the moving process with its own equipment and employees. With three branches in Auckland, Wellington and Christchurch, it has 120,000 square feet of storage capacity. The Moving Company deploys a fleet of 80 vehicles, from pack vans to container side loaders and 3,800 cubic-foot trailers. Its more than 1,200 20-foot high cube containers are used for storage and moves within New Zealand.

“We have 120 employees—all permanent, not contractors,” says Pitcher. “We believe that for the New Zealand market this adds to our quality focus and our ability to upskill and retain team members. One of the initiatives we promoted was an annual packer exchange program, where we had our top four packers work with our Swiss partner, Packimpex, through their summer and our slower winter period. We ran the program for six years, until the employment rules changed.”

The industry is finding it increasingly challenging to attract people, says Pitcher. “New Zealand is suffering from an extreme shortage of drivers, but this issue doesn’t seem to have been reflected in market pricing yet, which seems to have its head in the sand about this issue. We are part of the largest moving group in New Zealand, so it’s important for the employees and brand that we continue to invest in them, as well as in technology, market-leading facilities and equipment that differentiate us from our competitors.”

Pitcher himself came to the industry in the usual way—spending weekends during school working for a company that did office moves. “Once school was over,” he recalls, “I started a



The Moving Company headquarters in Auckland

full-time position in 1986, working in the warehouse for Movements International Movers in Wellington. From there, I progressed through operations, export shipping, imports and sales.” Through that experience, Pitcher gained extensive knowledge of the business, and he rose to roles of increasing responsibility until he was appointed general manager for New Zealand in 1998. Three years later, he purchased The Moving Company.

That experience, and his focus on quality performance, has paid off, as reflected in the clientele. “We regularly move high-profile sports personalities and well-known locals,” says Pitcher. “We serve both the private and corporate market, with many of our inquiries being referrals. We pride ourselves on quality, fair pricing and fantastic communication.”

One particularly memorable job Pitcher recalls involved three 40-foot containers The Moving Company handled that were shipped from New York to Wellington. “It required 150 individual crates, and took seven full days for the pack and load out. This was for an extremely high-profile film director who lives in Wellington, and his penthouse apartment was later sold to Taylor Swift.”

The Moving Company’s business skews heavily—80 percent—toward private or COD moves, he adds. “New Zealand is an extremely popular country with significant immigration, along with the customary OE [overseas experience] to Australia from New Zealand, and constant flows of moves between the two countries. We offer internal customs clearances, orientation, school search and short-term accommodation services.”

Memories of the devastating 2010 earthquakes in Christchurch linger. “They had a massive impact on the connectivity between Christchurch and the rest of the country,” says Pitcher. “The rail network came to a stop, but with our fleet of trucks we were able to continue to provide moving services on time. This proved significant, giving us—an asset-based business—a market advantage with consumers over asset-light entities.”

The potential for earthquakes is not the only geographical consideration for movers. “New Zealand is very naturally diverse, with significant mountain ranges throughout the country,” Pitcher explains. “Access is always a challenge, with many houses on the side of hills. And while the distance may be, say, 620 kilometers from Auckland to Wellington, that’s a 9.5-hour drive in trucks due to the nature of the roads. To get to the South Island requires a 3.5-hour trip on the interisland ferry. And snow often affects the ability of regional offices to open in the winter.”

The Moving Company has been an IAM member for more than 25 years, and it also participates in OMNI and FIDI. “We find the IAM platform and annual convention a valuable tool in our marketing and brand awareness within the global mobility market,” says Pitcher.



The Moving Company owns a fleet of 80 vehicles.



## Fond Memories of Malaysia

By Emilio Vittori, Account Manager, Bliss Corporation

Over the years, I have had the opportunity to travel all over the world, for both business and pleasure. This experience has allowed me to learn a lot about lands and cultures that are deeply different from my own. When I was a child I lived for many years in Australia, and from an early age I gained an appreciation for embracing new cultures and becoming integrated in unfamiliar environments.

Last year, I contributed to *The Portal* an article about my life and work experience in the United Arab Emirates for its regional focus on the Middle East. Southeast Asia—the subject of this issue—is another unique part of the world, and I am particularly fascinated by Malaysia, where I have made several trips for both business and pleasure.

Malaysia consists of two parts. Western Malaysia is bordered by Thailand to the north and Singapore to the south, while Eastern Malaysia is bordered by Indonesia. The country's dominant religions are Islam and Hinduism.

I recall that the local population was very easygoing, humble and friendly. The people were reliable and pleasant to work with. Throughout my travels to that country, I found them to be unique and special people who value and appreciate human relationships. Interacting with them filled me with pride and happiness.



Bliss Account  
Manager  
Emilio Vittori

The country abounds with gorgeous settings. In my view, its most beautiful city is Kuala Lumpur, a modern world capital with beautiful palaces, restaurants and huge shopping centers. I also had the opportunity to visit Port Klang, a key center for shipments by sea to and from Malaysia, and this city, too, is quite charming. However, there is no real comparison between the most important cities and the lesser ones. For example, just outside the splendor of Kuala Lumpur, you find yourself fully immersed in a series of poor villages and you then realize that Malaysia, like other countries, has two sides.

I still recall one particularly significant trip I took to Malaysia, when I traveled there on business to arrange the transfer of 17 Malaysian navy officials' families. On that occasion, I traveled, together with my correspondent, from Kuala Lumpur 400 km away to Lumut Naval Base.

This trip confirmed my earlier impressions of the country. I saw a lot of poverty, dwellings that looked more like wooden shacks on stilts rather than houses, women washing clothes in the river. Nevertheless, the people did not seem sad; rather, they accepted their way of life and made the best of it. They set an example for all of us. Most of us continue to push further and further in order to get more, forgetting that what we already have is what is really important to us.

With regard to the business environment, I have been quite familiar with the Malaysian reality since 1986 and am happy to report that each customer I have dealt with in that country was very happy with the way I did my job, and I felt the same toward them. I have worked with the Malaysian Tourist Office in Italy, the Malaysian Embassy, the Malaysian Army and private Malaysian customers.

Even at the operational level, I have never experienced any problems in Malaysia. With respect to removals, customs clearance is not too burdensome. Once you have the required documents in hand, it is quite simple to clear goods through customs. However, things get a bit more complicated when you have to import a motor vehicle—that requires an import license, which can arrive up to two weeks after the arrival of the vehicle itself.

That said, I have found working in Malaysia less complicated than dealing with China and Indonesia. If you've never been to Malaysia, I highly recommend the experience. My friendships among the Malaysian people have enriched me at a personal level as well as professionally.

**GSA  
MOVING  
SPECIALISTS.**

Quality, integrity and professionalism.

**ARROWPAK  
INTERNATIONAL**

Visit [www.arrowpak.co.uk](http://www.arrowpak.co.uk) Email: [sales@arrowpak.co.uk](mailto:sales@arrowpak.co.uk)  
Telephone: +44 1842812165 Facsimile: +44 1842816328  
Sherwood House, Norwood Road, Brandon, United Kingdom IP27 0PB

Membership No. A041

ISO 9001  
REGISTERED FIRM

International Association of Movers  
IAM



# A WEALTH OF EXPERIENCE!! IN DOMINICAN REPUBLIC



**Worldwide Movers**

- 30 days free storage on import / export shipments, never a fee on in / out handling
- Payment deposit shipping line on import shipments
- 30 Days credit for FIDI members
- Ocean / Air freight / Import / Export
- Authorized custom brokers
- Wood crating & packers
- Total commitment to excellence
- 50,000 SQ.FT. Storage facility
- All trucks with GPS
- Specializing in Diplomatic and international organizations shipments
- Warehouse with 24/7 surveillance

**809-537-0427 / 809-531-2586 / 809-530-4494**

**jlopez@lginternationalmovers.com**

**www.lginternationalmovers.com**

**lgintl movers@hotmail.com**

**YOUR DOMINICAN CONNECTION!!!!**



SANTO DOMINGO



DOMSDQ00089-1-1



WORLDWIDE ERC



## YPs in Bangkok: Impressions from IMA 2019

The International Mobility Alliance (IMA) Conference is a “boutique” gathering—smaller than those of many industry groups, but that can be a good thing for young professionals who are growing their networks, building their confidence and developing contacts with peers from other countries.

This year was no exception. IMA 2019 in Bangkok, Thailand, in February offered a relaxed setting and ample opportunities for social interaction and making professional connections. Among the 214 people who attended IMA 2019, a number of members of the IAM-YP group were in attendance, and all had their own impressions from the experience.

For **Lennert de Jong**, manager partner desk at Netherlands-based **De Haan**, the IMA was scheduled at an opportune time. “We try to visit our Asian partners every two or three years,” he explains, “and we were planning a trip around Southeast Asia around the same dates as the IMA. Being an Asian conference, it attracts a very diverse crowd that differs strongly from the usual IAM/FIDI meetings. And, being a bit smaller, it gives you a lot more time to socialize.” It’s also easier, he points out, to find one’s way around and locate colleagues.

One advantage of attending IMA 2019, he adds, is that the region is a growing market for movers. “It’s a focus market for De Haan, so we decided to combine field visits to warehouses around the Southeast Asia area and the IMA conference. Having a nice-looking business card and good communication skills is one thing,” says de Jong. “Seeing the warehouses and the staff in



IMA attendees had many opportunities to socialize and network.

the office of your key partners tells you about the heart and soul of a company.”

The Bangkok gathering was de Jong’s first IMA conference, and he made what he calls “the rookie mistake” of fully scheduling all slots available. But overall, he says, “The program is great for younger as well as older professionals. If your business in Asia is seeing an upward trend in the coming years, I would



# HARSCH

The Art of Moving Forward

YOUR MOBILITY SPECIALIST IN SWITZERLAND

- Quality & Independence since 1957 -

[www.harsch.ch](http://www.harsch.ch)

FINE ART TRANSPORT | MOVING | RELOCATION | RECORDS MANAGEMENT

GENEVA | LAUSANNE | BASEL | ZÜRICH

definitely visit the IMA Conference and combine it with visits to other countries in the area.”

**Alex Kiefer**, junior executive manager at **Frey & Klein Group**, went to IMA 2019 with a similar goal in mind: to find new partners from the Asian moving and relocation industry who are not able to go to the IAM meetings. “Business opportunities in China, Japan, India and other countries are growing every year,” says Kiefer, “and it’s important to have good partners there. Meeting people at IMA 2019 was very easy—like speed dating—with enough time to talk. This was my second time at IMA, and it was great to see friends again and connect with new colleagues.”

Often, it’s the boss’s idea to send young executives to industry gatherings such as IMA. Such was the case with **Alessandro Mannozi**, partner relationship manager at **Bliss Moving & Logistics SLR**, whose boss was attending the LACMA conference at the same time. Bliss has seen significant growth in business to and from Southeast Asia, with corporate and other customers moving there.

Mannozi found his time in Bangkok well spent. “It was a great experience,” he says, “definitely the most organized conference I have ever attended, probably due to the small number of attendees. I had the chance to talk to almost all of them. The conference was planned to allow fixed meetings where you didn’t need to walk around the hotel looking for someone—you knew exactly where to meet. There were many people from



IMA 2019 drew 214 attendees.

the Middle East and Asia, markets we are trying to get into since last year. And we also had the chance to see old friends from IAM and the YMC.”

**Jessica Deutschmann** first met IMA organizer **Patricia Jade Oooi** at the 2016 IAM Annual Meeting in New Orleans, and attended the meeting in Penang the following year. “We really liked the setup of the conference, especially the meetings,” says Deutschmann, who is a partner relocation manager at **Hasenkamp**. “It was a lot more relaxed, but also felt very productive. We wanted to take advantage of IMA to expand our network.”

Like the other YPs who attended IMA 2019, Deutschmann found the smaller attendance good for networking. “The community is very interactive,” she explains, “and then we stay in contact throughout the entire year, supporting each other with ideas and recommendations. This is a very unique experience,

which I think is only possible because of the size of the group.”

Of course, the location of IMA has appeal because of the region’s growing importance in the marketplace. But



# VICTOREK

*Smooth moves since 1885*



INTERNATIONAL MOVES | ORIGIN & DESTINATION SERVICES  
MOVE MANAGEMENT | WAREHOUSING

+3589 125 11 | [www.victorek.fi](http://www.victorek.fi) | [victorek@victorek.fi](mailto:victorek@victorek.fi)





Deutschmann also likes the broad variety of companies that participate at these annual gatherings.

“For young people,” she adds, “I actually think that networking is the most important part. While we are more and more escaping into digitalization, the actual interaction with people becomes more relevant and builds more trust in the relationship than any 30-minute sales pitch could do. It was a good opportunity to get an idea of who else is out there in the market who you would usually not get the chance to meet at a bigger conference.”

**Michael Dunstan**, Sydney branch manager at **OSS World Wide Movers** in Australia, has attended IMA gatherings since their inception. “I have found it to be the most amazing experience every time I attend,” he says. “The conference is a little different from the FIDI and IAM conferences. It’s a little bit smaller and more intimate—you have the chance to meet everyone. Patricia is very much about involving everyone in everything, which makes it a truly unique experience. Everyone is part of the IMA family, whether it’s your first conference or your tenth.

“As for business, the meetings are pre-organized, so a scheduler is sent out prior to the conference. This allows people to arrange appointments with you and vice versa, so there is no juggling time slots or double-booking or someone not showing up because you can’t find each other. The meetings are all 30 minutes and done in one room, so essentially it’s just a matter of going from one table to the next—so much easier!”

IAM-YP Chair **Catherina Stier**, manager—partner relationship at **Henri Harsch**, had wanted to attend IMA for years, and finally did so for the first time. She was not disappointed, and says the experience helped to strengthen her relationships, especially with partners from Asia and the Middle East.

“It’s a very well organized conference with many networking opportunities,” she says. “As it’s small compared to other conventions, it’s much easier to meet new partners and to spend more time than a quick meeting. One of the most important benefits IMA offers are the one-to-one meetings. Tables are assigned, so you don’t have to chase for your meetings in the lobby, trying to get a look at badges.



“It was absolutely well worth the time, money and effort to attend,” she adds. “It’s a no-brainer to attend next year as well.”

**YOUNG MOVERS**  
CONFERENCE

Coming Up in the  
July/August Issue of *The Portal*

A recap and photos from the  
YMC in Bucharest, Romania

## SIT BACK, WE GOT IT ALL COVERED

Moving

Immigration

Relocation

Storage

Pets

Fine Arts

Express

File

Email [info@global.pt](mailto:info@global.pt)

Contact (+351) 21 923 6550

Website [www.globalmobility.pt](http://www.globalmobility.pt)

**PORTUGAL**

## SCHOLASTIC ASSISTANCE PROGRAM CONTRIBUTORS



The Alan F. Wohlstetter Scholarship Fund is the cornerstone of the IAM Scholastic Assistance Program, which is aimed at promoting and supporting individuals in higher education related to the areas of transportation and logistics. Donations (by major annual giving levels) to the Fund received during the last 12 months are as follows:

### Platinum (\$5,000 or more)

Alan F. Wohlstetter Trust  
(in memory of Alan F. Wohlstetter)  
\*DeWitt Worldwide  
(in memory of Woorow DeWitt)  
Marriott National Harbor

### Gold (\$2,500–\$4,999)

Royal Hawaiian Movers, Inc.  
The Pasha Group

### Silver (\$1,000–\$2,499)

Aloha Worldwide Forwarders, Inc.  
Approved Forwarders, Inc.  
DeWitt Guam  
Deseret Forwarding  
Foxlog  
Gridiron Forwarding Co., Inc.  
Terry R. Head  
IAM Governing Members  
(in honor of Terry R. Head)  
Interstate Van Lines, Inc.  
Jet Forwarding, Inc.  
(in memory of Alan & Joyce Wohlstetter)  
Pac Global Insurance Brokerage, Inc.  
Southwest Port Services, Inc.  
Stevens International Forwarders  
Stevens Worldwide Van Lines  
TOTE Maritime Alaska  
True North Relocation, LLC  
(in memory of Jackie Agner)  
Twin Oaks Moving Company, Inc.

### Bronze (\$500–\$999)

Cornerstone Moving & Storage LLC  
Richard & Judith Curry  
(in memory of Calvin Stein)  
DeWitt Moving & Storage  
Gateways International, Inc.  
\*Grace  
Royal Alaskan Movers, LLC  
R. D. Simmons & Associates  
Royal Alaskan Movers, LLC  
Southwest Port Services, Inc.

### In Kind or Other

A-1 Freeman North America  
\*Agencia De Aduanas Atlantic & Asoc.  
Worldwide Movers  
AGS France  
Allied Logistics LLC  
AMCO Express Cargo Systems  
Approved Forwarders, Inc.  
Asian Tigers Mobility—Korea  
Canal Movers & Logistics Corp.  
Cartwright International Van Lines  
Central Van Lines, Inc.  
\*CIM—Continental International Moving  
Constantine Limited  
Cornerstone Moving & Storage  
\*Creative Transportation Consulting  
Decapack  
De La Fuente Internaional Movers  
Matt Dolan  
Heather Engel  
(in honor of my friends Jackie Agner  
and Sandra Rowe Maier)  
Federal Transportation Systems Inc.

Gateways International  
Stanley & Coral Goldman  
(in memory of Alan F. Wohlstetter)  
Jeff Gregory  
High Relocation Korea  
Intrapack de Colombia Ltda  
Joe Mulholland, Inc.  
Sheena Kiser  
Walter Laffitte  
\*Lang Worldwide Moving  
Lincoln Moving & Storage Co., Inc.  
Thomas Matters  
Kitty Melvin  
Mesa Systems, Inc.  
M.I.D. Moving & Storage  
Mudanzas Internacionales Global C.A.  
National Van Lines  
Nilson Worldwide LLC  
Pegasus Forwarding Inc.  
Pickfords  
Pullen Moving Company  
R.D. Simmons & Associates  
RKG Associates  
Santa Fe London  
Macarena Scalia  
Servomax, SA  
SIRVA Move Management SA  
SIT Grupo Empresarial, S.L.  
Square One Relocations  
Stevens Van Lines, Inc.  
(in honor of Belvian Carrington Sr.)  
The Swiss Moving Group SA  
The Viking Corporation  
Transcontainer  
True North Relocation, LLC  
(in memory of Jackie Agner)

### Alan F. Wohlstetter Scholarship Fund

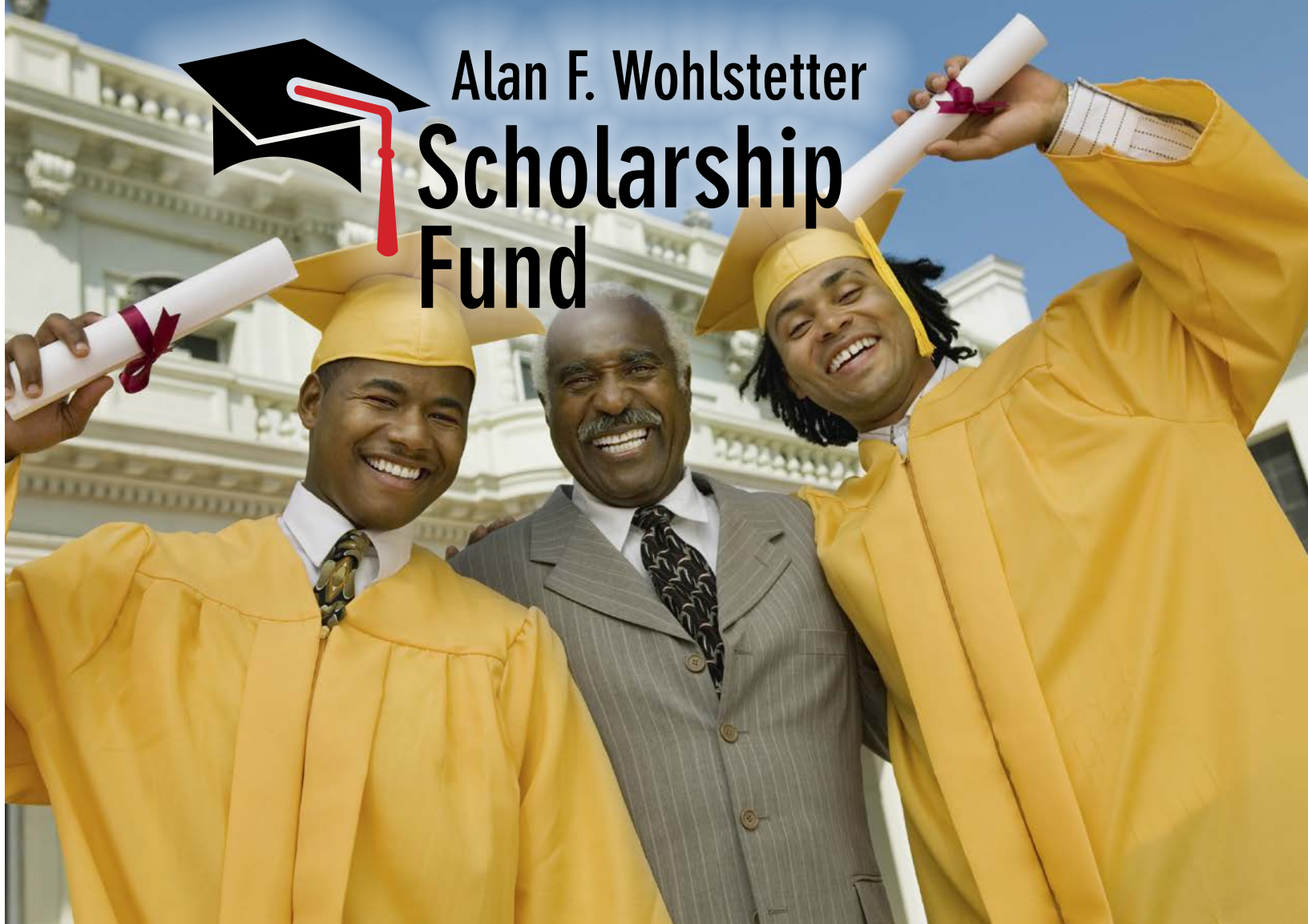
5904 Richmond Highway, Suite 404 • Alexandria, VA 22303 • Phone: (703) 317-9950 • Fax: (703) 317-9960







# Alan F. Wohlstetter Scholarship Fund



## Donate Today!

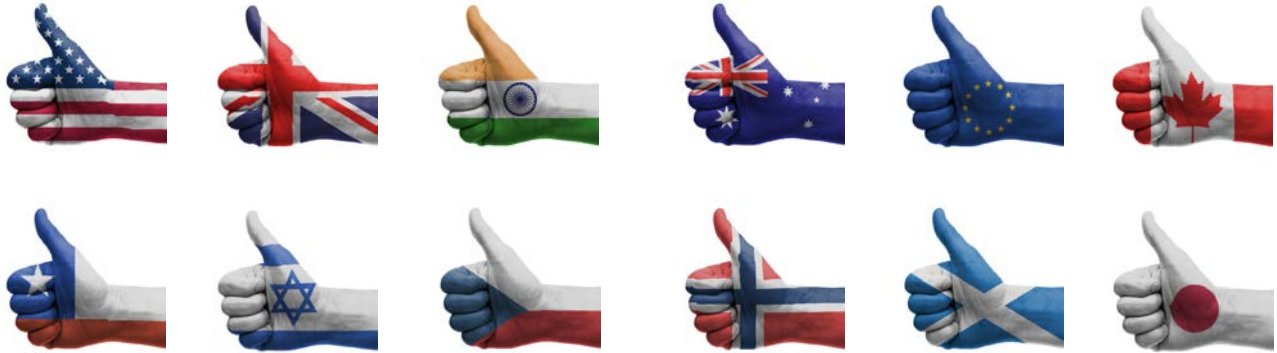
You can make a difference in the life of a student pursuing an education in the moving, relocation, forwarding and logistics industry by donating to the Alan F. Wohlstetter Scholarship Fund.

### The benefits of making a gift include:

- The opportunity to support the future of our industry, as well as the students who benefit from the scholarship.
- Your name and company listed in The Portal magazine for a year from the date of donation
- Your name and company displayed prominently during the IAM Annual Meeting.
- Your name and company acknowledged during the Membership Breakfast at the IAM Annual Meeting.
- A potential tax deduction (consult your local tax professional).



For more information, visit  
[www.iamovers.org/scholarship](http://www.iamovers.org/scholarship)



# A Big Thumbs-up from our Clients relocated all across the world.




**CALL US TOLL FREE**

 **USA 1-888-323-7356**

**OR REACH US AT**

343, New Road, Suite #4, Parsippany, NJ - 07054

 [sales@universalrelocations.com](mailto:sales@universalrelocations.com)

 973-227-5964 / 973-227-5874

 1-866-624-9165

## **Universal Relocations** *the 'ONE-STOP' relocation service*

INTERNATIONAL RELOCATIONS / BAGGAGE SHIPPING

CORPORATE RELOCATIONS / WAREHOUSING / PET RELOCATIONS

FREIGHT FORWARDING / DESTINATION SERVICES

**[www.universalrelocations.com](http://www.universalrelocations.com)**



**Affiliate  
Chennai  
Branch**



Federal Motor Carrier Safety Administration (FMCSA). Our MC# is MC-836909-C. Our US DOT# is 2428388.



## Government & Military Program Review

*By Daniel J. Bradley, Director, Government & Military Relations*

Peak Season 2019 is quickly approaching, and we'll undoubtedly face many challenges throughout the summer. There is often frustration within industry and our interaction with our largest single customer, the Department of Defense (DoD). However, we shouldn't lose sight of some recent industry "wins" with the agency, even as we struggle with some major issues within the DoD program. While frustration is still often high, over the past year USTRANSCOM has shown a willingness to work with industry on various topics. Let's review the successes and challenges (see sidebar) we've experienced in terms of industry interactions with USTRANSCOM as we move toward our next peak season challenge.

While the current DoD program is not where many in industry would like it to be, we have taken a few steps forward in the program and in our work with the DP3 staff. However, the potential for damage to many current DoD Transportation Service Providers, particularly in the international market, is significant as USTRANSCOM's Global Household Goods Contract (GHC) effort moves forward. And this concern cannot be understated, even as we've made a few modest gains in DP3.

As an update on the GHC effort, GEN Stephen Lyons, the USTRANSCOM Commander, appears to remain fully committed to contracting out the DoD moving program to a single

### Partnership successes

- Per industry input, Tender of Service (TOS) reduced by seven pages
- USTC removed prohibition on use of Rubbermaid and like containers (initially included in 15 May TOS, will be removed)
- Per industry input, halted Northern Tier winner-take-all solicitation
- USTC modified Code 2 CONOPs (Concept of Operations) after significant industry feedback
- Implementing "refusal" CONOPs
- Domestic transit times increased
- IT-19 linehaul table rates increased
- General Price Adjustment added to IT-19
- Reviewing transit times for Turkey and Australia
- Generally positive feedback on domestic market rate acceptance
- 4-Star level engagement (industry leaders invited to meet with USTC Commander on program issues and contract effort)
- Inclusion in DP3 Advisory Panel with Spouse Groups (explores DP3 issues from customer perspective)
- Inclusion in MilMove Updates from Program Manager
- Industry participation in new non-peak season monthly updates with USTC and services

### Partnership challenges

- Pace of USTRANSCOM's Global Household Goods Contracting (GHC) effort
- Unwillingness of USTRANSCOM Commander to adjust DP3 vice moving to GHC as a proposed "cure-all"; engagement seen by some as "checking the box" to say he met with industry
- Inconvenience claims for shipments out of storage-in-transit (SIT) implemented despite strong industry pushback
- International market rate rejection concerns
- MilMove development delays
- DPS improvement actions halted while MilMove is developed
- Request for overall International Transit Time increase rejected



**MILITARY,  
COMMERCIAL  
& GSA.**

Make us your one-stop-shop partner in the UK.

**ARROWPAK**  
INTERNATIONAL

Visit [www.arrowpak.co.uk](http://www.arrowpak.co.uk) Email: [sales@arrowpak.co.uk](mailto:sales@arrowpak.co.uk)  
Telephone: +44 1842812165 Facsimile: +44 1842816328  
Sherwood House, Norwood Road, Brandon, United Kingdom IP27 0PB



Membership No. A041



prime contractor. Industry representatives continue to engage at many levels within Congress, the Small Business Administration and various other government agencies. To help get an industry perspective out to as many audiences as possible, IAM created a series of op-ed pieces with perspectives on the strengths that exist in the current program, the problem with the GHC concept, and the value of the international forwarder in the DoD moving program. Those articles can be found at <https://bit.ly/2PCmoPr>.

USTRANSCOM Acquisitions (TCAQ) held a second "Industry Day" in March for prospective bidders on the GHC, as well as other interested parties. Industry Day #2 followed on the heels of the Spring Personal Property Forum, and included members of government and industry in the audience. The primary focus of the event was to provide a quick update on the effort, a question-and-answer session, and USTRANSCOM hoped to explore industry ideas on how pricing should work under the contract.

TCAQ has since released a draft Request for Proposal (RFP) on the Federal Business Opportunities (FBO) website.

You can review the RFP and all its attachments, as well as Industry Day presentations and Q&A documents online at the FBO page (<https://bit.ly/2v9GTJP>).

Of particular note, Appendix A of the RFP shows a draft proposed transition plan for implementing the GHC once the contract is awarded. The contract is scheduled to start on October 1, 2020, with all NEW non-temporary storage (NTS) lots being handled by the contractor, and 25 percent of the domestic household goods and SIT movements being handled via the contract. The volume increases incrementally to 100 percent by January 1, 2021. Significant international traffic doesn't start until October 1, 2021, with 25 percent of the volume, and up to 100 percent by January 1, 2022.

USTRANSCOM continues to move aggressively on the GHC effort despite conducting no study or analysis indicating the contract can or will produce the quality and capacity the USTRANSCOM Commander believes it will.



**Solutions for people on the move**  
Over 70 Years of Experience

- Household Relocations
- Inhouse Licensed Custom Broker
- Origin & Destination Services
- Freight Forwarding
- Automobile Relocation
- Pet Transfer
- Fine Art Handling
- Reliable Packing
- Swift Transportation
- Secured Storage

H.Q.  
102, Rex Chambers, W.H. Marg, Near G.P.O.,  
Ballard Estate, Mumbai - 400001, India  
☎ +91 98339 38090, +91 98200 99275  
✉ [info@lacrelocations.in](mailto:info@lacrelocations.in)

Affiliations / Accreditations

[www.lacrelocations.in](http://www.lacrelocations.in)  
Network Offices : New Delhi, Chennai, Bangalore, Kochi, Hyderabad, Ahmedabad, Kolkata



Since 1999, the International Shippers Association (ISA) has provided international shippers and forwarders of Commercial and US Military and Government household goods, unaccompanied baggage, and general commodities the lowest comparative shipping rates (FCL & LCL) and best service throughout the world by establishing volume discounts with preferred vendors.

**Members: When contacting vendors please identify yourself as an ISA member to receive preferred rates.**

#### Preferred Vendors

**For U.S. Military HHG to/from from the UK and North Europe**

**North Atlantic Services**  
+32 (0)3 360 78 21  
[www.nas.gosselingroup.eu](http://www.nas.gosselingroup.eu)  
Contact: Patrick Vercauteren  
[patrickv@north-atlantic-services.com](mailto:patrickv@north-atlantic-services.com)

**Pasha International**  
+1 (415) 927-6439  
[www.pashagroup.com](http://www.pashagroup.com)  
Contact: Mike Connolly  
[Mike\\_Connolly@Pashanet.com](mailto:Mike_Connolly@Pashanet.com)

**For U.S. Military or Government HHGs Port to Port to/from Pacific Rim**

**SEACO Shipping SA**  
Contact: Patrick Vercauteren  
[Patrickv@north-atlantic-services.com](mailto:Patrickv@north-atlantic-services.com)  
Contact: Mike Connolly  
[Mike\\_Connolly@pashanet.com](mailto:Mike_Connolly@pashanet.com)

**USA Outbound Commercial HHG: FCL & LCL**

**S.E.A. Corp.**  
+1 (704) 732-6063  
[www.seacorpnc.com](http://www.seacorpnc.com)  
Contact: Sheena Kiser  
[rates@seacorpnc.com](mailto:rates@seacorpnc.com)  
[bookings@seacorpnc.com](mailto:bookings@seacorpnc.com)

ISA Members are eligible to earn an annual patronage dividend.  
For information or to join ISA, go to [www.IAMovers.org](http://www.IAMovers.org), click on Affiliate Groups

ISA | 5904 Richmond Highway, Suite 404, Alexandria, VA 22303 | tel 703-317-9950 | [www.IAMovers.org](http://www.IAMovers.org)



## A Chaotic 1985

By Rick Curry

At the 1985 Annual Meeting of the Household Goods Association of America, Inc. (now IAM), Vice President Wally Saubert (a 2009 Hall of Honor inductee), reported that 1985 was a chaotic year, as most of them seem to be. Among the major issues and changes were:

1. **Frustrated shipments** (i.e., shipments that are stopped or held before arriving at their final destination) due to problems in the international forwarding industry.
2. **Elimination of the reimbursement program** on currency fluctuation.
3. **Leadership changes** at Military Traffic Management Command (MTMC).
4. **MTMC's Common Financial and Administrative Control requirements.** Both SDDC Commanding Officer Gen. Harold Small and MTMC Commander Col. Joseph Marotta assured the industry that MTMC would review this matter and arrive at a proper conclusion.

Despite the significant time that was dedicated to these concerns, the most important new issue was the formation of the International Shippers Association (ISA). If you think this didn't occur until

1999–2000, you need to know what happened in 1985 to get the entire story.

At HHGFAA's annual meeting that year, the Active (now Governing) members approved a motion to have General Counsel Alan F. Wohlstetter research the establishment of a shippers association. The Executive Committee had already approved investing \$25,000 to determine



whether such an organization could be created under the Federal Maritime Act of 1984.

Wohlstetter completed comprehensive research on the problems associated with forming and operating a shippers association. In a letter to HHGFAA President Cal Stein, he noted that the Federal Maritime Commission had ruled that non-beneficial owners of freight could form a shippers association. Proposed By-Laws and operational procedures had been written as instructed by the Executive Committee at a meeting in January 1985. He also reported that an attorney



HHGFAA  
General  
Counsel Alan  
F. Wohlstetter

at the Department of Justice (DOJ) had met with MTMC. MTMC was averse to the formation of the shippers association, arguing that it would eliminate competition among ITGBL\* carriers. Wohlstetter had the opportunity after that meeting to justify HHGFAA's proposal to establish the new group.

On March 25, 1985, he submitted a request to DOJ's Anti-Trust Division to issue a Business Review Letter on our position of forming a shippers association. This would advise DOJ's intention to take enforcement action with regard to this proposed organization.

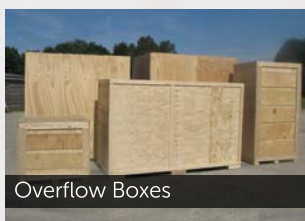
At the 1985 annual meeting, Wohlstetter reported that all legal clearances

\*International Through Government Bill of Lading

## Packing your shipment properly

### The GEPBOX

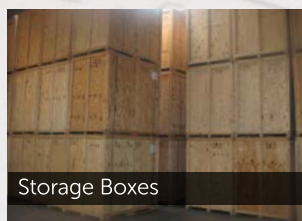
- Deliveries all over Europe within 72 hours
- HT ISPM15
- All sizes of boxes



Overflow Boxes



SDDC approved Type II Boxes



Storage Boxes



Gosselin Export Packers

✉ [gepbox@gep.be](mailto:gepbox@gep.be) 🌐 [www.gep.be](http://www.gep.be)

for a shippers association covering commercial household goods and general commodities had been accomplished. HHGFAA members approved By-Law amendments to accommodate the coverage of general commodities in the shippers association. The formation of this new entity was announced in the November–December 1985 issue of *The Portal*. Stein agreed to serve as ISA's executive director, without compensation, for its first year of operation.

Okay, so what happened to the shippers association? We will cover that in the next issue, as we recount the events of 1986. But in 1985, the President's Report and committee reports at the Annual Meeting detailed some of the other issues being addressed by the Executive Committee:

1. There was a gain of \$27,419 in members' equity. The Executive Committee approved \$10,000 to be committed to a container seal test program. They wanted to reduce loss and damage claims on shipments.
2. The Executive Committee approved the reimbursement of its members' travel expenses to attend Association meetings, in the hope that this would help increase member participation.
3. TAAFL0 (Trans-Atlantic American Flag Liner Operators) opposed releasing any shipments from a consolidated container despite the payment of a pro rata share of the freight cost. We submitted a draft of our request to obtain the release of cargo to Rep. Glenn Anderson (CA), who served on the House Public Works and Transportation Committee and chaired its Surface Transportation Subcommittee. This led to informal meetings with the Federal Maritime Commission and members of TAAFL0.
4. AMO, the German Movers Association, was seeking to obtain from the German counterpart of the U.S. Antitrust Division an exemption from arrangements with ITGBL carriers to cover reweighs, loss and damage claims and other matters covered in standard agency agreements.
5. The ILA (International Longshoremen's Association) 50-mile rule had recently been approved by the U.S. Supreme Court. Steamship containers would need to be handled by the ILA if unloaded within 50 miles of the port. HHGFAA would take no action to seek relief from the ILA ruling.



Left: MTMC Col. Joseph Marotta.  
Above: HHGFAA Vice President  
Wally Saubert

6. The subcommittees of HHGFAA's Carrier Relations Committee were eliminated. The Military Basic Tender Committee would now be known as the Accessorial Service Committee.

The Competitive Rate Program had changed the industry forever and created many problems for the carriers that were involved. MTMC's Gen. Small and Col. Marotta would face the wrath of an industry opposed to the changes MTMC was introducing. In 1986, all of the industry associations would be taking their fight to Capitol Hill.

## THE PORTAL at Your Fingertips

You can read archived editions of *The Portal* any time from your computer or electronic device.

To view past issues, go to

[www.iamovers.org](http://www.iamovers.org) > Resources & Publications >  
The Portal Magazine

### BRYTONS REMOVALS OF SOUTH AFRICA

your trusted partner in Johannesburg, SA



*We will be there for you from the beginning to the end,  
making sure that your possessions are in capable and  
trustworthy hands.*

#### Brytons Removals of South Africa

Address:

Johannesburg, SA

Tel no: 011 392-3962

Fax no: 011 392-3939

Email:

[brytons@brytons.co.za](mailto:brytons@brytons.co.za)

Web Page:

[www.brytons.co.za](http://www.brytons.co.za)



Services: Origin & Destination services | Export & Import | Worldwide Groupage Services | Shipping & Freight | Storage & Bonded Storage



HOPE 2 C U 4 + LBS + \$\$ + ❤️ + 👍



Business units in the most important cities across Brazil:

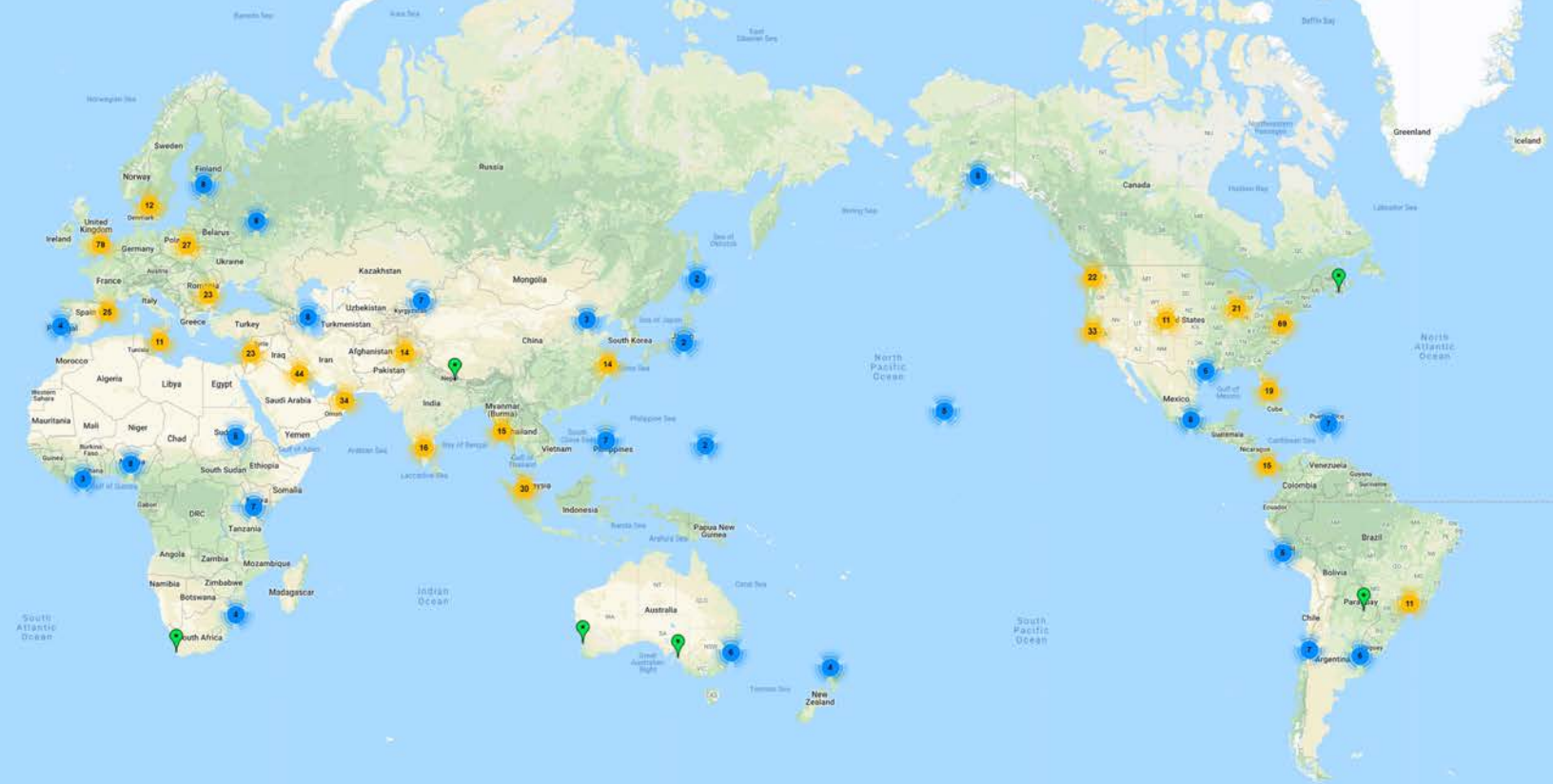


**lacma**



The best today, still better tomorrow

[www.metropolitan.com.br](http://www.metropolitan.com.br)



**Trusted Worldwide**

**IAM MOBILITY EXCHANGE**  
[www.iamovers.mobilityex.com](http://www.iamovers.mobilityex.com)



## IAM Mobility Exchange Analytics Highlights

By Ray daSilva, IAM Mobility Exchange

In any given week, **IAM Mobility Exchange (IAMX)** hosts more than 1,000 users performing an average of 9,000 searches for locations and search terms. Since IAMX is not yet advertised to consumers, these users are limited to industry professionals. A great percentage of this traffic is generated by industry professionals searching for the best qualified service partners for their business.

IAMX provides a Data Analytics Dashboard to all members. Just click on the Analytics menu and choose IAMX Dashboard (Figure 1).



Figure 1

Now, let's have a look at some statistics from the first quarter of 2019 (Figure 2).

During this three-month period, IAMX hosted more than 5,800 industry professionals as users. Given that the main functionality of the site is to search for moving and relocation service providers, all of these users clearly meant to do business. In fact, they searched based on a location more than 74,000 times. They also searched by company name, service category or qualification more than 37,000 times.

After searching, they clicked on the e-mail links of service providers more than 42,000 times. Most of these e-mail inquiries were related to business opportunities.

Although all users have access to this dashboard, IAMX Validated members have exclusive access to 15 additional pages of dashboard reports. For example, they can look up the traffic based on location (Figure 3).

In the first quarter of 2019, U.S.-based industry professionals searched for service providers in New York more than 440 times. The United Kingdom came in second at 80 times. Figure 4 shows what those industry professionals did after searching.

Upon completing their search, users clicked on the profile of a company from the search results to learn more about it more than 460 times. They clicked on its e-mail link 133 times.

### Getting noticed

IAMX is no doubt being used effectively by industry professionals who are seeking business partners. How can you get noticed and increase your engagement with industry colleagues?

By default, IAMX presents only IAM members, but in some locations there are many service providers. The best way to stand out is to validate your company profile. A lot of information is

**IAM: Moving Forward Together**

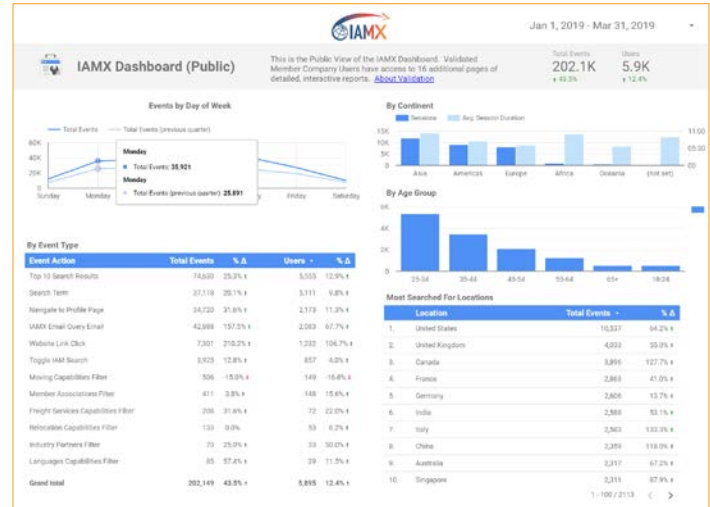


Figure 2

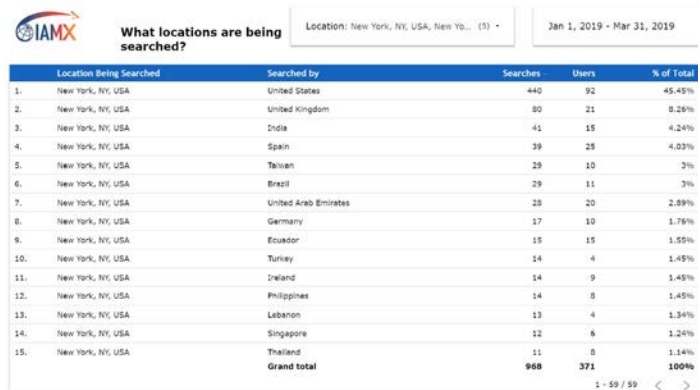


Figure 3



Figure 4

now available on company websites and other online resources, but how do we know whether we can trust this information? The fact that it is published on a company website does not mean the information is accurate or current.

IAMX Validated members have voluntarily submitted documentation to support their years in service, quality certifications, memberships and compliance qualifications. The documents are available for industry colleagues to view. Validated members provide assurance that the qualification claims made in their company profile have been documented, reviewed and confirmed.

IAMX Validated listings are highlighted, which makes it easy to see that the qualifications are current. The green tick mark turns into an orange “X” when the qualification document expires. It is a simple, elegant system that establishes trust. Look at the comparison of the two listings from an IAMX search result in Figure 5. Which company do you think will generate more engagement with industry colleagues?



Figure 5

IAM Member **La Rosa Del Monte—Worldwide Movers** has validated all five of its IAM member branches. “The business opportunities that we receive from our industry colleagues around the world are very important to us. Our IAM memberships and IAMX Validations easily pay for themselves in increased opportunities,” says La Rosa Del Monte Commercial Director **Miguel Grau**.

| Event Action                | Total Events | Users |
|-----------------------------|--------------|-------|
| 1. IAMX Email Query Email   | 133          | 82    |
| 2. Navigate to Profile Page | 112          | 81    |
| 3. Website Link Click       | 36           | 19    |
| 4. Top 10 Search Results    | 24           | 11    |
| 5. Search Term              | 11           | 10    |

Figure 6

### Information is power

These are just a few of the data analytics reports available to IAMX Validated member companies. You can find out more about IAMX Data Analytics at IAM Learning by accessing <https://www.pathlms.com/iamlearning>. Click On-Demand Events under the Events menu.

If you are interested in generating more inquiries from your industry colleagues, send an email to [rdasilva@mobilityex.com](mailto:rdasilva@mobilityex.com).



## Is Your Company an IAM Governing Member?

If so, remember that **Governing Members** receive three IAM-YP memberships as a benefit at no additional cost.

## Mobile Inventory Management System

- Allows work crew to quickly and easily capture contents of cartons & packed pieces
- Creates comprehensive Inventory list, including description, condition, value, and photo
- Multi-lingual capabilities eliminate language issues, can create and send packing list in multiple languages to customer
- Requires no learning; completely intuitive, based on familiar program
- Supported by the MoversPOE website that enables online activities before and after packing
- State-of-the-art Mobile Inventory Management System





## People You Know. Exceptional Quality & Reliable World-Wide Shipping You Can Count On.

Since 1911, customers have come to count on their long term relationships with New Haven, as well as with our experienced sales teams who are dedicated to their success. Our leadership in innovation and engineering ensures you the most up-to-date products in the industry, and our customer support is second-to-none.

Call us today  
for the very  
best in  
Corrugated,  
Packaging &  
Moving  
Equipment



West Coast (818) 686-7020  
East Coast (203) 469-6421

[www.newhaven-usa.com](http://www.newhaven-usa.com)



## Residential Sales Training Program

The most comprehensive online professional development program designed for international Moving Consultants.

- Pre-Move Survey
- Confirmation & Completion of Customer Needs Analysis
- Options Review & Recommendations
- Proposal Preparation
- Proposal Presentation
- Follow-Up & Sales Resolution
- Processing Acceptance & Confirmation
- Scheduling
- Customer Satisfaction Follow-Up
- Sales Prospecting & Referral Relationship Management

Visit IAM Learning at [Mobilityex.com](https://www.Mobilityex.com)



# Preparing for the Peak—and Peak Performance—with IAM Learning

*By Ray daSilva, IAM Mobility Exchange*

As this issue of *The Portal* goes to press, the time to get ready for the peak season may already be behind us. Great companies, however, never stop preparing their staff for peak performance. Professional staff development takes many forms, and IAM is committed to augmenting your efforts by developing the best industry-specific training content and making it available to you. Here are some highlights.

## Residential Sales training

The Residential Sales training program, launched in March, aims to provide detailed skills training for moving consultants. The program builds upon the basic industry knowledge and customer service skills covered in the Move Coordinator Training Program and follows the same five-course structure, culminating in a final review and assessment.

As with all IAM training, the program places significant focus on the international aspects of the business. Every key element of the pre-move survey is covered—e.g., preparation, estimating skills, special packing requirements, accessorial services and residence access. There is great emphasis on honing one's sales skills, including how to use features, benefits and

affirmations to differentiate yourself and your company. The program also provides detailed instructions on using needs analysis to come up with a move plan and proposal best tailored to the customer's needs and requirements.

The program features interactive assignments designed to make students learn how to build a customer referral base and how to prospect. Throughout the training program, the importance of building customer trust and loyalty is constantly reinforced.

## Military Move Coordination Training

Built on a foundation of the customer service and industry knowledge training in the Move Coordinator Training Program, IAM Learning is developing its Military Move Coordination training course. The course covers the technical aspects of the Defense Transportation Regulations. While highlighting the important aspects of the rules and guidelines, the training does not seek to force memorization, but instead teaches how to access the most current, relevant information contained in the Joint Travel Regulations, Defense Transportation Regulations, Tariff 400NG, and International Tender of Service.





# ROSEBROCK

Wilhelm Rosebrock GmbH & Co. KG  
P.O. Box 14 02 64, 28089 Bremen / Germany  
phone +49 421 520 00-22  
fax +49 421 520 00-9922  
uwinkelmann@rosebrock.com

**We are certified:**  
 ISO 9001:2015    ISO 14001:2015  
 ISO 27001:2017  
 AEO (Authorized Economic Operator)

## INTERNATIONAL FORWARDING

-  Worldwide Household Goods and General Cargo
-  Project Cargo / Chartering / Cross Trades
-  Full Origin and Destination Service
-  Ocean and Airfreight worldwide
-  Port Agency / Customs Handling
-  Full Warehousing, Inventory Management and Distribution



*We are looking forward to your requests!*

Ulrike Winkelmann  
International sales manager

[www.rosebrock.com](http://www.rosebrock.com)











The course will highlight the importance of this unique customer type: military service members and their families. While we know that moving can be a stressful time for any customer, the special circumstances faced by the uniformed men and women who serve our country, as well as the sacrifices their families make on our behalf, are a focus of the course. One section, "The Customer's Voice," is presented with the help of military service members and their families who tell the story of the move from their perspective.

IAM Learning is eager to get feedback from members who are actively engaged in this important segment of our business as we complete the design and delivery of this course. If you would like to audit the course content and contribute to this effort, email [iamlearning@mobilityex.com](mailto:iamlearning@mobilityex.com).

### Management Skills Training series

IAM Learning is working with industry experts to deliver informational webinars on a range of topics relating to management skills for our industry. The first is provided with the gracious involvement of Steve Jordan, a business writer who specializes in public relations and writing creative copy for websites, brochures, blogs, direct mail and advertising.

Jordan's company, The Words Workshop, handles PR for a number of companies that have little in common except that they all wish to promote their goods and services globally. He writes and distributes their press releases to target industries, gaining them exposure and market awareness for a small fraction of the hefty cost usually associated with advertising.

Jordan knows our industry, having spent about 20 years working in the international removals industry. He is the editor and publisher of *The Mover* magazine, which is distributed digitally every month to subscribers worldwide. *The Mover* is published online at [www.themover.co.uk](http://www.themover.co.uk).

This first webinar, "Promoting Your Business: Tips for Getting Your Story in Print," is sponsored by The Words Workshop and is available to IAM members at no cost. You can access it at <http://bit.ly/2VBsa6d>.

### On the horizon: Sponsored IAM Learning courses

We would like to thank **Malcolm Pearson** and **Reason Global Insurance, Ltd.**, for agreeing to sponsor and participate in the design of our Liability, Transit Insurance and Claims Management course. The offering will provide useful, practical knowledge on a subject that many move coordinators and moving consultants will find invaluable when providing professional advice to their customers.

IAM Learning is in discussions with a number of our industry partners who are interested in similar sponsorships for courses on subjects, including:

- Pet transport
- Specialized packing techniques (motorcycles, flat-panel TVs, etc.)
- Digital surveys and inventories

Beyond the exposure provided through the courses themselves, sponsors will receive a number of promotional benefits in recognition of their participation.

For details, email [iamlearning@mobilityex.com](mailto:iamlearning@mobilityex.com).

# IRELAND

FROM HERE TO THERE & EVERYWHERE

International Relocation Centre,  
Greenway Enterprise Park,  
Bangor, County Down, Northern Ireland BT23 7SU  
Tel: 0044 2891 456 222 or Email: [removals@mcgimpseys.com](mailto:removals@mcgimpseys.com)



[WWW.MCGIMPSEYS.COM](http://WWW.MCGIMPSEYS.COM)



WORLDWIDE REMOVAL & STORAGE



WORLDWIDE MOVE LOGISTICS AND SERVICES  
INTERNATIONAL RELOCATION

UTS®

# INTER MOVE®



© Fotolia: goodluz, Franck Bastien

[www.intermove.de](http://www.intermove.de)

MOVING  
MADE EASY  
BY  
PROFESSIONALS



INTERMOVE GmbH  
Parsdorfer Weg 10  
85551 Munich/Kirchheim . Germany  
tel. +49 (0) 89 189 386-0  
fax +49 (0) 89 189 386-30  
[info@intermove.de](mailto:info@intermove.de)

## REMOVAL SERVICES FOR PETS



THE SAFEST WAY TO TRANSPORT  
YOUR PETS WORLDWIDE.

**pet**  
**move**

As an animal-loving company  
we offer a stress-free, safe, professional and  
comfortable way to relocate your domestic  
animals worldwide.

We are qualified animal couriers.

A service from **INTERMOVE®** GmbH

[www.petmove.net](http://www.petmove.net)





OUR FUTURE  
REIMAGINED REDEFINED

**57<sup>TH</sup> ANNUAL MEETING & EXPO**  
October 3-6, 2019 | Hyatt Regency Chicago

**REGISTRATION OPENS MAY 1**

[IAMMEETINGS.COM](http://IAMMEETINGS.COM)

Early-Bird Discount ends May 31



**NEW THIS YEAR: VIP Experience**

Enter to win by August 23

**MEMBER RATES:**

Governing **\$1,295.00**

Early-Bird **\$1,295.00**

Regular **\$1,550.00**

Onsite **\$1,775.00**

**NON-MEMBER \$3,550**



## New IAM Membership Certificates

In response to input and suggestions from our members, IAM has redesigned its membership certificate, using a format that is more suitable for display. Certificates may be downloaded directly from IAM Mobility Exchange.

The new certificate (Figure 1) can be printed in color in a landscape format. Quality framing with proper matting makes a great difference in presentation.



Figure 1

IAMX-Validated members also can download a distinctive membership certificate that highlights their voluntary Validated status (Figure 2).



Figure 2

Downloading your certificate is simple. Just navigate to your company profile in IAMX (Figure 3). Click on the Memberships section. Then click on the IAM document link.

To download your membership letter, you must be an authorized Admin User for your company. Sign in to IAM Mobility Exchange, click on the Admin menu and select Edit. In your company profile, click Download IAM Membership Letter (Figure 4).



Figure 3

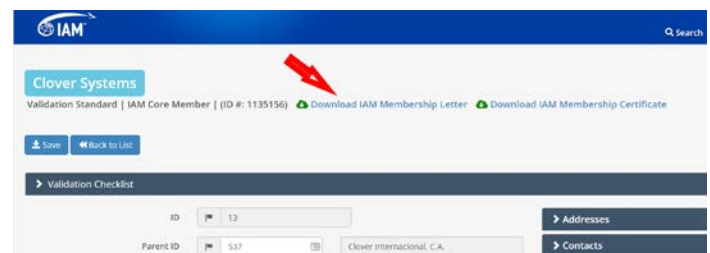


Figure 4

### MONDIAL MOVERS INTERNATIONAL Rotterdam - Amsterdam

- 28 branches in the Netherlands
- Your gateway to Europe
- European moves
- Road - Sea - Air
- World-wide moves



Barbara Monnier

Kelvinring 52b  
2952 BG Alblasterdam  
The Netherlands  
Phone +31 (0)78 - 699 0 333  
bmonnier@mondial-movers.nl  
www.mondialmoversinternational.nl



ISO 9001 • ISO 14001  
ISO 26000 • OHSAS 18001

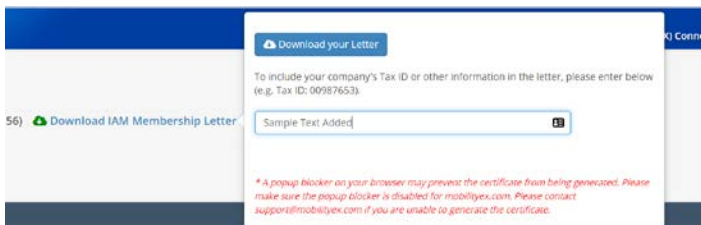


Figure 5

Clicking on this link will generate a pop-up (Figure 5). Please note that if you have a pop-up blocker on your browser, this feature will not work. Look up the instructions to turn off pop-up blockers for the IAMX website.

Some members require the ability to add their Tax ID or some other short description to the membership letter. You may enter this information into the field in the pop-up. When you are ready, click the Download Your Letter icon.

This will generate your membership letter in a PDF format (Figure 6).

You'll find a tutorial for this process at <http://bit.ly/2DF3VNA>.



Figure 6

Need help? Email [membership@iamovers.org](mailto:membership@iamovers.org).

## RPP Saves the Day ... Again

Following the final claims review for the 2018 fiscal year, **IAM is paying 19 IAM member companies US\$111,931.79** to settle qualified *Unpaid Invoice Compensation* claims submitted through the Receivable Protection Program (RPP). Four years after becoming an inclusive member benefit, the RPP has now compensated members US\$598,033.63.

All IAM Governing and Core members pay into the RPP Reserve Fund each year as part of their IAM dues. If your company is owed money by another IAM member **and the invoice is less than 120 days old**, send an email to us at

[rpp@iamovers.org](mailto:rpp@iamovers.org) to begin the claims process. You can find more information about the RPP by reading through the RPP Operating Rules and Regulations, where you can learn more about claiming for *Unpaid Invoice Compensation* as well as other RPP features, such as the Outstanding Invoice Intervention Process and the IAM Alleged Debtor List.

Over the next few months, IAM will be profiling companies that were compensated through the RPP, providing a member's perspective on the program and why it is such a valuable benefit. If you have any specific questions, email [rpp@iamovers.org](mailto:rpp@iamovers.org).

## Best Friends Forever

Pet Moving Solutions • Worldwide • Nationwide  
[airanimal.com](http://airanimal.com)

Free mobile  
pet move app



Pet Moving Made Easy® is our passion, our promise and your peace of mind.

TAMPA +1 813-879-3210 | USA 800 635-3448  
ORLANDO +1 407-985-4674 | USA 844-643-7930





### Main Engine Factory Acceptance Testing Completed for Pasha Vessel

Honolulu, Hawaii-based **Pasha Hawaii** announced that factory acceptance testing of the dual-fueled, MAN Diesel & Turbo ME-GI (-Gas Injection) main engine has been completed for the *M/V George III*, the first of two Liquefied Natural Gas (LNG)-fueled containerships being built at Brownsville, Texas-based Keppel AmFELS. The two 'Ohana Class vessels will join the Pasha Hawaii fleet, which provides service to the Hawaii/Mainland trade lane.

The 7S80ME-GI Mk 9.5 main engine will meet Tier III emission standards by use of an Exhaust Gas Recirculation system. Successful testing of the three MAN 6L35/44DF GenSets were also recently completed.

Both the main and auxiliary engines for the *M/V George III* were tested on LNG and diesel fuel, as the two new 774-foot U.S. Jones Act 'Ohana Class containerships will operate fully on LNG from day one in service. Each vessel will carry 2,525 TEUs, with a sailing speed of 23.0 knots. Delivery of the vessels is expected in 2020.



A Pasha LNG containership

# THINK OUTSIDE THE CONTAINER

NOW WITH SERVICE TO ITALY

ANTWERP

VENICE

NAPLES

## US-FLAG HHG SHIPPING TO AND FROM EUROPE

FOR MORE INFORMATION, VISIT [WWW.ARCSHIPPING.COM](http://WWW.ARCSHIPPING.COM) OR CALL 201.307.1626


AMERICAN ROLL-ON ROLL-OFF CARRIER



## SHOW THE WORLD WHAT YOU'RE MADE OF

### Get certified, get exposure

FAIM is the world's most recognized quality label for international removal and relocation companies. As a beacon of trust to global mobility professionals and expats alike, it rewards financial stability and operational excellence with global recognition. Apply to get certified, and let your quality be heard.

Externally audited by  EY

Contact the  
FAIM Coordination Center (FCC)  
at [fcc@fidi.org](mailto:fcc@fidi.org)





## A look at people and events shaping IAM member companies



**Onie Girton**



**John Seal**



**Tuomo Rekola**



**Sebastian Sommer**



**Mario Lemme**

**Hilldrup** recently announced two promotions.

**Onie Girton** has been named senior vice president of sales and client services. Since joining Hilldrup as an intern 22 years ago, her roles have included customer service coordinator, customer service manager, branch vice president and general manager and, most recently, vice president of client services and marketing.

In her new position, Girton will be responsible for leading and growing the company's corporate sales division in addition to her current role overseeing client services, relocation and marketing for Hilldrup's 10 branches.

Also at Hilldrup, **John Seal** has been promoted to senior vice president of operations—DMV for the corporate headquarters. Seal will be responsible

for oversight and strategic leadership of all Hilldrup locations in the Washington, DC, Maryland and Virginia (DMV) area. His leadership will extend to all local dispatch, warehousing and service teams across those branches.

Seal previously served as vice president of operations and earlier as vice president of Hilldrup's international division. As a university student he worked for Hilldrup for four summers. After graduating in 2003 he joined its local operations team, serving as a dispatcher, planner and local operations manager.

**Travelcargo International Removals** has hired **Tuomo Rekola** as its new Business Development Manager. Rekola has a long track record within the moving industry in Finland and broad experience at management level. He previously

worked at Niemi Services Oy. He will be working toward the further development of the company's services, agent relations and quality procedures.

**Arpin international Group** has hired **Sebastian Sommer** as managing director for Arpin Germany. He will

### CLARIFICATION

An item that appeared in the March/April issue of *The Portal* mistakenly implied that Relocation Management Spain S.L. had been acknowledged by the Spanish Foreign Affairs Office as its sole supplier of embassy moving services. In fact there are several companies in Spain that provide those services.

## SDDC approved Type II Wooden and Plywood Containers SDDC-305

### KOREAN MANUFACTURER FOR PERFECT PACKING



Deliveries all over The Republic of Korea including local ports for bound overseas export within 48 hours

**Luicom Co., Ltd.**

☎ +82 10 8926 1116 ☎ +82 505 369 1116  
1310, 48 Chaongpa-ro, Yongsan-gu, Seoul, The Republic of Korea



Save labor & cost by providing Knock down pre-assembly SDDC-305(193cu ft)  
All sizes Boxes available including Overflow boxes

Enquiry e-mail for local delivery and overseas export  
[jimmykjeong@luicom.org](mailto:jimmykjeong@luicom.org)



**Richard Trivisono**



**Chris Jenkins**



**Deborah Hawthorne**



**Tatiana Hermansen**

manage all activities for Arpin Germany's area in EMEA (Europe, Middle East and Africa).

Sommer has more than 19 years of experience in the moving industry. Prior to joining Arpin, he served in a number of roles with Crown Worldwide, most recently as a country manager. In that position he was responsible for managing the German entity, which included project and change management as well as maintaining international and external certifications and audits.

**Arpin Group** has promoted **Mario Lemme** to senior vice president of information technology. He previously served as director of programming services. In his new role, Lemme will be responsible for establishing, directing and administering the long-term strategic planning, implementation and operation of the company's IT requirements and functions. He is also tasked with ensuring business continuity and developing, implementing and maintaining Arpin's IT and data security policies and procedures. He joined Arpin Group in 2013 and has been instrumental in the development of its operating platform, ArpinNet.

Lemme serves on the company's management committee and the board of directors for the its charitable foundation, Arpin Strong.

**Arpin Van Lines** Director of Safety and Driver Services **Richard Trivisono** has been appointed to a two-year term as chairman of the American Moving and Storage Association's safety management committee. He has served on the committee for nine years, most recently as vice chairman.

**Planes Companies** has hired **Chris Jenkins** as director of global services. Jenkins joins Planes as part of a strategic

initiative to grow the company's portfolio of international business. His new role focuses on developing Planes's consumer, commercial and agent business relationships, while assisting with improvements to the company's international operations processes.

With more than 14 years of experience in the moving and logistics industry, Jenkins brings a wealth of knowledge in global mobility, relocation guidance and household goods freight forwarding.

**Paxton International** recently announced two appointments.

International Household Goods Specialist **Deborah Hawthorne**, who joined Paxton last September, has a 10-year background in procurement and logistics; she was also an Empowered Official for

export compliance for five years. She previously engaged Paxton from the client side to perform delivery services for international projects. Hawthorne works on Paxton's government team.

International Household Goods Specialist **Tatiana Hermansen** has been working with Paxton's corporate team since October. Previously she worked for five years with commodities transportation in her home country of Brazil, where she built her international knowledge of importing and exporting to and from South America.



## *A friendly network with a Family Spirit!*

- Worldwide representation
- Special rates & conditions
- Central monitoring
- Networking
- Quality & further management systems

**ISO 9001:2015 certified quality**

[www.euromovers.com](http://www.euromovers.com)

Email: [info@euromovers.com](mailto:info@euromovers.com)







B Transfer employees with John W. Peterson (seated second from left), who purchased the company from Alan Bermensolo (seated third from left)

## B Transfer, Inc. Passes to New Owner

**A**lan Bermensolo, president and CEO of Idaho-based **B Transfer, Inc.**, recently announced the sale of his family's business to company Vice President **John W. Peterson**.

"John is the right person at the right time to guide the company that my father founded in 1958 for the next several decades," Bermensolo told his staff of 22 at the company's annual employee breakfast. "I know that he will continue to care for you as part of his extended family, as I have done for the past 40 years."

Peterson, who grew up in the industry, had been promoted to vice president and general manager in 2016. "I have mentored and taught him all aspects of the administrative side of our industry for the past three years," Bermensolo added. "He's got it. He understands it. ... Moving and storage is in his DNA."

At age 12 Peterson began riding with his father, Terry, a successful owner-operator, every summer through high school. After graduating, he returned to B Transfer and began working

there fulltime as a crew leader. At 21 he wanted to "get on the road," and Bermensolo bought a trailer and financed a tractor for him.

Peterson pledged to continue to fulfill B Transfer's Mission Statement: "1. To provide the utmost in customer service to every individual we touch. 2. To develop and maintain long-term relationships with customers, vendors and employees. 3. To make a reasonable profit for our efforts to sustain #1 and #2."

Upon his retirement, Bermensolo will continue to provide consulting and guidance if and when he is called upon.

## What's New?

Send your news and articles to  
[William.Kohudic@IAMovers.org](mailto:William.Kohudic@IAMovers.org)

## Comprehensive Pre-Move Survey Solution

- Simple, intuitive process ensures fast, accurate Survey
- Creates detailed room-by-room list - in any supported language
- Generates detailed Survey Report, prevents differences between estimated & actual volumes
- Supports multiple shipment types (land, sea, air, and storage)
- Estimates type and quantity of cartons needed
- Supported by the MoversPOE website that enables online activities before and after the survey

[www.moverspoe.com](http://www.moverspoe.com) | [sales@moverspoe.com](mailto:sales@moverspoe.com)



**MOVERS P.O.E.**  
EMPOWERING YOUR BUSINESS THROUGH TECHNOLOGY




Tiddy S. Teerawit of Boonma Expo Mobility (second from right) with the 2019–2020 TEA board

## Boonma Exec Elected to TEA Board

The Thai Exhibition Association (TEA) was founded in 2007. One of its objectives is to promote the operation and servicing of national and international exhibitions for exhibitors and visitors. Recently at its Annual General Meeting, TEA members named 14 people to serve on its board of directors in 2019–2020. **Tiddy S. Teerawit**, executive director of **Boonma Expo Mobility**, was elected to a two-year term.


“We have been a member of TEA for two years,” said Tiddy. “This year is a good time for us to help the industry promote the international standards of Thailand facilities and services for local and overseas exhibitors, and to cooperate with the government and the private sectors—organizers, associations, companies and individuals.”



# JACKSONVILLE BOX & WOODWORK COMPANY

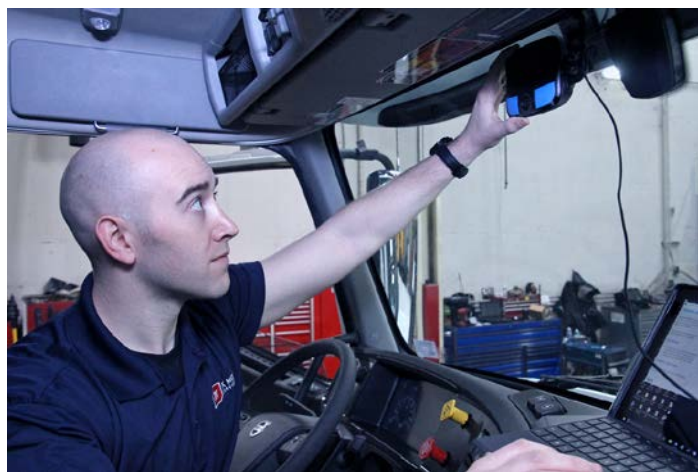
— Established 1948 —

Manufacturers - Wooden and Plywood Containers



**Overseas Containers**

5011 Buffalo Avenue · Jacksonville, FL 32206 · FAX (904) 354-6088  
**Call Toll Free For More Information – 800-683-2699**



J. Horner installs a dashcam in a JK Moving Services truck.

## JK Moving Adds Dashcams to Fleet

After piloting a dashcam program for the past year, Virginia-based **JK Moving Services** will formalize the program by adding dashboard cameras in its newest fleet members—10 Volvo moving trucks. In all, 260 tractors, trucks, and vans will have the system, which promotes safe driving and reduces costs involved with accidents.

“We are always looking for ways that technology can improve our service,” said CEO **Chuck Kuhn**. “Dashcams have been well received by our drivers. We’ve seen our strong driving record improve even more and have realized savings. That’s good for our customers as we work to make their moves efficient and safe and it is also good for our company, JK Moving.”

JK was an early adopter of dashcam technology. These cameras are installed in the truck cabs. When a trigger event happens, such as a sudden stop or jostling movement, a 12-second video clip gets sent to DriveCam, a third-party vendor that monitors and evaluates the incidents. DriveCam sends JK feedback when opportunities arise to improve driving behaviors, enabling JK to provide customized training to drivers. The dashcams have resulted in employees improving their driving skills and experiencing fewer triggering events. Another benefit is reduced wear and tear on the trucks as skills improve, saving gas and extending the life of brakes and other parts. In addition, dashcams have become an important documenting tool in the event of an accident, helping to clarify who is at fault, which has resulted in savings.

Another recent modernization includes the rollout of a paperless platform that helps make the move experience simpler and seamless for employees and clients. Using tablets and proprietary software, customers are taken through the moving process electronically. The reduction in paper is good for the environment as well.

Environmental stewardship is part of the JK culture and a consideration in many of the company’s innovations. In fact, JK was among the first to adopt many environmentally friendly practices, including ordering Tesla semi moving trucks, embracing new technologies that will further its aggressive carbon emissions-reduction goals, leading with boxless moves and major recycling efforts, and starting a chemical-free community farm.





The workshop included training on packing and loading.

## High Relo Hosts Training Workshop

In March, Korea-based **High Relo** held its annual two-day workshop, focusing on service quality and reinforcing best practices employed by its trained professional workforce.

Established in 2001, High Relo has worked to build a reputation as a market leader and full-service provider, staffed by experienced supervisors, packers, coordinators and surveyors.

“The High Relo University Workshop was not only a successful event but also a reflection of our passion for high quality in the household goods industry,” said Founder **Bright Yoon**. “We challenge ourselves to immerse our minds, talent and resources to rethink the approach to service quality.”

This year’s workshop drew a record attendance—32—and all participants were introduced to innovative ideas for best practices and were given the opportunity to broaden their knowledge through training.



High Relo Founder Bright Yoon, left, discusses proper loading techniques.





**High Quality, High Standards, High Performance**

**Looking for a Reliable Partner in Korea?**

**We support you 24 / 7 with our online rate quote systems.**

*Relocation Management Services*

|                              |   |
|------------------------------|---|
| <i>International Moving</i>  |   |
| <i>Automobile Transport</i>  |   |
| <i>Storage (RMS)</i>         |  |
| <i>Project Cargo</i>         |   |
| <i>Sea &amp; Air Freight</i> |  |
| <i>Pet Moving</i>            |   |

**Contact Bright Yoon, GMS - Managing Director**  
**High Relocation Worldwide, Inc - Korea**

Tel: +82-2-795-2604   Fax: +82-2-795-2807  
 Email: [bright@highrelo.com](mailto:bright@highrelo.com)  
 URL: [www.highrelo.com](http://www.highrelo.com)





Tiddy S. Teerawit, executive director of Boonma Animal Mobility, with giraffes at the Budapest Zoo during ATA's 45<sup>th</sup> Annual Conference

## Boonma Exhibits at ATA Budapest

As it celebrates its 55<sup>th</sup> anniversary, **Boonma Animal Mobility** recently marked another milestone in international pet travel mobility. Recently, Boonma was an exhibitor at the Animal Transportation Association (ATA) 45<sup>th</sup> Annual Conference in Budapest.

**Tiddy S. Teerawit**, executive director of Boonma Animal Mobility, announced that the company has now extended its services to include five transport categories of live animal logistics and transport: equines (horses), livestock, zoos and aquariums, companion animals, and laboratory/research animals.



## IN MEMORIAM

### Mark Dearborn

**M**ark Dearborn, vice president of global accounts for Arpin Group, was fatally injured in a serious automobile accident on March 17.

Mr. Dearborn joined Arpin in 2000 and had more than 30 years' experience in the moving and storage industry. He held many executive positions, which involved serving on Arpin's Management Committee. A talented individual with a personable nature, Mr. Dearborn represented Arpin at many domestic and international organizations, which afforded him the opportunity to forge many friendships throughout the globe.

A highly regarded business professional, he distinguished himself through his philanthropic activities. Among his many achievements, Mr. Dearborn served as president and one of the original founding members of the Arpin Charitable Fund, Inc. d/b/a Arpin Strong. The 501(c)(3) organization was formed in 2013 in the wake of the Boston Marathon bombings to show support for the relief efforts. Under his leadership, the organization has raised well over \$315,000 for charity and helped hundreds of worthy causes.

In addition, Mr. Dearborn's career at Arpin exposed him to many cultures and provided him with enhanced opportunities to make a difference to people around the world. Most recently, he had returned from Panama City, where he helped construct four houses for the homeless in the two days prior to the LACMA conference. Mr. Dearborn also served on the FIDI Global Charity Committee and on the board of directors of Marguerite's Place, a nonprofit transitional housing and supportive services program for homeless women with children.



Mark Dearborn

Along with being a global business professional and philanthropist, Mr. Dearborn was also an accomplished athlete. He played hockey for Southeastern Massachusetts University (now UMass Dartmouth), and went on to play minor league hockey in the United States for two years and professionally in France and Austria.

In addition to hockey, he was an avid runner and participated in the annual Run to Home Base, a Red Sox Foundation/Massachusetts General Hospital Program. As a member of the group "I Run Four," he ran to help raise awareness about children and adults living with mitochondrial disease.

Mr. Dearborn's colleagues remembered him as a man of honorable character who cared deeply for the community, and led by example. Former IAM President Terry R. Head noted, "Mark and his employer, Arpin International, epitomized what it is to give back to their community and our industry's ongoing effort to make the world a better place."

Among Mr. Dearborn's survivors is his daughter, Alexi.

## Is Your Company an IAM Governing Member?

If so, remember that Governing Members receive three IAM-YP memberships as a benefit at no additional cost.



## MILESTONES



Ulrich Weichert (center) is flanked by his wife and Rosebrock Executive Director Martin Sommer at a gathering to celebrate his years of service with the company.

### Wilhelm Rosebrock GmbH & Co.

**KG** recently honored Managing Director **Ulrich Weichert** upon his retirement from the company. Mr. Weichert joined the company in 1976, beginning his vocational training at its headquarters in Bremen. After completing his national military service, he worked in Rosebrock's accounts department as an assistant to the managing director. His career continued in the commercial area, where he qualified as an accountant. In 2001, the company shareholders appointed him to the post of managing director, finance.

Mr. Weichert was involved in the company's major milestones. They included its relocation to the GVZ Cargo Distribution Centre along with construc-

tion of the new Rosebrock headquarters, the development of its international moving department, establishment of the branch in Poland, and expansion of the business into airfreight and ocean freight for industrial customers, as well as project forwarding.

During the past several years, Mr. Weichert ran the company together with his fellow managing director, Martin Sommer. Christian Klar has assumed his duties as director of financial accounting.

At a farewell gathering in Mr. Weichert's honor, Rosebrock's management, shareholders and employees wished him all the best in his retirement and thanked him warmly for his many years of service.

## Who I AM



**Peter Salts**  
General Director  
Ciesse Services

**My favorite pastime:** Sea fishing, and then barbequing the catch.

**The greatest influence on me in choosing a career:** Although he doesn't know it, Bob Willett.

**The best piece of advice I've ever received:** From my grandfather: "You can only peel one potato at a time."

**The best vacation I ever took:** NASA's museum in Cape Canaveral, Florida.

**Most people would be surprised to know that:** Italian, not English, is my mother tongue.

**The most meaningful gift I ever got:** A fountain pen from my parents before going to university.

**My favorite app:** ISS onLive.

**On my playlist:** Dire Straits.

**Peek into my carry-on or purse and you'll find:** A book by Patrick O'Brian.

**What I won't leave home without:** My mobile.

**My dream vacation:** Desert driving in the Sahara.

**My secret vice/guilty pleasure:** Oysters, with a cold bottle of Prosecco.

**On an airplane, I fill the time by:** Sleeping.

**My personal motto:** Never judge, or you'll be judged in return.

**If I hadn't gone into the moving business, I would now be:** In the diplomatic service.

**thaimovers**

Great rates. Great service.

@ [www.thaimovers.com](http://www.thaimovers.com)

+66 2 672 5575 [info@thaimovers.com](mailto:info@thaimovers.com)

## Suddath Celebrates Centennial

A century ago, Carl Suddath had little more than a dream when he bought a failed moving company to start up his own business. Armed with a couple of small trucks, two mules and a cart, Suddath saw opportunity in a 7,000-square-foot warehouse. Today, **The Suddath Companies** celebrates its 100th anniversary as a transformed company that is driving change and innovation across the moving, mobility and logistics industries.

The \$600-million company moves more than 70,000 households annually, including managing the moves of about 30,000 U.S. military service members. Providing mobility, relocation, and logistics services in more than 150 countries across the globe, it is North America's largest commercial mover, serving some of the most recognized companies in the world.

The Suddath Companies is known for its innovative use of technology to streamline and improve its various industry sectors such as logistics, mobility and corporate moves, including specialty environments like medical, high-tech or food-grade facilities. In the last year alone, Suddath's innovation earned two prestigious industry awards. The CIO 100 Award honored Suddath's Tracker program, which it developed in-house to keep precise track of even the smallest items, allowing clients to know exactly where their inventory is and alerting them when their items have been delivered and set up. The company also received a Digital Edge 50 International Technology Award for another of its innovations, the patented Estimator platform, which significantly improves the customer experience by shortening the



Suddath's first office, building, circa 1931

turnaround time for quotations and contracts, while improving the quality and accuracy of estimates.

"Suddath is always innovating to drive positive change and deliver a better experience for our customers," said President and CEO **Mike Brannigan**. "We've made it to 100 years old by staying true to our core values while also evolving to meet the demands of a changing marketplace. For generations, we've committed to innovation, to investing in our people and to meeting customer needs with quality service—from acquiring successful smaller operations around the world to developing award-winning technologies that improve everything from warehouse management to corporate office moves or personal relocations."

From its humble beginnings, the Suddath Companies has become an international success story, with 30 locations and more than 2,200 employees worldwide. That lone 7,000-square-foot facility in 1919 has grown to 3 million square feet of warehouse space throughout the United States and Europe.

"My grandfather's drive and determination gave rise to a company that is now connecting people and businesses across the world through the use of superior technology and innovative processes," said **Steve Suddath**, chairman of the Suddath Board of Directors. "Our company's success is built on our customers' trust in our capabilities. I'm proud of our great work over the last 100 years and excited to see the impressive innovations we achieve in the future."

The company recently announced the launch of a new brand, Sterling Lexicon, built on its acquisitions of Sterling Mobility and Lexicon Relocation. The new brand provides end-to-end mobility services adapted to conform to the cultures of different companies and personalized to meet the needs of individual employees.

**CANAL MOVERS & LOGISTICS CORP.**  
- Panama -

- International Movers
- Move Management
- Relocation Services
- Immigration
- Fine Arts Shipping
- Pet Relocations
- Furniture Rentals
- Real Estate
- Storage
- General Cargo

P.O. BOX 0832-2457  
World Trade Center,  
Panama City, Panama  
Tel.: (507) 232-5189  
Fax: (507) 232-8101  
rates@canalmovers.com

Your customers in the  
**BEST HANDS**  
with your trusted partner  
in Panama

canalmovers.com

Logistics partners: FIDI, Omnilacma, IAM, IPATA, IATA, IAM LOGISTICS NETWORK, Coöperative





## Swan Song\*

By Joyce Dexter, Editor, *The Portal*

More than two decades ago, I got a phone call from Don Mensch, then president of the Household Goods Forwarders Association of America (now IAM). Don needed someone to produce HHGFAA's quarterly newsletter, *The Portal*, on a temporary basis, just until he could find a permanent editor.

I had previously spent seven years producing a monthly magazine and biweekly newspaper for another moving industry association, followed by a couple of years ghostwriting books, freelance writing, and editing various trade publications, all of which began as "temporary" jobs.

Looking back over my career, I realize that the highlights were assignments that started as interim positions and evolved, almost without my realizing it, into bigger and better things. Such was the case with HHGFAA. Indeed, the first issues of

### Turning the Page: A Message to *Portal* Readers

*The Portal* I produced were eight-page newsletters. Over time, after Terry Head became the Association's president, it became a real magazine—doubling, then tripling and quadrupling in size, occasionally 100 pages or more.

Today, *The Portal* is a widely read publication that is member-driven, reflecting our readers' interests and expertise. It has been exciting and rewarding to watch it grow into the respected journal it is today. The entire IAM staff has contributed to *The Portal*'s content and scope, ensuring that each issue has something to offer everyone.

Like *The Portal* itself, my role also transformed over time. When the HHGFAA staff was very small—just three people, one of whom had a back injury and couldn't travel—and increasingly challenged to handle all of the Annual Meeting functions, I was invited to attend and help out at the Association's 1998 gathering in Miami Beach, Florida. There, working with IAM General Manager Bel Carrington at the registration desk, I was delighted to reconnect with many old friends from my days at my former employer, the National Moving & Storage Association (which later became part of the American Moving & Storage Association). And I also decided to interview some of the overseas members for profiles to be published in the magazine.

Those contacts have figured prominently in the pages of *The Portal* ever since. The Annual Meetings provided a great opportunity to chat face-to-face with members who live and work around the globe. And the resulting profiles have given *Portal* readers insights into the personalities, competencies and activities of potential trading partners in other countries.

I started attending every Annual Meeting in 2009—alas, my regular participation started *after* the one in Anchorage, Alaska, a place I've always wanted to visit. I've enjoyed strolling through the expo hall and meeting members with whom I had previously only exchanged emails, some of them loyal advertisers who deserved a word of thanks for their support. The exhibitors were always generous with their convention swag and chocolate candies and pens (I've stocked up enough ballpoints to see me through a nuclear winter). And the folks in the expo hall booths proved to be a rich font of great ideas for themes of future issues.

Now, after 22 years as editor of *The Portal*, I am stepping down, passing the red pencil to a very able successor, Will Kohudic, IAM's manager of marketing and communications. Will has been my liaison on the IAM staff for several years and is very good at what he does.

I should note, however, that the "Swan Song" header above is slightly misleading. Although I will no longer be responsible for managing deadlines and soliciting content for the magazine, over the next several months I'll continue to be a resource for the staff and assist with some editing, proofreading and writing when asked. Our goal is to ensure a seamless, invisible transition. One thing you will surely notice, however, is a fresh, updated look after Jan Sklennik takes over the task of design and layout, for which I've also been responsible. I'm in awe of Jan's considerable talents and artistic eye, and am eager to see the planned redesign of *The Portal*.

As for me, I will take a cue from former President Terry Head, who, in passing the torch to Chuck White, declared that he was not retiring—merely rewiring. My husband, Dave, and I look forward to traveling more together, preferably with our adventure-loving German shepherd, Shelby. And perhaps, in my new, rewired life, I'll finally sign up for art classes, relearn the piano and undertake more volunteer activities in our community.

Meanwhile, it's been a joy and honor to work with you and the IAM staff over the past two decades. I've been privileged to know many fascinating people from around the world. I'll miss you, and wish you health, happiness and prosperity in the years to come.

---

\*A person's final public performance or professional activity before retirement.

**Aspire Mobility Group** in Copenhagen, Denmark, announced that **Sara Lyrum** has taken over as group director for following the retirement of **Gunnar Moeskjaer** after over 30 years in the moving industry.

Moeskjaer started his moving career with Santa Fe in Hong Kong in 1988. He moved to Singapore with the company in 1993 before returning to his native Denmark in 2000 to join moving company Bach & Salicath. Two years later, the company bought Mobiltransport Danmark, which in 2013 rebranded its international moving and relocation division as Aspire Mobility Group.

During his time with the company Moeskjaer has helped to grow the moving and storage business, taking it into OMNI, FIDI, IAM and EuRA and adding a wide range of services, including DSP, immigration and global relocation services. In 2012 the company opened a branch in Stockholm, Sweden.

Lyrum started her career in 1995 as an apprentice with Bach Mobiltransport, which then merged to become Bach & Salicath. The company was a partner with UTS, giving her the opportunity to work with North American Van Lines in Fort Wayne, Indiana, for six months to better understand the international business. She returned to Copenhagen to head up the European and international departments. In 2013, she joined Alfa Quality Moving in Denmark, and returned to Aspire Mobility last year.

Asked about her ambitions in her new role, Lyrum acknowledged that the industry is changing quickly. "It's time to stop and reflect," she said. "We need to focus on how to address the next generation. They want fast, simple communications on their phones. Moving will be a tech function in the future."

She also explained that the relocation industry in Denmark is a little different from that in many other countries. The corporations are still willing to work directly with relocation companies, and that is where she believes the growth will be in the short to medium term.

"The global mobility people want to know how fast you can get the work permit and find assignees a place to stay," she said. "The move isn't even a priority, so we are adding a lot of additional mobility products to our service delivery platform. It's the way forward for us."



**Gunnar Moeskjaer and Sara Lyrum**

Moeskjaer, of course, will be taking life a little easier. He's enrolled to study history and, he says, he has plenty of books to read. But he's also made himself available to the company as part of an advisory board. "It will be very interesting," he says, "because now I will have the time to take a high-level view rather than working in the business day to day. I hope it will be useful for the company."

After 30 successful years in Venezuela

**We are now in Colombia as well**

For quotes:  
rsglobal@rsglobal.co  
juerg@rsglobal.co

We do serve the whole Colombian territory  
Export and import by land, sea and air  
Bilingual multicultural staff

www.rsglobal.co  
Calle 93 #19-55, Piso 6, Oficina 103  
Bogotá, Distrito de Capital de Bogotá  
110221, Colombia

Teléfono fijo (+57 1) 794 30 41  
(+57 316 394 94 14  
(+57 316 249 66 74

RS Global Colombia  
Reglobalcol

global RELOCATION SERVICES GLOBAL COLOMBIA SAS

# Denmark

[rates.dk@aspiremobility.com](mailto:rates.dk@aspiremobility.com)

# Sweden

[rates.se@aspiremobility.com](mailto:rates.se@aspiremobility.com)

The international brand name of  
**MØBELTRANSPORT DANMARK**

**Aspire**  
mobility group

[www.aspiremobility.com](http://www.aspiremobility.com)





**Atlas World Group International (AWGI)**, a subsidiary of Atlas World Group, Inc., has received certification from the FIDI Global Alliance as a FIDI Accredited International Mover (FAIM).

AWGI will undergo assessments every three years to retain FAIM status. As a new member of the FIDI Global Alliance, AWGI will utilize the organization's training resources with its growing team to expand learning opportunities and continue to focus on heightened consistency of service.

## HONORS & AWARDS

**Humboldt Storage & Moving** has been honored as the recipient of the 2018 Moving & Storage Agent of the Year Service Excellence Award from the American Moving & Storage Association. Humboldt, a United Van Lines agent, was selected by a panel of experts out of some 2,000 eligible U.S. companies.

The award is presented to agents nominated by their affiliated van line based on customer service assessments and other industry awards and recognitions. Other factors include leadership, innovation, community involvement and activities that enhance the industry's image.



**Humboldt President Jim Sullivan (right) with the award from AMSA President Scott Michael.**

Humboldt was recognized for its efforts to make the moving time less stressful and more manageable for customers, as reflected in its brand, "Relax and Get Moving." The company has also fostered a culture of relaxation by developing a program to involve customers' children in the move, and a monthly Stress Removers Award to a Humboldt team member, as well as producing videos aimed at assisting those on the autism spectrum be more at ease during a relocation.

In addition, Humboldt has raised significant funds for charities including the March of Dimes and March for Babies; a truck pull for the Special Olympics has raised more than \$100,000 during the past six years.

**JK Moving Services** was named the #1 Office Mover in the Washington, DC, area by the *Washington Business Journal* for the third year in a row.



**PMR CEO Aakanksha Bhargava (center) was honored at an awards ceremony in New Delhi.**

**PM Relocations (PMR)** CEO Aakanksha Bhargava, who is also an IAM Core Members Management Board Representative for Eastern and Southeastern Asia (Region 3), recently received the National Runner Up Award in the Lady Transport Personality Category at the Mahindra Transport Excellence Award 2018 ceremonies in New Delhi.

Mahindra & Mahindra Group, based in Mumbai, is a global federation of companies that operates in key industries—agri-business, aerospace, components, consulting services, defense, energy, industrial equipment, logistics, real estate, retail, steel and commercial vehicles.

**Asian Tigers Mobility** announced that its Korean office has obtained an Authorized Economic Operator (AEO) certification issued by Korea Customs Service in compliance with the World Customs Organization SAFE Framework of Standards.

The AEO certification is an internationally recognized quality mark for business entities that can meet international standards, including law compliance, internal safety and security controls, risk factor management, financial solvency and supply chain management. Candidates are required to provide complete transparency concerning all operational, financial and corporate governance practices, as well as adherence to all customs requirements. Recipients are regarded as safe and secure global trading partners.

An increasing number of shippers and companies, especially multinational ones, are demanding that freight forwarders have or obtain an AEO certification before any business transaction can take place. The certification provides a profile of transparency and solvency, while giving authorities and global supply chain a reliable partner that adheres to both an efficient and compliant customs control process.

"Our clients gain certainty that we, as their logistics partner, have surpassed tight benchmarks in regard to standards of operation and compliance," said Asian Tigers CEO **Joseph Song**. "We want to remain ahead of the curve in dealing with the 'new normal' of today's evolving business environment. Our goal is to constantly adapt to global best practices for the benefit of our clients and further educational enrichment of our employees."

**Hilldrup** van operator **Johnny Abbott** was presented with United Van Lines' Household Goods Van Operator of the Year Award for the east region at United's recent national sales and operations conference.

The award recognizes Abbott's outstanding performance in the areas of customer service and safety. In his 40 years in the industry, he has driven approximately 2.8 million miles. There are more than 4,300 drivers in the United Van Lines system, and Abbott was one of three winners this year.



**Bridget Ritchie**


**Arpin Group** Vice President of Global Business Development **Bridget Ritchie** has earned a Meritorious Service Award from Worldwide ERC®, the workforce mobility association.

The Worldwide ERC Service Recognition Awards Program was established in 1989 to honor members who voluntarily share their time, talent and expertise through various contributions to the association. Members earn a Meritorious Service Award upon accumulating 10 service points.

Ritchie was recognized for her individual contributions to the organization and her volunteer work with Arpin Strong. She has been instrumental in coordinating several large-scale relief efforts on behalf of the charity, including following Hurricane Maria in 2017.



Pictured, left to right: United Van Lines President and CEO Marc Rogers, Hilldrup van operator Johnny Abbott, Alice Abbott and United Van Lines Chairman Barry Vaughn.



**THE WORLD MOVES SO DOES ...**

**GALLAGHER**

\*International Relocation

\*Long & Short Term Storage      \*Fine Arts Handling

**New Orleans, Louisiana USA**

[sales@gallagherintl.com](mailto:sales@gallagherintl.com)

[www.gallagherintl.com](http://www.gallagherintl.com)



## US FMC to Amend and Update Licensing Regulations

In May, the U.S. Federal Maritime Commission (FMC) is scheduled to vote on numerous provisions to amend and clarify rules governing licensing, financial responsibility requirements, and general duties for ocean transportation intermediaries. OTIs are categorized into two areas: non-vessel-operating common carriers (NVOCCs) and ocean freight forwarders (OFFs).

These changes are in line with the Trump Administration's Executive Order to streamline and, when possible, reduce regulatory burdens on industry. If approved, the proposed changes will be the most wide-ranging made to OTI and NVOCC licensing since January 2017.

IAM has highlighted several key provisions under consideration, namely:

### Licensing requirements

Current regulations require that a registered foreign-based NVOCC use licensed OTIs as agents to provide NVOCC services in the United States. Stakeholders had asked for clarification as to whether such agents can be either OFFs or NVOCCs, and the proposed language clarifies that licensed OTI agents can be either.

### Form adjustments

The proposed rule would remove paper-based registration form FMC-18, required for license renewal of OTIs. The Commission has determined that the electronic form submission already required covers necessary information for license renewal.

### License renewal process

The proposed rule would also clarify the license renewal process. It would change the initial period between licensing and renewal from three years to not less than one year, but not more than four. This change would spread out license renewals across the entire year, and provide industry with greater flexibility.

### Reporting changes in trade names to the FMC

The proposed rule would clarify that any licensed OTI seeking to change its trade name seek Commission approval at the time of the change, and not during the license renewal process.

### Proof of financial responsibility

The proposed rule clarifies that OTIs may submit proof of financial responsibility via email, and that the Commission may also transmit notices of termination of financial instruments via email. The Commission believes that allowing transmission of this information via email would reduce delays and burdens for OTIs and the Commission. The proposed rule would also require that the OTI include their location of incorporation or formation, along with the printed name and title of the signatory, must be included when submitting proof of financial responsibility.

### Claims against an OTI

The proposed rule would require that financial responsibility providers include a registered, foreign-based NVOCC's organization number when notifying the Commission of claims against that NVOCC. This proposed rule recognizes that registered foreign-based NVOCCs do not have license numbers, and ensures that the FMC has the organization number when claim notifications are submitted to the Commission.

IAM is dedicated to ensuring all members are aware of, and in compliance with, all applicable FMC and other U.S. regulations. If you have any questions about the regulations or proposed changes, please contact Bryan Vickers with IAM's Government Affairs team, at [bvickers@pacellp.com](mailto:bvickers@pacellp.com). You'll also find additional information on the information outlined above at [www.fmc.gov](http://www.fmc.gov).



**ORIGIN & DESTINATION RATES THROUGHOUT THE UK.**

Competitive rates with service that's second to none.

**ARROWPAK**  
INTERNATIONAL

Visit [www.arrowpak.co.uk](http://www.arrowpak.co.uk) Email: [sales@arrowpak.co.uk](mailto:sales@arrowpak.co.uk)  
Telephone: +44 1842812165 Facsimile: +44 1842816328  
Sherwood House, Norwood Road, Brandon, United Kingdom IP27 0PB

Membership No. A041





no matter where, **we'll move you there**



**Your Partner in  
the UK & Europe**  
(and the Moon)

- DA Services
- Customs Brokerage
- Corporate & Private Moving
- OA Services
- Storage Solutions
- Commercial Moving

Email | [sales@the-eurogroup.com](mailto:sales@the-eurogroup.com) Tel | +44 1638515335

[www.the-eurogroup.com](http://www.the-eurogroup.com)



# THE PORTAL

## ADVERTISING RATES, DIMENSIONS AND DEADLINES

*The Portal* accepts only computer-generated high-resolution PDF files. **All ads must be in color.**

| AD FORMAT<br>AND SIZE                                | WIDTH           | HEIGHT         | COST*        |
|--|-----------------|----------------|--------------|
| Full page  | 7-1/2" / 19 cm  | 10" / 25.5 cm  | US\$3,825.00 |
| Full page bleed<br>(add 1/8" / 3 cm at<br>each edge) | 8-1/2" / 22 cm  | 11" / 28 cm    | US\$3,825.00 |
| 1/2 page vertical                                    | 3-3/4" / 9.5 cm | 10" / 25.5 cm  | US\$2,025.00 |
| 1/2 page horizontal                                  | 7-1/2" / 19 cm  | 4-3/4" / 12 cm |              |
| 1/3 page horizontal                                  | 7-1/2" / 19 cm  | 3-1/8" / 8 cm  | US\$1,426.00 |
| 1/3 page vertical                                    | 2-3/8" / 6 cm   | 10" / 25.6 cm  | US\$1,426.00 |
| 1/3 page box   | 5" / 12.5 cm    | 5" / 12.5 cm   | US\$1,426.00 |
| 1/4 page horizontal                                  | 5" / 12.5 cm    | 3-1/8" / 8 cm  | US\$1,050.00 |
| 1/4 page vertical                                    | 3-5/8" / 8 cm   | 4-7/8" / 12 cm | US\$1,050.00 |
| 1/6 page horizontal                                  | 5" / 12.5 cm    | 2-3/8" / 6 cm  | US\$638.00   |
| 1/6 page vertical                                    | 2-3/8" / 6 cm   | 5" / 12.5 cm   | US\$638.00   |
| 1/8 page   | 3-5/8" / 9 cm   | 2-3/8" / 6 cm  | US\$526.00   |

**\*Prices shown are the total cost for six insertions (one year).**

Premium placement is also available.



### Deadlines to receive new artwork\*\*:

|                                      |                        |
|--------------------------------------|------------------------|
| July/August Issue.....               | June 15, 2019          |
| <b>September/October Issue .....</b> | <b>August 15, 2019</b> |
| <b>(ANNUAL MEETING ISSUE)</b>        |                        |
| November/December Issue .....        | November 1, 2019       |
| January/February 2020 Issue .....    | December 15, 2019      |
| March/April Issue .....              | February 15, 2020      |
| May/June Issue.....                  | April 15, 2020         |

\*Ad rates subject to change.

\*\*Deadlines to receive new artwork are subject to change.

**For further information about display advertising in *The Portal*, contact**  
Steve Cox or Jamila Kenney at [advertise@iamovers.org](mailto:advertise@iamovers.org) or (703) 317-9950.

## ADVERTISERS INDEX

|  |                |  |        |
|--|----------------|--|--------|
| Air Animal .....                               | 56             | Innovation Mobility .....                | 21     |
| Alan F. Wohlstetter Scholarship Fund .....     | 39             | Intermove .....                          | 53     |
| ARC Shipping .....                             | 57             | International Shippers Association ..... | 42     |
| Arrowpak Int'l .....                           | 12, 33, 41, 71 | Invictus Relocation Services.....        | 19     |
| Aspire Mobility .....                          | 68             | Jacksonville Box .....                   | 62     |
| Boonma .....                                   | 15             | L&G International Movers .....           | 34     |
| Brytons Removals of South Africa .....         | 44             | LAC Relocations.....                     | 42     |
| Canal Movers & Logistics .....                 | 66             | Luicom Co., Ltd.....                     | 59     |
| Coleman World Group .....                      | 76             | Maxwell Logistics Pvt. Ltd.....          | 14     |
| Collin's Movers.....                           | 13             | McGimpsey .....                          | 52     |
| CTSI Logistics .....                           | 18             | Metropolitan.....                        | 45     |
| DeWitt Companies .....                         | 7              | Mondial Movers International .....       | 55     |
| Enterprise Database Corporation .....          | 4              | Mover One International.....             | 10     |
| EUROGROUP International Movers.....            | 72             | MoversPOE.....                           | 48, 61 |
| EUROMOVERS .....                               | 60             | New Haven.....                           | 49     |
| FIDI/FAIM .....                                | 58             | Pac Global .....                         | 8      |
| Flippers .....                                 | 27             | Prime Global Malaysia .....              | 16     |
| Gallagher International Relocation .....       | 70             | Professional Cooperation Guidelines..... | 20     |
| Global International Relocation.....           | 37             | PT. Supra Raga Transport .....           | 23     |
| Global Relocation Services.....                | 68             | Rosebrock .....                          | 51     |
| Gosselin Export Packers .....                  | 43             | Schumacher Cargo .....                   | 31     |
| Gosselin Group .....                           | 3              | Thai Movers .....                        | 65     |
| Gradlyn Gmbh .....                             | 28             | The Pasha Group.....                     | 75     |
| Gridiron Forwarding .....                      | 11             | Tong-In.....                             | 22     |
| Harsch, The Art of Moving <i>Forward</i> ..... | 35             | Universal Forest Products, Inc.....      | 26     |
| Hasenkamp Spain.....                           | 25             | Universal Relocations .....              | 40     |
| High Relocation Worldwide—Korea.....           | 63             | Universal Storage Container .....        | 2      |
| IAM Annual Meeting .....                       | 54             | Victor EK .....                          | 36     |
| IAM Learning .....                             | 50             | Worldcare Pet Transport.....             | 17     |
| IAM Mobility Exchange .....                    | 46             |  |        |

## Industry Calendar

### May 9–12, 2019

2019 Young Movers Conference  
Bucharest, Romania

### September 30–October 2, 2019

PAIMA 35th Annual Convention  
Chicago, Illinois, USA

### October 3–6, 2019

IAM 57th Annual Meeting & Expo  
Chicago, Illinois, USA

### October 16–19, 2019

ERC Global Workforce Symposium  
Boston, Massachusetts, USA

### November 1–5, 2019

IPATA International Conference  
Chicago, Illinois, USA

### November 17–19, 2019

24th Annual Canadian Association of  
Movers Conference  
Blue Mountain, Ontario, Canada

### October 2–6, 2020

IPATA International Conference  
Frankfurt, Germany

### October 21–24, 2020

IAM 58th Annual Meeting & Expo  
San Diego, California, USA

### October 28–30, 2020

ERC Global Workforce Symposium 2020  
Washington, DC, USA

### October 13–16, 2021

IAM 59th Annual Meeting & Expo  
Orlando, Florida, USA

## THE PORTAL at Your Fingertips

You can read archived editions of  
*The Portal* any time from your  
computer or electronic device.

To view past issues, go to

[www.iamovers.org](http://www.iamovers.org) >  
Resources & Publications >  
The Portal Magazine



The right solution at the right time.



- Military and Government Ocean Services to and from Europe and Asia
- Port and Consolidation Services
- Inland Transportation
- Competitive Hawaii Ocean Services

For more information, visit us at [pashagroup.com](http://pashagroup.com) and [pashafamiliesfirst.com](http://pashafamiliesfirst.com) or call (415) 927-6400.



THE PASHA GROUP



# From start to finish



2015 - 2018

**WOMEN'S CHOICE AWARD®**  
AMERICA'S MOST RECOMMENDED  
MOVING COMPANY

You're working with the world's largest network of experienced and most trusted movers. We have the capability and expertise to serve you with any of your moving, relocation and transportation needs. Our unique network allows us to assist you with your move at every point of its journey from start to finish. Contact us today to obtain a competitive rate quote: [iam.rates@colemanallied.com](mailto:iam.rates@colemanallied.com)

- Specializing in the U.S. Mainland, Alaska, Hawaii & Guam
- Complete Origin & Destination Services
- Logistics, Warehousing, Port & Storage
- Transportation Services for Land, Air & Sea

**ALLIED**  
*The Careful Movers*

  
**Coleman**  
*Worldwide Moving*

Over A 100 Year Tradition of Moving Excellence

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