

PAIMA REPORT

The magazine of the Pan American
International Movers Association

Autumn 2012





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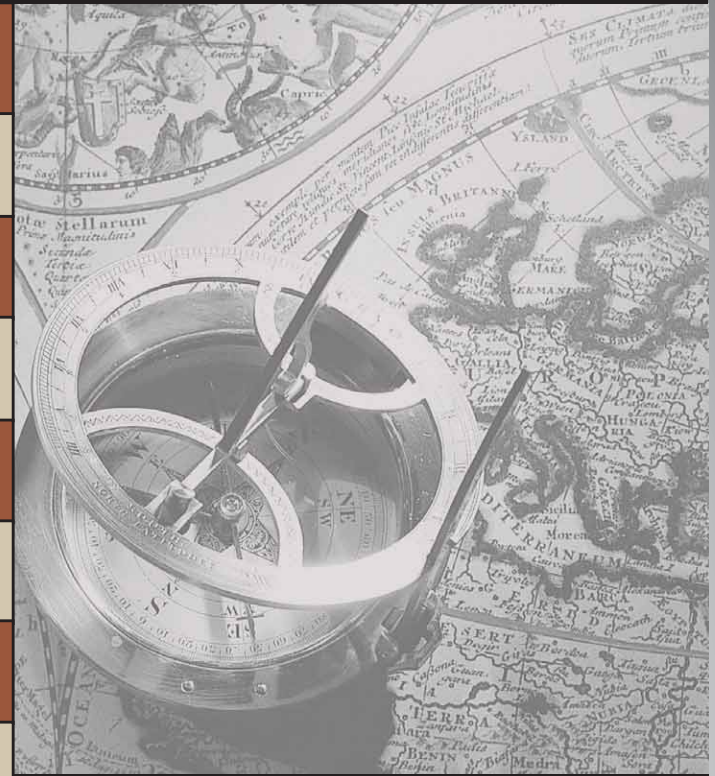
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The magazine of the Pan American International Movers Association.

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FRONT COVER:

PAIMA is very proud to present Life Membership to Terry Head, President of the IAM, in recognition of his outstanding contribution to the international moving industry and in recognition of his unerring support of PAIMA. See page 25 for his story!

ADVERTISING/EDITORIAL:

For all advertising and editorial enquiries please contact Sherry Williams at: sherry@paimamovers.com

Being at the heart of **PAIMA** teaches you a lot!



I HOPE YOU'VE all had a good moving season!

Although the signs of economic recovery are patchy, experience shows that after an election, confidence returns to the market (even if ill-founded!).

So maybe we can look forward to a modest kick-start to the real estate market to see us through the coming Winter months.

Recent market analysis by the likes of Atlas and Cartus say that budgets have been moved upwards, if only by a modest amount, and this should trickle through to a small improvement in domestic relocations.

Well, let's hope so as we have a lot to make up for!

Is it just me or have the last twelve months really accelerated away from us? Despite the uncertainty in the market and in the economy, this last year seems to have gone by on skates for me, both personally and from a business angle.

In PAIMA we seem to have steered a nice steady course so that all the positives vastly outweigh any negatives. In fact, I can't think of any negatives!

Membership is slowly climbing, which is not bad when things are so tough, the finances are

in good shape, members seem to appreciate our arbitration services and the conference has all the ingredients you could possibly

want: good business sessions, modern hotel, Alexandria just a short boat ride away and a mad 50s party!

It'll be fun to take a blast from the past with 50s music and attire! Ladies, pull out the poodle skirts, and guys, get ready to slick back your hair!

So it's been a very good year for PAIMA. A lot of consolidation, a bit of growth, more financial security, rather more recognition and plenty of reasons to be optimistic for the future.

For me personally, it has been a fascinating year – until you're at the very heart of an organisation like PAIMA you have very little idea of how it really works.

It's quite a complex structure and it needs constant attention, adjustment and tuning. I believe that your board has left PAIMA in excellent shape for the next board and I thank you all most sincerely for giving me this opportunity to be your President – it has been quite an experience!

Christina Wickman-Kozloski.
PAIMA President



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RUSSIA'S IWM CELEBRATES 15 YEARS!

Act now! The annual Santa Fe Group Charity Run will be held the day before the official opening of IAM's 50th conference.

This well established event raises huge amounts for the Johns Hopkins Fund for Breast Cancer Research and has grown in strength year by year.

To register for this excellent event just go the Santa Fe registration desk in the IAM conference lobby in the hotel

QUALITY AWARD FOR CHESS

Sydney – Chess moving Sydney has been awarded a Silver Award for quality services in connection with its work for the Roche partnership.

The award was presented by Packimpex which measures performance reports received from Roche employees.



IWM's Victoria Chub relaxes at the company's party.

IWM in Russia has just celebrated 15 years of being in business.

In that time the company has grown from seven to 180 staff working out of four large office/warehouse facilities in Moscow, St. Petersburg, Yuzhno-Sakhalin and Baku. Its Moscow headquarters are just 15 minutes away from Red Square.

It recently held a special celebration to mark its anniversary - but, of course, two major office moves were booked the same weekend so not everyone was able to attend!

AIReS RENEWS ITS C-TPAT CERTIFICATE

In Pittsburgh , AIReS has successfully come through its C-TPAT audit.

Inspection procedures included a walk-through of the company's facilities; a select number of employees also volunteered to demonstrate means of access to documents containing crucial information regarding transferencees' shipments, among other things.

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CHRISTY'S COMPANY CELEBRATES 15 YEARS - AND A MOVE TO INDIANAPOLIS!



Christy Wickman-Kozloski.

2012 has been a big year for Wickman Worldwide Services as it has just celebrated its 15th year in business. "I clearly remember the day I walked into our office for the first time – I was busy at university doing what most college-aged kids do, not realising what was going on behind the scenes in developing our family business!"

"It didn't take long for me to get the hang of things, and it became clear the moving industry was in my blood. Those in this industry can attest that there is nothing like it – it's full of challenges and problem solving, and nothing is ever consistent."

"Days can be long, but nobody will leave until they are sure things are under control – it's just what we do in this business," says Christy Wickman-Kozloski (also the current President of PAIMA).

Another exciting venture for Wickman Worldwide has been its own relocation to Indiana's capital city of Indianapolis: "And if we can move our company during the busy summer season, then we can move anything!" jokes Christy.



NEW MERCEDES IS PERFECT FOR THE LONG HAUL MOVER

In Germany, Max Jacobi is running a new Mercedes Benz truck full of innovation, under what is called the Actros Pilot Project.

The vehicle is aimed specifically at the moving industry and is unusual in that it is an off-the-shelf product equipped with three seats and three sleeping bunks.

The prototype Actros New Giga 3+3 for a three man removals team is one of a series of new 2.5m wide cabs in seven basic variations with more room and the new bunk concept.

All three bunks in the Actros New Giga 3+3 are continuously self-levelling, so that even when parked on a hill a flat sleeping position is possible.

GOT NEWS?

Did you know it costs nothing to have your company information published in PAIMA Report? Just contact Colin Quarrington: cmq@qcpr.co.uk.



LONDON MOVER BRINGS SIX PLASTIC HORSES TO LIFE

In London, six life-size fibreglass horses from New York have crossed the Atlantic to the Museum of London, thanks to Anglo Pacific which handled the project.

The museum houses the Lord Mayor's coach (always drawn by horses) which is the centre piece of the building.

However for obvious reasons, it has always lacked horses to bring the exhibit to life so the museum's patron,

Harcourt Group commissioned half a dozen horses from British-born but New York-based sculptor David Hayes.

He is a specialist in concepts for museums, film and advertising.

The horses are 16.5 hands high, reddish-brown bay colour and a cross-breed of the Hunter and Draught horse.

To give the most lifelike finish, the animals have been sprayed with flock fibres.

NEW WEBSITE WINS STARLINE CONSUMER AWARD



Manmeet Bhullar, Minister of Service Alberta, presents the 2011 Consumer Champion Award to (left) Don Kachur, President of Starline Overseas Moving

Highland Moving & Storage Ltd, a division of Starline Overseas Moving is the Government of Alberta's 2011 "Consumer Champion".

The accolade all hinges on a neat bit of software driving a website that customers can use to solicit comparable

moving quotes.

The website allows relocating customers to take a virtual room-by-room tour of their home and simply click on icons of furniture that need to be moved.

The inventory is then submitted online to multiple moving companies to get moving quotes.



Fran Vollaro.

SANTA FE OPENS A SERVICE OFFICE IN THE USA

To meet demands by clients that it has a presence in North America, the Santa Fe Group has opened an office in Houston.

Headed up by Fran Vollaro who is well known to PAIMA members from her time with both Graebel and Pasha, the service centre is based in Houston "due to its close proximity to some existing clients, convenient time zone location and the international nature of the city," says Alan Cartwright of Santa Fe in London.

"We intend to continue working

NEW DSP NETWORK TAKES OFF IN ASIA

Companies are lining up to join the the new DSP Network covering China, Japan, Korea, Philippines, Vietnam, Taiwan, Thailand, Singapore, Malaysia and India.

After a meeting of interested parties in Boston, more companies are going through the application process. All current members are also members of EuRA.

"First we want to achieve total coverage in Asia and even now we're looking at Cambodia and Burma, but the long term strategy is to create a global network," says Kim Ngoc (Saigon Van International Relocation).

through our strategic partners in the US, maintaining the long term relationships we have always enjoyed with them."

FOND FAREWELL TO PAUL EVANS

Colleagues of Paul Evans recently hosted a dinner to mark his 65th birthday and his retirement from Interdean Relocation, the company he sold recently.

From left: Lawrence McGreal, Ara Korkidian, Anatol Cebotaru, Fede Montilla, Rob Lucas, Dirk Ellermann.

Front row from left: Nicolas Sepulchre, Mark Muss, Paul Evans, Mark Burchell, Alan Cartwright, Dale Collins.



THEY'RE ALL CELEBRITIES NOW.



Goalkeeper Franco Costanzo moved to Greece not so long ago, to play for Olympiacos but has now been persuaded home to play in his native Argentina. Having used Athens-based Celebrity International to move him before, he's almost one of the family and asked the company to move him to Argentina.

INTERSTATE HAS A BIG PUSH INTO OFFICE MOVING



Interstate Worldwide is "buzzing with optimism" With more than 200 employees and a fleet of 300 vehicles Interstate Worldwide of Springfield, USA, is now making a push into the office moving market.

Jeff Shellberg, Vice President and GM of terminal services (above), brought in office moving guru Ed Katz to organise a three day training session for all members of staff who will be involved in the new venture.

ALFA KEEPS ON GROWING!

In Sweden, Alfa Quality Moving Group has acquired Transite Relocation based in Finland.

"This transaction creates a regional employee relocation services for the group" says Christer Bosmyr, CEO of Alfa Quality Moving Group. "I think that with this acquisition we have become a major figure in the providing in relocation services in the Nordics."



Thomas Hanbo.

NEW JOB IN SWEDEN FOR THOMAS HANBO

Also in Scandinavia, Mobiltransport Danmark has opened in Sweden under the trading name of Aspire Mobility.

In its day to day operation, Aspire Mobility will be supported by the management group of Mobiltransport Danmark, and at board level by Thomas Hanbo, the former CEO of ICM Kungsholms.



Sara Lyrum Kronkjær.

At the same time, Alfa has hired Sara Lyrum Kronkjær as international manager of its Copenhagen branch. She brings with her 17 years experience of the international market.

2012 Corporate Relocation Trends

Companies around the US saw improvements in relocation volumes, budgets, and overall performances in 2011 and many see improvements this year, according to a survey by Atlas Van Lines.

"Most companies answering the 2012 survey expect volumes and budgets to remain static, with the rest expecting increases," said Atlas COO Jack Griffin.

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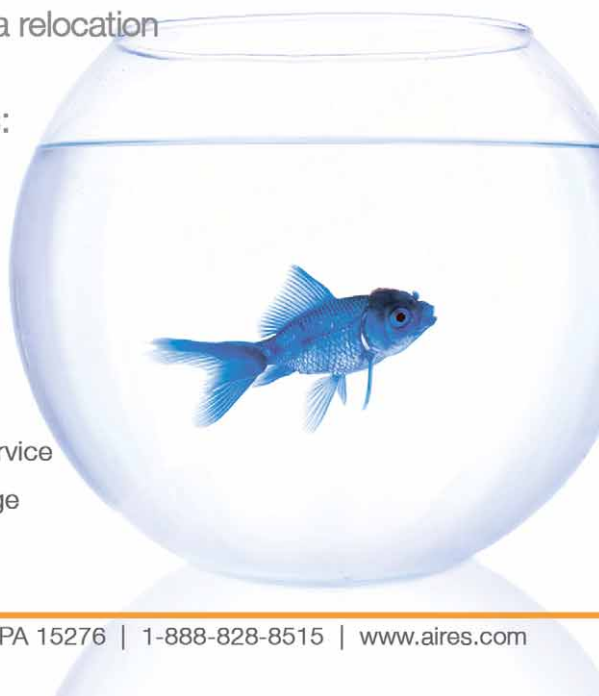
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PAIMA's
Executive
Director
reports on
the latest
activities.

SHERY'S PAGE



Sherry Williams with one of last year's speakers, Dean Foster.

I'M SO HAPPY! As I write this we're putting together the final pieces of the conference jigsaw.

It's going to be such fun: I love seeing you all again, and I know we have got good business to discuss... on top of that we have a great party lined up when we'll be joined by members of the IAM. It's going to be a lovely few days. What's not to like?

I also get the feeling that we'll be speeding up the tempo after the conference. It's taken a bit of time, but year by year we've shaken down PAIMA so that any errors and omissions of the past have fallen out and the organisation is now running smoothly.

OK, we'd like more members, we'd like a bigger bank balance, but I feel that the organisation has now left its chrysalis and is emerging as a butterfly.

Am I getting too lyrical? Possibly – but you can't help but feel good when see that our dream of turning PAIMA into a boutique association is gradually becoming a reality.

While we don't want programmes that you don't want and just add to costs, we think there are things that PAIMA can do which are both useful and cost-effective. It's a matter of small steps but we'd like to take those steps with you and will be involving you as we roll out new ideas.

I'd like to take this opportunity of thanking all of you who go the extra mile and support our magazine.

I know that in these difficult trading times, every dollar counts and the fact that so many of you still support us in this way is wonderful.

I really want to build

up the magazine so that it becomes the key to our communications – so thank you all most sincerely for your advertising. Without you, there'd be no magazine.

By the time we meet, the forthcoming election will be the topic of the day. I should say elections plural because apart from our own PAIMA election there'll be a somewhat bigger one planned for November!

So, I am really looking forward to seeing all your smiling faces in DC – I know we'll have a lot to talk about, an opportunity to welcome a new board, a couple of evenings in which to relax and let our hair down.

Most of all we'll be celebrating the continued success of PAIMA and for that we should all give ourselves a pat on the back.

Conference!

The highlight of the PAIMA year is the annual conference



And so the Fall conference season kicks off with PAIMA!

And we have a great event for you, held at the newly completed [Gaylord Hotel](#) which has virtually every facility you can name: you'll lack for nothing at this amazing place which offers you every conceivable facility.

It's the same hotel being used by the [IAM](#) which will make life easier for those of you attending both events. Even though the hotel has all you want for business and leisure,

you're only 20 minutes from the city itself, so you're really spoiled for choice!

The IAM, of course will be celebrating its [50th anniversary](#) so you can be sure this will be a very special event!

Great exhibition, lots of business, the annual [Santa Fe Fun Run](#) and even a motorbike event for the riders amongst you.

But first, of course,

comes our own keynote event which will also be very special and we're sure you're going to enjoy every minute!

Now, before you do anything else – have you got your 50s costume yet?

If you weren't able to raid your mum and dad's wardrobe you should find a [fancy dress hire outlet](#) in DC.

So the programme is over the page:

Welcome to the PAIMA conference!

Sunday 7 October.

Registration starts from 4 – 7 pm in the foyer of Annapolis 1.

Then the bit you've been waiting for! **Happy Hour** in the Lower Atrium (7-8pm).

After that, book yourselves into one of the many restaurants in the Gaylord and prepare for a busy day ahead of you.

Monday, October 8.

You can register any time in the morning from 8.30 onwards, enjoy the complimentary PAIMA breakfast from 8.30-9.30 and then be in Annapolis 3 and 4 for the **General Assembly**.



PAIMA President Christy Wickman welcomes you.

The PAIMA President **Christy Wickman Kozloski** will take **Roll Call** and lead you through the business of the day, including approval of minutes, reports from the Secretary and Treasurer, report from the PAIMA office and then the presentation of nominations to the board.

This will be followed by presenting certificates to PAIMA's **new members** (we have quite a lot of them!) so be sure to give them all a warm welcome. So a busy morning before we welcome our first guest speaker **Kurt Muse** (you can read about him on another page) who should keep you riveted to your seat. His is a truly remarkable story.

After lunch there are two more key sessions which you shouldn't miss – and they will be over by 2.45 which leaves you most of the afternoon free.

First on the stage is **Brian Limperopulos**, Program Manager of IAM who will be discussing 'Securing your business'. He is followed by **Chuck White**,



IAM's Director of Military Affairs who's going to talk to you about 'Discovering opportunities through Military, Embassy and State department shipments.'

If you're looking to improve your business, these are two sessions you really must attend – these are the kind of presentations where you can always learn something to take back to the office.

And then it's a free afternoon. Tickets for the water taxi from the hotel to the town of historic Alexandria will be in your registration packet. Spend the afternoon in **Alexandria** and then meet up with the group for drinks before going on to eat – a list of recommended restaurants in Alexandria will be included in packet. If you've not been to Alexandria then it's worth making the effort – the boat ride is fun in itself but this historic city is great to visit. Lots to see and plenty of places to stop off for a coffee or an ice!

But save yourself for a reception at **Murphy's Irish Pub** (from 6-7). PAIMA people seem to like pubs and this one is a bit special – so be sure to drop in for a glass of Guinness. If you're feeling brave, ask for a Brown Velvet – stout and cider. If they sell cider this is a drink to knock you off your bar stool; if they don't sell cider, then it's probably just as well!

Tuesday October 9.

Gently steer those hangovers through the PAIMA breakfast which should set you up nicely for the **General Assembly** which will include the elections – so your chance to welcome your new President who will be introduced by Past President **Joe Pauley**. After a coffee break the new president will address you and then lead the **2012 Ecology and tonnage Awards** before bringing the formal meeting to an end.

You're on your own for the rest of the day (unless you're a board member) but stand by for the evening **Fifties rock n'roll party** which runs from 9.30 pm to 12.30 am (once again, we're inviting members of IAM to join us). If you turn up wearing 50s costume you're in for the chance of a prize, but not otherwise – don't say we didn't warn you!

And this is a party dancing to one of DC's hottest DJs that will bring to an end yet another memorable PAIMA conference.

We pulled it off...



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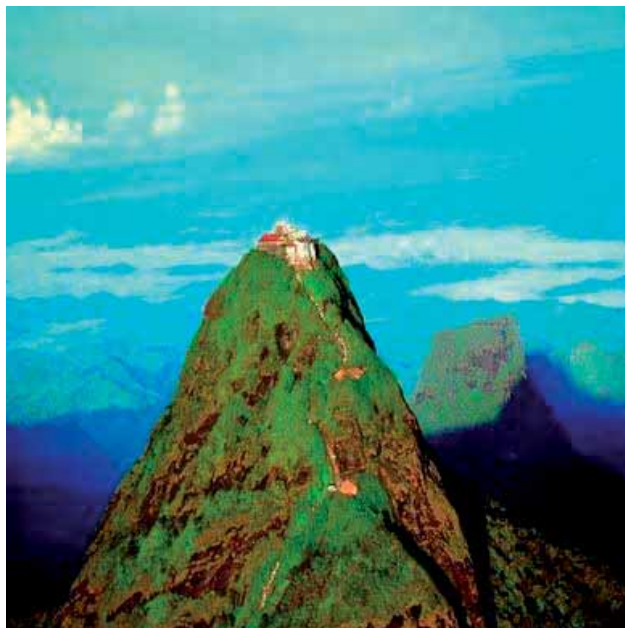
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A great American - your guest speaker: Kurt Muse.

YOUR GUEST SPEAKER at the conference is a remarkable man.

Until you've lived as close to the edge as he did (albeit reluctantly) few of us can ever imagine the levels of self-control and discipline needed to retain one's sanity – not to mention preserving one's life.

Kurt's story is extraordinary and tells us in the most graphic terms that even when all seems lost, the human spirit can still touch a light of hope.

Kurt Muse was born in the United States into a family of citizen soldiers whose roots go back to the Revolutionary War.

His adventurous family lived first in Cuba and eventually settled in Panama where they began a printing and graphic arts business.

Kurt married his high school sweetheart and came back to the US for college. After graduation, he took his ROTC commission for a short stint in the Army.

Obligations fulfilled, he returned to Panama



to help grow his family's business and start a family of his own.

Being an American citizen, Kurt studiously avoided politics... until 1987 when the lunatic General Noriega's men burned down one of his print shops and killed one of his good friends. Panama was the only home Kurt

knew, and now it was being threatened by a ruthless machete-waving dictator.

Given the extreme volatility of Noriega, Kurt might have kept his head down but instead he vowed to restore free speech. He and his friends built an underground

imported Castro's top direction-finding teams to track down Panama's only free radio station. Inevitably the radio station and Kurt were discovered.

After his capture, Kurt endured days of sleepless interrogation.

He spent nine months in solitary confinement in Noriega's infamous Modelo Prison.

A soldier was posted at his cell door with orders to execute him if anyone tried to rescue him.

At 12:45 am on December 20th, 1989, elite Delta Force commandos stormed the prison in what was to be the most dramatic rescue in recent military history.

America's finest fought their way down to Kurt and stole him back to the roof to an awaiting helicopter. It was shot at twice.

President George Bush called Kurt Muse "a great American".

radio station, The Voice of Liberty.

They were on the air for nearly a year. Panama's alleyways were scenes of constant and deadly games of cat and mouse with Noriega's soldiers hunting for the radio station.

Driven to the edge of paranoia, Noriega



Take your time to enjoy Alexandria

Take time off to visit Alexandria, an attractive town with a lot of history.

It's where PAIMA members will meet on Monday evening to enjoy a few drinks at Murphy's Bar and you're spoiled for choice for restaurants for dinner afterwards.

It's possible to write pages about Alexandria but we'll give you a snapshot of the city since the ending of the Civil War, usually known as the Industrial Era (covering 1865-1950s).

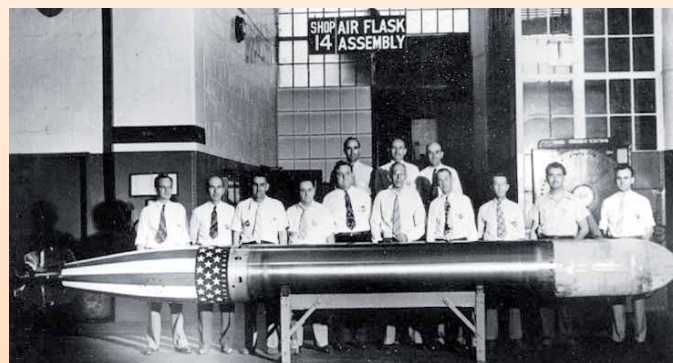
In the wake of the war, Alexandrians struggled to rebuild their city's commerce and prosperity. City Hall burned in 1871 but was replaced the following year.

Electricity and telephone service arrived in the 1880s and new neighborhoods sprang up around the outskirts of the city by the turn of the century.

The U.S. Naval Torpedo Station, now the Torpedo Factory Art Center, was built during World War I.

It was expanded during World War II, with large industrial buildings dominating Alexandria's waterfront.

A Ford Motor Company warehouse at the south end of the waterfront was also converted to military use during World War II.



1945 - and the last torpedo leaves the US Torpedo Center in Alexandria.

Alexandria is also home to the IAM.

The Second World War brought tremendous growth and change to the Washington area and to northern Virginia. National Airport was constructed at the beginning of the war on Alexandria's northern edge, the former site of Abingdon plantation.

local American Legion Post 24 purchased the old City Hotel as its headquarters and museum.

The building had once been known as Gadsby's Tavern and had served a distinguished clientele including George Washington, the Marquis de Lafayette and Thomas Jefferson. Fired by the same spirit that was guiding the restorations at Colonial Williamsburg, Gadsby's Tavern reopened to the

blossomed in the face of urban renewal in the 1960s.

During the mid-1960s, the City's leadership began to remake the old colonial port into a modern city as many of the oldest parts of town were redeveloped.

Market Square, where public markets were held since the town's founding, was cleared of 18th- and 19th-century buildings except for the 1872 City Hall.

forcing city government to protect some of the community's best loved landmarks.

Today, Alexandria still retains much of its historic character. Many late 18th- and early 19th-century townhouses and warehouses remain in the "Old Town" section of the city, along the west bank of the Potomac River.

While still a residential area for many Federal employees,



Thousands of people from all over the country poured into the region as the government expanded and Alexandria became one of many "bedroom communities" serving the capital city.

Historic Preservation and Urban Renewal

By the 1920s, Alexandria was still a quiet little southern town, and one with an especially rich heritage.

Seeking to capitalize on this history and tap into the stream of tourists who travelled through Alexandria regularly on their way to Mount Vernon,



public with a colonial costume ball in 1932, the bicentennial of Washington's birth.

The restoration of Gadsby's Tavern was part of the fledgling preservation movement beginning to take hold in Alexandria that later



Across South Royal Street, most of the block was similarly demolished and excavated for a series of boutiques and retail stores named Tavern Square. As the wrecking balls swung, Alexandria's preservation movement grew,

Alexandria is also home to many national associations (including the IAM), corporations, restaurants, shops and other businesses. Many old landmarks have become museums, historic sites and art galleries.

Public parks line the waterfront and the river is actively used by fishermen and recreational boaters.

Visitors to the National Capitol area find that Alexandria serves as a quaint change of pace from the hectic hustle of downtown Washington, a place to relax and discover what the region was like many years ago.

Alexandria is a place to enjoy and relax in.

31 years on, AIREs still seeks new challenges.

JIM PUTT founded American International Forwarding in the spring of 1981.

Today, as the company passes its thirty first anniversary with a global brand of AIREs, it's still in family hands and sticks closely to the founder's original vision of broad ranging quality services.

Jim Putt had previously spent over ten years in the US domestic and international moving industry when he decided to open a new international company offering the traditional virtues of customer service that are usually the province of the family owned and run business.

The new company was called American International and started off modestly enough in a small office with just four employees and with a clear vision: to put the customer first.



The man who founded the company: Jim Putt.

Though its main business was the international shipping and storage of household goods, Jim Putt always concentrated on improving operations and adding services.

In those early years, the company broke new ground when it began managing insurance and claims in-house, developed the first VHS videos to detail the international move

process for customers, and provided a comprehensive "First AID Kit" with destination information and material to support the family during their move.

In 1989, Bryan Putt, the current president of AIREs, joined the company as the new Director of Information Systems from Oracle Corporation, where he had worked as a developer and consultant.

Over the next few years Bryan held several other positions with American International including working in sales as an account manager and later becoming General Manager of the company's Central Regional Office.

Even after he was appointed President in 1998, he continued to work closely with the company's growing IT development, overseeing substantial new introductions throughout the 90s.

This included the first version of the company's in-house built technology, IRIS, used for tracking and reporting, and the development of its online user interface, ReloNet Web Services, for internal staff, corporate clients, and transferees.

In 1991 American International opened a North East Regional Office in Danbury CT, its first branch location; two years later came a second, with the West Coast Regional Office in Huntington Beach, CA, and then the Gulf Coast Regional Office in Houston, TX followed in 1994.

More recently, under the AIREs name, it has opened an office in Denver, CO, and currently has international staff operating in Hong Kong and the UK.

The next major business change



Bryan Putt, the current president of AIREs, joined the company in 1989. He was previously with the Oracle Group.

occurred in the mid-90s when the company began to actively develop global relocation services capabilities, and formally

founded American International Relocation Solutions (AIREs).

This new incarnation included a

In the mid-90s the company developed global relocation services which were actually ahead of their time.

comprehensive suite of international and domestic relocation services - something of a novelty at that time – which also incorporated the existing international household goods services provided by American International Forwarding.

This combination allowed AIREs to offer a comprehensive mobility management programme which was way ahead of its time.

The company says the decision to take AIREs in this direction was client driven, responding to a shift in the marketplace in which corporations were looking for a provider who could manage their mobility programmes from start to finish.



AIREs loves involving clients in joint programmes - here, our own Laura May Carmack (can you spot her?) has planned a boot camp for staff and clients!

New program for movers gives instant overseas trade quotes

A CUSTOMIZED Canadian online quote platform launched by Tippets World is designed to deliver accurate and immediate quotes to trade partners 24 hours a day, seven days a week.

Tippets World's new system – available through www.tippetsworld.com – delivers accurate and guaranteed quotes just seconds after clicking the submit button.

"If we booked a hotel on a travel site and had to wait 24 hours for a rate, it would not be acceptable service to us; if we logged on to a courier company and booked a pick up, we would expect an immediate confirmation. This is what I envisioned for Tippets World customers," says Paul Farthing of Tippets World.

The key to the quote system lies in its simplicity and speed. It is completely menu-driven by clicks, which prevents input mistakes. Designed in Canada, it automatically takes into account the special demands

of the country – for instance, if a Tippets World client selects Vancouver as a point of entry for a shipment to Victoria, the system automatically includes the ferry cost to Vancouver Island.

An agent anywhere in the world with Internet

access can see the quote within 12 to 14 seconds. Once it is submitted – again with a simple click – the quote, Customs instructions, and Customs documents are in the agent's inbox within a few seconds.



Paul Farthing.

access can request user rights and then acquire quotes based on thousands of variables including point of entry, final destination, weight, volume, specialty cargo, storage, and service levels.

If an agent in Hong Kong wants a quote to ship a full container arriving in Toronto for delivery to Kingston, and the move includes a baby grand piano, a car, and three months storage, all options are available and the

Mr. Farthing's tests show it can handle at least 1,000 simultaneous quotes. But there are safeguards in place:

"When an agent requests a quote, it is also emailed automatically for our review," says Paul. "Anyone using it is already a professional in the business, so they understand the terminology, but we'll take a look and make sure nothing inconsistent appears in the request.

Primarily, we want to track quotes and bookings.

Mr. Farthing's next step is to provide overseas colleagues with the program, for their use, with local market parameters.

"I was very specific in what I wanted, because I knew if we could share it with country-specific details, it would benefit the industry as a whole," he said.

"The system will work in metric or imperial, and we can input the destination based on the town or postal code.

Obviously, we want to serve their customers in Canada, and we know this redefines customer service.

Our intent is to generate more business through service and communication. Zero-cost quotes provide a huge competitive advantage."

Welcome
to new
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Nedrac
- and a
company
that
appears to
have it all!

NEW MEMBERS

A company with massive experience.

DAVE CARDEN began his career in 1970 working for Bekins Wide World in Vietnam as its Saigon Station Manager overseeing shipments of military baggage.



Dave Carden.

So he's been around for a while and knows the international business inside out!

In 1974 he moved to Iran working for Bell Helicopter. He then went to work for Imperial Van Lines in 1977 overseeing its international freight operations before joining the then famed Dean Worldwide in 1981 to establish a commercial freight division.

Ten years later he opened Nedrac Inc. The company began business as an air and ocean freight forwarding company/NVOCC.

He then added commercial household goods in 1990 and military household goods in 1994.

It began operations in Costa Mesa, CA in 1987 and ten years later moved to Garden Grove, CA. As business expanded, the company moved in 2004 to a new corporate and main operating office in Palm Desert.

It also opened a branch office in Garden Grove which is the primary operation of the commercial household good division.

Fully licensed and bonded

Today, the company is a fully licensed and bonded domestic and international freight forwarder and Customs broker.

It is exclusive to the household goods industry because

it moves its air and ocean shipments directly with the air or ocean carriers and not through third party freight forwarders.

And being a Customs broker it obviously handles all Customs entries itself.

The company prides itself on being big enough to offer competitive rates but small enough to provide a caring service for all its customers and business partners.

Coupled with its extensive service offerings, Nedrac really offers an awful lot.

Business has been 'tough but good' for the last couple of years so the company remains optimistic – right now it is gearing up for what it sees as the main challenge of the future: the constant upgrading of the software to handle all the documentation of the business to keep pace with the demand for real-time shipment information.

NEDRAC, USA

Luis gets ready to hand over to his girls!

LUIS COLMENARES went straight from school in Colombia into the moving industry, joining a small company that was just getting involved with international moving.

He was put in sales and over the next few years his experience and knowledge grew – so much so that he got a job with the local branch of Global.

It wasn't long before he was running the branch very successfully and in 1990 he bought out the Global branch completely.

However, the timing was terrible –this was a time when narcotics dealers seemed to be in control and it wasn't safe to have a business name with the word 'Global' in it.

The name was changed to Portan – but then the trouble was that even existing companies who knew Luis, said they really wanted to deal with a company with a global reach! It looked as though he couldn't win!

As Colombia's battle with the narcotics



Luis and daughter Camila Colmanares.



Paula Colmenares.

industry got worse, so many corporates left the country which produced a lot of business.

But of course, once they were gone, they took their business with them. Luckily for Portan, the government tackled the drugs problem with a lot of energy

and efficiency and as the country regained its previous reputation as a safe place to do business, so the corporates came back again.

By that time Luis had two daughters – *Paula* who was in the business and *Camila* who studied to be a dentist.

She qualified and practised for ten years until she became pregnant – needing a part time job, she went to her father's office.

"I had Paula there to tutor me the entire time and she was wonderful – she taught me everything I know about the business," she says .

By this time Paula

was already hitting the LACMA conference trail and Camila went to her first IAM meeting in New York.

With the business growing fast a new board was created, consisting mainly of external businessmen, a lawyer and the two daughters.

At the same time a succession plan was drawn up to safeguard the business.

"Running a family business can be very tough as we all know, but the girls are assuming more and more responsibility and I know that when I step down the company will be in good hands," says Luis.

Early life wasn't always easy for Terry Head, but he had great parents and good mentoring - and he made it to the top.

PAIMA PEOPLE

IF EVER A person reflected the ethos of the United States of America, it is Terry Head, the President of the International Association of Movers (IAM).

America is always hailed as the land of opportunity, and it has always embraced those who have made the most of what she offers - the US moving industry has its quota (think David Graebel, Jim Thompson et al) amongst whom Terry Head stands shoulder to shoulder.

Like others before

left him (he got a prize once for never missing day off school!) and even today his restless energy channels its way into lots of activities beyond IAM, such as organising school reunions or engaging in local business communities.

"My Dad was a railroad engineer," he says. "I think that's where my interest in transportation comes from. My mother was a bookkeeper. We weren't poor but we certainly were not rich but I couldn't have had two better parents or role-models."

garage where he indulged his passion for hot cars and motor cycles, something that has never left him. He also dug water wells and foundations for buildings which probably goes some way towards explaining his athletic build - you'll always spy Terry in a crowd.

He got into the moving business by accident. His room mate worked for a moving company that needed seasonal help so Terry signed up for a few weeks and stayed 40 years in the industry!



An industry giant.

PAIMA will award Terry Head, President of IAM, life membership at its conference. Meet the man.

him, Terry's route into the moving business was far from direct. He was born and educated in Old Alexandria.

He was a bright pupil and parents and school honed his work ethic which has never

He has a sister Roberta who was a teacher of maths, physics and computer science for over 30 years, so this is a family of considerable ability.

After school he worked in a local

He worked his way up through being a driver, packer and warehouseman before getting a break with a sales job at Victory Van, a local family business and Allied agent.



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Terry Head pictured at the PAIMA conference last year, enjoying the company of Sid Vallaydam of Australian Vanlines in Sydney.

He worked for Victory for 21 years but in 1997 the job of running the HHGFAA came up and seemed too good an opportunity to let slip. He was already involved in dozens of local business groups so was familiar with the demands of trade associations.

Terry went from having more than 100 people working for him to just two ("Good job I learned to type at school!" he jokes). He was only the third president in 35 years so it's fair to say that its management culture was pretty well established (or you might say entrenched).

But he took his time about settling in, taking six months to get to know the

staff, read the files, talk to his board and most importantly, the members.

He wanted everyone to be engaged in the future direction of the organisation and took his time about taking soundings for the future.

Back in 1997 the association recognised that it needed to change because the industry was on the run with the military and commercial markets going through serious upheaval.

But there were many influential founder members who insisted on keeping things as they were.

For instance, it took 11 years before Terry could change the name of HHGFAA to

something that more accurately reflected the aims of the association in a new millennium. Even so, it was still a coup.

At the same time, he opened the doors of the association to commercial elements, other trade associations such as FIDI and PAIMA and vendors so that debates about future programmes and strategy were inclusive.

In this way, the influence of the IAM began to climb rapidly as it shed the trailing anchors of the past and adopted a wider, more international stance on global membership.

The next step was to involve younger members of the industry which

came about with the formation of the Young Professional Group to help encourage and involve the next generation of movers and this too has been a remarkable success.

It's easy to forget that his staff of eight not only runs the IAM but also its two significant offshoots, the International Shippers Association (a co-operative buying group for ocean transportation) and the Alan F. Wohlstetter Scholarship Fund which provides educational funding and assistance to individuals pursuing careers in logistics and transportation.

And then there's the travel! As IAM has grown so the demand for it to support dozens of industry or government-related events keeps Terry on the road (or rather, in the air) to consult or present.

His stock of air miles with various airlines would be mouth-watering to many, but they forget earning them could have taken their toll on anyone who wasn't fit.

Many people will know that Terry was struck with head and neck cancer back in 2003.

But in his typical manner, he fought against it like a tiger and has been officially cancer-free for the

It took Terry 11 years before he was able to change the name of the old HHGFAA to the IAM.

TERRY HEAD:

The new Life Member of PAIMA.

Terry Head in a familiar role - as a powerful and well-prepared conference speaker.



last nine years, the toughest but most convincing battle he has ever fought. So he's fit.

The IAM still straddles the military/commercial divide and both are going through periods of extreme challenge.

Terry has watched the US government tweaking its military programs over the last 15 years to the point where the business rules that govern military shipments make it very hard for contractors to develop any long-term business plan.

Commercially everyone knows the feast-or-famine minefield of the moving business, but over the years the industry has somehow adapted and coped.

Terry acknowledges that this takes tremendous skill at juggling cash flow, manpower, client relationships and so on.

"But it is these same skills that allow our

industry to adapt in an ever-changing and fluctuating global economy.

"I believe no industry is better prepared to adapt to the ups and downs, ebb and flows than the moving industry," he says optimistically.

Tackling the plusses and minuses of the digital age is of major concern to Terry who has already introduced the IAM Code of Ethics.

Now he is pursuing the idea of some kind of advanced membership criteria and qualifying process to at least give the membership a degree of credibility in the market place.

"We don't have the inclination or manpower to become the industry's policeman, but we do need to recognise that some kind of badge of quality/approval is going to be necessary," he says.

All trade associations will have to adapt,

he says. IAM has just recently invested in a new Association Management System (AMS) "Association Anywhere" that allows it to track not just the member companies, but the individuals who engage with the association.

"In understanding and using data from these "relationships" we can now better understand the needs and thus design our services and programs on a more personalized basis," he points out.

"We are also in the final stages of employing a new Content Management System (CMS) and "Social" platforms. I

think the members will be very excited about IAM's future in the digital age."

It's been a long haul for Terry Head, from the days at school when he was voted the most original thinker in his form to heading up a global organisation that year on year enhances its reputation for innovation and professionalism.

A moving world without the IAM is unimaginable – as Terry says: "The very first time I testified before the US Congress on behalf of the industry it dawned on me what a great, strange ride it's been.

"One day I was on the back of a truck and, in what seemed like the blink of an eye, the next day my words and actions would be potentially impacting movers across the nation and even across the globe."

It's been a long haul for Terry Head, from working on the back of a truck to addressing the US Congress.

Insurance matters

TG International Insurance (TGI) has been in business since 1974. Its President and founder, Wayne Nevitt, started as a military claim adjuster.

In this capacity he saw many claims, and noticed that the coverage offered at the time was missing something – it only covered acts of God, not the events that are typical to transit claims such as chipping, scratching, denting etc.

It was so limited he decided to design a program that provided the coverage shippers needed. TGI was the first insurance brokerage to offer transit insurance with the Replacement Value Coverage option to the transit industry.

“Our company is based on old fashioned customer service. We don’t have voice mail – when you call you will always get a live person.

“We offer the same attention to the shippers we work with on the claims side. We now offer our certificates online as well as face to face meetings via Skype or Microsoft Meeting,” says Phaedra Widney, a familiar personality at the PAIMA meetings.

Having been in business since 1974, we see many different types of claims, but there are some instances that are repetitive - in that we see claims for the same reasons over and over.

One of the scenarios is poor packing/poor communication – but a claim can start with the sales department, as communication is a major key in the very beginning.

The golden rule is to always supply the shipper with insurance paper work at the time of the initial survey so they have time to review it and ask any questions.

They can then be aware on the day of packing what the requirements for coverage are.

Packing can directly affect your loss ratio with your transit insurance provider.

Poor packing means higher losses which can mean higher insurance rates.

Professional packing (below) is why customers use professional movers.



It all begins with the packing!

By Phaedra Widney of TG International





Always keep in mind - higher losses equate to higher rates.



More losses mean higher rates for coverage because the insurance company has to cover for losses exceeding premiums received.

We all know that during this time, cost is a big issue with customers so higher rates can be a problem.

Many movers use the insurance as a profit center so higher claims can mean lower profits. It is imperative that when you are preparing a shipment you use trained, skilled people.

It is also important that the packing inventories be specific and detailed. Pack everything as if it was your own.

Write clearly, and identify exactly what is in each box. Poor paper work can make for a difficult claim settlement process so be sure that documents are written clearly and show what is in the carton.

TAKING TIME AT THE BEGINNING WILL SAVE A LOT OF HASSLE!



Instead of writing "silver" on the packing inventory for contents of box #4, for example, write "20 silver pieces (platter, two candle sticks, 8 silverware pieces)".

Understandably this takes more time, but it is so helpful if the shipper files a claim for a missing silver platter: the adjuster can see clearly see that the platter was in box #4.

If there are no exceptions for that box it is easier for the adjuster to settle the process.

If the shipper noted that box #4 was received opened with missing items on the delivery documents, then he is entitled to his settlement.

If the goods go into storage loose prior to being loaded into the container, do a bingo sheet on each vault to help bring your claims for missing items way down.

It helps when you think that you have delivered all the vaults out but a lot of numbers are not checking off.

Then you know the box has been moved and is misplaced from the shipment.

Taking the time at the beginning will save more hassles if the shipment has a claim at destination.

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