

PAIMA REPORT

Issue 3, 2016



Welcome to New Orleans Pg 5



Taking a swing at Lakewood Pg 8



Tonnage Awards Pg 12



**Welcome to
PAIMA Pg 22**



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Well, it seems that I have managed to avoid upsetting too many people during my presidency so far as you have been kind enough to re-elect me for a second term. Thank you for your confidence. As always I shall do all I can to further the aims of the organization and support you whenever I can.

Thank you so much for joining us in New Orleans. It was a great pleasure to see so many of you again and I sincerely hope you enjoyed the event as much as I did. My congratulations to Antonio Tremols, our executive director, for putting together a fabulous business and social program. Once again it was a record attendance. I'm not sure how long we can continue to increase our numbers but, if our growth in membership over the last 12 months is anything to go by, next year is looking good too. I trust that your return journeys were uneventful.

I would like to offer my particular congratulations to our tonnage winners. By shipping through the PAIMA network, and recording your tonnage, you demonstrate every day your commitment to the organization. Of course relationships are important but so is business and it is this exchange of traffic that provides the real

commercial value of our organization and shows to the rest of the industry that we are all serious players in the market. I encourage every PAIMA member to log their tonnage, however modest it might be.

Congratulations too to Burke Brothers in winning the Juan Peralta Ecology Award. The company's efforts in reducing waste have been extraordinary and they are deserved winners. My thanks also to Express Transports of Peru who also displayed real concern for the environment and dedication to helping those who are less fortunate. Both companies are beacons of excellence in the industry.

The PAIMA Board was re-elected almost in its entirety. Thank you all for voting and for your approval. I am sorry to see Laura May Carmack step down, she has done so much for so many years, but also look forward to working with Aida Robles who I know will contribute to our discussions positively and enthusiastically.

Finally, I wish you all a very happy holiday season, wherever you are in the world. Let us hope that 2017 will be prosperous and peaceful for us all.

Jose Marrero
PAIMA President
1 December, 2016



Letter from the Editor

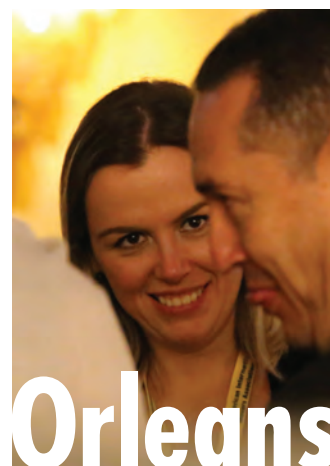
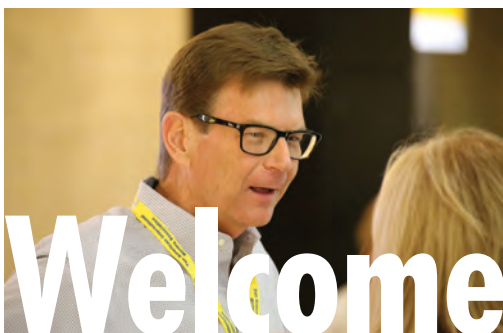
Welcome to this final issue of *PAIMA Report* in 2016. With Mr Trump triumphing in the US; Brexit moving from wish or fear depending on your persuasion, to reality; and turmoil brewing just about everywhere you look around the world, it's nice to know that at least some things can be relied upon.

This time we, understandably I think, focus on the conference in New Orleans. When I write these stories I sometimes wonder why I'm doing it. After all, you were all there weren't you? Well, no actually, quite a few of you were not able to attend so, in part at least, my work is for them. But it's also for – the record. I thought it was interesting that IAM is engaged in a new initiative to explore its roots. A key source of information is the historical written record from its magazine. The *PAIMA Report* too provides that permanent record of everything that PAIMA does as it moves through its own history. The older the organization becomes, the more important that record is.

I have tried this time to include as many photographs of you all as I reasonably could. I don't profess to be a photographer (I'm a writer with a camera), but I confess to being mildly pleased with some of my shots. I apologise now, in advance, should any of the pictures make you look older, fatter, thinner, greyer, younger, or more harassed than you think you should be. My defense is – the camera never lies: except when people take pictures of me of course.

Whatever your faith, or if you have none, I wish you a very happy Christmas. May 2017 be happy, healthy and prosperous for us all.

Regards
Steve Jordan, Editor



A year soon passes. As the PAIMA members gathered in the Block 8 bar on the third floor of the Hyatt Regency for the welcome reception ahead of the main conference, they were no doubt reflecting on the 12 months since they met under similar circumstances in San Diego. Nobody seems to change (much) – yet everything changes around the people: the

things we worried about last year, have passed – as they always must; last year's ambition has turned into this year's reality; the world has flexed and with it, new opportunities have been created for the bold and new fears for those left behind.

But in this relentlessly changing world there is a constant: the friendship and warmth of the PAIMA people. It's easy to tell

when people are making conversation to be polite, to do what's expected. That's not PAIMA. These are real friends who have shared triumph and despair in equal measure together, sometimes over many years, and whose relationships are strong and enduring. It's an environment that's the perfect start to a busy conference program, this year overseen by the new PAIMA Executive Director Antonio Tremols, and the stage setting for yet more

profitable business and happy memories. Terry Head, President of IAM, joined in the fun too.

The event was sponsored by: PAIMA Board of Directors; Sentry International; Teamwork International Moving; Swiss Moving Service; Moving Systems SAC; Carl Hartmann GmbH; Coco's International Movers; and AIReS.



Jose Marrero

President Marrero opens the PAIMA conference 2016

P AIMA President Jose Marrero welcomed a packed room to the PAIMA conference 2016 in New Orleans, Louisiana, with a few interesting facts about the city, including that voodoo was first introduced into the USA in New Orleans: "So be careful what you wish for," he joked. The city is also one of the largest ports in the country. He thanked Antonio Tremols for his hard work in putting together an exciting and interesting program of business and social events.

In the familiar style, the conference kicked off with roll call participated in enthusiastically by the entire assembly.



Confirming 2015



Laura May Carmack

Laura May Carmack took on one of her final duties as a member of the PAIMA Board, presenting the minutes of the last general assembly in San Diego for approval.

She explained that record attendance had been achieved for the assembly and asked all those who had attended regularly over the previous five years to stand and be recognised. 76 members were attending ensuring that a quorum had been achieved.

For the benefit of the audience, Laura May summarized the treasurer's report delivered by George Naumann and the office report delivered by the then Executive Director Michelle St Cyr.

New members who had joined PAIMA before September 2015 were given the opportunity of addressing the membership before receiving their certificates of membership.

Business sessions included: an international panel from France, USA, Nepal and Venezuela discussing customs requirements in their respective countries; Steve Jordan, the new PAIMA Report Editor introducing himself and encouraging members to contribute articles to the magazine; an example of the international exchange program in action; a live demonstration of the tonnage reporting system; and a discussion on the importance of attracting new members from locations where PAIMA was not fully represented.

Laura May also again acknowledged Teamwork, the winner of the 2015 ecology award, the winners of the tonnage awards and the 'Tonnage Stars', all of which had reported tonnage through the system during the year.

The minutes were accepted unanimously.

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Keeping PAIMA in 'the black'



George Naumann

George Naumann, PAIMA Treasurer, delivered a brief but positive financial report to the attendees at the New Orleans conference. He said that overall the financial health of PAIMA was very good despite the convention in San Diego last year being very expensive. The \$23,000 sponsorship for the event had, however, been very helpful.

Costs for the production of *PAIMA Report* had been a little lower than previously as there had been only two issues during 2015, not three. Salary costs were somewhat higher owing to severance payments made to Michelle St Cyr who left the organization during the period.

He said that there were currently six companies that has failed to pay their membership fees so far for 2016.

He named them individually (they are not named here as by the time *PAIMA Report* goes to press, the position might have changed). He said that a decision would be taken shortly about their continued membership of PAIMA.

Overall the financial position continued to be good and attendance at the 2016 conference was very high.



Office report by Antonio Tremols

Antonio Tremols, the new PAIMA Executive Director, provided a brief report from the PAIMA office which, he said, was there to assist members. Since he started in his new role he said he had made a major effort to be as responsive as possible. "So if you need anything or have any questions, the PAIMA office is here to support and assist you."

Part of the role is to make sure the website is updated regularly. There is also the *PAIMA Post* newsletter that is produced every month. He asked anyone who does not receive the newsletter, or has any problem accessing information, to let him know so that he can help. Antonio reminded members that he and the Board were also available to assist with any disputes between members and obtain a satisfactory resolution.

He thanked the new members that were attending the conference for the first time and the sponsors whose generosity greatly contributed to the success of the event. He also offered his appreciation to all the current members who had referred potential new companies and helped with the vetting process. "Our objective is to have only quality members here at PAIMA," he said. "We have issued a list of countries where PAIMA is not represented and would appreciate members' help in filling those gaps with suitably qualified companies."

Antonio said that there had been two very strong submissions for the Juan Peralta Ecology Award this year (see pg 26). He wanted to increase awareness of the award and encourage more companies to take part and said that the PAIMA office was also making every effort to be environmentally

sound in all that it does. "PAIMA is reinforcing the whole environmental and ecological protection aspect for the ecology program."

Antonio also provided a little background on himself as this was the first time he had met many of the members in person. He said he was born in Washington DC to Cuban parents who left the country in 1959 and grew up internationally living in Ecuador, Colombia, Delaware, Guatemala and Sao Paulo. "So I have plenty of moving experience having done 16 moves, six internationally. I speak Spanish, a little English, Portuguese, a little French and I look forward to practicing the languages with all of you." Antonio is married to Kim, they have two boys, Luke and Noah, and a pet cat called Patches.

Taking a swing at Lakewood

The Lakewood golf course in New Orleans was the venue for the third, annual PAIMA golf tournament. A treat indeed for the regular players and the hackers alike as they walked in the very footsteps of the all-time greats such as Lee Trevino, Jack Nicklaus and Seve Ballesteros.

The course was once the home of the New Orleans Open. Today it's owned by the New Orleans Firefighters Pension Fund and is punctuated with references to the remarkable work of this emergency service. Down by the thirteenth, for example, is a super-sized sculpture of the red fire hydrant; and the bunkers on the eighteenth are sculptured to resemble flames and filled with flaming red sand. But perhaps the most poignant features are the sculptures of colourful birds carved out of the stumps of trees blown down during hurricane Katrina in 2005, including one of the Phoenix emerging from the ashes of destruction to fly once again. Very thought provoking.

The golf however, was far more prosaic. Everyone had a good day, despite the gloomy weather at the start (actually it was pouring with rain for the first hour or so thereby driving the entire ladies contingent into the bar to remain in semi-permanent seclusion), but the impressive scores were reserved for only the most committed few.

Manuel Porras, from Mudanzas Internacionales & Mares, Costa Rica (a guest) was the men's winner with Lars Lemche from Teamwork, Brazil in second and Steve Dozios of Humboldt, USA in third. Manuel also took the trophy for the longest drive and closest to the pin on hole three; Steve was closest to the pin on hole eight.

The ladies tournament was a relaxed affair with fun being far more important, apparently, than nail-biting competition (better for the manicure anyway).

It's probably fair to say that the ladies didn't play the whole course in the time available however still managed to ascertain the final positions without much difficulty. Alexandra Schmidt of Mexpack received the winner's trophy, Jennifer Sloan from European Relocation services in France was second, with Macarena Scalia of Coco's International in the USA third. Conveniently Laura May Carmack, AIReS, USA hit the longest drive so all four lady competitors took home silverware. Obviously the right result.

PAIMA is very grateful to Teamwork, AIReS, Noble Mobility and Trafimar Relocation Services for sponsoring the event"



Steve Dozios, third place and nearest the pin on hole eight



Manuel Porras, men's winner, longest drive and nearest the pin on hole three



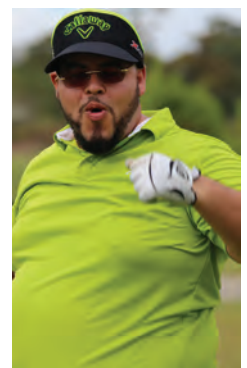
Laura May Carmack, longest drive



Alexandra Schmidt, ladies winner



Jennifer Sloan, Ladies runner up





Macarena Scalia, third place





Are you reporting your tonnage to PAIMA? If not, you might be missing an opportunity.

Lars Lemche explained in New Orleans that there has been an increase in tonnage reported through the PAIMA system, but not nearly as much as he would have expected. Although many companies do report tonnage, over 60% of PAIMA members have never done so.

He asked why that was? He speculated that people might not understand that there is a real and tangible benefit to every company that reports tonnage in terms of industry recognition. Lars said that if you have shipments to go to another country you will

be likely to pick the member in that country that posts the most outbound tonnage. "That way you stand a better chance of getting something back", he said. "Other members, looking to ship to your country, will go through the same process."

Of course there is also the benefit to PAIMA as a whole in demonstrating the tonnage controlled by the network and, thereby, increasing its perceived value as a membership organization.

Lars also wondered whether some people might not understand how to report tonnage. He said it is very simple, requiring members to

enter just the destination agent, the tonnage in pounds, the month of the shipment and the name of the shipper (for verification purposes). "So why are you not doing it?" he asked. "It's a recognition of what you have done in the group with your partners and friends. You might even get an award."

At the meeting in San Diego last year the Board was asked to add the location of members on the drop-down list within the tonnage system as some members in different countries have similar names. As yet this has not been done. In a response to a question from the audience, Lars said that it

had been discussed by the Board but it was proving difficult to make the change within the current system. The Board was considering whether it was more cost effective to work with the existing system to make such amendments, or to design a completely new system. PAIMA President Jose Marrero asked any member with strong opinions to send him an e-mail detailing the changes they would like to see so that they can be built into the calculations.

Meanwhile, Lars asked all PAIMA members to begin using the system.

Tonnage Stars

All companies currently reporting tonnage on the PAIMA tonnage system were acknowledged at the New Orleans conference for their cooperation and contributions. Not all made the photo shoot after, but those who did proudly showed off their Tonnage Star Certificates.



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Tonnage award winners

PAIMA presented awards to the top two bookers of reported tonnage through the PAIMA reporting system. In each case the awards were presented by the appropriate regional director.

G-Inter (Granero International) was given the award for the highest overall tonnage reported: **1,295,407lbs.**



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AFRICA		
1st Place	MAGNA THOMSON INTL MOVERS LTD	128,207
2nd Place	KOEMAN NIGERIA LIMITED	9,955
CENTRAL AMERICA & CARIBBEAN		
1st Place	SWISS GLOBAL MOVERS	232,085
2nd Place	MUDANZAS INTL S.A. (MUDISA)	113,495
USA		
1st Place	AIReS	1,279,898
2nd Place	ISLAND MOVERS, INC.	592,705
MEXICO & CANADA		
1st Place	TRAFIMAR RELOCATION SERVICES	746,689
2nd Place	MULTI TRANSPORTES MEXICO, S.A. DE C.V.	176,573
SOUTH AMERICA		
1st Place	TEAMWORK INTL MOVING	378,957
2nd Place	MERCOVAN ARGENTINA SRL	231,748
EUROPE		
1st Place	CARL HARTMANN GMBH & CO KG	986,841
2nd Place	GRUPO AMYGO, S.A	386,620
OVERALL HIGHEST TONNAGE REPORTED		
G-INTER (GRANERO INTERNATIONAL)		1,295,407



Swiss Global



Trafimar



Conroy Removals



Mudanzas Internationale



Multi Transportes



Mercovan



AIReS



Teamwork International



Carl Hartmann



Island Movers



G-Inter



Amygo Group



Board elections

PAIMA elected a new Board of Directors in New Orleans although, after the voting was completed, it looked much the same as it had before.

President Jose Marrero, Vice President Lars Lemche and Treasurer George Naumann were all re-elected to their roles, as were Directors Juan Carlos

Ortiz, Matthias Tischer and Macarena Scalia. The only change was the stepping down of Laura May Carmack and her replacement with Aida Robles of Rodi Cargo in Puerto Rico (see below).

After the election, PAIMA President Jose Marrero thanked everyone for voting and said that the Board would continue working very hard to promote PAIMA

and take the Association to the next level. "We are here today because the Board gives their time and takes time away from their daily activities and families. We travel and are committed to PAIMA."

Aida Robles, PAIMA Board Member

Aida Robles from Rodi Cargo in Puerto Rico has joined the PAIMA Board. She was keen to be involved as she felt strongly that new people can bring new ideas. "This is something I really believe in," she said.

Asked specifically what she would like to see done differently, she expressed reservations that some countries, in particular Brazil, have too many members. "Having so many members in one country creates a free for all," she said. "I think it should be limited

depending on the size of the country, with companies excluded if they don't attend the annual conference. In smaller countries maybe we only need one agent. Members need to join in, that's what makes the Association grow. I think the two-year rule [that requires companies to attend at least every other convention] is a great step in the right direction."

Right: Aida Robles, new PAIMA Board member.



Outstanding Service Award

Laura May Carmack was presented with an award for outstanding service and dedication to PAIMA by PAIMA President Jose Marrero at the New Orleans conference.

Laura May stepped down from the PAIMA Board at the conference after many years of service, including two years as PAIMA President. In doing so she thanked PAIMA for the honor and the experience of participating. PAIMA President, Jose Marrero said that he was sorry to see Laura May go. "I'd like to take this opportunity of presenting Laura May with our PAIMA plaque because she is going to be greatly missed. Her organization has made PAIMA stronger and better."

Right: Laura May Carmack – award for outstanding service and dedication



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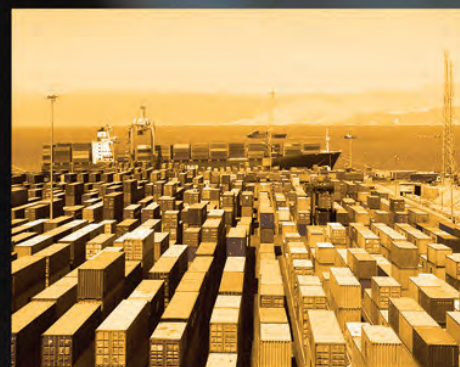
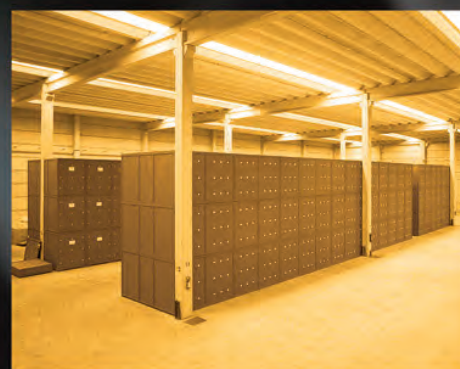
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Keeping the customs satisfied

Regulations for customs clearance are different in every country in the world. In New Orleans, PAIMA continued its popular customs panel session, this year with information about importing goods into El Salvador, Spain, Norway and South Africa.



El Salvador - Presented by Juan Carlos Romero, Mudisa (above)

Juan Carlos explained that El Salvador is a very small country, the smallest in America, with a population of just six million

people. Although it's in Central America it should not be assumed that all countries in the region have the same import regulations. "The regulations change for each country," he said.

Some items are restricted or prohibited. Prohibited items include, as would be expected, weapons, drugs, pornography, etc. Restricted items include food, perfumes, lotions and many other items, all of which are subject to penalties if shipped and will cause delays in customs clearance. Clearance usually takes around seven days but can take up to 15 days if things get complicated.

It's important to establish the status of the shipper – returning citizen, diplomat, expat, etc. The rules are different for each. For example, a returning Salvadorian has exemption from taxes only on the first \$15,000 worth of goods shipped and must pay duty of up to 35% on the remainder. By

comparison a diplomat does not pay tax but must obtain a franchise authorisation that will take up to four weeks to get. If the shipment arrives too early it cannot be cleared and will incur demurrage costs.

A valued inventory and a very detailed packing list must accompany the shipment, including the material goods are made from (wood, metal, etc.). Customs will verify the value and will reject it if they believe it's too low and charge a penalty of up to 300% on the additional value. It is very important to send the documentation to the destination agent in El Salvador before shipping to ensure that everything is in order. "Never ship anything without our 'green light'," said Juan Carlos.

Spain - Presented by Angels Gallardo, Inter S&R SL (right)

Angels explained that the economic situation in Spain and

the level of corruption affects very strongly the way in which imports are handled. Although the documentation itself has not changed, the ways in which the rules are applied and the clearance is conducted by the officers has changed.

To import goods into Spain it is necessary to prove that the customer has lived outside Spain for at least 12 months. In the past it was acceptable to customs to present a copy of a utility bill or a residency permit as a demonstration of overseas residence, but that is no longer accepted.



Customs officers now require a Bajú Consular, a document available from the Spanish Embassy in the overseas country, that confirms that the customer is no longer paying tax in that country and so will be paying tax in Spain in future. However that document is, for some, very difficult to obtain. If, for example, the customer is not living in a capital city it might be impossible to get to the consulate or embassy.

Angels said that her company has found that customs are prepared to accept a letter from the tax office of the overseas country confirming that the customer has cancelled their registration for tax abroad and will be returning to Spain to pay taxes. However, no other form of 'proof' is acceptable. "We have to do it by the book now," said Angels.

Import tax on used household goods is approximately 25% however, if customs consider that adequate documentation has not been provided, they will add an additional 30% as a fine. Customs also has the right to review earlier decisions. Even if goods have been imported tax free they can go back to the client and reassess the consignment for import tax at a later date. Angles recommends using a valuation of €100/cu met for customs purposes, a figure that is not related to the insurance value. "This, we have found, is considered to be realistic," she said.

Once the paperwork is in order, clearance takes 3-5 days. Inspections are rare.

Norway - Bjorn Carlsen, NFB International Relocations AS and PAIMA Regional Director, Europe (above right)

Bjorn said that he was very lucky living in Norway. Used household goods can be imported duty free and the documentation required is very simple. Although the regulation requires goods to have been



owned and used outside Norway for 12 months before entering the country (including the time on the water), in practice this is difficult to prove so all used household goods are imported tax free. New items attract VAT at 25% and shipments are valued at around US\$3,000/cu met.

All that's needed for clearance is an inventory in English or Norwegian, a copy of the picture page of the passport, a copy OBL or AWB, and a customs declaration (RD0030E). "If the customer doesn't have a Norwegian ID number we will apply for one on their behalf through customs." Bjorn said that, if all this documentation is in order, clearance can be done online in 30 minutes.

Bjorn joked that, although the Norwegian authorities let people enter the country tax free, they make up for it later. "We welcome you when you come in, but when you start earning money we tax you to death."

It's not always that simple of course. Bjorn said that even though Norway is a very regulated country with few big surprises, customs officials sometimes try to make things difficult and interpret the rules individually.

It is possible that customs will require a physical inspection. In this case they are looking for new items, outboard engines and food (other than dried goods and spices, etc.), alcohol and tobacco for which there is no free allowance. A physical inspection can take up to 10 days to complete so customers

should be advised that, if a physical inspection is required, demurrage costs will be incurred.

Bjorn explained that the process in Norway is simple. "If there is no tobacco, no alcohol and only used household goods, there will be no problem at all."

South Africa - Morne Rudolph, Magna Thompson (below)

Morne Rudolph explained that customs requirements in South Africa are straightforward as long as shippers comply with some basic rules.

To import goods duty free a returning citizen needs to have been out of the country for a continuous period of six months. If not, duty is payable on the entire shipment whether new or second-hand. The same rules apply when sending goods to a family in South Africa. Foreigners need the necessary visa and a work permit for more than 12 months. A first-time immigrant also needs the required visa and can import household effects duty free with those documents. Inheritance goods should be accompanied by a copy of the death certificate and the last will and testament.



Alcohol is subject to duty and taxes at a very high rate so Morne recommended not importing alcohol. "Especially, there's no point in importing wine – we have very good wines in South Africa," he said. Anyone importing more than 15 liters of alcohol will require an import permit. Government officials are treated as normal

citizens even if they had diplomatic status while abroad.

No left-hand drive vehicles are allowed, even for diplomats. An import permit and letter of authority are required before sending a vehicle to South Africa. If these are not received in time the vehicle cannot be cleared and charges will accrue.

Under no circumstances should customers import firearms or hunting trophies. "These cause us a lot of problems," said Morne.

For sea shipments it's important that the client arrives in South Africa at least 10 days before the shipment arrives to allow time for the documentation to be done. Morne said that they only have two days in which to clear air consignments so please make sure they give you the 'green light' before sending the goods.

Port fees are not included as part of the destination charges because they would attract 14% tax. To avoid the tax the port fees should be charged to the customer at origin.

Physical customs examinations are random and rare. They are not usually done unless customs spots something suspicious on the inventory. If a container is examined there is an additional charge of US\$300/20ft and US\$500/40ft plus handling charges of US\$250 payable to the destination agent. All inspections are performed in the Magna Thompson warehouse. The customer does not need to be present.

Morne explained that goods should be imported within 12 months of the customer's arrival in South Africa. If the period is longer the customer will need to explain to customs the reason for the delay.

The move is not complete until the pet arrives

Dr Walter Woolf gave the keynote speech in New Orleans. Walter runs Air Animal Pet Movers and has many years of experience in the art of helping pets follow their owners around the world. For many people moving their pet is the most important part of the entire process. But for everyone, Walter explained: "The move is not complete until the pet arrives."

He said that every pet move is different. His company sends pets to 185 countries around the world and for every one the rules are different depending on their local requirements, especially with regard to farming and livestock. There are no standard forms except in the EU

but even then the form requires different information for each country. For this reason, and others, Walter advised against what he called DIY (Do It Yourself) moves. He said that these almost always go wrong and all customers should be discouraged from trying.

Walter took some time to tell some of his customers' stories (the pets that is). He showed pictures and explained their special stories and how his company overcame any difficulties along the way.

He concluded: "Moving animals is easy, handling people is completely different." Some breeds pose particular difficulties, especially brachycephalic breeds, i.e. those with breathing difficulties such as the bulldog, pug, boxer or shih-tzu.

These dogs find breathing hard even at sea level. As the cabin of an aircraft is pressurized to 7,500 feet the atmosphere for them causes great distress, especially in bad weather. Walter, however, does not sedate animals. "If the pet has to be sedated, it will not fly," he said.

Instead, Walter favors making the pet comfortable in other ways. It's important, for example, to get the pet used to the flight crate as early as possible, for example, letting them sleep in it at night for some time before the journey. He also recommends placing an item of clothing in the crate that has been worn for some time by the owner. "That way they know they have not been abandoned," said Walter.



Walter's speech, as always, was entertaining and informative. But what comes through most strongly is his overwhelming concern for the animal's health and welfare.



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Fat Tuesday on Wednesday

Mardi Gras has been a tradition in New Orleans since 1857 when the first street parade took place with floats built on garbage trucks and pulled by mules. Today the whole carnival is created by family Krewes, non-profit-making organizations whose job in life is to have fun and spread joy.

The Blaine Kern Krewe is one of 60 such organizations in New Orleans and just a short bus ride from the hotel. It's their job to stage the event and, importantly, build the magnificent floats that are such a feature of Mardi Gras.

PAIMA was treated to lunch in one of the cavernous warehouses where the floats are

made and stored, followed by a short video explaining the history of Mardi Gras. Everyone had the chance to sample the famous King Cake, traditionally made at Mardi Gras, that always contains a small plastic baby somewhere inside. Tradition says that the person who gets the baby in the cake has to throw the next Mardi Gras party and provide a King Cake for everyone else. Whether anyone got 'the baby' or not we don't know but, if they did, they were keeping quiet about it.

After a tour of the premises, learning how the floats are designed and constructed from Styrofoam and Papier Mâché or fiber glass, everyone was given the chance to make their own Mardi Gras mask. This was an unlikely

event that could have gone wildly wrong, but it didn't. The industry's top business executives, when faced with glue and glitter, were transfixed into silent concentration as they created their, sometimes magnificent, masks (some were not so good) to wear the following night at the last-night party. Great fun.

The lunch at Mardi Gras World was sponsored by Air Animal Pet Movers. The mask making was sponsored by High Relocation; Carl Hartmann GmbH; and European Relocation Services.





Make your own King Cake

Ingredients

For the pastry

1 cup of milk
 ¼ cup of butter
 2 packs of dried yeast
 2/3 cup of warm water
 ½ cup of white sugar
 2 eggs
 1 ½ teaspoons of salt
 ½ teaspoon of nutmeg
 5 ½ cups of plain flour

For the filling

1 cup of brown sugar
 1 tablespoon of ground cinnamon
 2/3 cup of pecans
 ½ cup of plain flour
 ½ cup of raisins
 ½ cup of melted butter

For the frosting

1 cup of confectioners' sugar
 1 tablespoon water

How to do it

Scald milk, remove from heat and stir in 1/4 cup of butter. Allow mixture to cool to room temperature. In a large bowl, dissolve yeast in the warm water with 1 tablespoon of the white sugar. Let stand until creamy, about 10 minutes.

When yeast mixture is bubbling, add the cooled milk mixture. Whisk in the eggs. Stir in the remaining white sugar, salt and nutmeg. Beat the flour into the milk/egg mixture 1 cup at a time. When the dough has pulled together, turn it out onto a lightly floured surface and knead until smooth and elastic, about 8 to 10 minutes.

Lightly oil a large bowl, place the dough in the bowl and turn to coat with oil. Cover with a damp cloth or plastic wrap and let rise in a warm place until doubled in volume, about 2 hours. When risen, punch down and divide dough in half.

Preheat oven to 375 degrees F (190 degrees C). Grease 2 cookie sheets or line with parchment paper.

To make filling: Combine the brown sugar, ground cinnamon, chopped pecans, 1/2 cup flour and 1/2 cup raisins. Pour 1/2 cup melted butter over the cinnamon mixture and mix until crumbly.

Roll dough halves out into large rectangles (approximately 10x16 inches or so). Sprinkle the filling evenly over the dough and roll up each half tightly like a jelly roll, beginning at the wide side. Bring the ends of each roll together to form 2 oval shaped rings. Place each ring on a prepared cookie sheet. With scissors make cuts 1/3 of the way through the rings at 1 inch intervals. Let rise in a warm spot until doubled in size, about 45 minutes.

Bake in preheated oven for 30 minutes. Push the doll into the bottom of the cake. Frost while warm with the confectioners' sugar blended with 1 to 2 tablespoons of water.

Note: Don't swallow the baby!



Welcome to PAIMA

Jose Marrero welcomes new members

PAIMA is a growing organization and has been actively recruiting new member, especially in regions of the world where it has not been adequately represented. In New Orleans, PAIMA President Jose Marrero introduced the new members that had joined the network in the last 12 months. Each company was introduced by its appropriate regional director.

1. Cristiano dos Santos Vaz introduced his company Brazil Link Mudancas Ltda. He offered his services for origin and destination services in Brazil and said that it was his company's job to make sure that all the documentation was right, thereby reducing costs. "If you follow the structures, if you follow all the rules, you can reduce some of these charges," he said.

2. Aivars Usans from FF International Movers is a past president of FEDEMAC and a new member of PAIMA. He said that his company not only covers Latvia but the other Baltic states of Lithuania and Estonia as well. His company had recently moved the Latvian national library with four million separate items. It was completed without delay.

3. Lekan Lawal from Conote Services in Nigeria said that although he was new to PAIMA he has been in the industry 20 years and his company has been FIDI accredited since 2004. As well as international moving his company handles office moving, commercial moves and general cargo. He works for a number of large corporations, UN agencies and embassies in Nigeria.

4. Jorge Da Costa started Global International Relocation in Portugal in 2008. Since then his company has grown and now has three offices covering the whole country, 26 trucks and a staff of 74 people. Jorge said that he was very pleased to be a part of the PAIMA family.

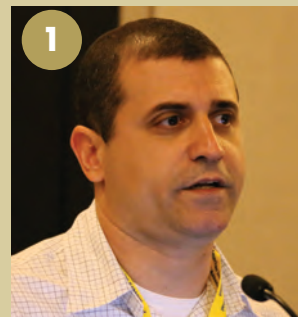
5. Gregorio Martinez from Mudinmar in Spain came armed with a PowerPoint presentation. He said that his company started in 1988 and is now managed by the second generation of his family. In recent years the company has invested heavily in new technology and has rebranded multiple company names into just one: Mudinmar. It now has a good global Internet presence and receives many enquiries for international moving, 20% of which it gives away to its international partners. "We have a long history, a good team and financial strength,"

he said. His company's new efficiency even allowed him to get married in September, in the height of the season.

6. Giancarlo Mari from JJ Mari, Venezuela represents the latest generation of a family moving company operating under difficult circumstances in a country with many problems. He said that his company was focussed on providing a professional service, despite the difficulties of operating in Venezuela. His company has good people dedicated to ensuring customers have a smooth service.

Mitchell Moving and Storage is also a new member of PAIMA however, unfortunately, **Hosea Bottley**, who was representing the company in New Orleans, was unable to attend this business session because of illness.

As well as introducing the new PAIMA members, PAIMA President Jose Marrero also introduced five companies that had applied to PAIMA and whose applications were being processed. These companies are: Pioneer Movers, Malaysia; Blu Logistics, Panama; Boonma Moving & Storage, Thailand; Kokusai Express, Japan; ISS Worldwide Movers, UAE. He thanked them for their interest in joining PAIMA.





So Mr Trump won! But will he be good for the moving industry? Steve Jordan spoke to some members of the PAIMA Board for their opinions.

It must have been the most extraordinary presidential campaign in US history. Actually, thinking about it, it was probably the most extraordinary election campaign of any kind, anywhere, ever.

What with Mrs Clinton and Mr Trump hurling epithets at each other like confetti; Mr T threatening to bomb the **** out of ISIS, to ban all Muslims from entering the country, to build a 2,000-mile wall to keep Mexicans away and to leave NATO to fend for itself; while the FBI joined in to investigate Mrs C just to add a little spice to proceedings. Well! It makes the Brexit debacle look like toy time.

But now it's over. Whoever you voted for, or wherever your sympathies lie, it's done now. Donald Trump will be the president of the USA in January and if you don't like it, well tough. Democracy is not perfect, but it's the best, worse option.

And within a fleeting moment of the race to The White House being won, Donald had changed his tune. No longer combative, now conciliatory. A peacemaker. Now, the woman he was planning on putting in jail the day before he called, "A great competitor, very strong and very smart." Is this the new Donald? Was the one we've been watching on stage for the last 18 months just an actor? I have no idea. I doubt whether anyone else has either.

But January will surely come and with it, a new dawn. How will it affect the moving industry? Well nobody really knows of course but PAIMA does have some strong personalities with equally strong opinions. PAIMA President, Jose Marrero, ever the diplomat, said: "We will have to proceed

with caution and wait for the market and the international community reaction after the first 100 days of his government," he said. "I think that business is going to slow down until business leaders figure out what kind of president he's going to be. His relationship with other world leaders will signal the stock market and our economy which are intertwined with our industry."

Antonio Tremols, PAIMA Executive Director has a different opinion. "The new elected government will certainly have their hands full and if anything, the Trump team is sure to stimulate a plethora of moving opportunities not only in Washington, DC but around the world as new appointees are assigned to various positions."

PAIMA Director Macarena Scalia agrees. "What a Donald Trump presidency looks like in practice remains to be seen," she said. "However, we expect to have an increase in moves as new appointments are made within the Foreign Service as this has been customary in past presidencies. The beauty of our industry is that there will always be people to move. Corporate accounts will move transferees even if their allowances change. Private moves will occur as people retire or look for a better opportunities somewhere else. We may hit a bumpy patch as everything transitions, but we will persevere and adjust to the change. Perhaps that's the key. The moving industry relies on change and as long as things are changing, the moves keep on coming. Why they change and in what way is of less importance.

Laura May Carmack, Immediate Past PAIMA President, too believes that change is good for moving. "Given that our industry is heavily supported by corporate accounts, how they perform is how we perform," she said. "The beauty of this for our industry is that whether corporate accounts grow or decline, we all benefit because people still move. If a corporation expands, more transferees move to that new location, and if it declines, we move them home. Either way, the moving industry benefits."

She added that following 9/11, US corporate account moves slowed a little. "But after a few months, businesses realized that no matter what happens, human resource departments still require the right person in the job in the right place to be profitable, and that means moving employees. By the next year things were back to normal, with some new security screening in place." Of course it might all be a storm in a teacup. As we have already seen, Mr Trump, rather than be a radical, might be swallowed up by

the political machinery and do very little to ruffle feathers or please his supporters. George Naumann, PAIMA Treasurer doesn't believe that the future will look much different. "The election campaign is over now and the new president will probably fall into everyday life and have to look into the reality," he said. "I'm not expecting that the US will close its border. It will do as much business around the globe as it can. Maybe there will be more restrictions and controls for removal goods, but so long as other countries spend money in the US, this would be fine."

Lars Lemche thinks that, unless Mr Trump really breaks the presidential mold, the status quo will prevail. "I just think that nothing will change as no president of a country has that amount of power to influence that much in any segment of business - unless he becomes a tyrant or dictator. We might see an inflow to the USA as a lot of Americans return home; some may also leave due to American corporations bringing back their people and replacing foreign labor."

Of course we all know that speculation is pointless. Just look at the performance of pollsters in recent times. I was reading a book of predictions the other day that was written in 1982. According to the experts of the time, by 2015 we would be living on Mars, have conquered cancer, war would be consigned to history and San Francisco would have fallen into a big hole in the ground. The same people failed to predict global warming, the Internet or the mobile phone. Some experts they were.

We will just have to wait and see. But I think I can confidently make one prediction that is based on nothing other than six decades of experience in the human condition. Nothing will be as bad as some fear, or as good as some hope. Dale Carnegie, in his book 'How to stop worrying and start living' said: "90% of the things people worry about, don't happen."

Perhaps the last word should be given to Laura May, always a strong supporter of the principles of PAIMA. "In the end, our industry is based on relationships, and no matter who is president of the United States, or any country, our friendships will remain strong. This is an opportunity for us to shine and show the world that even among the governmental chaos of new rules and obstacles, people all over the world are working together."

Peace on earth does exist, at least in the moving industry.

Let the good times roll

Laissez les Bon Temps Rouler was the message for the evening as PAIMA members gathered for the conference party night, sporting masks made the previous day at Mardi Gras World.

The band was excellent, flexing its musical muscles with a mix of Latin and modern music that managed to stir some of the revellers onto the dance floor despite the chill in the room that the hotel seemed unable to resolve. Looking on the positive side it meant, at least, that there wasn't much need for ice in the drinks.

But it takes more than a faulty AC system to cool the fun gene of PAIMA members. The good times rolled indeed.

The evening was sponsored by: Teamwork International Moving; Atlantis International; Global Packing International Movers; Gerson & Grey; G-Inter; and AIReS.





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Gary Burke receiving the Juan Peralta Ecology Award 2016



Daniela Krumdiek from Express Transportes



ANIQUEM helps burned children and teenagers

Juan Peralta Ecology Award 2016

Two PAIMA members competed in 2016 for the PAIMA Juan Peralta Ecology Award: Burke Bros Moving Group from the UK and Express Transportes from Lima. Both put forward impressive ecological programs that were a credit to their companies and the industry as a whole. In the vote, however, the winner in New Orleans was Burke Brothers.

Daniela Krumdiek from Express Transportes presented her company's program to care for the environment and also help people when they needed it most. She said that it was important to take action as the damage to the planet grows daily.

The company has a policy of selecting materials carefully, reusing everything it can and

recycling where possible. For the recycling process Express Transportes has partnered with ANIQUEM (Association for burned kids) and participates in the organization's 'Reciclar para Ayudar' (Recycle to Help) program.

ANIQUEM helps burned children and teenagers. It is a non-profit organization that works to prevent accidents, and provides the care and rehabilitation of young people who have survived burn injuries and live in extreme poverty. It's the only organization of its kind in Peru. So far, the efforts of Express Transportes has helped more than 120 children deal with the physical and psychological consequences of their injuries and helps them to become part of their families and the wider community again.

Gary Burke from Burke Brothers explained that his company had adopted the 'Greener Path' waste management system, with the

objective of sending nothing to landfill. It was an important part of the company's Corporate Social Responsibility (CSR) program.

The program includes: providing donated furniture to charitable organizations; sending metal items to reclamation; reusing textiles and clothing; shredding documents and selling them for recycling into paper and tissue products; reusing or recycling electrical equipment; recycling hazardous materials appropriately; handling construction waste in accordance with legal requirements; and using any residual waste for power generation.

During 2015 and 2016 Burke Brothers has avoided sending 76 tons of waste to landfill. The process is now sustainable and embedded into the working practice of the company.

Upon receiving the award, Gary Burke said, "We're incredibly pleased that our work has been recognized through this award. It was a real pleasure to receive congratulations from all corners of the world at the PAIMA conference. We take our commitment to environmental issues seriously and work to set the benchmark for competitors in the sector."

Burke Bros Moving Group also won the Juan Peralta Ecological Award in San Francisco in 2006.

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Moving in the Baltic

An interview with Aivars Usans of FF International Movers

It was back in 1993 that Aivars Usans (above) joined a freight forwarding company in Riga, Latvia. Aivars became a senior manager with the company and, at the age of just 24, accepted an offer to transfer to Rotterdam where he stayed for over two years. But Aivars really wanted to run his own company so, when he'd had enough of Rotterdam life, he returned to Riga to work on his venture FF International Moving (FF meaning Fast Forward). The company joined FEDEMAC as a direct affiliate in 2003 and later Aivars joined the FEDEMAC Board and served as its president from 2012-2015.

FF International Moving was something of a novelty in Riga at the time. "Nobody knew about the moving business," said Aivars. "How was I to promote the service if nobody knows what it is?" In fact the only real business there at the time was moving foreigners hence the 'International' in the name. That was the only business available."

The domestic business in Riga was very unprofessional. People would move furniture without protecting it in any way. "That was the way people wanted it done," he

said. "We refused to do it. We even turned down a contract with the Latvian Bank because we thought it was too dangerous to the image of our company."

But things have changed in Latvia now. Today the industry is more mature and is growing. FF has grown too: it now has 18 people

and five vehicles. It's still a small company by world standards, but it's a leader in its marketplace.

So now Aivars has decided to join PAIMA. "We wanted to expand and PAIMA has the right type of agents for us. We are also right for PAIMA members as we are filling up their blank spots by covering Baltic countries," he said. "It's a smaller group than FIDI and it's much easier to handle shipments with people you know. We don't want quantity we want quality."

Aivars believes that PAIMA will be good to help him develop the business. "There is very little traffic controlled from Latvia so we need good connections," he said. "Good agents with good reputations. We have to go a long way to get a customer that's next door to us."

He also said that he doesn't have a need for recognized quality standards. "I prove to my customers every day the quality of my work," he said. Indeed FF International has worked for the national airline for 15 years and recently brought six branches of the national library together, moving four million items over eight months. So he must be doing quite a few things right.

Aivars' company already provides a service throughout the Baltic States of Latvia, Lithuania and Estonia from Riga, but the medium-term plan is to open FF offices in Tallinn and Vilnius to provide a local service from the three bases. Getting more business for the region from other PAIMA members will be an important part of that plan.

What are the threats? What could stop the plan being successful? Well, Aivars knows that he is operating in a politically unpredictable part of the world. "Look back in history," he said. "We have belonged to so many countries over the years. We would be more secure if we could rely on today's government decisions and taxes not to change so unpredictably. It is quite a challenge to run a business in such a changing world."

"It's (PAIMA) a smaller group than FIDI and it's much easier to handle shipments with people you know. We don't want quantity we want quality."

Aivars Usans

FF International is a valuable new member of PAIMA. It's a leader in its market, provides a wide range of services including fine art moving and storage, and has recently become a sales agent for MultiTrolley and Sofrapack. Not only is the company not short of business, it's not short of ideas either.



Pictures courtesy of FF International Movers



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Mudinmar – the obvious choice for the Canaries and Balearics.



Mudinmar is a family-owned business based in Valencia, Spain. It's recently joined PAIMA and, in so doing, has added a valuable service for PAIMA members worldwide. Steve Jordan interviewed Gregorio Martinez, the company's CEO, to find out more.

It was in 1988 that Gregorio Martinez and his brother José started their moving company. They had both been involved in the industry for some time but now wanted to branch out on their own. They set up in Valencia, the main port for Madrid, and also opened in Gran Canaria in The Canaries. In 1992 they opened in Tenerife. The business specialized in the shipping of new furniture to the Balearic Islands and general cargo and household goods to The Canaries.

International moving became more important in 2000 when Gregorio's son, Grego, joined his sister Maria José and brother Juan. Since then the company has grown steadily and now has ten people in the head office in Valencia with shipping managers each specializing in their own regions: South America, USA, Europe, The Balearic and Canary Islands – and domestic moving within Spain.

"In 2000, when I started, I asked my father: what can I do for the company?" said Grego. His sister and brother were already working there. Grego was immediately put to work loading boxes in the warehouse, packing with the road crews and learning every aspect of the job. "I was very grateful to my father for making me do it that way. Now it's much easier for me to manage people because I understand the problems they have." Mudinmar has the distinction of

being the only moving company in Valencia that is also a customs broker. This should help the company secure new business in the future as the customs clearance regulations changed in Europe this year requiring goods to be cleared in the country in which they will be used. Gone are the days when goods could be cleared in the UK and then delivered throughout Europe.

PAIMA is constantly on the lookout for new members that will add value to the network and, in Mudinmar, it has done just that. Mudinmar runs a daily service from Valencia to the Balearic Islands of Majorca and Minorca and has a weekly service for The Canaries leaving on a Saturday and delivering to Gran Canaria on Wednesday and Tenerife on Thursday. If PAIMA members have cargo for these islands in particular, Mudinmar is the partner of choice. Mudinmar also has a weekly service to

and from Europe from Spain and has regular consolidated shipments to the USA, especially the main ports of New York, Miami and Los Angeles.

Argentina is our best market," said Grego. "We have six-eight shipments a month going there, FCL and LCL, and a constant flow of traffic back."

Grego Martinez



Shipping rates still unpredictable



Gregorio Martinez

The company has been a member of IAM for five years and has joined PAIMA now to gain trusted agents especially in South America, Argentina in particular. "Argentina is our best market," said Grego. "We have six-eight shipments a month going there, FCL and LCL, and a constant flow of traffic back."

Mudinmar has a very young team. It has a strong online presence including specific landing pages for the South American countries allowing it to position itself there – virtually. Although the company is ambitious, it has no plans to expand its physical operations outside Spain. Instead it will rely on the agency relationships it already has and new ones it will develop through PAIMA.

Xeneta, the leading global benchmarking and market intelligence platform for containerized ocean freight, says that in-depth analysis of Q3 container shipping costs reveals positive trends for the beleaguered container carrier segment. However, the market remains highly complex and unpredictable, with the 'Hanjin Effect' already ebbing away.

According to Xeneta, which crowd sources shipping data from more than 600 major international businesses, covering more than 60,000 port-to-port pairings and over 17 million contracted rates, the recent collapse of Hanjin laid the foundations for a trading period like no other.

"It was certainly a stand-out quarter," states Xeneta CEO Patrik Berglund. "Short-term rates on the world's number one trade route - Far East Asia to North American main ports - sky-rocketed, largely due to Hanjin transforming oversupply to undersupply almost overnight. This enabled significant rate hikes, with the market average price for 40' containers climbing by 47% across Q3, starting at 1,240 USD and ending on 1,826 USD."

However, Patrik explained that looking at today's data, prices are trending down meaning the Hanjin Effect is history. "There is clearly still an issue of structural overcapacity, albeit more balanced now, and that pushes prices down - with risks for both the carriers and BCOs/shippers. Short-term rates on the number two route - Far East Asia to North Europe - actually fell by 24% in Q3."

"That said, this is more of a stabilization, or flattening out, as it should be seen in the context of a longer-term climb," said Patrik. "Market averages for 40' containers hit a low of 662 USD in April and had risen to 1,500 USD by the close of September on this route. So, the fall isn't as serious for carriers as it may seem. However, if it continues that's another matter. That could bode for a very challenging 2017 for carriers and, therefore, a risky time for shippers who must have predictability in their supply chains."

Patrik said that it's "too early" to accurately predict the market for 2017 though, citing the unpredictability of a segment that changes almost daily.

PAIMA MEMBERS



2016

Argentina

- MERCOVAN ARGENTINA SRL
- ARGENVANS TRANSPORTES

Australia

- CHESS J. WILSON REMOVALS - MELBOURNE

Bolivia

- EXPRESS CARGO SERVICES S.R.L.
- INBOLPACK SRL

Brazil

- ANTARES MUDANCAS & TRANSPORTES
- ATLANTIS INTERNATIONAL
- BRAZIL LINK MUDANCAS LTDA - ME
- CONFIANCA MUDANCAS & TRANSPORTES LTDA
- COSMOPOLITAN TRANSPORTES LTDA
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- FELIX RELOCATION

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- MUDANZAS GOU
- MULTI TRANSPORTES MEX, S.A. DE C.V.
- SANCALSA INTERNATIONAL SERVICES
- TRAFIMAR RELOCATION SERVICES, S.A. DE C.V.
- TRANSCONTAINER

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- RODI CARGO INTERNATIONAL
- SENTRY INTERNATIONAL
- TG INTERNATIONAL INSURANCE BROKERAGE, INC
- UNIPACK GLOBAL RELOCATIONS
- WICKMAN WORLDWIDE SERVICES, INC
- WITHERS WORLDWIDE

Venezuela

- EQUIXPRESS, C.A.
- J J MARI INTERNATIONAL MOVERS
- MUDANZAS INTERNACIONALES GLOBAL, C.A.

AIReS introduces PuzzlePackSM and AIReSChatterSM



A IReS has recently announced two new pieces of technology designed to help clients: **PuzzlePackSM** and **AIReSChatterSM**.

PuzzlePackSM is a mobile puzzle game that's designed to engage the children of relocating families, but it is fun and challenging for kids of all ages. The game challenges the player to fill a moving truck quickly to earn the most points and move on to the next level (twenty levels in total).

Players earn bonus points for answering the mid-level trivia correctly and will want to play again and again to earn the most points and all the rewards. PuzzlePackSM was designed by AIReS in conjunction with Sword & Spirit Software and is available for download for free on Apple App Store for iOS and Google Play for Android.

AIReSChatterSM is a new client forum that allows corporate mobility professionals and AIReS' clients to share ideas and information with each other and allows them to ask and answer questions in an open forum. Additionally, the AIReS Consulting Services team will post key information from surveys, white papers, and articles of interest and benefit to clients.

Christopher Jenkins rejoins Suddath

The Suddath Companies has announced a key addition to its global moving services with the appointment of Christopher Jenkins as director of international business development.

Chris has over 12 years of experience in sales management within the international relocation industry, including nine previous years at Suddath from 2005 to 2014, where he held various roles in B2C and B2B sales. In his new role, Chris will direct and manage the international relocation sales team as well as focus on maximizing partnerships with the company's overseas agent network to offer the strongest possible international program.

"Chris brings a wealth of knowledge and a long history of great success in the international space," said Larry Goldman, Vice President of Global Residential Sales. "His energy and enthusiasm is contagious and Suddath is very fortunate to have him back to lead our aggressive efforts in this business unit."

"As consumers' buying habits evolve and the need for even greater efficiencies and value are expected, I am pleased to bring my knowledge and experience back to Suddath to help meet these needs," said Chris. "I look forward to driving the organization forward and making Suddath a household name in the international moving arena."



Christopher Jenkins

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