

# PAIMA REPORT

The magazine of the Pan American  
International Movers Association

Summer 2011





## Complete Origin and Destination Service

**Specializing in the USA, Puerto Rico and Dominican Republic**

- International & Domestic Relocation of Household Goods & Vehicles
- Full Origin & Destination Services - USA & Caribbean
- Commercial, GSA, Military & Office Relocations
- Machinery Movers & Rigging
- Hotel Furniture & Fixture Installers
- Fine Art & Antiques
- Warehousing & Storage Service
- Specialized Packing & Crating Service – Art, Medical, and Electronic Equipment
- Import & Export Groupage Services
- LCL Consolidation Services
- Air Shipments



We will take care of everything for you, such as: origin service, ocean freight, destination service, customs clearance, documentation, and storage service. You will receive only one invoice for all services.

Our strategically located facilities make La Rosa Del Monte your One Source Service provider for quality origin and destination services.

**New York: 1 718-991-3300**

internat@larosadelmonte.com

**Miami: 1 305-884-7470**

miami@larosadelmonte.com

**Puerto Rico: 1 787-251-5069**

comdirpr@larosadelmonte.com

**Dominican Republic: 1 809-685-6256**

domrep@larosadelmonte.com



# PAIMA

# REPORT

The magazine of the Pan American International Movers Association.

## BOARD OF DIRECTORS

### CHRISTY WICKMAN KOZLOSKI

President

Wickman Worldwide Services, USA

paima.christinaw@gmail.com

### GARY BURKE

Vice-President

Burke Bros. Group, UK

GaryBurke@burkebros.co.uk

### GEORGE NAUMANN

Treasurer

Swiss Moving Services

george@swiss-moving-service.ch

### LAURA MAY CARMACK

Secretary

AIReS, USA

lcarmac@aires.com

### JOSE MARRERO

Sentry International, USA

JoseM@sentry-int.com

### RAFAEL MORENO

Moreno International Services, Mexico

mexico@movers.com

### VICTOR ROMAN

TA Mudanzas Internacionales, Costa Rica.

vroman@gmm.co.cr

## PAIMA REPORT

### SHERRY WILLIAMS - Advertising

sherry@paimamovers.com

### COLIN QUARRINGTON - Editorial

cmq@qcpr.co.uk

## PAIMA MANAGEMENT

### SHERRY WILLIAMS

Executive Director

10314 Ventia Real Ave

Suite # 311

Tampa, Florida

sherry@paimamovers.com

Tel: 703-851-7229

Fax: 813-406-5732

Web: www.paimamovers.com



## THIS ISSUE:

Welcome by PAIMA President.	5
General News	7/10
Welcome to the Denver conference.	12/15
Sherry's page.	17
Teamwork holds golf tournament.	19
New member profile: Biard.	20/21
PAIMA People: Fiona Conroy.	22
PAIMA People: Robson Granero.	23
PAIMA People: Paula Colmenares.	25
The IT world by Max Kreynin.	26/27
Profile: P M Relocations.	28/29
New members of PAIMA.	30

## FRONT COVER:

There's nowhere quite like Denver! This is where PAIMA and the IAM hold their annual conference this September. PAIMA has a great programme (see pages 12/15) to make this its best event ever! Pictured is the city's famous Blue Bear looking into the conference centre!

## ADVERTISING/EDITORIAL:

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

# Don't waste time fishing through service options.

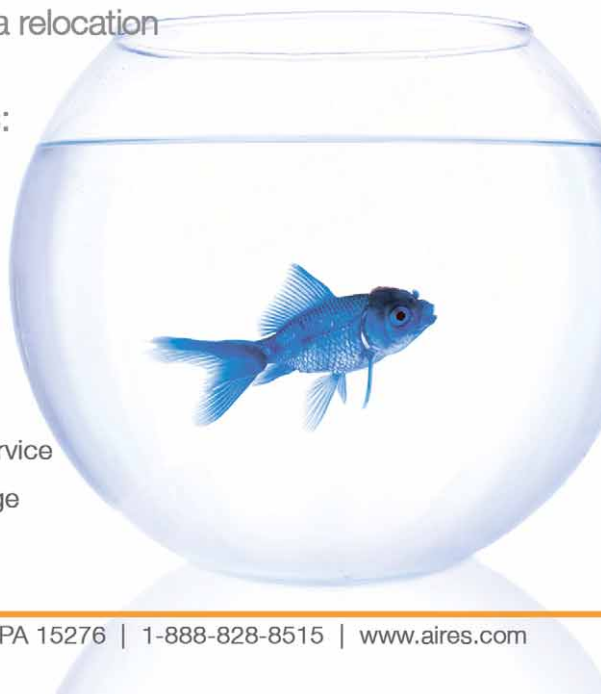


AIReS has been creating customized solutions for 30 years.

Whether it's a la carte or all inclusive, AIReS can design a relocation solution package that is truly flexible and unique to you.

Call today to learn more about the following services:

- Assignment Management
- Immigration Services
- Departure Services
- Destination Services
- Expense Management
- Property Management
- Full Global Coverage
- Full Scope of International Compensation Services
- Move Management
- Household Goods Moving
- Spouse/Partner Support
- Language/Cultural Training
- Real Estate Services
- Central Point of Control Service
- Full Domestic U.S. Coverage



Corporate Headquarters | 6 Penn Center West, Suite 200 | Pittsburgh, PA 15276 | 1-888-828-8515 | [www.aires.com](http://www.aires.com)



## MOVING TO AUSTRALIA? CHESS MOVING MELBOURNE

- Established in 1887
- Full door to door service
- Import and export consignments
- Air and sea freight shipments
- Australian quarantine and customs accredited warehouse
- 5,000 Sq.Ft of storage space
- ISO 9001:2000 Quality accreditation
- AS/NZS 4801:2001 Occupational Health and Safety certification



PHONE: +61 3 9335 1154  
FAX: +61 3 9335 3773  
[melbourne@chessmoving.com.au](mailto:melbourne@chessmoving.com.au)



[www.chessmoving.com.au](http://www.chessmoving.com.au)

## *From your President*



I never really thought the international moving industry was unique in this respect but when I talk to other business people they assure me that our affinity with each other across a global spectrum is not something shared by other industries.

Certainly the way we share not only our business lives within a group like PAIMA is something special. Other moving associations have this too, but I sometimes think that PAIMA was such a fragile little plant just a few years ago and the way it is growing and becoming so much more confident links us all together in a way that is nothing short of awesome.

I am looking forward to seeing how this feeling of 'family' shows itself at our conference in Denver. This event promises to be one of the best ever and at its core will be this sense of belonging to a family which I now realise more than ever, is so precious.

It's been quite a challenge to become a mother in my own family as well as to be a 'mother' as the President of PAIMA but it's one that on both counts I am thoroughly enjoying.

# THE VALUE OF FAMILIES.

A few months ago my husband and I received the most amazing news of our lives – having committed to adoption, we had submitted all the documentation and photographs required.

And then, completely out of the blue we received confirmation that there was a baby seeking a home. During a long drive to Chicago we heard that 'our' baby was going to arrive a month early but that no decision had been made on its new parents – so you can imagine how we were on tenterhooks waiting for the final decision to be made.

All was well however and now Gabriel James has joined our family and is completely at home, and growing by the day! The entire experience of anticipation, shock, agonising and then a total rush of happiness made me reflect on how important 'families' are.

We tend to think of a family being something enclosed within our own personal sphere of life but of course, we in this industry also belong to a much bigger but no less personal family.

It fascinates me to see the parallels in terms of growth, awareness and confidence that I see on an almost daily basis in my personal and business life.

Now I am looking forward to seeing both these aspects of my life develop! I am sure there will be the occasional troubled seas ahead as well as moments of real progress and joy as indeed these are the patterns of growing up. But the great thing about being in a family is that there is invariably a support system.

I am blessed with great support within my own family and at PAIMA I am also fortunate in having real commitment from Sherry Williams and her new protégé Jason, as well as my wonderful board members - Gary Burke of Burke Brothers Group, England, Laura May Carmack from AIRES, USA, George Naumann of Swiss Moving Services AG, in Switzerland, Jose Marrero (Sentry International, USA), Victor Roman (TA Mudanzas Internacionales, Costa Rica) and Rafael Moreno of Moreno International Services – Mexico. My heartfelt thanks to you all.

Christina Wickman-Kozloski.  
PAIMA President





Photo by: Broccardo Photography \* [www.broccardophoto.com](http://www.broccardophoto.com)

# They broke what?!

## TG International Insurance Brokerage Inc.

Old-Fashioned Customer Service  
Extensive Worldwide Network of Repair Professionals  
Reliability \* Experience \* Multilingual Staff

***Providing Transit Insurance to the Moving and Storage Industry for Over 30 Years***

Contact Us for a Proposal \* No Contract or Deposit Premium Required  
[webmaster@tginternational.com](mailto:webmaster@tginternational.com) \* [www.tginternational.com](http://www.tginternational.com)  
T: (949) 661-6020 \* F: (949) 661-9758  
PO Box 99 \* San Juan Capistrano, CA 92675 \* USA



# Reliable

## Van & Storage Co., Inc.

COMPLETE ORIGIN & DESTINATION SERVICES  
FOR THE NORTHEAST - USA  
SINCE 1907



### COMPANY DETAILS

Chairmen: Mr Pat Toscano  
CEO: Mr Peter Toscano

Languages: English/Spanish

### CONTACT INFORMATION

**NEW YORK / NEW JERSEY**  
RELIABLE VAN & STORAGE  
COMPANY, INC

*Legal name:*

RELIABLE VAN & STORAGE COMPANY  
INC

Business address:  
550 Division Street  
Elizabeth, NJ 07201

Tel: +1 (908) 352-5300

Fax: +1 (908) 352-9833

E-mail: [ratequotes@reliablevan.com](mailto:ratequotes@reliablevan.com)

Website: [www.reliablevan.com](http://www.reliablevan.com)

## IS THE RECESSION OVER? ATLAS THINKS SO.

Relocation managers across the US are optimistic that the worst of the recession is now in the rear-view mirror, according to a survey.

Responding to Atlas Van Lines' 44th annual Corporate Relocation Survey, 72 percent of the relocation managers polled say they believe their respective companies will fare better in 2011. The optimism rate among large firms surveyed jumps to 80 percent.

According to the survey, 32% of companies say they increased the number of international relocations in 2010, with 28 percent predicting another increase in 2011.

While employers may be more optimistic about the economy, many of their workers remain cautious and somewhat apprehensive. Fifty-nine percent of firms say they had employees decline domestic relocations in 2010, the third highest level in several years.

Among large companies, the rate jumps to 87 percent. Three of every four companies surveyed say the number of employees declining relocation in 2010 stayed about the same as 2009, reflecting little change in workers' attitudes toward moving.

Sixty-nine percent of employees who wouldn't move cited housing and mortgage concerns, 55

percent cited family issues and ties, and 41 percent cited their spouse's or partner's employment.

Twenty-seven percent of companies surveyed say that declining a relocation request usually hinders an employee's career.



## RECORD TURNOUT FOR ASIAN TIGERS TOURNAMENT



*Past Asian Tigers champions Mike Cazalet (2009) (New World International), Cees Zeevenhoven (2004) from TEAM, Graham Kent (2002) of Kent International, reigning Champion, Iain Adams (2009) from Sterling Relocation and Eric Lim (2003) of Asian Tigers.*

Gordon Bell of Asian Tigers Mobility finished first place at the 7<sup>th</sup> Asian Tigers Masters held recently.

Finishing a single stroke back was Rob Chipman also of Asian Tigers. In third place, on 71 Stabledford points was Ray Beard, of Nuss Relocations in Sydney.

This year's event also welcomed back past Champions Graham Kent (2002) of Kent International, Eric Lim (2003) of Asian Tigers K C Dat, Cees

Zeevenhoven (2004) from TEAM, Mike Cazalet (2009) (New World International) and reigning Champion, Iain Adams (2009) from Sterling Relocation.

The Asian Tigers Masters is a bi-annual event and it continues to attract a strong field of industry agents from as far away as Brazil, Ireland, Canada and the USA.

The 2011 tournament attracted a record field of 53 participants, from 19 different countries.



# GEOMETRA WORLDWIDE MOVERS

*International Relocation*  
*Local Household Relocation*  
*Commercial Relocation*  
*Project Cargoes*  
*Forwarders in General Cargo*  
*Fine Arts Logistics*  
*Warehousing*

Geometra Worldwide Movers Pte Ltd  
71, Ubi Crescent, # 05-01, Excalibur Centre, Singapore 408571  
Tel : (65) 6841 7880 Fax: (65)6841 2686  
Email: enquiry@geometramovers.com.sg  
www.geometramovers.com

Warehouse:  
15, Pioneer Walk, #01-03, Pioneer Hub,  
Singapore 627753



## International and Domestic Moves, Relocation, Fine Arts Transportation and Storage.

**TEAMWORK** is a company created and directed by professionals with over 20 years experience in the moving business. We count with a highly specialized team, closely monitoring each stage of your shipments.

We are proud to work with the strictest quality standards. The result is a modern, serious and responsible company. Our main focus is to offer our customers the best service in international moving.

For more details, contact Teamwork at:

**São Paulo**  
Phone. 55 11 3785-3425  
Fax. 55 11 3785-3431

**Rio de Janeiro**  
Phone. 55 21 2481-2531  
Fax. 55 21 3351-3569

[teamwork@teamworkintl.com.br](mailto:teamwork@teamworkintl.com.br)

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

### International Moving



### Fine Arts Transportation



### Relocation



### Domestic Moves





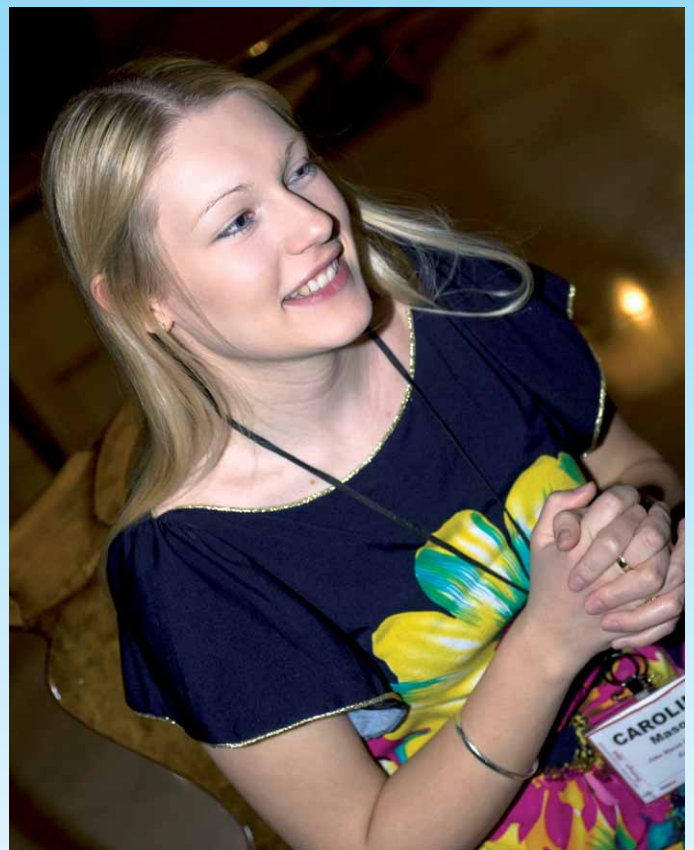
# A VERY GOOD YEAR FOR SANCALSA.....



What a good year for the 30 year old Sancalsa International!

It has just been awarded its ISO 9001:2008 Quality Certification.

"We are always looking to innovate and improve our services because want to be pioneers of the moving industry in Mexico," says Ana Flores of Sancalsa.



## New UK board member for youth group - should PAIMA follow suit?

Should PAIMA think about having its own section for young movers? FIDI started it off and now IAM also has one. Recently, Caroline Mason of John Mason International in Liverpool and London in the UK was appointed to the FIDI 35 Club Board.

"All these groups for young people seem to be

flourishing," says Sherry Williams of PAIMA. "It seems to be a good way to involve young people in association matters and obviously presents many opportunities for networking. If there are any young people out there in PAIMA that would like to chat about this, they should get in touch!"

# CHANGES AT GRANERO GROUP

The Granero Group in Brazil has just completed major change throughout its activities.

It has sold its logistics and sensitive equipment transportation companies and the Granero family has decided to return to its grass roots and to be more involved with the moving industry represented by G-Inter and Granero.

"We have made a plan for the next five years to consolidate the group as a leading player; after 44 years in the business we still have plenty of opportunity for growth," says Roberto Granero, the company's President.

With these changes in mind, the company has undertaken a complete management restructure:

Patrick Ohara who has over 14 years in the business has been appointed International Director.

Robson Granero with more than 10 years experience of general cargo/logistics is now executive director responsible for the admin. and operations departments of G-Inter.

Roberto Leite, also with 10 years experience as the Commercial Director in the general cargo/logistics industry is appointed Granero's Commercial and Marketing Director. Eduardo Granero remains as Finance Director.



Bringing the World to  
**Boston**



**humboldt**  
relax. and get moving.



If finding the best **partner** is important to you, look no further. Humboldt has the **expertise** and **experience** to provide your clients top notch **service**. When you work with Humboldt, you and your clients can **relax. and get moving**.

 **Dedicated International Team**

 **100,000 Sq. Ft. Warehouse**

 **Climate Controlled Storage**

 **Free Utility Connection Service**

 **Fine Arts Company:**



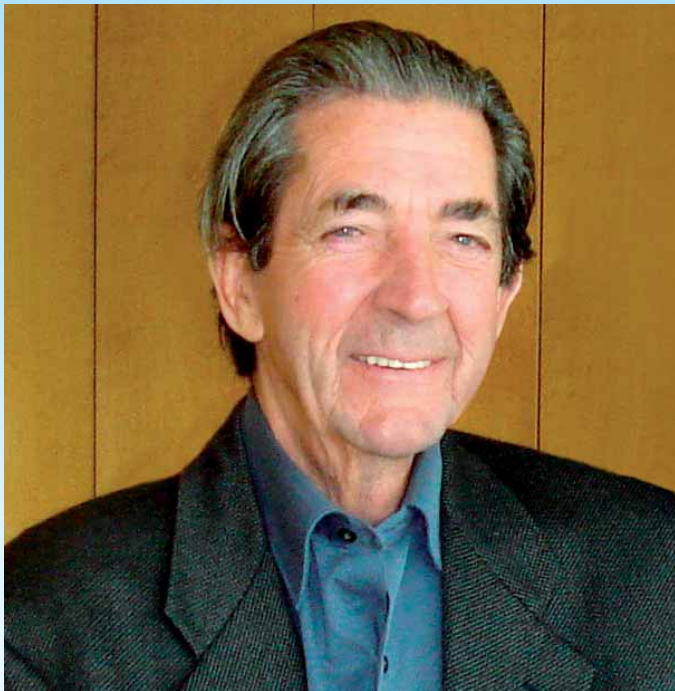
**international@humboldt.com**



**www.humboldt.com**



# IAM HONOURS GEORGE PASHA III



The IAM is inducting George W. Pasha, III into its Hall of Honor at its meeting in Denver. It recognises his remarkable career in the shipping industry.

He has more than 50 years of experience in the field of transportation services, and is Chairman of The Pasha Group.

Mr. Pasha also chairs the Advisory Board of Pasha Hawaii, which provides ocean liner service for the shipment of vehicles and other rolling stock between the West Coast and Hawaii.

In 1980, to complement the company's corporate relocations services, Mr. Pasha spearheaded the acquisition of AFI Worldwide Forwarders, a well-established freight forwarder with global operations that provided the Pasha Group with

extended capabilities in the household goods moving market.

This division handles the movement of military household goods and baggage, in co-operation with a global network of over 400 agents.

All five members of the third generation of the Pasha family are actively involved in the transportation industry, with oldest son, George W. Pasha, IV, currently serving as President and Chief Executive Officer of the Pasha Group.



## MOVE-FOR-HUNGER WINS FRIENDS EVERYWHERE

Plans are well advanced to create one of the USA's latest year-round service programs – *Move For Hunger*.

It's a nationwide program designed to bring relief to struggling families by helping build up community food banks. The idea is that when families move a lot of food is dumped.

Under the *Move For Hunger* scheme, moving companies collect this unwanted non-perishable food and deliver it to their local food banks. Since the scheme started in 2009 over 200,000 pounds of food has been donated to local food banks.



The network of agents in the scheme is now well over 150 and their numbers are growing – the mover is really well placed to play an active part in a scheme like this to help the nation's hungry. You can find out more at: [www.moveforhunger.org](http://www.moveforhunger.org)

### THE WAY TO DO IT - THE FRENCH WAY!



*Jean-Philippe Biard (Biard International) gets ready to show what the French can do when it comes to playing the national game, Petanque. He was taking part in the annual FIDI 35 Club sporting activity at the start of the FIDI conference in Lisbon.*

GREAT CITY,  
GREAT SPEAKERS,  
GREAT SOCIAL  
ACTIVITY -  
WHAT'S NOT  
TO LIKE ABOUT  
THE DENVER  
CONFERENCE?

# CONFERENCE

# Say hello to DENVER



## PAIMA plans its best conference yet!

### PAIMA IN DENVER

– be there for the conference to end all conferences!

From 9 – 11 September PAIMA rocks: from star guest speakers to the party of the year! Into the mix we've got networking, a visit to a brewery and two receptions.

Our aim? To deliver maximum value for money and a great platform on which to talk to your business colleagues from PAIMA's global membership.

First, our guest speakers. Who doesn't

know Terry Head? He's the man who put the IAM on the global map and he did it with vision and passion. His theme is that for the last few decades the moving, relocation, and shipping industries have been in a constant state of change.

However, numerous current internal and external factors have created what has been described as the "tipping point" for many independent companies, as well as numerous broad-based global organisations.

The economy,

mergers, acquisitions, bankruptcies, and retirements are reshaping how and by whom - and at what cost - business is being conducted today, and they may have an even greater impact on the business models for the coming decades.

This is also true for the industry leaders and professionals who will be challenged to manage into the future.

So where is the industry headed? Is your company positioned to prosper or fail in the new environment?





*Left: The IAM's Terry Head, knows moving inside out.  
Below: Dean Foster, how companies enter the 21st century.*

And there's more! You'll remember PAIMA promised you on-line training? Well, it's here. And to tell you all about it is Mr. Bill Carlson of Movingedu.

"Educating employees, managers, principal owners, and clients - yes, clients - produces an atmosphere of unmatched customer service.

These are some of the key points that Terry will tackle.

We are also tremendously privileged to welcome none other than Dean Foster to be a guest speaker. Those of you involved with international relocation will have come across Dean on several occasions - he's knowledgeable, he's sharp and he can twist you round his little finger!

He's going to discuss how companies achieve success in the 21st century - the global century - which requires mastery of a set of cross-cultural skills that go far beyond traditional core expertise, local leadership models, or MBA-based management styles.

The competitive advantage, in fact, will go to those organisations and individuals who can translate their core expertise across cultures, who develop their leadership models with an understanding of global and local cultural needs, and who know how to



manage according to local cultural expectations.

In short, in the 21st century, the hard skills have become easy, and the soft skills have become hard.

Dean will explore the cross-cultural requirements for leading, managing, communicating, and achieving success in the global century, and will outline a roadmap for developing these global competencies at every level in the organisation.

*In the 21st century, the hard skills have become easy, and the soft skills have become hard.*

Employees who can communicate their skills will be better equipped to train others," he says.

"The courses being presented are designed to allow each individual to learn at his or her own pace.

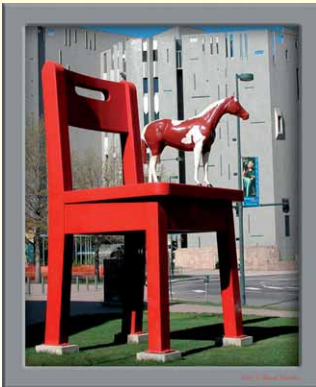
Workbooks and manuals are part of the learning process, along with either DVDs for larger groups or new hires or through the use of our LMS (learning management system) online."

The goal of the PAIMA online training program is to help members educate their employees, who in turn can educate their clients through best practices, products, and skills whether they are handling a private move, corporate move, or military move.

As Bill says: “An educated consumer is your best customer.”

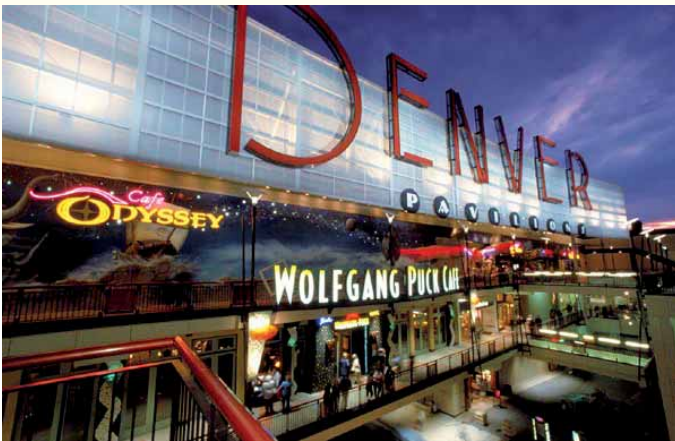


*Left: Bill Carlson of Movingedu.*



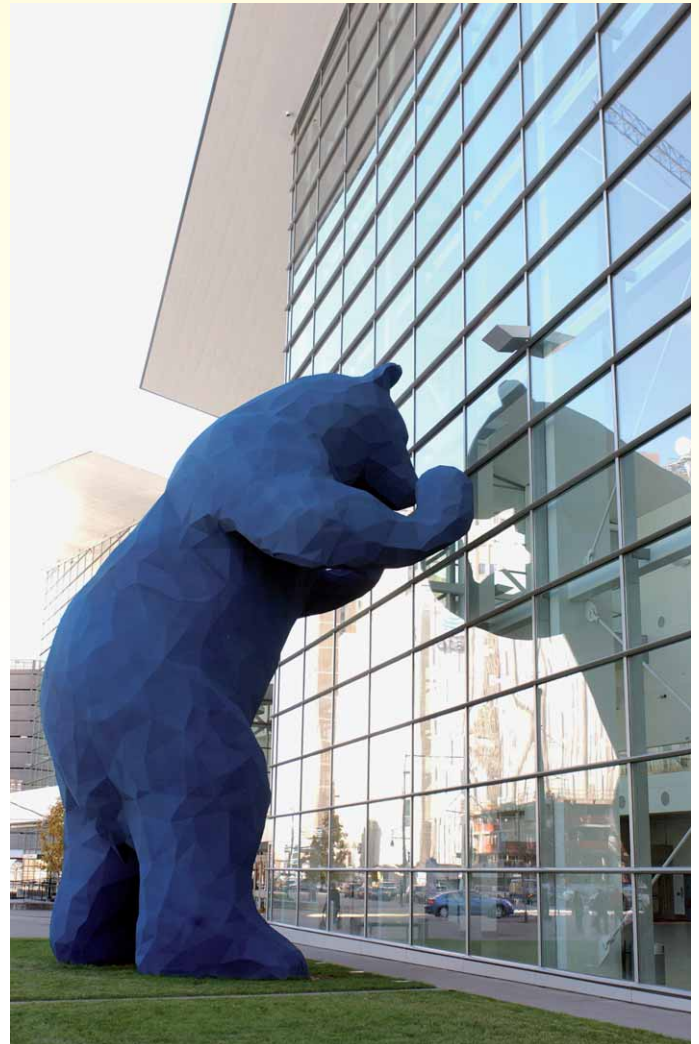
It will be a casual reception at the brewery (built 1890) in a private area that has pool tables and dart boards.

A beer station with various beers will be set up as well as hot and cold appetisers (wine and soft drinks are also available). Even better, this is in the restaurant



But it's not all work! Apart from our opening happy hour (always popular as everyone catches up on all the news and gossip!), we have an outing to the Wynkoop Brewery. The brewery is located only 11 blocks from the hotel, a short walking distance, or you can take the free 16th Street shuttle, which will drop you off one block from the brewery.

district, so after a few drinks you can go straight out to dinner (there'll be a list of restaurants in your conference pack).



*Above left: The Wild West theme is evident everywhere in Denver. Above: The famous blue bear peers into the Denver convention centre!*



## Celebrate Colorado!



The closing party will have a Wild West theme (well, you are in Colorado). We're inviting our friends from IAM to join us and we should have a wow time.

Yes, dress if you can (for ideas go to: <http://www.windcitynovelties.com/2438c/adult-western-costumes.html>). The party will include dance music from a five-piece band (The Spit-Tunes) which sounds pretty lively and will play everything from Country and Western to rock.

But to add to the fun, we've hired two line dance instructors who will guide you through the best known country steps – if you haven't tried this before, now's the time. It's the most fun you can have with your clothes on, as they say.

Oh, and we'll be rewarding those with the fanciest costume! So prizes for your best efforts and there will also be a special room set aside where you can have your picture taken in all your gear (and if you don't have any gear, you can borrow some for your picture!)

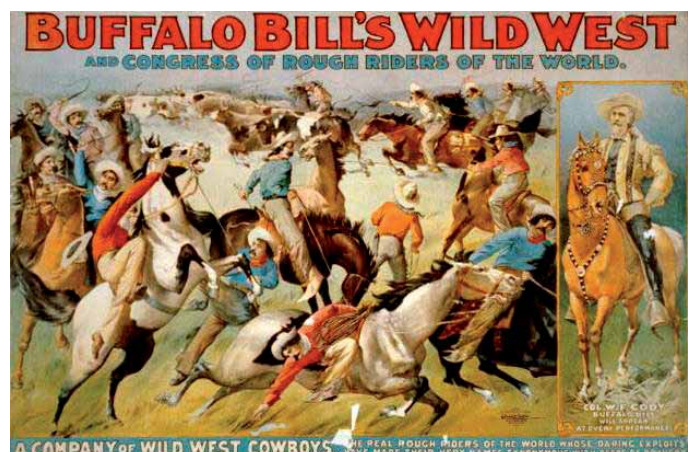


*You're in Denver - so of course, PAIMA's Sherry Williams is laying on Wild West themes for you!*



So what's not to like, and what's to lose?

The entire event has been designed to give you maximum opportunity to meet old friends and to meet new ones - it's another chance to be interactive with your colleagues, surely the point of every good conference?







WE MOVE HOPES

WE MOVE DREAMS

WE TAKE IT PERSONAL

WORLDWIDE MOVERS

HOUSEHOLD GOODS

COMMERCIAL RELOCATIONS

MACHINERY

RIGGING

FINE ARTS TRANSPORT

TRADE SHOWS

WAREHOUSING

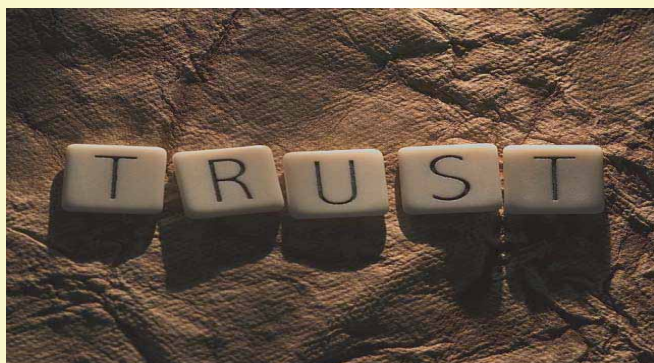
787.794.4010 [SSHMOVERS@SSHMOVERS.COM](mailto:SSHMOVERS@SSHMOVERS.COM)  
[WWW.SSHMOVERS.COM](http://WWW.SSHMOVERS.COM)



CSP-EM-35 TCG-6060 USDOT 1614108 P.R. State Department # 159358 P.R. Treasury Department # 2006T000555  
 Office and warehouse in: Blvd. Bruno Cruz # 5 Po Box 2283 Toa Baja, Puerto Rico 00951-2283



/SSHMOVERS



Reliance on the integrity, strength, ability, and surety of a person; confidence

Your customers are moving their most valued possessions. Don't trust just any company to move them... trust one who cares. Let WWS be your partner - from beginning to end, or somewhere in between.

**WICKMAN WORLDWIDE SERVICES, INC.**  
[intl@wickmanworldwide.com](mailto:intl@wickmanworldwide.com)

Tel: 812-424-4997

Fax: 812-424-1402

PAIMA# 162

*Bringing the world home...*

## Why not promote yourself in PAIMA Report?

ADVERTISING RATES: **US\$**

Page - full colour: 625

Page - two colours: 550

Page - one colour: 450

Half page - full colour: 500

Half page - two colours: 475

Half page - one colour: 375

Quarter page - full colour: 400

Eighth page - full colour: 375

For all advertising enquiries please contact Sherry Williams at:  
[sherry@paimamovers.com](mailto:sherry@paimamovers.com)



PAIMA's  
Executive  
Director  
reports on  
the latest  
activities.

# SHERY'S PAGE



*Sherry Williams - .... "important that we keep investing in PAIMA."*

## **WE'RE COMING UP**

to my third conference very quickly – my, how times flies by! I am hoping this will be the third and very best as I think we have all found our feet again with PAIMA after a few unsettled years.

It's a remarkable tribute to your board that PAIMA has come through the recession with flying colours. We all know what a tough time it has been for everyone, and especially for those companies relying on the domestic market. Is there any sign of improvement? Not really – as most of the reports say, we may never see the

market back to where it was ever again. Things have changed too much.

Which makes it all the more important that we continue to invest in PAIMA. Given that PAIMA has some magic ingredients such as the tonnage list, an annual conference adjacent to the Granddaddy of them all, the IAM, and now the e-learning program, there's a lot to be gained.

Yes, e-learning. This is such a terrific program and for the first year you'll be able to access it free of charge! This is truly an industry first: no one else is offering e-learning to

the international moving industry and this is set to become one of the most important services we offer.

It's not been an easy ride to develop the program in time, but thanks to a lot of work by Bill Carlson we seem to have achieved the impossible and got this up and running in record time! We will be giving a demo of the new program in Denver after which I expect to be flooded with demands for it!

Think what it means – being able to train your people without sending them away to a residential seminar. They can start and finish the tuition as they like and the system is so flexible, it's virtually one-on-one the whole time.

I'm very excited about this because we all know that the search for talent is one of the big concerns of all businesses – for whatever reason, it gets harder to recruit and retain people these days, and for the moving industry with a fairly short career path, the problems are even greater.

At least with professional e-learning, you can give staff really good training which gives them added confidence, new skills and greater commitment to their work.

Training can be expensive, but not with e-learning. It's a fantastic tool and it comes to you with the compliments of PAIMA!

WELCOME TO OUR WORLD

*Carl Hartmann*

INTERNATIONAL FREIGHT FORWARDING AND SHIPPING  
OELMUEHLENSTRASSE 11-13 28195 BREMEN (GERMANY)  
TEL: +49 421 30 29 30 / FAX: +49 421 30 29 328  
E-MAIL: [info@carl-hartmann.de](mailto:info@carl-hartmann.de)



# DENVER 2011

THE ANNUAL CONFERENCE: 9 - 11 SEPTEMBER 2011

Guest speakers Terry Head (IAM) and Dean Foster.

Opening cocktail party.

Visit to Colorado brewery.

Western party night!



Be there to be seen!

Register today at:

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



Every year  
Teamwork  
hosts a golf  
tournament  
- and it gets  
better every  
time!

# PAIMA SPORT



## GOODWILL GOLFING FOR HOMELESS ANIMALS



Every year Teamwork in Brazil organises a golf tournament and golf lessons for customers and friends - and it's always a huge hit!

They all spend a day in the sunshine learning about golf and its commercial relationship possibilities.

There's just an interesting catch - Lars Peter Lemche of Teamwork (*left - yellow shirt*) asks everyone to bring either 10 kgs of dog food or US\$ 20 each to be given to an animal foster home!

This is a great example of how to combine charity with business - if you do something similar, why not tell us about it?



Meet new  
PAIMA  
member  
from France  
- Biard  
International.

# NEW MEMBERS



Marie Lescault, Virginie Tallet, Véronique Biard, Caroline Leproust, Laurence Tuelle, Sylvain Jouan, Soulé Mforen, Jean-Philippe Biard, Kevin Manlius and Jérôme Leproust.

Jean-Louis Biard established his company in 1972 and now has a national network that covers the whole of France and extends into some of the French Territories including Martinique and Guadeloupe. It is a true family business:

Jean-Louis comes from farming stock in the region of St. Malo, an attractive agricultural area. His son Jean Sebastian joined the company in 1992 after studying transportation to college; today he is based in Rennes looking after the whole domestic operation which is extensive.

His older sister is Veronique originally started the international business with her father. She has now assumed more responsibility for

the Group's financial management.

Now we come to the baby of the family, Jean-Philippe, who after university and a spell working outside the industry, eventually joined the company. Initially, he developed its marketing and quality programmes but then the FAIM assignment led him to join Veronique and build up the international business from the Paris office.

This is based right in the middle of the city, supported by a warehouse and operations out near the airport at Orly.

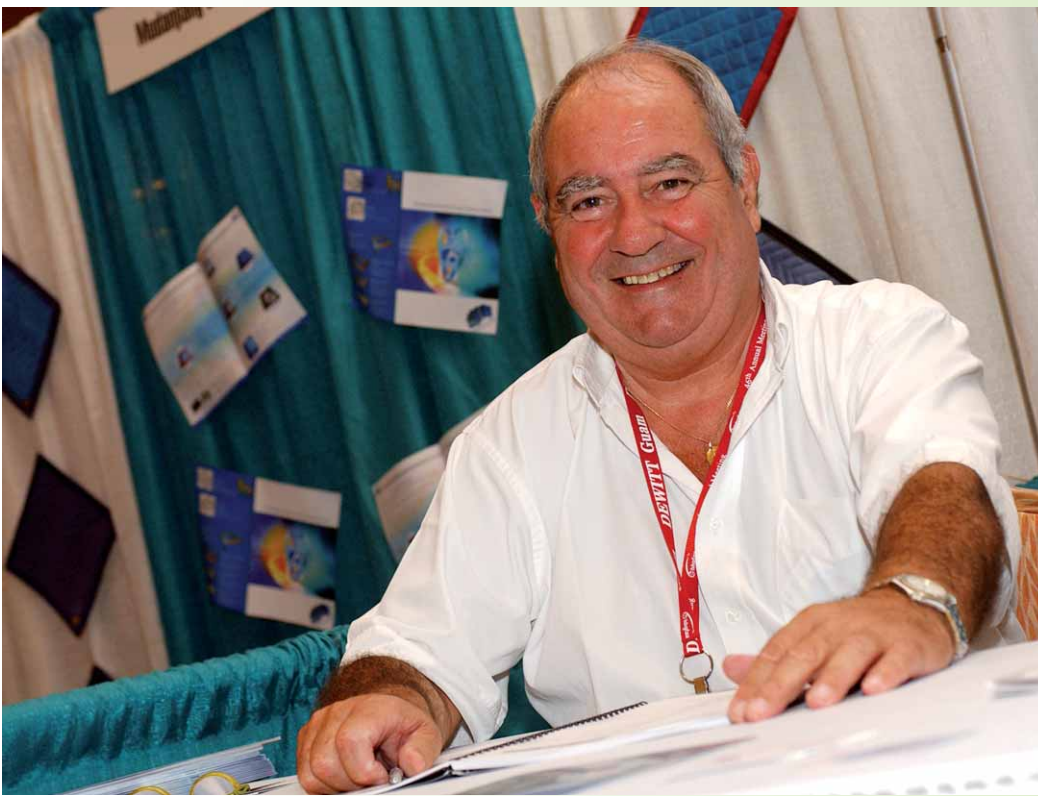
Jean-Louis is based on St Malo but also keeps an apartment in the city which now acts as the group's operational hub.

He left school when he was 15, working on his parent's farm for two years before getting a job selling fertilizer.



## BIARD - COVERING ALL OF FRANCE!





*Jean-Louis Biard established his company in 1972.*

## **Corporate work and DSP will be the focus for the future.**

However, a casual conversation with someone he met at the local Chamber of Commerce led to him buying an old truck and setting himself up in business as a mover.

In St Malo? The beautiful walled port is famous for its fishing and the hinterland for its agriculture – but it doesn't seem a likely spot for a moving company.

"My business model was very simple and it's the same today – it's to follow the client and avoid seasonal work," he says.

The entire coastline along the south west is well known for its military presence as well as major government departments and the young mover went after both. Soon he was covering Rennes and Brest, both strong Navy strongholds and then opened in Toulon.

Military personnel were moving every two years and when they were posted to the French

Territories they would ask the young mover to handle the shipping. In time this led to local branches being established to handle the growing volumes of traffic going in and out. Often these were just tiny but vital operations.

To make sure transport operations worked efficiently in his expanding network he developed a groupage service that covered all his branches. From there the next logical step was to operate modular containers on the French rail network.

By the time he attended his first FIDI conference in 1995 his network was complete.

He then wanted to develop international business which is where he saw the future of the group, and shifted his operational HQ to Paris, two hours by road from Rennes, and now the biggest branch with up to 25 people working there in high season.

When the family attended its first IAM meeting it attracted a lot of interest because Biard covered all the main French ports and cities.

This gave Biard the momentum towards the international market. It then began hitting the corporate market.

"It wasn't easy to get to see the corporates at first," admits Jean-Philippe. "But gradually we sharpened our marketing and began selling on our strengths, and after a while clients took notice. But all our growth came organically – we kept it fairly slow because we wanted to control it."

All their principle locations have warehouse facilities and crews can export pack, but all the co-ordination is handled either by Nantes or Paris. Managing this expanding business is being assisted by the recent installation of new industry-standard software which they are enthusiastic about.

The Paris facility has 75,000 sqm of hard standing and 6,000 sq m under cover. It is managed by third generation mover Caroline Leproust and her husband Jérôme; Caroline worked for her father's moving company for seven years, joined another one for two years and then came to Biard where she is now busy making her mark.

The three siblings hold regular family meetings to discuss the business, organise monthly training days for staff and hold an annual seminar that involves the entire workforce.

They feel they have now achieved a better balance of business right across the business spectrum (domestic moving used to account for 90% of turnover) and this will be consolidated with the greater emphasis on corporate work and the development of DSP.

Fiona Conroy never intended to go into moving - but she's happy she did.

**SO HOW DOES A** family moving business persuade bright, educated and determined young sons and daughters to join them?

As you can read elsewhere Paula Colmenares, Robson Granero and the entire Biard family all went down this well travelled route.

So Fiona Conroy's journey from Victoria University in Wellington to the family business of Conroy Removals in New Zealand almost has an air of inevitability about it!

give it a shot for twelve months and see how it turned out," she recalls.

She'd had the usual school holiday experience of course -folding blankets and doing office filing as a teenager but it never occurred to her this could lead to a permanent job when she was older.

Today she is married to Joe and the couple have two daughters Ava (3) and Milla (1). They've just enjoyed a wonderful New Zealand summer which has enabled them to be out and about a lot with friends and family, she says.

without would be ..... her Blackberry! Hmmm.

Still she finds time to read books at the opposite ends of the spectrum - she's currently working her way through 'The goal' a business book all about self-improvement and 'Oh grow up - toddlers to pre-teens.'

But if she was granted a single wish she would choose one that would resonate with the entire moving industry around the world - "High profits for removal series!"

So clearly, Fiona Conroy is an optimist too ....



**"I said I'd give it my best shot and see how it turned out .....!"**

Raised in Napier, she joined the company eight years ago when there was a vacancy in the company's Wellington branch for a relocation consultant: "I said I'd

Her ideal holiday would be spent on a tropical Fijian island but all this sea and stuff seems at odds with her admission that the one thing she couldn't live



Family  
means  
everything  
to Robson  
Granero

# PAIMA PEOPLE

**G-INTER GRANERO**  
International is an arm of the Granero group which was founded by Pedro Granero three generations ago.

Today, this huge group of companies

in 'Innovation and entrepreneurship' for his Masters at the FGV.

He worked for the company's national division (Granero) for a while and then spent ten years as Operations

magazines as he likes to keep up with all the current developments.

The perfect holiday? "Anywhere with the family," he says. The same applies when you ask him what he couldn't



## Enjoying operating in the family business

operates several logistics companies in Brazil, controlling them out of the head office in São Paulo Here, Bernardo and Roberto Granero along with Robson Granero and three other family members now run the empire.

Robson was born and raised in São Paulo. He graduated in law from Mackenzie University and post-graduated in logistics business at Fundação Getúlio Vargas (FGV). As if this wasn't enough studying, he is now deeply immersed

Director in two of the group's logistics companies. Then in December last year Robson was appointed Executive Director at G-Inter, the international arm of the group.

Robson has been married since 2007 to Viviane and they have a two year old daughter Lorena who keeps them pretty busy. But he's still energetic enough to enjoy a game of soccer at the weekends and when he's not outdoors, you'll find him buried deeply into business and trade

*Robson with Viviane and their daughter Lorena.*

live without – his answer comes quick: "My family and only after them things such as technology such as a mobile and of course, somewhere nice to live."

And how about being granted one wish – what would it be? "If I could have this chance, I would ask for some peace and some good opportunities for those who can not live their life as everybody else."



## PAIMA 27TH ANNUAL CONVENTION

September 9–11, 2011

Grand Hyatt Hotel • Denver, Colorado

### REGISTRATION FORM

Company Name: \_\_\_\_\_

City and Country: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Please print clearly.** Register participants by first name and then last name. If you are registering more than 2 participants, please complete another registration form for the additional people.

First Name

Last Name

Participant 1: \_\_\_\_\_

Participant 2: \_\_\_\_\_

#### REGISTRATION FEES

- |  |                            |         |            |
|--|----------------------------|---------|------------|
| > Before July 1, 2011                        | <b>\$675.00</b> per person | x _____ | = \$ _____ |
| > Before August 1, 2011                      | <b>\$700.00</b> per person | x _____ | = \$ _____ |
| > After August 1, 2011                       | <b>\$725.00</b> per person | x _____ | = \$ _____ |
| > Onsite Registration<br>or Non-Member Guest | <b>\$750.00</b> per person | x _____ | = \$ _____ |

#### HOTEL

Hotel reservations can be made at the following Hyatt Hotels:

- **Hyatt Regency** <http://denverregency.hyatt.com/groupbooking/dencchhgf2011>
- **Grand Hyatt** [https://resweb.passkey.com/Resweb.do?mode-welcome\\_ei\\_new&eventID\\_3133988](https://resweb.passkey.com/Resweb.do?mode-welcome_ei_new&eventID_3133988)

#### PAYMENT METHOD

- U.S. check or money order made payable to PAIMA
- Credit card: ☐ VISA ☐ MasterCard (Note: AMEX is not accepted)

Credit card number: \_\_\_\_\_ Expiration date: \_\_\_\_\_

Name as shown on card: \_\_\_\_\_ Security code on back of card: \_\_\_\_\_

Total amount to be charged: \$ \_\_\_\_\_

Please complete this form and send it as an attachment if you are paying by credit card. If you prefer you may fax it to PAIMA at 813-406-5732 or mail it to the following address:

**PAIMA**  
**10314 Venitia Real Ave., Suite 311**  
**Tampa, Florida 33647**

**CONFIRMATIONS:** Once registration form and payment are received you will receive an e-mail confirmation, and the names of the participants from your company will be added to the attendee list on the PAIMA website.

**CANCELLATIONS:** Cancellations received before August 15 will receive a full refund minus a \$75.00 administrative fee. There will be no refunds for cancellations received after that date.

- For additional information, please call (001) 703-851-7229 or e-mail [sherry@paimamovers.com](mailto:sherry@paimamovers.com) •



Paula spent a lot of time studying abroad - it stood her in good stead.

# PAIMA PEOPLE



**PAULA COLMENARES WAS RAISED** and educated in Bogota, Colombia, obtaining her High School Bachelors at a traditional girls school in the city.

From there she went to St. Paul, Minnesota in the US to learn English for 10 months. Later she went on to secure and Bachelors Degree in Business Studies from a business school in Colombo and then an MBA from a college in Barcelona.

So even while pursuing her education, Paula was already travelling and has hardly stopped since!

Like many other daughters in a family business she worked for her parent's company Portan since she was just a schoolgirl but while

the opportunity to join the company was always there she wasn't certain she wanted to take it.

Once she had her MBA and had worked for three other non-moving companies her father suggested she join his business; that was eight years ago and she's been there ever since – and loves it.

She still remembers her first job as a youngster counting the packing material in the warehouse!

Paula was married three years ago to Mauricio, a Chilean she met on her MBA course in Barcelona. No children yet, she says, but meanwhile she's happy being Auntie to eight month old Julieta.

Come the weekends and Paula loves to swim

or “I take belly dancing lessons which for me is the perfect way to be in harmony with yourself and the rest of the world. But I also try to have quality time with family and friends, maybe having lunch together or just going out for a drink.”

As this is being written Paula has her nose stuck into ‘A thousand splendid suns’ by Khaled Hosseini (who had a big hit with his first book The Kite Runner) – and for a perfect holiday she'd be off to the beach.

And without her mobile probably – Paula says the only thing she couldn't live without would be laughter. And one wish? – she's a canny girl, this one – she says her wish would be to have three more!

## Paula's career began without counting packing materials!

Max Kreynen of Voxme in Canada talks you through the latest IT trends.

# YOUR IT PAGE



*Max Kreynen*

By now you must have heard the word Android in conjunction with other fancy buzzwords like smartphone, tablet, iPhone or iPad killer, world dominance and so on. So what is it, how did it come about and, most importantly, how can you benefit from it?

Android is an open and free operating system created by Google, who realized that the next explosion of Internet traffic will come from phones and other portable devices and wanted to make it go through their services.

So rather than trying to create their own proprietary devices or become a mobile carrier (which they seriously considered and even bought some bandwidth), they came up with a mobile operating system that any electronics maker could use for their own devices and appliances.

The idea was to have this device be very apps- and Internet-centric and make all Internet services go through the Google apps - Google search, Gmail, Google calendar, Google docs, Google maps, the Android app

market, etc. The plan really panned out, and as of today Android boasts 34.7% of the smartphone market in the world, compared to Blackberry's 27.1% and Apple's 25.5%. How did it happen?

Android really appealed to all the players in the mobile world food chain - appliance makers, app developers, mobile operators and the end customers. The makers got a true mobile operating system for free, with access to the source code and the freedom to customize it to no end. App developers got a very popular and familiar Java environment to develop their apps in and an application store (Android Market) to distribute their creations through.

The mobile carriers all of a sudden got access to a huge variety of many data-centric devices that they could use as a vehicle for selling their data plans and services to the subscribers. The customers got what they always crave - choice of features, shapes, sizes and prices.

Android is a commodity, much like Windows in the PC world, so when the media dust settles, all appliance makers will compete on prices and features.

## So what's all this about Android?



Spurred on by the incredible success of iPad Google took the cue and cooked up a dedicated tablet version of Android called Honeycomb.

It's estimated that 64 major electronic makers will release around 124 Honeycomb-based tablets with screen sizes ranging from 5" to 10" over the course of 2011.

Apart from supporting larger screen sizes and higher resolution, Honeycomb-based tablets boasted a number of features notoriously missing in iPad 2 - a high resolution camera, Flash support, expandable storage slots and USB host ports.

Android's being a platform proved to be a double edged sword. The great thing about it is the huge range of device choices it brought to the consumers, whose needs these days are rather common - Internet, email, apps, maps, access to stored and online media and social networks.

Sure, none of the Android devices can serve as a status or life style symbol - for this you go to Apple or Blackberry.

On the bright side, though, one can always find an Android device that either offers a combination of sought-after features or the price point (and sometimes both).

On the flip side, none of the Android devices have been designed from the ground up to deliver the total user experience (unlike Apple, who even designed the smart cover along with the iPad 2, not as some afterthought, aftermarket

Smartphone (above) and Tablet (right).

accessory). These devices don't get the same consistent user experience across different companies, since most of the makers take it upon themselves to apply their own "skin" on top of the vanilla Android.

And if that wasn't enough, some of these makers proceeded to making changes to the core of the operating system, which means that an app that works well with the camera and the Bluetooth on one device (say, HTC) blows chunks when installed on another (Samsung).

So, as a consumer, you have to do a bit of homework to pick a device that is suitable for your specific needs.

Unlike Apple, who has established a very rigorous app verification process aimed at protecting consumers from rogue or poor quality applications, Android Market doesn't offer any assurances at all.

Moreover, one can enable installation of any Android application on the device, not even necessarily through the Android Market.

Unlike Windows, Android (being based on Linux) doesn't really have viruses, but a rogue application can have access to all of the information on the device, going as far as intercepting phone calls, broadcasting device location, etc.

And lastly, if your IT infrastructure doesn't revolve around Google or Microsoft Exchange, syncing Android devices to PC-based organizers like Outlook will prove rather daunting.

What can Android do for you? What it really brings you is the affordable mobile platform for your mobile force, especially if the number of devices is an issue.

Frankly speaking, giving crews or subcontractors a piece of expensive equipment has always been one of the major hurdles that prevented the companies from rolling out mobile solutions.

Now you can either get the Android devices through your mobile operator (or

have your subcontractors do it), or just buy the devices that fit the budget.

The nice thing about a wide variety of devices running on the same platform is that the users can get the screen and the form factor they are comfortable with, and use the same set of applications (especially if the applications optimize their behaviour to the device they run on).

Even if you limit the choices to a particular brand, you are still very likely to get a full line of devices from small screen phones all the way up to 7" and 10" tablets.

*P M  
Relocations  
really lives  
up to its  
name - its  
relo is total!*

# NEW MEMBERS



## FROM STUDYING LAW TO MOVING!

It's a special year for Rajeev Bhargava (*above*) of P M Relocations in Delhi a company he founded 25 years ago – he's celebrating switching careers from lawyer to one of the most successful business people in his area.

In 1984 he was happily studying law with a view to a legal career – but falling in love and wanting to marry meant he was in more of a hurry so he decided to go into business straightaway.

The result was Packers and Movers. Rajeev was then living in Calcutta where his father was a

civil servant. He began by moving heavy machinery for local manufacturers. It happened that Brooke Bond Tea contacted him to see if it could help transfer 200 employees for Bangalore.

And so the seeds of the moving business were sown. The tea company was moved over a period of six months and by this time Rajeev had decided that moving household effects was smarter than moving machinery, and set up in business accordingly.

He moved the company to Delhi in 1994 basing the premises in a

typically busy street filled with offices close to the centre. The company was originally involved in domestic removals throughout its branch network (some of them created as a small sales office just to service an individual account) and Rajeev decided it was time to expand into international moving.

He found an old copy of the HHGFAA (now IAM) membership list and began contacting potential agents who might work with him – not entirely easy at that stage as he didn't have any international business himself.



He also created a new website one of the clever features built into the site was a volume calculator which appealed enormously to potential customers.

Even though international work is the company's main thrust, Rajeev is one of the few local agents not to ignore the domestic market:

"We do about 5,000 domestic moves a year, both corporate and private," he says. "People in India are now much more mobile simply because the demand for skilled workers is so huge throughout the country.

Domestic moving, in the sense of long haul, is big business again if you handle it properly. The demand for people is so great that new recruits are moved under conditions of great secrecy because there is always a strong risk that he or she will be poached between leaving one company and joining another."

Technology has helped him create his domestic network – long haul road journeys take days, a couple of weeks sometimes, so cheap mobile 'phones for crews enable them to report poor road conditions or serious congestions that might cause delays, enabling the sales staff to respond.

And this is an interesting aspect of P M Relocations – it is technologically smart but not driven by it.

"For some people it is convenient to have reporting and tracking systems on-line," says Rajeev, "but for the moment at least, I prefer to

work on personal contact. We talk to our customers all the time – we begin each day with a contact call to every branch to discuss the day's work: what happened the day before, follow up on any specific files, and then we devote our energies to the customer and the transferee.

We believe that a human

out and sent.

Most of the company's international moves are booked overseas but Rajeev is confident that this will change dramatically over the next few years as Indian companies go on a buying spree, probably changing the face of the corporate world for ever.

A few years ago, Rajeev

This means that P M Relocations can not only ship someone from, say New York, to Delhi, but organise a home, school, a secretary or IT assistant, a car and even put a sandwich on his desk. The concept is sold by the Z Alliance which simply makes the introductions and leaves its members to get on with it. However,



*Aakanksha Bhargava who joined after doing her Masters in Global Business Management.*

voice reporting in, finding out if there are any issues to be resolved, is a comfort factor for the client. It may not work well for other people, but it works well for us."

sensed the market was changing and in his typically direct way, he took action. He rounded up four friends operating in niche areas of international

once the link is made, it is not permanent – if a company booked a move via Z Alliance, it would be directed to P M Relocations, but the next time it wanted to book the company it

## The relo service is absolutely total - from shipping to supplying a sandwich!

Each branch runs as a separate profit centre and is managed independently, although once a move is completed, the finished file goes to Delhi where not only is it double-checked to ensure that nothing was accidentally overlooked but the final invoice made

relocation and they formed the Z Alliance. They see themselves as facility managers more than anything, and have specialisations in property, education, car rental, recruitment and even obscure services such as catering.

would have to be through the Alliance office.

There are some 260 people working in the company, including his daughter Aakanksha Bhargava who joined after doing her Masters in Global Business Management.

Membership  
of PAIMA  
is growing  
- slowly but  
surely. We  
must be doing  
something  
right!

# NEW MEMBERS

## NEW MEMBERS ORIENT INTL. RELOCATIONS

Orient House, 158  
Kumari Marg 3  
Tripureshwoe, P.O. Box  
2425, Kathmandu 11,  
Nepal.  
Contact: Sudeep Shah  
Tel: (977) 1 424 0990 •  
Fax: (977) 1 424 0455  
E: orient@wlink.com.np

## SEA BIRD SERVICES, INC. (SBS)

15 Ahmed Orabi Street  
Mohandesin, Giza, Egypt  
Contact: Monty Soliman  
Tel: (2) 02 262 18910 •  
Fax: (2) 02 262 18914  
E: monty@seabird.com.eg

## A-CROSS CORPORATION

1-21-9-7B Higashi  
Gotanda  
Shinagawa-ku, Tokyo  
141-0022, Japan  
Contact: Yukinobu Saito  
Tel: (81)3-5449-7621 •  
Fax: (81)3-5449-0901  
E: yuki.saito@a-cross.jp

## TRANSQUAVIS TRANSPORTES ESPECIAIS LTDA.

Sia Quadra S-C, Lote 06  
– Sala 04  
Brasilia/D CEP: 71000-  
000, Brazil  
Contact: Rafael Veras  
Valenca  
Tel: (55) 61 3363 2824 •  
Fax: (55) 61 3363-2824  
E: transquavis@hotmail.com

## PREMIER INTERNATIONAL MOVERS

Nucleo Empresarial da  
Abrunheira,  
Zona Poente, Pavilhão 15  
São Pedro de Penaferrim,  
2710-679 Sintra, Portugal  
Contact: Fabio Manuel  
Tel: 351 219 151 502 •  
Fax: 351 219 151 503  
E: fabio.manuel@  
premierinternationalmovers.  
com

## GEOMETRA WORLDWIDE MOVERS PTE LTD

71 Ubi Crescent #05-01  
Excalibur Centre,  
Singapore 408571  
Contact: Steven Raj  
Tel: 6841-7880 • Fax:  
6841-2686  
E: enquiry@  
geometramovers.com.sg

## CHESS J WILSON REMOVALS— MELBOURNE

48-50 Assembly Drive  
Tullamarine  
Victoria 3403, Australia  
Contact: David Dawson  
Tel: 61-3 9335-1154 •  
Fax: 61-3 9335-3773  
E: melbourne@  
chessmoving.com.au

## BIARD INTERNATIONAL

87 Av du Maine  
75014 Paris, France  
Contact: Jean-Philippe  
Biard  
Tel: 33 1 45 43 58 48 •  
Fax: 33 1 45 43 79 79  
E: jean-philippe.biard@  
biard.net

## MONARCH MOVING SYSTEMS

4090B Sladeview  
Crescent  
Mississauga, Ont. LSL  
SYS, Canada  
Contact: Janet Moyer  
Tel: 905-820-6800 • Fax:  
905-820-6805  
E: Janet@  
monarchmoving.com

## TRANS WORLD MOVERS PTE LTD

19 Col. T.G. Jayawardena  
Mawatha,  
Colombo 03, Sri Lanka  
Contact: Suresh  
Marcellus  
Tel: 94 11 257 5470 •  
Fax: 94 11 257 5642  
E: sureshmarcellus@  
twmovers.com

## SSH MOVERS, INC.

Bruno Cruz Blvd., Rivera  
Industrial Park  
Toa Baja, Puerto Rico  
00951  
Contact: Roberto  
Martinez  
Tel: 787-794-4010 • Fax:  
787-794-4015  
E: roberto@sshmovers.  
com

## MOVING EXPERTS

26 rue des Roigoles,  
75020 Paris, France  
Contact: Roland Saad  
Tel: 33 1 55 20 01 13 •  
Fax: 33 1 75 43 06 29  
E: roland.saad@  
movingexperts.fr

## CANDIDATES FOR MEMBERSHIP

## FELIX RELOCATIONS PTE. LTD.

10 Anson Road #05-17  
International Plaza  
Singapore, Singapore  
079903  
Contact: Lela Devi  
Manikesavan  
Tel: 02-8133-7545 • Fax:  
02-6725-8388  
E: lela@felixreloc.com

## PRUDENTIAL REAL ESTATE AND RELOCATION SERVICES

2420 N. Coliseum Blvd.,  
Suite #200  
Fort Wayne, Indiana  
46805  
Contact: Melba La Turner  
Tel: 206-496-9648 • Fax:  
886-501-3657  
E: melba.laturner@  
prudential.com



# Experience the Sentry difference.



Selecting Sentry as your partner agent offers you peace of mind. For more than 30 years, Sentry's expert international counselors have helped agents increase business by treating customers' needs as if they were their own.

PAIMA | BAR | IAM

ISO 9001 | C-TPAT



To experience the Sentry difference, contact us at: **+1 (904) 858-1202 | 1 (800) 866-8311 | [sentryinternational.com](http://sentryinternational.com)**

# EXPERIENCE


*Experience the art of moving International and domestic relocation, logistics, fine arts, trade shows.*



**Transcontainer**

E-mail: [info@transcontainer-group.com](mailto:info@transcontainer-group.com)

Website: [www.transcontainer-group.com](http://www.transcontainer-group.com)

WORLDWIDE  **ERC**



**lacma**

**Faim**

