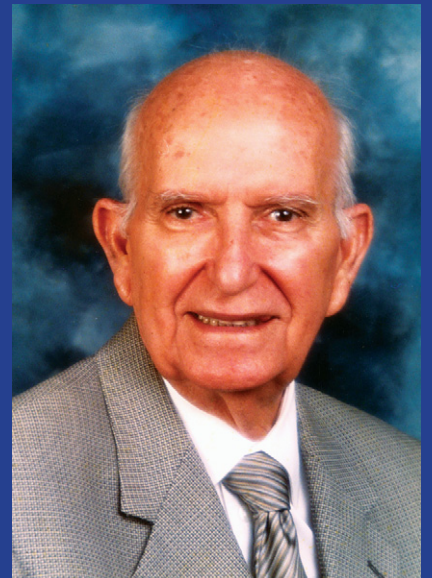


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The magazine of the Pan American
International Movers Association

Summer 2014



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COVER

It was 1984 when PAIMA was founded by a valiant group of Latin American movers. Since then it has grown to be a significant international moving organisation which we celebrate in 2014.



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Time waits for no man (or woman!)

Well, two years seems like a long time but it goes in a flash.

I thought that twenty four months might not be enough to do all the things your board wanted, but it's been plenty.

As you know, there's been quite a shake-up at PAIMA. We have welcomed Michelle St. Cyr to run the organisation, we have moved into new offices in Fort Lauderdale and most important of all, we have launched the new international standard.

I truly believe this is going to set the international moving industry alight. It's true that there are some other standards around the industry but at what cost?

Let's face it, even some of the bigger companies are starting to blink at the rising cost of adopting international standards.

At PAIMA, we've taken a more pragmatic course. We don't have eye-watering audit costs and we don't have compulsion.

But we do have a workmanlike standard that is applicable globally, has a no-nonsense approach, is practical and affordable.

I absolutely believe that within a couple of years this new standard will be the most dominant in the industry.

All it needs is for some other organisations to recognise it and others will follow.

Although you can read about it in summary in this issue of PAIMA Report, the entire program will be rolled out at our conference in Orlando.

At the same time, we will be taking you through the tonnage list program in an effort to achieve greater participation.

As Bjorn Carlsen so eloquently pointed out in the last issue, the PAIMA tonnage program is a great marketing tool.



Bjorn Carlsen of NFB is campaigning for more PAIMA members to use the tonnage program.

It is why many companies belong to the organisation and the information it produces is eagerly awaited not only by participants but agents around the world.

It is very easy to use, fantastically useful and is an extremely efficient way of making your company relevant to other PAIMA shippers around the world.

The program has been with us a long time, it has been regularly updated and we know it works well. But not enough of you bother to use it which is a great shame for your colleagues.

So please attend our training session and then resolve to use the program as soon as you get back home!

There will be elections in Orlando and the results will mean a number of new faces on the PAIMA Board..

New blood is key as we approach our thirtieth year in being! It is an amazing achievement to have reached such a milestone but we cannot stand still!

Letter from Laura-May Carmack, the PAIMA President.



Being a board member (or President) of PAIMA means a lot of work but happily, it has a lighter side too! I would like to thank everyone who has helped make my presidency such a happy one.

There is still a lot of work to do in PAIMA - and you will continue to see change!

While this shows great commitment by our members, it also reflects well on the various boards that have guided PAIMA over three decades.

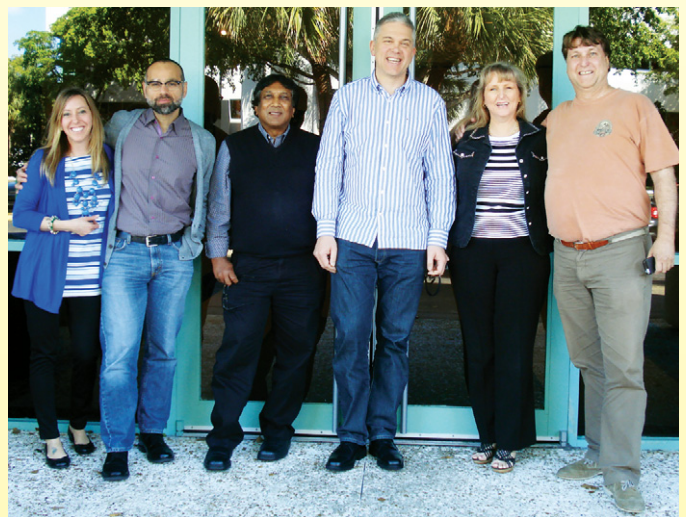
It is a tough job trying to lead a growing association. There is a lot of work, which comes on top of the day job, there is no remuneration and expenses are kept to the bare bones (which is as it should be).

So quite why people do the job is almost beyond understanding! But if they are like me, it is because they believe passionately in PAIMA and the values it stands for.

So I do urge you to consider taking part in PAIMA's management. The main requirement is commitment and enthusiasm, and you will amaze yourself by how much you learn from the experience!

I have been extremely fortunate in having a strong team behind me for which I am very grateful.

A lot has been achieved in the last couple of years and there is still more to come! So please continue to support PAIMA - and thank you all for supporting me as your President!



From the left, your PAIMA Board: Christy Wickman-Kozloski, Jose Marrero, Sid Vallaydam, George Naumann, Laura-May Carmack and Lars Lemche.

No one could do the job of PAIMA President without the support of a hard working board. I have been extremely fortunate in this regard.

I would like to place on record my very great thanks for their constancy, hard work and loyalty during my term.



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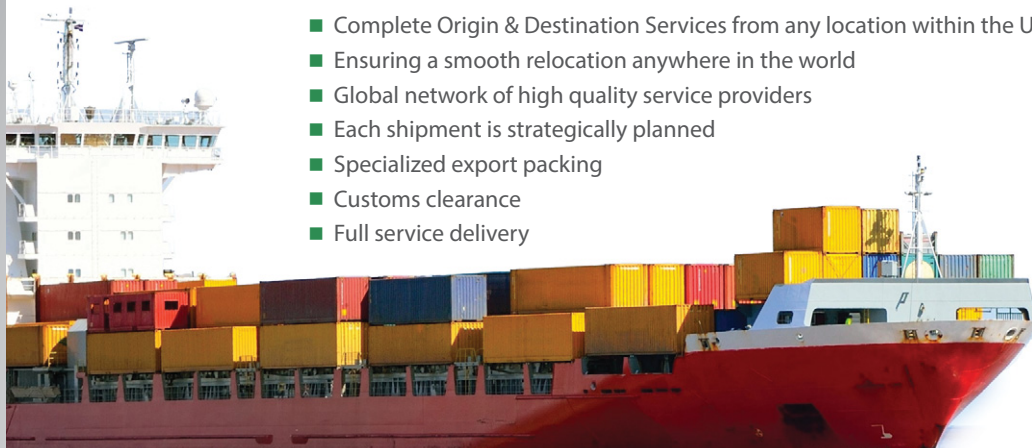
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Welcome to PAIMA's 30th year!

EVERY SO OFTEN IN A person's life a special anniversary occurs — and for many of us it's when we turn thirty!

Remember that time? The day when you were quite pleased that you were now a fully-fledged, responsible adult while at the same time conscious that you were leaving your youth behind!!

Well, this is where PAIMA is at right now, as it comes to celebrate its 30th anniversary. And yes, we *will* celebrate reaching our maturity!

The conference takes place from 4 – 6 October at Orlando World Center Marriott in Orlando, Florida, just before the annual IAM meeting.



So you can be sure of sunny days as well as the convenience of not having to double up on your travel/hotel arrangements to attend the industry's best known convention.

It all begins on the Saturday when golfers get together to play at the excellent *Hawk's Landing Golf Club* at the Orlando World Center, right next door to your hotel.

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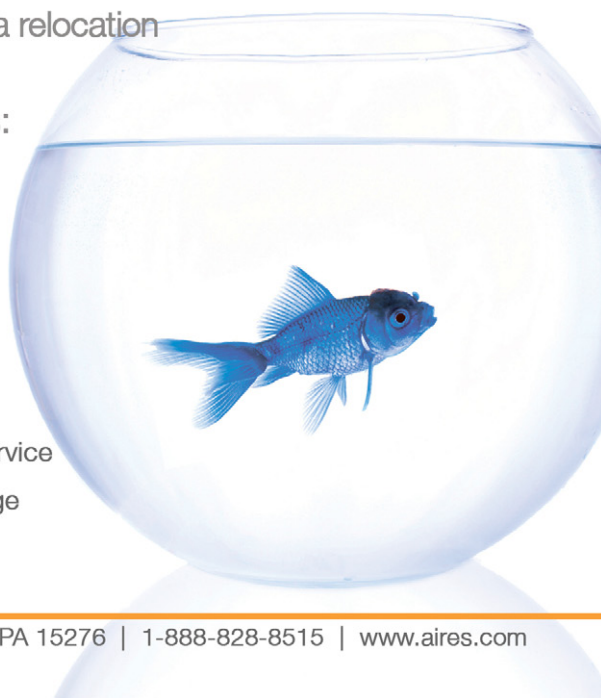
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FOR EVERYONE ELSE, TIME to arrive at your excellent hotel, settle in and explore your surroundings.

You can register any time after 4.30 and two hours later stroll down to the pool terrace for PAIMA's welcome reception that runs until 8 pm.

This leaves you plenty of time to catch up with all your old friends and to make your dinner dates – plenty of choice with the local restaurants.

For those with more ambitious plans you can book up for the amazing *Cirque du Soleil* show.

This is NOT included in your conference package and you must pre-book through the PAIMA office. However, if you have never seen a *Cirque du Soleil* show, you must, must give it a go.

It is just the most extraordinary show you will ever see – there aren't enough superlatives to describe it.

Next day, Sunday, is when it all happens. After a buffet breakfast, the annual General Assembly begins sharp at 9 am. The PAIMA President *Laura May Carmack* opens the conference and then



Golf is on Saturday 4 October - entry Fee is just \$50.00 and includes green fees, golf cart rental and lunch.



Laura May Carmack - PAIMA President.

conducts the official business. This includes Roll Call and the annual reports, including the all-important financials!



PAIMA Treasurer George Naumann will present the financial statement.

In response to many appeals, we will also include a video that talks you through the *tonnage reporting scheme*.

Many people commented on the appeal by *Bjorn Carlsen* of NFB, asking why more people did not use this terrific scheme.

Those who use it say it is a great sales tool but we realise that many people are put off by using new systems, so PAIMA wants to make it as easy as possible for everyone.

The more you use the tonnage reporting scheme the greater its value, so we all have a common interest in the scheme.

After a coffee break, new members will receive their certificates, an update on the *Student Exchange Program* will be given and then we go to the presentation of nominees for *Board of Directors* for 2014-2016.

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From alligators to Blues - the PAIMA show doesn't slow!

AND THAT'S IT FOR THE day's business! Now we come to the fun part – an *Everglades tour* complete with airboat ride and *Gatorland* experience!!

We'll supply a lunchbox and there's just a short bus ride to the departure point. We'll be away for six hours but back at the hotel in good time for your evening arrangements.



Lars Lemche.

An excellent day on Monday: *Lars Lemche* (Teamwork International) chairs an international panel which should prove fascinating:



His panellists include *Aakanksha Bhargava* (PM Relocations – India), *Kehinde Arowoselu* (Koeman – Nigeria), *Caridad Aguilar* (Panama International Packers – Panama) and *Chris Townsend* (Galleon – United Kingdom).

This will be followed by elections and then a short coffee break. The GA continues with the results of the eagerly awaited annual ecology and tonnage awards, followed by the election results.

As an extra treat after all that business, PAIMA has slipped in another *networking* event for two hours on the Harbour Beach.

This will help get you in the mood for the fabulous 30th anniversary celebration that evening – a night you really must not miss.

Yes, we're off to the *House of Blues in Downtown Disney* for a reception/dinner and party that will leave you breathless!



Taking part on an international panel will be *Caridad Aguilar* (Panama International Packers – Panama).

This famous venue has it all – food, wine, music, all the essential elements for a great evening! This will be a terrific party and one that you will not forget!

So don't delay in making plans to attend PAIMA's conference when it celebrates its 30th year – register your interest now at: www.paimamovers.com.





JUMP FOR JOY!

PAIMA celebrates its 30th anniversary at its annual conference in Orlando from October 4-6. It will be a great mix of networking, business and social events. It also runs back-to-back with the IAM meeting, the biggest in the world.

WHY WOULD YOU MISS IT?

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THE DANISH MOVER IN BRAZIL



Lars Lemche - golfing mad!

After 20 years of working for other movers, Lars Lemche decided to do it for himself. The results have been amazing.

IT MAY BE THE YOUNGEST international moving company in Brazil but Teamwork Mudancas certainly packs a big punch.

The company first saw life in 2006 when Danish-born *Lars Lemche* decided he had worked for other people for too long and now it was time to go out into the world on his own account.

After all, with 30 years of hard-earned experience under his belt, he reckoned he had plenty to offer.

He was born to Danish parents, his father Peter working in Brazil for the Danish-Brazilian Chamber of Commerce.

His mother first came to the country to visit relatives and ended up working at the Danish Consulate where she met Peter.

The couple returned to Denmark but came back with their two sons in 1970 when Peter became CEO at Hemple Marine Paints for South America.

After school Lars got a job in sales at F S Andersens. When the company was sold he joined an emerald mine in Santa Terezinha de Goiás, 300 km North of Goiania, "in the middle of nowhere".

"It was a dream job, as I always wanted to study Oceanography and Geology," he says. "I really learned a lot during my three years there.

"It was a very special experience for me. By this time, I was married to Katia, just after she graduated from university. So we went to the emerald mine together."

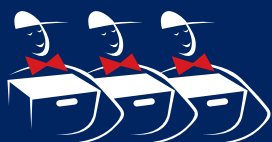
Three years later, they returned to Sao Paulo, now with their family enlarged by two daughters, and Lars made a complete career change by

spending the next 20 years working for two of the country's leading moving businesses.

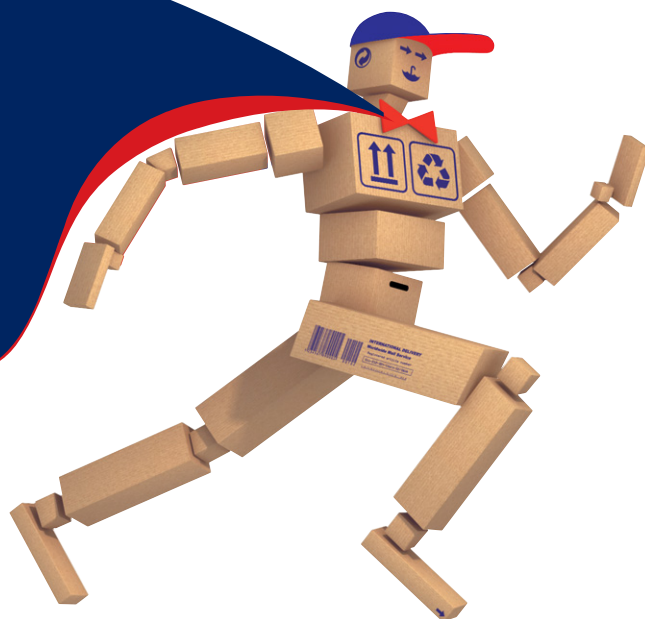
"It was a real education as they are both great companies and I learned a lot from them. But after 20 years there was nothing new to learn and I was ready to be my own boss.

"It was very tough to begin with calling for long hours during the week and weekends but gradually we made a name for ourselves and overseas agents knew they could rely upon us."





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“WE STARTED WITH just two employees and now we have more than 120 between Sao Paulo where the HQ is and our main branch in Rio.

“For the rest of a country as large as Brazil we have approved partners which follow our established quality procedures. To begin with our salaries were very modest, of course, as was our turnover - but today the

It provides vital support by giving the centre food and vaccines, both of which are crucial for the work to continue.

A year later the company received the PAIMA Ecology award for its recycling program and every year Teamwork sponsors golf tournaments which not only raise money for social causes but provides a lot of fun:

Rodoanel Highway, which links the port of Santos to the city of São Paulo as well as the interior of the state.

Here it stands on a plot of land measuring 135.000 sq. ft on which has been built 68.000 sq. ft of warehousing with 2000 sq. ft. of office space and 12 loading docks.

It was a big step for this comparatively young company

the quality of service provided.

“It has been a very demanding time, but when I was working for others I was learning all the time. Everything I learned I put to good use and of course, now I have ideas of my own I can use.

“I am supported by an excellent staff that are motivated and well trained and our new facility is fantastic.



business has grown to almost USD40 million although I’m not sure the salaries have kept pace!!!”

In 2009 Teamwork started sponsoring and tutoring a Rescue Dog ranch in Araçariquama, which takes in dogs rescued from the streets of São Paulo.

“Being our favourite activity, golf has much to commend it. It is a great networking opportunity and it raises money for good causes,” comments Lars who is an avid golfer.

Last year the company moved to new premises in Sao Paulo. It is a brand new, purpose-designed facility located on the

which in a very short space of time has firmly established itself as a very serious player in the international market.

Its list of clients reads like an international *Who’s Who* of some very big corporates which reflects

So I feel we have done well – but we still have big plans for the future!”

Success has been huge - but no one at Teamwork is slowing down!



*By Phaedra
Widney of T G
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So, what constitutes SIT?

It's common for a household goods shipment to be stored in a carrier's warehouse during transit either due to "normal transit delays" or at the request of the shipper.

But what constitutes "storage in transit" (SIT) and what is considered a "normal transit delay"?

A normal transit delay is anything that is out of the shipper's control; for example, waiting for a vessel, going through Customs inspection, waiting for a truck etc.

Storage In Transit would be when the shipper requests or requires the shipment be held due to a delay within the shipper's control.

For example, if his home at destination is not ready, or he has paperwork that needs to be

submitted to Customs for either export or import, SIT may be required.

Typically, a transit insurance policy will come with some type of storage coverage, 60 days for example, included in the original premium payment.

This provides for "free" Storage In Transit coverage at either origin or destination at no additional charge. If a shipment is held in a carrier's warehouse for longer than the initial "free" period, an extension is required.

A question we often get is "when does my SIT period begin/end"? If when the goods are packed at origin, they are placed directly into storage prior to transit, the insurance policy must be issued and reported within 7 days of the time the shipment is actually placed in the warehouse.

If the shipment will be stored at destination, and no "free" storage was used at origin, the SIT period would commence on the date the goods arrive at the DA's facility, and should be extended until the goods are delivered.

To avoid any issue with coverage, be sure to note the dates the shipment enters/leaves storage. Advise your broker when you issue a policy, if the shipment will be stored, for how long, and where.

The insurance broker will need this information in order to help calculate if an extension is needed.

Make sure sales personnel issue and report policies for shipment going into storage the same way they would issue and report a policy for a shipment that immediately begins transit.

HOW IS COVERAGE extended?

The shipper or his carrier should contact the insurance broker prior to the expiration of the “free” period.

This coverage can be requested and paid by the carrier on the shipper’s behalf or by the shipper directly.

There is typically a standard rate for storage coverage unlike the transit rates which can be used as a profit center for the moving company.

The coverage is extended in 30 day increments; SIT is typically not pro-rated so it must be extended per 30 days.

The biggest issue that arises from SIT is avoiding lapses in coverage. Certain events may be specifically excluded from a policy with regards to a shipment in storage.

- The most common issue we come across is that policies are not issued and reported for shipments that go straight into storage after packing.

Often the carrier thinks that because the shipper gets 60 “free” SIT days, they do not have to report the policy until that 60 period is over. *This is not the case!*

Should a fire, flood or major event happen to a shipment while in storage at your warehouse, but for which no insurance policy was issued or reported immediately, that loss could be denied by the transit insurance company since without a policy, technically the shipment is not insured.

Additionally, if a shipment is stored beyond the SIT period that comes with the initial premium, but SIT is not reported to the insurance brokerage, should SIT be discovered during the course of a claim investigation, the insurance company can (1) deny the



Always consult with your broker before an issue arises.

claim all together, (2) deduct unpaid SIT charges from claim settlement or (3) the claim can be pro-rated based on the amount of time the broker was actually on risk versus the time the shipment was in transit/storage. So, for example if the insurance company was actually on risk for 50% of the shipment’s transit time (no SIT was paid), then the insurance company has the right to provide up to 50% of any claimed amount only.

- The shipper cannot access the shipment for the purposes of adding or removing property. Every time a shipment is accessed/handled, the risk for loss or damage increases.

It is difficult to clearly track what was removed from the shipment, making any claims for missing items hard for the insurance company to validate.

- Split shipments should be treated as two separate shipments.

If you have a shipper that knows he will be delivering some items immediately upon arrival at destination, and will be storing some, two policies must be issued, one for each portion.

The problem arises when a shipment is “split” between destination and storage or two delivery addresses, the insurance company considers the shipment “accessed” when the two portions are split.

This means that the coverage for the items to be stored can be denied based on the fact that the shipment was “accessed for the purpose of adding/removing property” when it was divided at destination.

Claims for missing items become complicated, again, because the insurance company might not be able to determine what was delivered and what may still be in storage.

- Self-Storage facilities are specifically excluded from coverage due to the decreased security and shipper’s ability to access the goods prior to delivery.

All insured household goods shipments must be stored in a licensed and insured commercial carrier’s warehouse, with no access allowed to the shipper until delivery.

The goal of the transit insurance broker should be to

provide as much assistance and information to clearly determine if a SIT extension is needed for a shipment.

Asking your broker, before an issue arises, gives you, the broker and the shipper time to get all the paperwork and required information settled prior to packing.

There is no such thing as a ridiculous question. Your broker should be upfront and helpful should there be any SIT or if you are unsure of how the process works.

The best thing is to plan ahead and make sure everything regarding the insurance you offer your customer is clear and explained, before the first item is packed!



TICKING ALL THE RIGHT BOXES

THE NEW PAIMA INTERNATIONAL standard now in draft form is extremely comprehensive and should find itself in every office operated by members of PAIMA.

It will be one of the most valuable items in the office, one that should be given to every new employee to read and one that should be at the very core of in-house training sessions.

It is probably the single most notable achievement of PAIMA in all its thirty years.

It not only puts an excellent induction and training tool into the hands of every PAIMA member but also has the potential to act as a brilliant sales and marketing tool.

If the whole membership uses it as its guide to running an international moving business, then that forms the basis of a quality standard that can be promoted to the corporate market.

It is a major step forward for PAIMA and one of profound significance: "This is something we proposed back at our conference in Vancouver," says PAIMA President Laura-May

Carmack, "and we have worked hard to deliver it in time for our next meeting in Orlando.

"We are pretty happy with it so far and expect to have it ready to unveil to members in October. I am sure there will be a bit of fine tuning to the draft but given that the major part of the job has been done, that is not really an issue. By the end of this year the entire project will be completed, which is a pretty amazing

timetable when you think about it."

It is divided into easily managed parts, opening with a section on *'Dealing with international clients.'*

This is where it all begins and ends, of course. If you approach an international transferee as just another domestic customer, then you are not going to get very far. This section steers you through the approach to take.

PAIMA PREPARES TO LAUNCH INTERNATIONAL STANDARD



FROM THERE IT IS LOGICAL to move on to the people you are dealing with on 'your own side' – all the various authorities you will need to co-operate with in order to initiate and complete an international transfer.

This is crucial and perhaps where a lot of new entrants to the industry get it wrong: in international moving you have not one but many customers, from the transferee to the Customs people at destination. They all need to be handled professionally.

This is a very complete introduction to getting the basic elements of international moving in place. It covers things your staff may already know (but need to be reminded

of) as well as things they do not know or have forgotten. The way that the industry has changed over the years means we all need to update our ways of communicating with our various 'customers'.

Next we come to the real 'meat' of the programme – a guide to import and export procedures. If we take this section as a sample, you will see from the following headings just how detailed the program is:

1. Importation of consignments and their documentation.
2. Clearance of individual shipments.
3. Pick-up and delivery – imports from overseas or cross borders.

4. Documentation requirements.
5. Importation of automobiles.
6. Quarantine and Customs inspection service procedures.
7. Import checklist.
8. Storing international consignments

The PAIMA standard is the perfect tool for training staff - they will thank you for it!



The heart of the standard - the details of handling exports and imports

EACH OF THESE AREAS

is clearly covered in straightforward language that is easy to follow with just a working knowledge of English. The next section covers export procedures and again, is covered in an easy-to-follow manner:

1. Initial inquiry for an export consignment – quotation.
2. After a quotation has been accepted.
3. Packing of the consignment.
4. Inventories and condition reports – international.
5. Shipping pending/documents to international agents.

useful section and one that should be copied and posted in every canteen area.

From there, the program takes you into loading the liftvan or container and on to sealing the cartons. And so the standard continues, covering every little detail of the international moving process.

Finally, as well as giving the reader a glossary of all terms used in the business, there are excellent templates of all the documents you need to use in the office.

It is absolutely complete and while members will have their own systems and procedures, it is worth matching them against what is certain to become a significant international standard.

The question is – how important is an international standard? The truth is that without it, no self-respecting company can claim to be a professional mover any more.



“We are pretty happy with it so far and expect to have it ready to unveil to members in October.

I am sure there will be a bit of fine tuning to the draft but given that the major part of the job has been done, that is not really an issue.” -
Laura-May Carmack.



You can use the new PAIMA standard as the basis for webinars.

Having covered these two key areas so well the PAIMA standard then goes into the whole process of packing an international shipment.

This takes in wrapping, the various materials to be used (and why), space utilisation and labelling.

It then deals thoroughly with all the types of HHG to be wrapped for overseas shipment, from box springs and mattresses to clothing.

There is even a bit about packing pictures valued at more than US\$1,000. It's an incredibly

Yes - air cargo is covered too!

MOVING CLIENTS OUT OF PANAMA?

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1999-2014 FIFTEEN YEARS IN BUSINESS

This is a program that does not suck money out of the industry - it puts something back....

THE WORLD HAS MOVED a long way since the days when members of the industry called out in their ads "Use us — we're the best!"

Nowadays, you have to prove you are amongst the best (no one is the best).

Since ISO took hold of the global industry it has provided a benchmark for the corporate market and increasingly for private customers too.

ISO covers more and more of the various aspects of doing business, including environmental processes, that the corporate world has come to rely upon.

Obviously the PAIMA standard is not an ISO, but it has the merit of being a standard

dedicated to international moving. Client companies accustomed to ISO will quickly understand the value of the PAIMA standard, especially if you take the trouble to talk them through it.

Finally, you have a great sales and marketing tool to offer your clients — but even more important, you have a fantastic training tool for new hires and a model on which to base the smooth and efficient operation of your company.

If all PAIMA members use the new standard as the core of their operations, it makes the membership more unified and of more value to the buyer.

Being able to talk to a customer on behalf of over 125 moving

companies all working to the same international standard is massively interesting and could result in a lot more business for everyone.

One special advantage of this PAIMA program is that you do not have to dig deep into your pocket to adopt it.

Currently, the moving industry is littered with programs that are taking money out of the industry without giving much back.

However, the PAIMA international standard is not intended as a money-spinner but as a serious contribution to the good business models of all members.

*The PAIMA
international
standard is
probably the
biggest thing to
have happened
in PAIMA's 30
year career.*



PROFILE: KURZ



BARBARA GALIR IS THE GENERAL MANAGER of *Friedrich Kurz GmbH* of Germany which was founded in 1960 by Friedrich Kurz and today remains an entirely independent family-owned business.

She has been with the company for 29 years so the international moving business is pretty ingrained into her DNA!

There are over 70 employees and 20 vehicles operating out of the company's HQ in Wetzlar, just outside Germany's financial centre of Frankfurt.



Kurz is an extremely well equipped and experienced moving company operating out of Frankfurt.



There are over 70 employees and 20 vehicles operating out of the Kurz facility in Wetzlar, just outside Frankfurt.



The biggest change has been shaped by technology, says Barbara.

FOR A MOVING COMPANY, it is the perfect location for servicing the whole of the country and indeed, Europe beyond.

It handles international/national moving as well as commercial services such as records storage and management (which includes high security vault storage).

These services are supported by a modern facility covering 26,800 sq.m which includes a 10,930 s.m warehouse area including the vaults, document storage and container storage.

The company has also invested heavily in its IT systems covering all aspects of the business from estimating to lodging Customs documents and all the reporting needed by the customer.

"Our constant challenge is to develop new concepts for handling logistics," says Barbara, who became GM two



Barbara was welcomed to her first PAIMA conference last year by the President Laura-May Carmack.

years ago. "We have a good mix of private and corporate business but not only is the customer base changing quickly, so is the way we transport and ship household goods – so we are always looking for ways to do things better and more competitively.

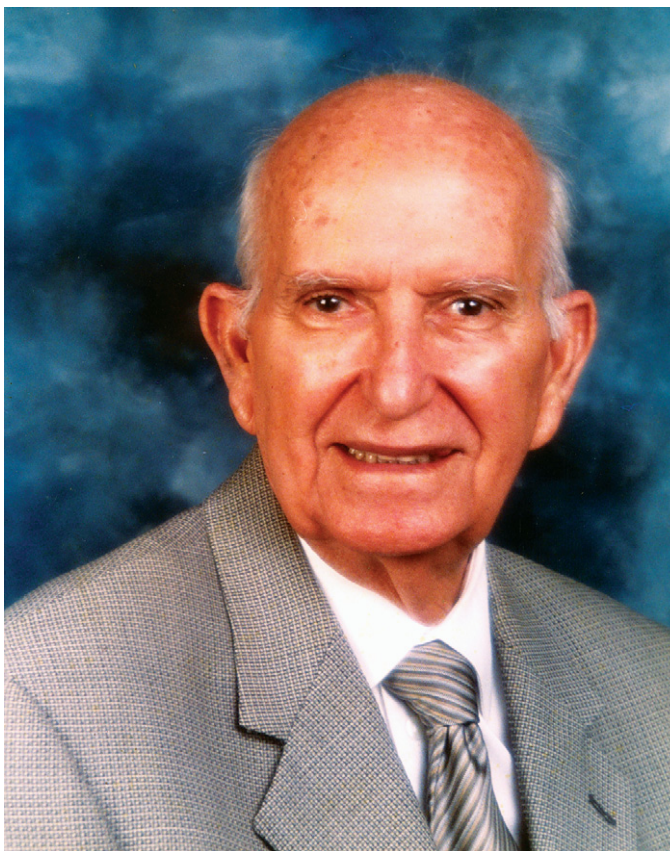
"But being in Frankfurt is good for the business because we can cover the whole of Europe from here so it is very

simple for our overseas friends to work with us."

With a 15 year old boy at school, a husband managing the records storage side of the business and two sisters also involved, it's a busy life for Barbara. But she grew up in the business and spent three months studying it in Seattle working with an international moving company, so she knows the industry inside out.

"The biggest change I have seen over the years is the way technology has shaped the way we do business," she says. "We have probably seen more change in the last twenty years than in the last fifty."

1984



Abdel Cohn.

PAIMA WAS CREATED back in 1984 when a number of Latin American companies found themselves unable to join LACMA.

They decided to create another association that would represent companies in all the Americas - Canada, United States of America, the Caribbean, Central and South America.

After the initial decision was taken, there was a flurry of activity and less than a year later the first official meeting

was held in Panama City. Representatives from no less than ten companies turned up for the meeting and decided they wanted to have a properly structured association.

It would be entirely objective in its approach to membership, basing access on ease of entry and demanding high standards to maintain it.

Most importantly, it would be a Pan-American Group rather than a purely Latin American one.

This first meeting was held in a state of some excitement, with members feeling they were making their small contribution to the history of the international moving industry.

It was also inspiring to create exactly the kind of non-political organization that so many other companies around the world were seeking. This was truly history in the making.

PAIMA IS NOW A FORCE IN ITS OWN RIGHT

MONEY WAS NEEDED to get the new organization going, so every company present wrote out a check for US\$500 to cover the legal costs of setting up – in a kindly gesture, Abdel Cohn of Kora Transportation picked up the bill for that first meeting's expenses.

As the new President of PAIMA, Abdel and his staff at Kora also went on to manage PAIMA for its first five years.

No mean job this as it involved handling all the correspondence, collecting dues, keeping members informed and organizing an annual convention.

PAIMA's next big break came when Abdel sold Kora Transportation and became the first fully paid employee of PAIMA – this really was a big step forward.

After that things really started to move, as Abdel was obviously able to devote all his time to the new baby.

New services came on stream, in particular a membership roster and then the magazine.

But the big prize was when Henry Moise (VIP International) helped him develop the tonnage report.

Whilst commercial groups like OMNI already had a tonnage reporting system it was unknown for other associations such as FIDI or any of its members like LACMA.

Another break-through occurred in 2001 when PAIMA teamed up with AMSA to make the American association's RIM programme accessible to its members.



In 2009, three Past Presidents of PAIMA: Abdel Cohn who was also the first full time employee of PAIMA, Raquel Castano and Joseph Pauley.

From here it became even more ambitious and organised training seminars for office staff and packing crews which were held in Spanish and Portuguese.

Despite all the progress though, PAIMA failed to secure recognition for itself.

But significantly, LACMA revised its byelaws in the 90s which opened the door to many PAIMA members who had previously been unable to become members.

This gave these PAIMA members the added advantage of being able to affiliate to FIDI which previously had been impossible.

Many members of PAIMA are now affiliated to FIDI, showing that the quality standards that exist in the organization continue to be high.

From those early ten founding



companies, PAIMA has grown to represent nearly 150 members.

Now that it has Michelle St. Cyr (*pictured below*) running PAIMA's new office in Fort Lauderdale office, recruitment will be one of the main objectives and there are plans to raise this number every year.

On top of this, the current board plans for extra services such as the new international standard, should broaden PAIMA's appeal even more.

PAIMA might still be considered small, but in scope of enthusiasm and commitment it is very strong.

It has already fulfilled its original objectives by providing a sound platform for movers from the Americas; indeed it has built on them and now in its 30th year, has become a recognized force in its own right.

PAST PRESIDENTS OF PAIMA

Abdel Cohn

(1985 – 1986)

Karin Knappstein

(1986 – 1988)

Henry Moise

(1988 – 1990)

Fred Sosa

(1990 – 1992)

Fred Sosa

(1992 – 1994)

Wayne Withers

(1994 – 1996)

Wayne Withers

(1996 – 1998)

Joseph Pauley

(1998 – 2000)

Mauricio Ortiz

(2000 – 2002)

Rafael Moreno

(2002 – 2004)

Raquel Castanon

(2004 – 2006)

George O' Masta

(2006 – 2008)

Ramon Sierra

(2008 – 2010)

Christy Wickman Kozoski

(2010 - 2012)

Laura May Carmack

(2012 - 2014)

MODERN PAIMA



Above: PAIMA President Laura-May Carmack enjoying a drink during the closing conference in Vancouver last year.
Far left: Jorge McCormack of Mercovan Argentina and Alicia Flores of Sancalsa in Mexico at the 2012 conference.
Left: 2011 saw Melanie Burke from Burke Bros Moving Group in the UK at the PAIMA Western evening.



In Denver, from left: Luis Vanquez (Garcia Trucking Services, Puerto Rico), Juana Cueva and Lourdes Ayala of Express Transports, Peru, Macarene Scalla (Coco's International, USA) and Tito Garcia (Garcia Trucking Services).



Cheers from Denver! - from the Mexican cowboy Thomas Schmidt of Mexpack International Removals in Mexico.



The PALMA Board as you've not seen them before - in Denver, 2011! *From left:* Pat Toscano, Gary Burke, Rafael Moreno, Christy Wickman Kozloski, George Naumann, Laura May Carmack and Jose Marrero.



Top: Former PALMA Executive Director Sherry Williams.

Left: Paula Colmenares of Portan is part of a business session at the 2011 conference.

Below left: in 2009, from left: Martin Barrandeguy (Mudanzas Intermove), Aline Gerson (Gerson and Grey), Christy Wickman Kozloski (Wickman International), Ramon Sierra and Jose Marrero (Sentry International).





Special cake celebrates PAIMA's 25th anniversary!



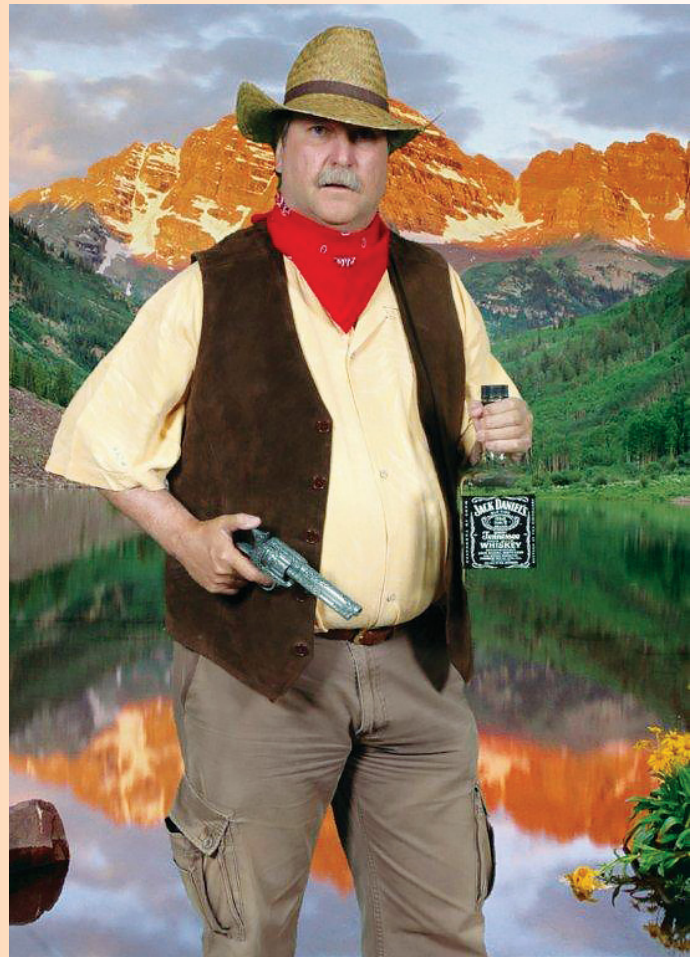
2009 and four generations of the Toscano family from Reliable, New York - in the background picture is company founder Peter Toscano, with Pat (centre) and sons Peter Toscano Jr and Peter Toscano III.



It's the 2010 conference which included a sea cruise: here's Fran Vollaro then of the Pasba Group (now Santa Fe) chatting to Enrique Cuellar of Solar Relocations.



Dean Foster at the 2012 PAIMA conference in Denver where he was a guest speaker.



From Teamwork in Brazil, Lars Lemche lives the part at the Denver meeting!



Two pictures above: At the 25th anniversary conference, from left (amongst others!) are Alicia Flores (Sancalsa), Caridad Aguilar (Panama International Packers), Joe Pauley of Coco's International and Rafael Moreno of Moreno International.



*By Max
Kreynin of
software
specialists
Voxme of
Toronto,
Canada.*

Not long ago, it was considered a difficult task to convince crews to create a digital inventory using a tablet or a phone. They just preferred the more familiar pen and paper inventory.

Thanks to the popularity of websites and apps like Facebook and WhatsApp, respectively, most crew members nowadays can't imagine being without their smartphone.

They actually prefer to do most things on their phone, including taking a digital inventory on it.

This trend has led managers to think of other uses for phones and tablets, and many of them have come to us asking, "What can you do to lower claims related to property damages?"

The need for a solution seemed to be universal around the world. Everywhere you went, movers were facing claims that were costly and often unjustified.

It is true that, when moving items into and out of a client's house, there is always the risk of causing damages to the property, which either the mover, the insurance company, or the client's security deposit would have to cover.

Sometimes the damage is the result of an overly ambitious helper who thinks hauling a 3-seater sofa by himself is a good idea, but ends up leaving scuff marks on the floors and walls and earning himself a slipped disk.

Property inspection by moving crews, Instagram-style.

MORE OFTEN THAN not, though, the scuff marks were already there to begin with.

The difficulty of proving who caused the damages and when plays to the hands of the landlord or the client, in whose interest it is to pin the blame for property damages on the packing or delivery crew.

Taking photos with a digital camera or a smartphone didn't help solve the problem as there was no practical way of showing these photos to the transferee or the landlord and get them to acknowledge the damages with a signature.

At first, we entertained the idea of creating a dedicated mobile app for doing property inspection that would allow the foreman to record all pre-existing damages.

However, we then realized that it would be much more effective to simply add it as a feature

to our packing inventory app, which is exactly what we've done.

On the first day of the move, before the crew actually begins packing or unloading items, the foreman goes through the residence with his tablet or smartphone, and conducts an inspection of the property.

He records the condition of each room, hallway, and any other space in the rented property, typing a short description in his own words and using the inventory device's built-in camera to take pictures.

This process may sound familiar to users of Instagram since it is, in fact, as easy and straightforward as that: take a picture, add a comment.

In apartment buildings one can even record the condition of the stairwell, freight elevator, and corridors.

Sign & Send Packing List

Checked Pieces : 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Property Inspection

Bedroom 4	Before Packing	After Packing
Description		
Walls	Marks and dents	

Family Room	Before Packing	After Packing
Description		
Floor carpet	Stains	

Client/Shipper name and signature
Ventura

Foreman/driver name and signature
John Rea JR

The result is a detailed report showing in what condition the property was in before the move commenced.

The client then signs the report on-screen, making the entire process paperless and providing the moving company with a conclusive report that shows whether their crew did or did not cause any new damages during the move.

We have mentioned the similarity to Instagram, but unlike with Instagram, the photos and notes taken with the inventory app. are actually worth taking, as they can save the mover quite a bit of money.

Bedroom 1 Before Packing

Floor

Condition

Scratches

It is important to avoid being vulnerable to the customer

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