

PAIMA REPORT

Issue 1, 2019



**Hiring Foreign National
Students in the US Pg 13**



**Juan Peralta Ecology
Award Pg 18**



**Are you ready to face the
power of reviews? Pg 22**



**PAIMA at 35
Pg 28**



The Magazine of the Pan American International Movers Association



Partner with the best-in-class

Suddath® makes international moving easy and provides real value at a competitive price. With more than 20 US domestic locations, we can take your customers nearly anywhere in the world with the confidence that everything is being expertly handled along the way. Contact us today to get an international moving quote.



Suddath is now a
proud partner of
Smiles Foundation

+1.904.858.1200 // suddath.com/international



Board of Directors



Lars Lemche

President.

Teamwork International Moving, Sao Paulo, Brazil

E: lars@teamworkintl.com.br



Aida Robles

Vice-President.

Rodi Cargo, Puerto Rico

E: aida@rodicargo.com



George Naumann

Treasurer.

Swiss Moving Services, Zurich, Switzerland

E: george@swiss-moving-service.ch



Juan Carlos Ortiz

Director.

Moving Systems SAC, Peru

E: juancarlos.ortiz@movisystems.com



Macarena Scalia

Secretary.

G Inter (USA)

E: macarenascalial@gintermobility.com



Matthias Tischer

Director.

Carl Hartmann, Germany,

E: m.tischer@carl-hartmann.de



Roeland Delfgaauw

Director.

Trafimar Relocation, Mexico,

E: r.delfgaauw@trafimarrelo.com.mx



PAIMA Management/PAIMA Report

Antonio Tremols, Executive Director,

Pan American International Movers Association,

5201 Blue Lagoon Drive, 9th Floor, Miami, FL 33126, USA

T: +1 (954) 880 - 1085 F: +1 (786) 497 - 4017

E: paima@paimamovers.com www.paimamovers.com

Advertising Enquiries: paima@paimamovers.com

PAIMA REPORT

Issue 1, 2019

Contents

4	PAIMA President, Lars Lemche
4	Editor Steve Jordan's letter
5	Aires awarded Highmark Health's Best Practice Award
5	Andy Roller joins the Stevens International team
5	New office for AMR in Taipei
6	INSSA to partner with The DeWitt Companies to boost security
6	Wheaton Van Lines, Inc acquires Stevens Worldwide Van Lines
7	Burke Bros brings smiles to El Chorrillo's footballing children
7	Top mobility firms combine to form Sterling Lexicon
8	Lance Allen joins Aires
8	Stevens International awarded FAIM Confirmation of Quality Assurance certification
8	Rebecca Weiss joins Stevens International
10	Removals and marketing: what is the relationship?
13	Hiring Foreign National Students in the United States
14	Celebrating 33 years of moving people
15	Falling Australian house prices might increase migration traffic
16	One year later: 2018 Tax Cuts and Jobs Act
17	Singapore port trails Blockchain
18	Juan Peralta Ecology Award 2019
19	Myanmar Express International Moving Services joins PAIMA
20	New Haven Moving Equipment becomes an Affiliate Member
21	ISO Standard for digital inventories
22	Are you ready to face the power of reviews?
23	Letter to the Editor
24	New PAIMA member in Argentina
25	PAIMA tonnage worldwide
26	Welcoming South Korea's oldest international moving company
28	PAIMA at 35
30	Premier Relocation: PAIMA's new member in London
31	International pet health certificates: Air Animal explains
33	PAIMA Members
34	PAIMA Regional Directors



Dear PAIMA Members,

We have just had our Board of Directors meeting in Miami, Florida and now I'm sitting in Amsterdam, The Netherlands for the FIDI Conference. Time flies by.

We have selected some great venues for our convention in Chicago, Illinois. I'm sure it will be another record breaking event, as this year we celebrate 35 years of great relationships, friendships, networking and a wonderful family in our 'Boutique Organization'.

You will all soon receive more details about the convention and Chicago, the Windy City. For sure we will have a huge cake waiting for you, since you are the main reason for our existence.

Make your reservations right away.

Best regards,

Lars Peter Lemche
President – Board of Directors



Letter from the Editor

It was a long time ago: 1984. Back then you could buy a nice house in the US for \$85,000 and a gallon of gas for a dollar.

While we were watching the Olympics in Los Angeles, *Magnum PI* on TV, and listening to Band Aid sing *Do they know it's Christmas?*, the space shuttle was making its maiden flight, Virgin Atlantic took to the air, the miners in the UK were on strike and the good people of Ethiopia were starving. Meanwhile, a chap called Jobs, launched a new type of computer called an Apple Mac.

Were they the good old days? I don't know. In many ways they were. Some of us made a profit at the end of the year and we had never heard of Facebook or Twitter – which must be a good thing. And, of course, PAIMA was born, without which none of us would be where we are today. It's strange isn't it, how a single decision can affect the lives of so many. For more about the PAIMA history over the last 35 years, take a look at page 28.

Happy reading.

Steve Jordan, Editor



Aires awarded Highmark Health's Best Practice Award

Aires in Pittsburgh has announced that the company has earned Highmark Health's Best Practice Area Performance award as a mobility partner in recruiting. The award was presented to Aires at a ceremony held in Pittsburgh on January 17, 2019.

"We are proud to be recognized for our service excellence, and to receive this award from a fellow Pittsburgh-based company makes it even sweeter," said Aires Vice President,

Central Region, John Casuccio. "The dedicated team at Aires that serves the Highmark and Allegheny Health Network's transferring employees deserve all the credit for their focused advocacy and high-touch urgency to make sure each move goes smoothly."

Highmark Health's executives noted Aires' service, processes, and superior account focus as key reasons for the award.

Photo above: The Aires team in Pittsburgh

New office for AMR in Taipei

AMR International in Singapore has recently opened a new office in Taipei. This new facility is part of the company's expansion plan to strengthen its operational ability throughout China, Hong Kong and Taipei. The new office is managed by Jack Hsieh who has been in the moving industry for almost 30 years in the Taiwan market. AMR International Relocation started business in April 2015.

The company says that now, with a



footprint in Taipei, it can offer services in all major cities such as Beijing, Guangzhou, Hong Kong, Kaohsiung, Shanghai, Shenzhen and Taipei. The company is now an active member of IAM, PAIMA, BAR, ARA and World ERC.

Photo above: Allen Lu from AMR International

Andy Roller joins the Stevens International team

Stevens International Forwarders has announced the appointment of Andy Roller as international pricing and vendor supply chain manager. He will develop pricing models for overseas partners and corporate customers while analyzing estimation costs for international moves.



Andy Roller

Lisa Beranich, Managing Director of Stevens International Forwarders said, "We are excited to welcome Andy, whose strong international operations background will complement the extensive knowledge and experience of our team."

Andy brings over nine years of experience in the international moving industry and holds a FIDI Essential in International Moving (EiM) certificate.

Before joining Stevens International, Andy served as freight forwarder with Africa Trans and Graebel Movers International, Inc. He also acted as international rates and tariffs analyst for Hilldrup Companies, Inc and international relocation coordinator with Paramount Transportation Systems, Inc.

Away from work, Andy enjoys spending time with his family, coaching his daughter's soccer team and is a football fanatic!



John Burrows

The International NGO Safety and Security Association (INSSA), a non-profit association committed to improving the quality and effectiveness of safety and security for humanitarian relief and development assistance workers operating in dangerous environments around the world, has announced a partnership with The DeWitt Companies to bolster its growing NGO Security Professional Development Program.

INSSA to partner with The DeWitt Companies to boost security

INSSA has established certifications for security risk management professionals at the country, regional, global and executive levels. The Association is also developing a series of post-certification professional development requirements and links to resources for retaining the highest level of certification reached by INSSA-certified members. These will be aligned with internationally recognized standards to ensure that once certification is achieved, it is properly maintained and the concepts and skills of the certified individual are updated appropriately.

"INSSA is grateful for The DeWitt Companies' generous support and we are thrilled with this strategic alliance," said INSSA Chair Michael O'Neill. "Partnering with DeWitt will give more security managers the opportunity to enhance their professional development through certification as they serve the world's most vulnerable populations in some of the most complex environments."

The DeWitt Companies, based in the US, operates in more than 100 countries and provides household goods moving services

to the US military and State Department. The company will play an integral role in raising the profile of the certification program. Resources for this program also include online education opportunities in topics such as safety and security risk management, duty of care, crisis management, business continuity, contingency planning, and policy development.

"Safety and security is top of mind for us so teaming with INSSA to enhance its professional development program is a natural fit," said John Burrows, President of DeWitt Move Worldwide, one of five companies in DeWitt's integrated relocation services network. "It's an honor to play a part in building a knowledge bank to enhance the lives of those who work in the humanitarian aid and development sector." Burrows also serves as CEO of DeWitt Guam and is an Executive Committee member for the International Association of Movers.

Photo Left: John Burrows introducing Dewitt as a new member of PAIMA at the 2018 conference

Wheaton Van Lines, Inc acquires Stevens Worldwide Van Lines

In a move to expand the Wheaton Van Lines network, Wheaton has acquired Stevens Worldwide Van Lines. The new partnership will immediately expand the capacity and capabilities of the four brands under the Wheaton group umbrella: Wheaton World Wide Moving; Bekins Van Lines; Stevens Worldwide Van Lines and Clark & Reid.

The Stevens family will continue to own and operate Stevens International Forwarding and Focused Logistics. Their three local agencies will continue to be agents of the Stevens Worldwide Van Lines brand in Saginaw, Michigan, as well as Toledo and Cleveland, Ohio and will maintain a significant hauling fleet within the new network.



"I think this partnership is a huge opportunity for all parties involved," said Morrie Stevens Sr, Stevens Van Lines' Chairman of the Board and CEO. "Joining the Wheaton Van Lines network gives all of the drivers and agents in the Stevens network more opportunities for growth. I'm particularly excited for our corporate clients that will gain access to more capacity when they need it the most. I've admired the Wheaton network for a long time. Wheaton has proven to be a steady, stable, smart and consistent network that understands how to build upon the success it's had for the past 74 years."

brands throughout the United States. This is Wheaton's third acquisition since 2012 when it acquired Bekins Van Lines and, a year later, Clark & Reid, making it the fourth largest van line group in the country.

"Stevens and the agents in the Stevens network are a stellar fit for our growing company," said Mark Kirschner, CEO, Wheaton Van Lines. "It's clear that our philosophies align and that we both see this as an opportunity to bring more to our drivers, agents and customers. I'm excited for our partnership moving forward."

Wheaton will continue to operate all four of its

www.paimamovers.com

Burke Bros brings smiles to El Chorrillo's footballing children

Gary Burke, Managing Director of Wolverhampton-based PAIMA member Burke Bros Moving Group from the UK, brought smiles to the faces of children in the El Chorrillo district of Panama City by presenting them with Wolverhampton Wanderers (Wolves) football jerseys.

Gary was fulfilling a promise made to the football-mad children in 2018 when he visited a local school and saw first-hand how the 'beautiful game' was helping to improve the lives of children in one of the city's most deprived areas.

El Chorrillo is an area that has never fully recovered from the United States invasion of Panama in the late 1980s and was widely known historically for gangs, crime and social problems. It has improved in recent times through education, but to this day, the area is regarded as the most run-down in Panama City and there's a noticeable presence of armed police. Tourists are now able to enter the area but are advised only to do so with a local guide.

After receiving their jerseys the youngsters couldn't wait to don the Wolves kit and get a game underway. Since the 2018 World Cup they have had a small artificial football pitch built in El Chorrillo and another is being created. The benefit of football and sport to the community is being increasingly valued by the Panamanians.

El Chorrillo was the childhood home of a number of Panama's national football team's players and many have also achieved



sporting greatness playing for top clubs around the world. Former local lads, Raul Jimenez, Diego Jota, Ruben Neves, Mouthino, Patricio, Costa, and Caveiro, now play in the UK for the famous Wolverhampton club.

Gary Burke said, "We have strong connections with Central South America and were, of course, delighted to be able to play a small part in helping to encourage the youngsters of the area to pursue sport and football as a means of improving their opportunities as they grow up and create a life away from the streets."

Picture above: Gary Burke with some of the 'Wolves' players.



Mike Brannigan

Top mobility firms combine to form Sterling Lexicon

Two of the mobility industry's most trusted leaders, Lexicon Relocation and Sterling Mobility, have announced the launch of their new brand - Sterling Lexicon.

In 2018, Lexicon Relocation acquired Sterling Mobility, expanding their combined global footprint and service offerings in the mobility marketplace. After six months of integration, the companies have rolled out as one unified, global brand. The integration of the two companies will enable Sterling Lexicon to deliver end-to-end services around the world for both private and corporate customers.

Peter Sewell, Managing Director in Europe, the Middle East and Africa (EMEA) and Asia Pacific (APAC) said, "Individually, Lexicon and Sterling were highly regarded in the relocation industry, with a reputation for outstanding customer service. Together, we bring an unparalleled level of care, expertise and attention to relocating employees around the world."

David Dance, President of the Americas for Sterling Lexicon added, "Sterling Lexicon is demonstrating we can provide expert consultation and strategic insights to our customers. We believe we have the ingredients to provide the right mix of solutions that empower and help businesses keep pace with industry changes."

Combined, Sterling Lexicon manages more than 25,000 global relocations annually, drawing on the resources of 14 regional offices and 1,000 supply chain partners, serving 180 countries across the globe. The newly branded company is part of The Suddath Companies which, in 2019, is celebrating 100 years in business.

Mike Brannigan, CEO of The Suddath Companies said, "The new brand is all about creating a mobility experience that leads to happy, productive people. Customers can now expect us to deliver seamlessly around the world while still providing local and regional expertise."

Mike continued, "Through our innovative technology, experienced employees and our breadth of services, we've carved out a unique niche in the market."

For updates and more information about Sterling Lexicon, please visit sterlinglexicon.com.

Lance Allen joins Aires

Aires in the USA has announced that **Lance Allen, GMS, has joined the company as general manager of the West Coast Region. In his role, Lance will be responsible for the continued growth and development of Aires' business in the region.**

Lance has over 30 years of mobility industry experience having worked extensively in the United States, Asia, Africa, and the Middle East. He has worked for relocation management, destination services, and household goods shipping companies over the course of his career, specializing in strategic company development in key markets, client relationship building, and team development.

"We are excited to have Lance join Aires," said Aires' President Jeff Wangler. "His years of experience will be a great asset to our company as we continue to expand and develop our West Coast presence. Lance brings the perfect mix of abilities to Aires, from building strategic

alliances with clients, to developing successful operations and management teams, to successful business development and growth." Most recently, Lance was based in Hong Kong, serving as the managing director for North Asia for a leading mobility firm. In that role, he oversaw all business lines in the North Asia Cluster, serving as a member of the senior leadership team. He will directly apply his years of management experience in his new role with Aires.

"Being a service provider and partner with Aires, I have admired the organization for decades and now I have the opportunity to be part of their team," said Lance. "Aires is a true market leader in the mobility industry and I feel honored to be joining such a strong and professional organization."

Lance received a bachelor's degree in finance from Indiana University and a Master of Business Administration from Pepperdine University. He has been instrumental in



Lance Allen

establishing CSR, ISO, and other relevant certifications for organizations throughout his career. He has also served within several industry organizations, including the Board of Governors for the American Club and the Board of Governors for FIDI-Asia (during which time he also served as vice president and president).

Stevens International awarded FAIM Confirmation of Quality Assurance certification

Stevens International Forwarders has been awarded the **FAIM Confirmation of Quality Assurance certification, a FIDI-endorsed program that recognizes professional moving companies meeting the highest standards in international relocation operations.**

The FAIM certification program requires moving companies to successfully pass an audit assessment, which measures their comprehensive policies and procedures for performing optimal, international relocation services.

Lisa Beranich, Managing Director of Stevens said, "We are thrilled to accept this certification recognizing Stevens as a leading FIDI international mover. This achievement represents how dedicated our international team is to providing outstanding relocation support to our customers around the world."

Rebecca Weiss joins Stevens International



Rebecca Weiss

Stevens International Forwarders from Fort Wayne, Indiana has announced the **appointment of Rebecca Weiss as Department of State (DOS1) relocation coordinator to the organization's government**

relocation team. She will be responsible for coordinating customer moves, overseeing evaluations for household goods and tonnage reports, as well as assisting with billing and insurance management.

"We are excited that Rebecca is joining our team and anticipate the outstanding support she will provide to her customers and colleagues alike," said Lisa Beranich, Managing Director of Stevens International Forwarders. "Rebecca's sales background makes her the perfect fit for this position – we look forward to her accomplishments as she succeeds with Stevens."

Rebecca holds a bachelor's degree in history from the University of Colorado Boulder and served as consultative sales associate with Nordstrom prior to her current role with Stevens International. She has also completed the International Association of Movers (IAM) Mobility Exchange program, which provides industry professionals with collaborative membership opportunities for expanding their credentials on behalf of the organizations they serve. Rebecca is distinguished as being the first candidate to successfully complete the program.

Need services in Argentina? Look no further!

since
1991

Over 25 years in the industry

High Quality Materials

Affordable prices

Satisfaction Guaranteed



WICKMAN WORLDWIDE SERVICES, INC.

WWS is your single removals contact for all your international needs. Door to Door and everything in between.

- Air – Sea – Truck – Rail
- Packing / Delivery
- Customs Clearance
- Freight Forwarding
- Storage
- Insurance

9780 Lantern Place #360
Fishers, IN 46037
T: 812.424.4997 F: 812.424.1402
E: intl@wickmanworldwide.com

Bringing the world home...since 1997!





Removals and marketing: what is the relationship?

Daniele Piani (pictured left), Marketing and New Media Adviser at Bliss Corporation in Italy, offers some advice on how to make your customer's removal magical.

In this article I would like to look at two words that don't seem to be a perfect match: marketing and (international) removals.

I really don't know the situation in other countries, but the Italian removals market is a very fragmented one. There are innumerable companies with the same characteristics that practically offer the same things. The most used (or abused?) phrases are:

- The lowest price on the market
- The removals specialists
- The number 1
- Our experience dates back more than 100 years

These attributes are popular with customers. Who wouldn't want to save money on a removal service? Who wouldn't want to choose an expert? Who wouldn't want to rely on those that have long experience in the market? But all this is not enough, not any more.

So how can the customer choose? All he would be thinking is: Is the price right? Will my things arrive at destination? Are we sure that this is what motivates people when choosing a removal company? We live in a world of many – too many – choices. Why should the customer choose you?

A new way to look at marketing

At Bliss, we don't intend marketing to be a way of persuading people to purchase our service.

Such a perspective is wrong from the start. Marketing means accompanying the customer from the beginning to the end of the service to give him/her a magical experience. We like to define it as a WOW experience. Those customers that just want rock-bottom prices and low-quality services, or who want excessive compromises, are simply not our customers.

A removal can be looked at in two ways: as a time of great anxiety or as a beautiful journey that will lead you from one place to another. We decided to make this gift to our customers. Here are three ways of transforming a relocation into something more:

Know your customer

At Bliss, we study and analyze our customers. We ask: What kind of demographic characteristics do they have? What questions do they ask when choosing a service? What do they need?

Three simple questions that make a world of difference in understanding them and being able to analyze them in the best possible way. Only by getting to know them well will it be possible to access the second phase, that is building a story around them.

The power of stories, we are the creators

An Italian book that really changed my way of marketing, entitled *L'Officina del racconto* (The Workshop of the Story) by Angelo Marchese, describes in a vivid and clear manner the power of stories.

Since the dawn of time, man was fascinated by stories. The transformation of something inanimate into a story really captures those listening to you. Let's put this into context:

- There is a main character who must leave a place and go to another one (the customer)

- There is a hidden enemy who must absolutely be defeated (stress and the disasters caused by bad work)
- There is a helper who can greatly simplify his/her task (the mover)
- There are magical powers that make all this happen (the service offered by the removal company)

We should think about the removal as if it were a story. We are not the main characters but we help them throughout their journey. Every phase of their story may be facilitated by us in many ways: through constant communication, customized service, human contact and empathy and the prompt resolution of problems.

This is how everything that is behind a service becomes a human relationship. This is what really makes the difference. The human relationship, with customer satisfaction, is what makes people say good things about us, not just the price, don't you think?

Use magic ...

Remember the magical powers I talked about previously? I am a great fan of two film series that became famous from the year 2000 onwards: *Harry Potter* and *The Lord of Rings*. Although both films were full of normal people - the Muggles, as Harry Potter called them - who were the ones you remember more? The wizards! Those who transformed the ordinary into the extraordinary. Isn't it so?

Put that into the context of international removals, and what makes more sense? Do just enough to get by, or leave one's customers happily overwhelmed?

The next time you have to plan your future services, give it a thought.



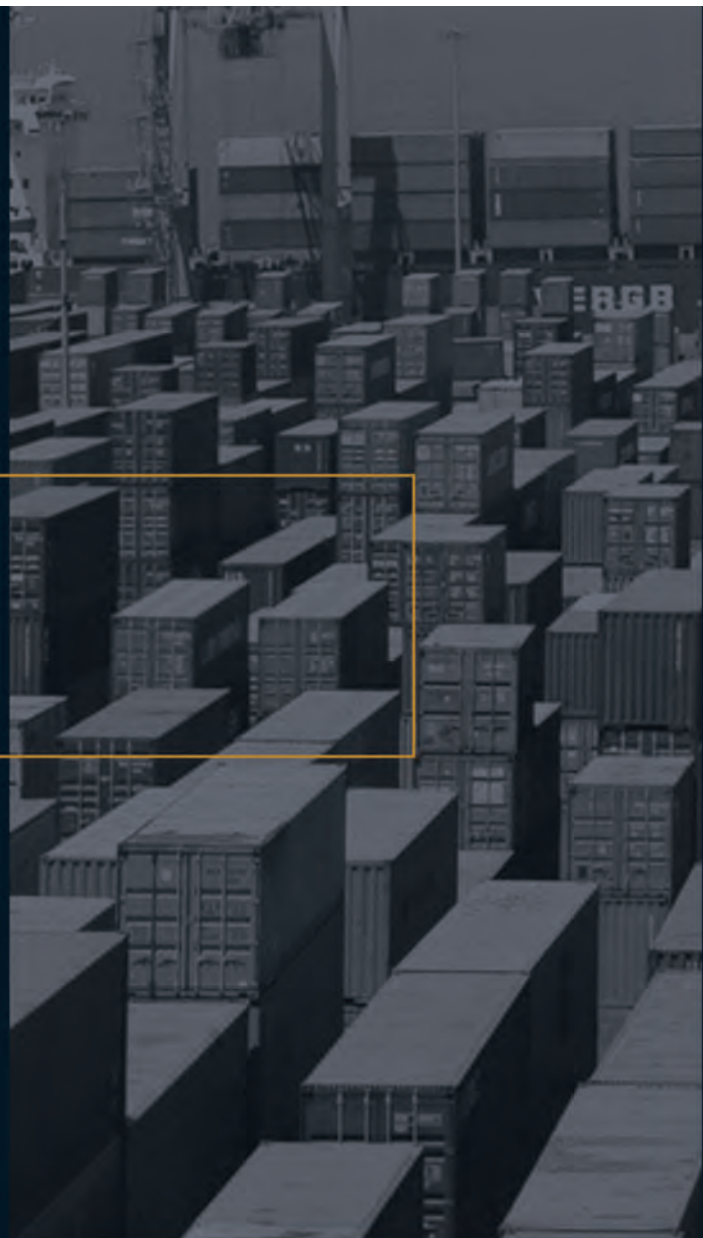
TEAMWORK
INTERNATIONAL MOVING

A perfect combination of
technology, knowledge and
customer care in each move.

www.teamworkintl.com.br
teamwork@teamworkintl.com.br

São Paulo: Rua Alfredo Benincasa, 500
Bandeiras - Osasco - SP - Brasil
CEP: 06160-385

Rio de Janeiro: Av. Brasil, 33809
Bangu - Rio de Janeiro - RJ - Brasil
CEP: 21852-002



CERTIFIED BY THE MOST IMPORTANT
QUALITY CONTROL ORGANIZATIONS IN THE WORLD



[illegible]

©2019 American International Relocation Solutions, LLC



Hiring Foreign National Students in the United States



Bobby Bartle (pictured right), resident immigration attorney and Director of Immigration and Legal Affairs at Aires, provides an overview of the process for hiring Foreign National Students in the United States.

A common method of hiring foreign nationals in the US is via the recruitment of international students who are presently studying in the US or who have just completed their studies. When this occurs, there are practical and strategic considerations an employer must take into account from the outset.

The first consideration is understanding how a Foreign National Student can obtain work authorization in the US through their student status. Typically, this is done via a benefit extended to international students called Optional Practical Training (OPT). OPT allows international students to work in the US in a field related to their studies for up to 12 months. Typically, this occurs at the end of the student's academic program; however, it can also potentially occur during the course of study.

The OPT process is carried out jointly between the student and their school's international

academic office. After working with the school, the student will apply for and obtain an Employment Authorization Document (EAD) – a document that states the validity of the authorized work period in the US. By presenting this EAD card, the student will be able to commence work with any US employer. Remember, the initial OPT year is generally a process completed by the student and their school officials; however, it will take the employee about 90 days (approximately) to receive the card from the date of application, so if the student has a pending work opportunity then this timeframe should be considered.

Once the company hires the international student then a plan can be implemented to consider the next steps in obtaining work authorization beyond the initial OPT time. One typical longer-term strategy is applying for H-1B visa status via the lottery that occurs annually each April. If selected in the lottery, and upon successful adjudication of the candidate's H-1B petition, they will receive up to six years in H-1B status. This allotment of time will allow the employer to then pursue green card options for the employee if it desires to do so.

In addition to the H-1B route, another temporary solution for a candidate might be a STEM OPT extension. This option is available to students who graduated with a STEM-related degree and have a job offer from an e-Verify enrolled employer. The extension is valid for a period of two years in addition to the initial OPT year (i.e., three years maximum).

This two-year extension is critical because, not only does it extend the time in which a student can be employed in the US after graduation, but it also allows them to remain in the US and take two more 'swings' at the H-1B lottery.

In summary, the critical element to consider when hiring or recruiting foreign nationals on US campuses is the long-term employment plan. That is, will the job be filled temporarily, or could it turn into potentially a permanent and indefinite role? If the latter, an immigration strategy should be mapped out from the outset to make known the potential pitfalls, opportunities, and costs.

Note: The information contained herein is for informational purposes only and should not be construed as legal advice. Please consult professional legal counsel with respect to any particular issue or immigration matter.



Celebrating 33 years of moving people

This year, PM Relocations of Haryana, India completed 33 years in business. Since its opening on 7 February, 1986 the company has grown and now serves thousands of individuals, families and corporates across the globe.

In a recent communication Stuti Shukla, Manager International Moving for the company, said that the success of PM Relocations was, "The result of the selfless love, dedication, commitment and tireless efforts of the team as a whole."

Every year, on 7 February, the company celebrates its togetherness and achievements with a display of diverse cultural performances preceded by a grand lunch party. "Because, we are a strong believer of the fact that work and fun go hand in hand," said Stuti. "The objective of such celebrations is not just recreation, but also to aid our teammates and

recognize their latent talents, be it singing, dancing, acting or stand-up acts, etc. which act as a stress-buster and rejuvenate them to perform better on the professional front."

The party was held at the Head Office in Gurgaon, Haryana. The party included soulful singing, rocking dance, comedy and a series of fun-filled recitals by super-talented 'PMRians'. This was followed by cake-cutting and taking a collective vow to continue delivering impeccable service. Special guest of honor was the youngest member of the PMR family, CEO Ms Aakanksha Bhargava's 6-month-old baby girl, Samaira. "She was the belle of the ball, enchanting all of us with her innocent smile, carefree gaze and occasional cheering," said Stuti.



Falling Australian house prices might increase migration traffic

House prices in Australia have been falling steadily since their peak in 2017. Overall, house prices have dropped by 4.8% in 2018 with Sydney falling by 8.9%, in Melbourne by 7% and by 4.7% in Perth. Sharp falls in December would suggest that the rate of decrease is accelerating.

The falls have been blamed on the tightening of lending criteria and Torsten Slok, Deutsche Bank's Chief International Economist, has listed the Australian housing market as one of the top 30 economic risks to look out for in 2019.

Members of the moving industry have not yet reported an increase in migration traffic to Australia as a result of the property slump, however logic would argue that as the cost of buying a home reduces so the interest in migrating should increase. This is likely to be particularly pronounced in the UK, one of the

primary origin countries for migration to Australia, as it is believed that many would-be migrants paused their plans in the wake of the Brexit vote in 2016 that significantly devalued Sterling in comparison to other world currencies.

Any easing of this situation, particularly if the value of Sterling rises when the outcome of Brexit negotiations becomes known, is likely to cause a renewal of interest in moving to Australia and good news for origin and destination agents alike.



Complete Origin & Destination Service

Specializing in the U.S. & Caribbean

Among many of our services we provide: **Heavy Machinery, Specialized Crating and Rigging**

We will take care of everything for you, such as:

- Origin service
- Ocean freight
- Destination service
- Customs clearance
- Documentation
- Storage service

We respect your privacy and relationships with your customers

- Certified by the US Department of Defense
- LTL Consolidated service



Rosa del monte
WORLDWIDE MOVERS



Scan the code for more info

www.larosadelmonte.com
contact@larosadelmonte.com

Offices and Warehouses:

Massachusetts:
(508) 752-4019

California:
(888) 605-6262

Texas:
(214) 492-6387

Puerto Rico:
(787) 780-5775

Miami:
(305) 884-7470

Pennsylvania:
(215) 203-8000

Connecticut:
(203) 333-3373

New York:
(718) 991-3300

Ohio:
(216) 961-8900

Dominican Republic:
(809) 685-6256

Orlando:
(407) 859-6262

Illinois:
(773) 745-1608

International, Interstate and Local Movers
Established 1968



One year later: 2018

Tax Cuts and Jobs Act

Aires in Pittsburgh explains the actions the company took following the US Tax Cuts and Jobs Act that came into force at the beginning of last year.

On December 22, 2017, President Trump signed the Tax Cuts and Jobs Act - H.R.1 into law. Many of the provisions took effect on January 1, 2018 and are set to expire on December 31, 2025. The Act contains provisions that impact individuals and employers with both domestic and international cross-border relocations. Implications are considered at the individual level and for global mobility programs as a whole.

The major component impacting mobility programs and the relocation industry was the repeal of the qualified moving expense deduction and moving expense reimbursement exclusions. Previously, moving expenses were excluded from taxable wages. Under the Act, these are now subject to federal income tax, FICA/Medicare, FUTA, state and local reporting, and withholding.

In January 2018 there was uncertainty in the relocation industry regarding how expenses that crossed tax years would be treated. Aires consulted the top tax professionals in

the industry and developed a conservative approach to ensure our clients were recording earnings appropriately.

We found that many of our clients also sought guidance from Aires regarding the following impacts of the Act:

- Increased individual assignment costs which were not budgeted from a business perspective.
- Increased overall costs of mobility programs offering tax assistance/tax equalization due to gross-up factor in multiple jurisdictions.
- International assignments may not generate enough foreign tax credit to offset additional tax costs where other jurisdictions exempt these expenses from taxation.
- Mobile employees would not be able to deduct moving expenses from personal taxes.

We began working with our clients to explore ways to help mitigate these additional costs while also allowing them to make decisions to



Kamryn Bohn

support the business, stay competitive with mobile talent, and minimize disruption and hardship for mobile employees. Initial assessments we helped our clients with include:

- Revisiting cost estimates for assignments where moving expenses were incurred after December 31, 2017 and determine extent of additional costs.
- Working with tax service providers to evaluate leveraging unused, excess foreign tax credits.
- Determining cost impact of substituting furnished accommodations for large household goods shipments. (A portion of the furnished accommodations may be excludable under IRC Section 911).
- Determining cost impact of substituting a discretionary allowance for large household goods shipments.



Richard Loebig

After analyzing the data and taking consideration of all options, most of our clients decided to cover the additional tax costs of Household Goods and Final Move Travel. Although the relocation costs would increase, our clients determined that corporate tax cuts received from the Act would offset a majority of the impact. Very few international assignment or tax equalization policies were updated, but where required, clients simply included an addendum referencing the additional gross-up on such items.

In September 2018, the IRS issued Notice 2018-75 which provided guidance that if a move occurred or started prior to 1/1/18 the expense could be treated as non-taxable under the previous law. Aires initiated full-year reviews for all of our clients and sent corrections with the final payroll reporting. These corrections greatly assisted our clients by reducing earnings to be reported and, where applicable, reduced their overall gross-up cost.

The logistics of how to process additional gross-ups were challenging due to that fact that some states did not conform to the Internal Revenue Service code. Our clients began to realize that their payroll systems defaulted to state tax treatment consistent with the federal law for relocation earnings reporting. Adjustments were required to our payroll software to account for states that did not treat household goods and final move travel as taxable.

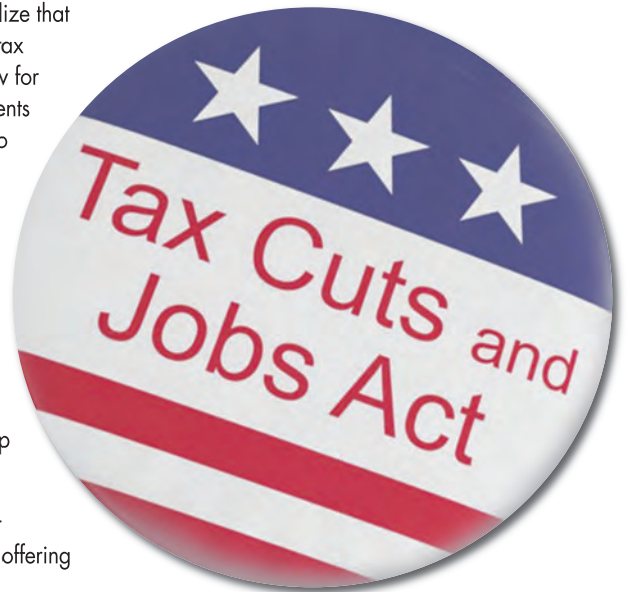
We made enhancements to our systems to produce adjustments that would reduce state earnings as well as the related state tax. We worked with many of our clients to produce payroll adjustments that would also help them save on gross-up costs.

A few clients considered adjusting their programs by limiting shipment sizes or offering

a discard and donate program to help minimize their employees' shipments. In some cases, clients offered a small incentive in lieu of storage.

Despite the initial concerns, our clients understood the importance of retaining key mobility talent. By helping our clients implement adjustments that enabled them to be competitive, we collectively limited the exposure of the tax changes to the relocating employee.

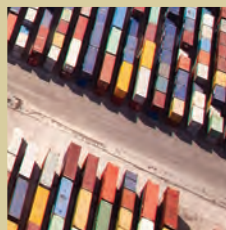
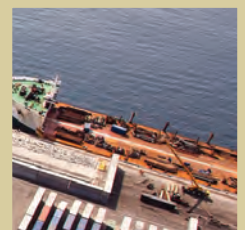
Article written by Kamryn Bohn, Richard Loebig and Bobby Mathew from Aires.

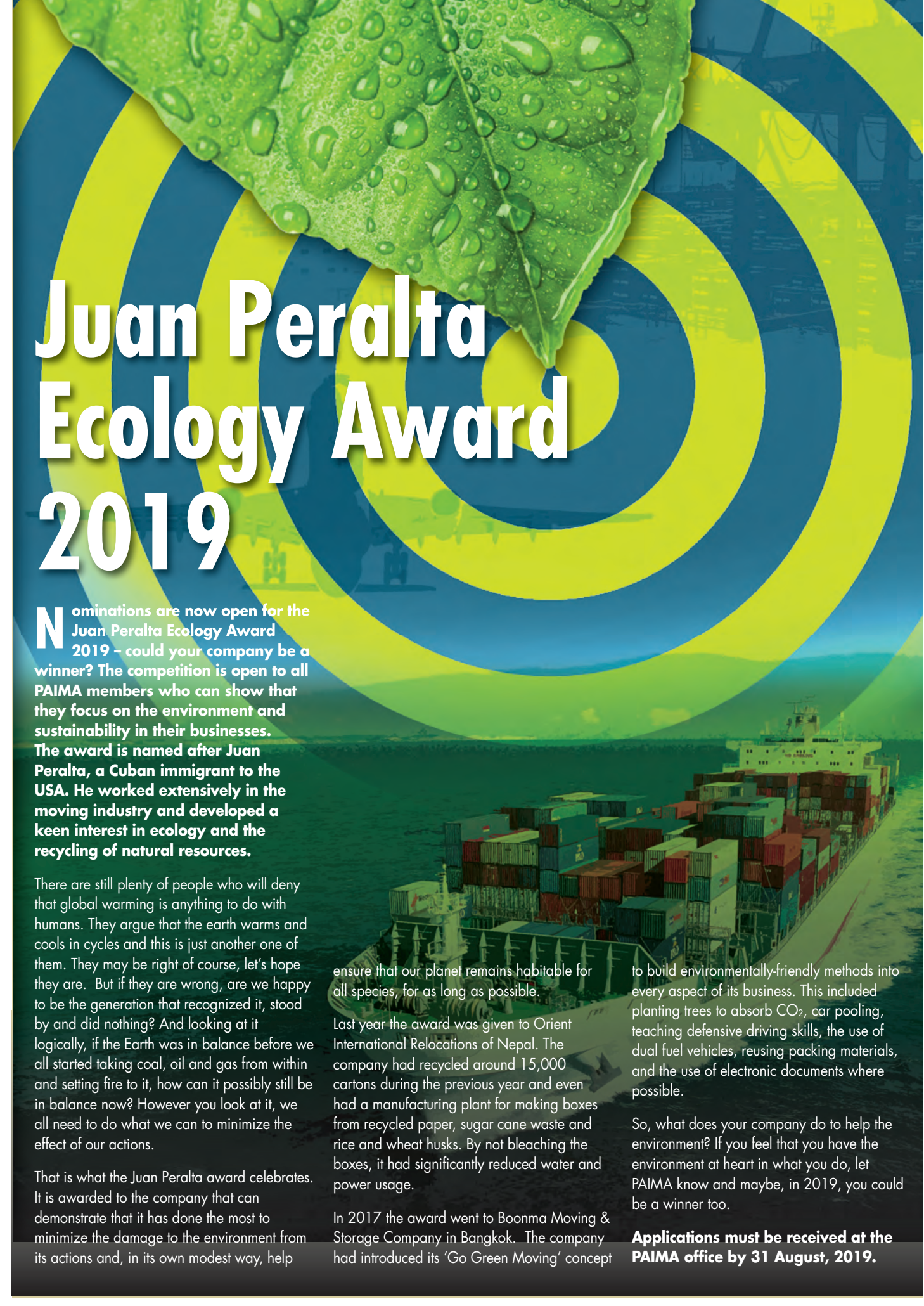


Singapore port trials Blockchain

The port of Singapore is planning to digitalize documentation, such as Ocean Bills of Lading (OBLs) using Blockchain technology. Blockchain is fast becoming recognized as 'the next big thing' in the digital revolution that could see the end of traditional shipping documentation.

Lam Pin Min, Singapore's Senior Minister of State for Transport and Health said: "These are significant milestones in the development of digital solutions for the sector. We must find a way for all these digital solutions and eco-systems to work together, only then can we achieve seamless digitization of trade - documentation across the board."





Juan Peralta Ecology Award 2019

Nominations are now open for the Juan Peralta Ecology Award 2019 – could your company be a winner? The competition is open to all PAIMA members who can show that they focus on the environment and sustainability in their businesses. The award is named after Juan Peralta, a Cuban immigrant to the USA. He worked extensively in the moving industry and developed a keen interest in ecology and the recycling of natural resources.

There are still plenty of people who will deny that global warming is anything to do with humans. They argue that the earth warms and cools in cycles and this is just another one of them. They may be right of course, let's hope they are. But if they are wrong, are we happy to be the generation that recognized it, stood by and did nothing? And looking at it logically, if the Earth was in balance before we all started taking coal, oil and gas from within and setting fire to it, how can it possibly still be in balance now? However you look at it, we all need to do what we can to minimize the effect of our actions.

That is what the Juan Peralta award celebrates. It is awarded to the company that can demonstrate that it has done the most to minimize the damage to the environment from its actions and, in its own modest way, help

ensure that our planet remains habitable for all species, for as long as possible.

Last year the award was given to Orient International Relocations of Nepal. The company had recycled around 15,000 cartons during the previous year and even had a manufacturing plant for making boxes from recycled paper, sugar cane waste and rice and wheat husks. By not bleaching the boxes, it had significantly reduced water and power usage.

In 2017 the award went to Boonma Moving & Storage Company in Bangkok. The company had introduced its 'Go Green Moving' concept

to build environmentally-friendly methods into every aspect of its business. This included planting trees to absorb CO₂, car pooling, teaching defensive driving skills, the use of dual fuel vehicles, reusing packing materials, and the use of electronic documents where possible.

So, what does your company do to help the environment? If you feel that you have the environment at heart in what you do, let PAIMA know and maybe, in 2019, you could be a winner too.

Applications must be received at the PAIMA office by 31 August, 2019.

Myanmar Express International Moving Services joins PAIMA

Myanmar Express International Moving Services based in Yangon has become the second company in Myanmar to join the PAIMA network. The long-established moving and relocation company was founded 55 years ago and is now in its third generation of family ownership.

The company's managing director Kyaw Min Lwin now handles the day-to-day running of the business working alongside his father Hla Shwe, who remains President/CEO. Myanmar Express has a team of 30 experienced personnel

handling domestic and international moves, worldwide air and sea freight forwarding, full relocation services, customs clearance and warehouse facilities.

During its 55 years of operation the company has developed many strategic partnerships with other international freight specialists and Kyaw Min Lwin and his team are now looking forward to expanding their international network by establishing new business relationships with other PAIMA members around the world.

Kyaw Min Lwin said, "As one of the most experienced moving companies in Myanmar, we are bound by our own perspectives, set in our own modern ways of moving and transport.

We are very proud to create history in this golden land of Myanmar."

Myanmar Express International Moving Services is also a member of the International Association of Movers (IAM), Myanmar International Freight Forwarding Association (MIFFA), the Asian Relocation Association (ARA), EUROVAN and DSP Relocation Singapore.

www.myanmarexpressmoving.com

Picture below: The team at Myanmar Express International Moving Services

As one of the most experienced moving companies in Myanmar, ... we are very proud to create history in this golden land of Myanmar.

Kyaw Lin Mwin
Managing Director,
Myanmar Express International
Moving Services

A photograph of three men standing on a grassy bank in front of the USS Connecticut (BB-39), a large blue battleship. The ship is docked in a body of water under a cloudy sky. The man on the left is wearing a white shirt and dark trousers. The man in the middle is wearing a light blue checkered shirt and khaki trousers. The man on the right is wearing a light blue striped shirt and dark trousers. They are all smiling at the camera.

New Haven Moving Equipment becomes an Affiliate Member

New Haven Moving Equipment has joined the PAIMA network as an Affiliate Member. The US-based company was founded in 1911 by David H. Lavine and is now owned and managed by his grandsons, James, Roger and Larry having taken over the reins from their late father Paul.

New Haven's distinctive logo - a silhouette of *HMS Dreadnought* - came about as a result of David's military service in Europe during WW1. He was moved by the sight of the ship and decided that if he survived the war, he would develop his then small textile business into something more substantial and lasting. He vowed that everything the company sold or manufactured must be done with the same pride and integrity symbolized by the *Dreadnought* and the soldiers he served with. That same principal remains at the heart of New Haven's business activities today.

The company employs 150 people and has fifteen depots throughout the United States offering over 5,000 high-quality product lines, most of which are available for next-day delivery within the US through New Haven's online store.

As well as serving its many customers in the US, New Haven also supplies products internationally and has established strong business relationships with customers across Central and Latin America, the Caribbean, Europe and many other countries across the globe. Customers can also place orders or obtain product advice by e-mail or by phoning one of its US depots.

New Haven's President, Larry Lavine said: "Joining PAIMA is a perfect fit for our company and will help us develop new business partners throughout the world. We are very willing to work with PAIMA members to review the products they are currently using and suggest alternatives that

may save them money. For example, in recent years we have increased our focus on corrugated packaging and the volumes and range we handle means our customers can often obtain items that are not available locally and also benefit from lower prices."

www.newhaven-usa.com

Pictured above: Roger, James and Larry Lavine

"Joining PAIMA is a perfect fit for our company and will help us develop new business partners throughout the world ..."

Larry Lavine
President, New Haven

ISO Standard for digital inventories

There is now an agreed Standard for digital inventories, developed by IAM (International Association of Movers) and available for the whole international moving industry to use. If adopted universally, the new Standard will help to remove confusion over terms on inventories, ensure that exceptions are correctly recorded and help to prevent potentially fraudulent claims on insurance policies.

The Standard for the numeric coding of inventories is ISO 17451-1:2016 and was first presented to the industry by IAM in Washington, DC last year. Erik Pettersson and Taavi Suorsa from Scan2Move have also been closely involved in its development and were, at that time, the only software company to have adopted the ISO Standard.

During the presentation Erik and Taavi highlighted the benefits of a common format for digital inventories. They explained that recording inventories digitally eliminated human error and prevented mistakes owing to bad writing, language difficulties or smudging. The information could easily be shared between customers, assignees, movers, agents, customs, shipping lines, RMCs, auditors and insurance companies, avoiding confusion and making the whole process faster and much more accurate. It was also possible to track individual items so that, if they were missing, it would be possible to identify at what point they were lost.

To comply with the Standard it is not necessary to switch software supplier, merely to request that a supplier maps its existing system to the new Standard. In doing so they will help to smooth the entire data collection and management process.

If adopted as the industry Standard worldwide it will make a significant contribution to improving the efficiency of the entire industry. It is likely, however, that software suppliers will be reluctant to make a change initially. If, however, enough of their customers insist that they adopt the Standard they will have little choice but to comply. For once, it appears, movers are in the driving seat.

Photo below: Erik Pettersson and Taavi Suorsa from Scan2Move presenting in Washington, DC.



“

”

Are you ready to face the power of reviews?

Jessica van Muijlwijk (pictured right), from Sirelo (part of TriGlobal), offers five tips to help you get the best out of your online reviews.



When was the last time you booked a hotel without first checking the reviews? We all read reviews, every consumer does, especially when it comes to booking a move. Research shows that 90% of consumers read online reviews before considering a business. Reviews have the power to grow or hinder your business, and the one person who has the biggest influence on how your company appears online, is you.

I work with moving reviews every day and have seen so many companies benefit from an interaction with reviews. My personal advice: incorporate reviews as part of your daily operation. This exposure will help grow your business and gain trust from your potential customers.

Here are 5 tips to get the best out of your reviews:

- **Ask every single customer to write a review about your business**

Most people think that limiting review-invites to only 'satisfied' customers is the best way to go. On the contrary, this will limit your page more than you know. When every single customer is asked to leave a review, you'll constantly be receiving new reviews, which keeps your profile relevant. The more reviews, the stronger and more transparent your online persona and profile will become. This will also ensure your page ranks higher on the platform and your company becomes more visible to the online customer.

- **Respond to every review**

53% of customers expect a reply to their online review within a week, so don't leave them hanging. Even if it's just a simple 'thank you', make sure to respond to each review. Not only is your reply 'on show' to the next prospective customer, it also allows you to share your part of the story in the case of a negative review.

When replying to a negative review ensure to explain yourself in a way that shows professionalism and vulnerability as this will almost always lower the impact of such a review. Research shows that potential customers are more likely to trust a moving company that admits to fault, and handles the error with professionalism, rather than a moving company with a perfect review score.

- **Negative reviews are a way to learn and improve**

Negative is the new positive. A negative review can be painful to receive, there is no shame in that. However, without feedback, we can't learn. Make the most of the situation and ask yourself what can be learned from this experience? You may end up thanking that customer in years to come for improving your service or helping you to avoid a negative review in the future.

- **Have reviews on more than one platform**

We all have to start somewhere, but remember to grow your feedback loops on multiple platforms and social media channels. This not only helps increase your online presence, but it shows you're willing and open to receive feedback. In other words: if you believe you deliver a good service for which your customers are mostly satisfied; why not let them share their experience online?

Confining reviews to just one place (or even worse, not having online reviews at all), makes consumers beg the question as to why this is? A company that is afraid of receiving reviews must be hiding something, right? Don't be afraid to put yourself out there as that's what consumers expect nowadays.

- **Save money – use free review platforms**

There is nothing wrong with paid review platforms such as Trustpilot and Reviews.co.uk except that you have to pay of course. Many professionals don't realise that free and industry-specific options exist. Social media and Google are well known for offering a free service, but more recently, specialized moving-industry platforms have also joined the mix, such as Sirelo.org and Mymovingreviews.com.

Reviews have the power to not only influence tomorrow's customer, but also help companies learn about their business and increase their online presence. Reviews are an essential component of doing business in this day and age and you have the power to influence how this goes. More than 88% of consumers trust online reviews as much as a personal recommendation. So, what are you waiting for?

For more tips, or to know more about Sirelo.org please don't hesitate to contact me on reviews@sirelo.org.

Bio

Jessica van Muijlwijk is consumer interactions manager for Sirelo, which is part of TriGlobal. She has worked with TriGlobal for three years and has managed reviews since Sirelo's launch two years ago.

Letter to The Editor

Re: Ray daSilva at PAIMA, Issue3, 2018, page 20.



Dear Sir

In the **PAIMA Report** issue number 3, I was quoted in remarks that I made at their annual conference. One of the remarks suggested that the US government created the current truck driver shortage in the United States. While the US government, which is the single largest moving customer in the world, is affected by the driver shortage; it would not be accurate to say that they are a direct cause.

There are many causes including the independent contract relationships of movers with their drivers who are paid on the gross amount, usually a percentage of transport/handling rates.

As independent businessmen, they are expected to pay taxes, insurance, compliance fees, claims, etc. which have risen to the point where they are not making a living wage after all the deductions. There are many other factors at work and an entire article could be devoted to the business, environmental, regulatory and other issues that are severely impacting independent contract drivers in the US.

Ray daSilva
Mobility Exchange, LLC

New PAIMA member in Argentina

Neygi Moving & Relocation has become the latest company in Argentina to join the PAIMA network. The Buenos Aires-based company was founded in 2014 by its present CEO Jorge Reguera Azcuenaga and his two sons Manuel and Matias (pictured right).

Jorge is no stranger to the international relocation industry having previously worked for a number of leading companies during the past 30 years, fifteen of them with Crown Relocations where he was latterly country manager for Argentina. When Crown closed its Latino America offices in 2014 Jorge recognized an opportunity and started Neygi Moving.

Jorge said, "I believed it was time to start my own business that my sons could also share in. I'd had lots of experience helping others with start ups during my time at Crown, I had good contacts throughout the world and most of all, I knew how to do business in Argentina."

During the last five years Jorge and his sons have formed a team of highly trained people who are experts in every aspect of the international moving business from relocation services to packing, delivery and dealing with customs procedures, visas and immigration. As a relatively small family business the emphasis is always on personal attention, professional ethics, and a high-level of communication throughout the move.

"I have long admired PAIMA as a very strong organization and we are all excited to now be a part of it," said Jorge. "We are looking forward to working closely with other PAIMA members to develop our company and help others do business in Argentina."

Neygi Moving & Relocation is also a member of the International Association of Movers (IAM), Asian Relocation Association (ARA) and EUROMOVERS.

www.neygimoving.com

NEYGI 善
MOVING, RELOCATION & FINE ART

*Best things in life,
aren't things.*

YOUR RELOCATION PARTNER IN ARGENTINA

Neygi Moving & Relocation

Marcelo T. de Alvear 934, Floor 6 Suite 26, CABA, Buenos Aires, Argentina

Tel: +54 11 4328 7047 / Mobile: +54 911 3796 8564

Email: moving@neygimoving.com

www.neygimoving.com



PAIMA tonnage worldwide

The following table shows the tonnage exchanged between PAIMA members as of 14 March, 2019

Total Booked

1,086

Total Booked Tonnage

4,729,494

TONNAGE REPORT					
Company	Total Booked	Booked Tonnage	Company	Total Booked	Booked Tonnage
AIRES, Pittsburgh, USA	142	545,379	EXPRESS TRANSPORTS, S. A. Lima, Peru	7	50,837
DEWITT MOVE WORLDWIDE, San Diego, USA	91	410,951	AMR INTERNATIONAL RELOCATION, Shanghai, China	15	48,678
CARL HARTMANN GMBH & CO KG, Bremen D-28195, Germany	72	407,848	CONROY REMOVALS LTD., Napier, New Zealand	8	46,480
G-INTER TRANSPORTES LTDA, Barueri / São Paulo, Brazil	51	228,930	MULTI TRANSPORTES MEX, S.A. DE C.V., Mexico City, Mexico	10	44,838
RODI CARGO INTERNATIONAL, Miami, USA	45	225,458	MUDANZAS GOU, S. A. DE C. V., Azcapotzalco, Mexico	10	41,113
SWISS MOVING SERVICE AG, 8952 Schlieren Zurich, Switzerland	27	174,312	FRIEDRICH KURZ GmbH, 35578 Wetzlar, Germany	7	40,097
STEVENS INTERNATIONAL, Fort Wayne, USA	47	169,101	BALBOA MOVERS, INC., Panama City, Panama	10	37,647
EXPRESS INTERNATIONAL GROUP, Cairo, Egypt	11	157,456	EUROPEAN REMOVAL & STORAGE CO., Taastup, Denmark	8	36,423
GLOBAL MOVING AND SHIPPING BV, Vught, Netherlands	52	156,453	DEMECO SAS, Vincennes, France	15	34,894
MOVING SYSTEMS S.A.C., Lima 1, Peru	24	140,782	EUROPEAN RELOCATION SERVICES, Marseille, France	9	33,771
AUTOTRANSPORTES INTERNACIONALES S DE R. L. DE C.V, Mexico City, Mexico	23	130,616	CIME, Tlalnepantla, Mexico	2	30,890
MAGNA THOMPSON INTL MOVERS LTD, Johannesburg, South Africa	17	110,355	BLISS MOVING & LOGISTICS SRL, Rome, Italy	15	29,913
MUDANZAS INTL GLOBAL, C.A., Caracas, Venezuela	51	107,322	SMART RELOCATORS PTE LTD, Singapore, Singapore	6	22,706
MERCOVAN ARGENTINA SRL, Buenos Aires CP 1429, Argentina	19	99,061	EDELWEISS SPEDITION, Martinez, Argentina	4	20,700
WICKMAN WORLDWIDE SERVICES, INC., Fishers, USA	15	93,730	MASSTRANS FREIGHT L.L.C., DUBAI, UAE	3	19,422
TEAMWORK INTL. MOVING, Osasco – São Paulo – CEP, Brazil	23	88,462	BOONMA MOVING & STORAGE CO LTD., Bangkok, Thailand	10	17,010
UNIPACK GLOBAL RELOCATION, Carlsbad, USA	28	85,563	MYANMAR EXPRESS INTERNATIONAL MOVING SERVICES CO., LTD., Yangon, Myanmar	5	16,482
SWISS GLOBAL MOVERS, Guatemala City, Guatemala	27	81,494	MUDINMAR, Valencia, Spain	1	13,007
GALLEON INT. SHIPPING CO. LTD, Aveley Essey, United Kingdom	16	78,759	GLOBAL INTERNATIONAL RELOCATION, Sintra, Portugal	4	12,793
HUMBOLDT INTERNATIONAL, Boston (Canton), USA	18	75,474	PIONEER MOVERS SDN BHD, Kuala Lumpur, Malaysia	6	11,296
GERSON & GREY TRANSPORTES LTDA., Sao Paulo, Brazil	14	74,295	GLOBAL MOVING & STORAGE LTD, Yangon, Myanmar	5	9,530
NFB INTERNATIONAL RELOCATIONS AS, 1351 Rud (Oslo), Norway	27	70,039	ABC MUDANZAS S.A., San Jose, Costa Rica	2	8,967
MUDANZAS INTERNATIONAL., Tegucigalpa, Honduras	17	68,005	MEXPACK INTERNATIONAL REMOVALS, Mexico City, Mexico	1	8,481
BURKE BROS MOVING GROUP LTD., Wolverhampton, United Kingdom	8	64,014	A-CROSS CORPORATION, Tokyo, Japan	7	6,967
GLOBAL PACKING INTERNATIONAL MOVERS LTDA, Rio de Janeiro, Brazil	20	58,276	PREMIER RELOCATION LTD, Sutton, UK	1	5,825
MORENO INTL., S.A. DE C.V., Monterrey, Mexico	3	55,608	SERVILE RELOCATIONS PVT LTD., Mumbai, India	6	5,773
CONOTE SERVICES LIMITED, Nigeria	7	55,354	CLINTUS NETWORK LIMITED, New Delhi, India	1	4,806
JJ MARI INTERNATIONAL MOVERS, Caracas, Venezuela	10	53,873	SANCALSA INTL SERVICES, San Pablo Xalpa, Mexico	2	2,700
			ROYAL RELOCATIONS MALAYSIA, Selangor, Malaysia	1	1,342



Welcoming South Korea's oldest international moving company

Pumyang Shipping was established in 1976 and claims to be South Korea's oldest international moving company. The company has recently joined PAIMA after Kim Joo Young, the company's logistics consultant and manager attended the Washington conference as a guest.

Once again it was PAIMA Director Matthias Tischer who was the catalyst. Joo said that his company already had a good working relationship with Carl Hartmann in Germany and it was at Matthias' recommendation that he came along to the meeting in DC.

The company was started by Joo's father Kim Jung Kyu. He had been working with a logistics company when he had the opportunity of buying the international moving part of the business. "It was very hard for him in the early days," said Joo. "He had to work very long hours to make the business a success."

Joo himself studied in Baltimore for three years and said his father did not put any pressure on

him to return to the business. However, around 10 years ago he did move back to Seoul and has been working there since, learning the business from the ground up and now focuses on building international relationships.

Pumyang has now grown into a substantial company. As well as its head office in Seoul, where it also has a 3,300 sq met (35,500 sq ft) warehouse, the company has a representative office in the country's main port of Busan as well as branch offices in its main US markets of San Francisco, Los Angeles, New York, Atlanta and Houston, and has offices in Shanghai and Tangjin in China. The company employs 40 people in Seoul alone.

As might be expected, around 50% of the company's import work comes from the USA. It exports approximately 30% of its tonnage back to the USA with the remaining 70% being spread throughout Southeast Asia, the Middle East and Europe which includes a mix of private, corporate and diplomatic work.

The company handles around 1,000 outbound and 2,000 inbound shipments every year. It's all international as international moving companies are forbidden from providing domestic moving services in Korea.

Joo said that the members of staff at his company are very proud of its heritage and the quality of the work it does. He is also delighted to be a member of PAIMA, saying that he was "very impressed" with the conference and very much enjoyed having the opportunity of talking properly with friends and partners. "This is why we joined PAIMA," he said.

Photo above: Staff members from the import, export, marketing, general affairs, accounts, logistics and exhibitions departments of Pumyang with Kim Jung Kyu (back row left) and Kim Joo Young (back row right).

www.pumyang.com



SINCE 1976

PUMYANG SHIPPING

*50 years of passion,
100 years of trustworthy company!*



We move family, not just freight.

Your dream partner is PUMYANG!!



pumyang@pumyang.com | www.pumyang.com

PAIMA@35

A look at the past, present and future of PAIMA as it passes yet another milestone

The word 'family' is often used when talking about PAIMA. It's not unique of course, many organizations think of themselves in the same way, but as PAIMA passes its 35th anniversary, it is perhaps even more a time for family to stick together.

PAIMA was born in 1984 when a group of ten American moving companies were all experiencing difficulties joining LACMA. Rather than fight against the system, those founding father companies chose to 'do it themselves'. With the aid of US\$500 a head to cover the set-up costs, and the invaluable help of Abdel Cohn of Kora Transportation who picked up the bill for the first meeting, PAIMA went from dream to reality. Abdel was PAIMA's first president, the manager of the office for the first five years and PAIMA's first paid employee.

Since then PAIMA has grown and matured just as any family does. In the 1990s LACMA revised its rules which allowed some PAIMA members to join and, therefore, be able to affiliate to FIDI. Many PAIMA members today are FIDI/FAIM certified. Another breakthrough came in 2001 when the American Moving & Storage Association (AMSA) made its RIM® (Registered International Mover) program accessible to PAIMA members. In 2009 it was proposed that LACMA and PAIMA should merge however the PAIMA members rejected the idea.

There have been many other milestones along the way. The introduction of the tonnage report by Henry Moise; training seminars in Spanish and Portuguese; the launch of the *PAIMA Report* with the extraordinary Colin Quarrington as its editor; the appointment of Regional Directors; Ceciel Marie de Janon and Zohaila, the secretaries in Panama; Sherry Williams and Michelle St. Cyr in Fort Lauderdale; the Juan Peralta ecology

award; the PAIMA golf tournament (eek!), many, many wonderful PAIMA conferences now with the addition of one-to-one meetings; compulsory conference attendance; the student exchange program; the new-look *PAIMA Report* edited by Steve Jordan launched in 2015; and the arrival of the new Executive Director Antonio Tremols in 2016 and the opening of the Miami office.

But the biggest change is in the PAIMA membership. In 35 years it's grown from ten to over 150 members, but it's not the numbers themselves that matter. In the last five years especially PAIMA has spread its wings. What started as an essentially American organization has blossomed to include members in 61 countries as far afield as China, Egypt, Ethiopia, India, Latvia, Myanmar, Nigeria, Qatar, Russia, Taiwan and Zimbabwe. "We have worked very hard over the last few years to expand our membership to cover areas in which we were under represented," said Antonio Tremols. "It's very important to us to provide our members with high-quality, reliable trading partners in as many countries as we can."

Earlier this year, Laura May Carmack and Roeland Delfgaauw travelled to Panama and unearthed PAIMA's old records that had been in storage since the closure of the office there. What will forever be known rather dramatically as '*The Panama Papers*' provided fascinating reading. They included *PAIMA Reports* dating back to 1999. The stories showed that there was a great emphasis at that time on making sure that PAIMA members had ISO, FAIM or AMSA certifications. The Juan Peralta award was also well reported. Most striking, perhaps, was the longevity of many of the members who had formed the backbone of the organization,

The operation

PAIMA has the responsibility to:

- Promote Business amongst its members.
- Resolve, monitor and arbitrate claims between members.
- Offer Training and certification of the latest standards.
- Conduct frequent communication with emphasis on educational and informative benefits such as the RIM and Packers Seminar.
- Operate on a democratic principle.
- Assure highest ethical standards and professionalism of its members.
- Maintain standards of service in the industry.
- Contribute to the commercial development of the members through mutual tonnage reports.
- Motivate members with commercial exchange and environmental performances in the moving industry by

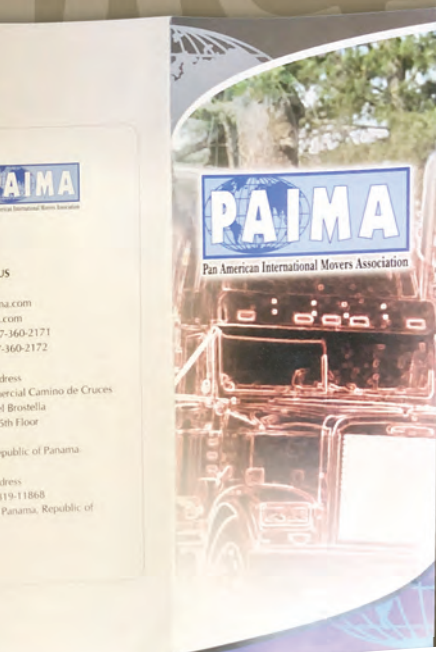
Award for best commercial exchange and the Juan Peralta Ecology Award for the Best environmental up keeping.

- If you are interested in becoming part of this great endeavor and increment your business relations with other members of the moving industry, then contact our offices so we can provide you with more detailed information on how to become a PAIMA member.



some since its inception. "It's my intention to scan these old *PAIMA Report* magazines and add them to our website to update the historical record," said Tony.

"Roeland and I had a good time in Panama to retrieve the old documents," said Laura May. Apparently, we saved every check issued and every fax from every membership file. The fax printouts were so old that the paper had faded so no evidence of print existed. We had files of vanished fax papers!"



Who we are?

The Pan American International Movers Association (PAIMA) founded 1985 by 16 owners of major international moving companies. Business men who saw the need and the opportunity to create an association that could represent companies from all the Americas: Canada, United States of America, the Caribbean, Central and South America.

PAIMAs founders had the vision to create an association conformed by

only the most reputable moving companies and who would be interested in improving their own business and the moving industry.

The Associations responsibility and compromise to its members was to represent, increase and protect their business, in a democratic way. Over twenty years later PAIMA is proud that it has managed to accomplish its main objective.

Amongst our duties is the promotion of a positive image of the international moving industry by continuously involving ourselves in the improvement of quality of the service offered by its members.

As an association we are committed to help and motivate all our members to become certified by the ISO 9002, FAIM or RIM.

This unprecedented decision, a first by any moving association, was overwhelmingly approved by its members and they all have the commitment to by certify by any of these bodies by the year 2008.

If a member of the moving industry would like to become a part of our association they can be certain that they would be part of a serious organization and that all its members have an economic stability and solid reputation in the moving industry.

Our members

PAIMA is conformed by Active, Associate and Affiliate Members. Our Active members are companies from the moving industry in the Americas. Our Associate members are companies outside of the Americas from Continents such as Europe and the Middle East. In order to provide a better perspective and to invite a diversity of companies to be part of our association.

enable our members to enhance their business relations with all the entities and companies involved in the moving industry. Our Affiliate Members such as, Shipping Companies, Relocation Companies, Solicitors, Insurance Brokers and Custom Brokers and any other company involved in the moving industry are some that form part of our association. As the association grows so does the services and standards that we provide for our members.



HHGFAA I Miami. "He said: 'Come and join PAIMA, you'll like it,' – but I was loyal to LACMA. Last year I ran into Ramon again and he just smiled and said: 'Congratulations, with the elections, Mr. President of PAIMA'."



Many people have fond memories of PAIMA. Laura May said her first PAIMA conference was in Honolulu where she found herself snorkeling, drinking beer and singing German songs. "One of my new PAIMA friends became my cousin Ray, and another my Uncle Andy," she said. "That's what I like most about PAIMA: those slow and steady friendships built over coffee and in some cases, snorkeling."

George Naumann said he first came to PAIMA having been tempted away from a golf match by Thomas Schmidt who promised him "The best ever convention breakfast". He's now been on the Board since 2006 and is the current treasurer. "I'm very proud that the members entrusted me the PAIMA money."

PAIMA had a big effect on Gary Burke too. "Melanie and I were so impressed with Panama that I decided to buy property there which I never regretted," he said. "I've felt like the English Latino this last 18 years as I have developed many friendships with members."

PAIMA President Lars Lemche first heard of PAIMA from Ramon Sierra while attending

But, although PAIMA has undoubtedly come a long way in the last 35 years, it could be argued that its biggest challenges are yet to come. The moving industry worldwide is under pressure to provide customers with more, for less, and it is at this time that the real benefits of being part of a strong family are felt most acutely. "The last 35 years have bound us together and that closeness is particularly important today," said Tony. "We need to work together, share ideas and use the genuine and lasting relationships we have forged to help us stay strong. In these testing times I believe it will be cooperation and understanding that gets us through and PAIMA is ideally placed to provide just that."

The moving industry, just like all others, is developing more quickly than ever before. Technology is driving our businesses, customers are changing, attitudes have shifted. How will it look in another five years? Nobody knows. But what is certain is that those companies in PAIMA,

with the support and joint knowledge of the group, will be best placed to meet the challenges, whatever they are.

Photographs

1. Rafael Moreno and Pat Toscano
2. Joseph and Monica Pauley
3. Abdel Cohn, Raquel Castanon and Joseph Pauley
4. Sherry Williams and Terry Head
5. Laura May Carmack sifts through 'The Panama Papers'





Premier Relocation: PAIMA's new member in London

Premier Relocation in South London has joined PAIMA. As a relatively new company on the UK international moving scene, having started only five years ago, its Director Andy Wells and Operations Manager Vlad Piskla have carved out a good reputation for themselves, especially with VIP clients. In fact, some of Andy's earliest clients were premiership footballers: Thierry Henry, Fernando Torres, Cesc Fabregas and John Terry.

The company grew quickly and now has a loyal workforce, an expanding vehicle fleet and, only last summer, moved to a new warehouse in South London making the company one of only two PAIMA members in the Greater London area (the other being Galleon International, to the east of the city).

Andy focuses on customer service having previously worked with American Airlines looking after its first-class passengers. But he is

quick to point out that it is his staff who should take the credit for the success of the business so far. He is full of admiration for them. "I wouldn't be anywhere without my boys," he said, "and I make sure they know it."

So why did Andy choose to join PAIMA now? "We already work with five PAIMA members," he explained, "and they told me that it's a friendly organization with a great conference every year."

We are now one of only four PAIMA members in the UK and we are the closest to central London. I see that as a positive. We have nothing to lose and everything to gain by joining PAIMA and look forward to getting to know everyone even better."

Photograph above: Left to right Lee Bignell, Dan Lynham, Vlad Piskla, Dan Keogh, Ron Bentink and Daniel Norton
Photograph below: Andy Wells

www.premier-relo.com





International pet health certificates

Air Animal explains

International pet health certificates are required entry documents for all pets traveling outside the US. Most countries including the European Union, the United Kingdom and the United Arab Emirates require US Department of Agriculture export endorsement. Here's how the process works.

Pet owners make appointments with USDA-accredited veterinarians who examine the pets. The veterinarian verifies the microchip in the pet and logs the number on the paperwork. The veterinarian signs the documents and sends the paperwork to the USDA for endorsement. Microchips must always be present before rabies vaccinations when they are required by the destination. If the pet does not have a microchip, the veterinarian can insert an International Standards Organization-compatible microchip appropriate for the destination. If rabies revaccination is required, travel will be delayed.

International health certificates are generally valid for 10 days - sometimes less - depending on the destination country. Please plan ahead at least 30 days for international pet health certificates, processing and scheduling veterinary visits. For some countries, an

additional veterinary visit shortly before flight is required.

These four basic steps must be followed in order:

- Microchip the pet for identification purposes.
- Certify a current rabies vaccination. If the pet enters the UK or EU with a current three-year rabies vaccination which is more than one year old, then additional documentation will be required.
- At least 21 days after the most recent rabies vaccination, book an appointment with a USDA-accredited veterinarian to issue an international pet health certificate. The veterinary appointment for the international health certificate must be within the time frame required by the destination.
- USDA export endorsement.

Health certificates for US moves are good for 10 days from the date issued.

For Pets on the Move®, Air Animal offers global health certificate services in addition to full-service pet relocations. In Tampa Bay, experienced veterinarians complete all the complicated USDA forms right in their office



and overnight them to the USDA. Elsewhere in the US, Air Animal completes the forms and overnights them to the client's chosen USDA-accredited veterinarian. The service includes an overnight envelope to ship signed paperwork to the USDA for export endorsement.

Air Animal's experienced move managers are available to walk veterinary practice staff through the process and timelines by phone for our mutual clients. Air Animal is pleased to accept health certificate clients from all over the United States.

Learn more about country requirements for importing pets at airanimal.com.

Are your clients demanding smart moving solutions?

Give them the bird.

RODI provides turnkey solutions that simplify your entire relocation process. We specialize in local and international home and office moves for corporate, government and private clients, as well as the transportation of automobiles. One point of contact - from move initiation to completion. RODI. The bird is the word.



Miami 305.863.9005 | Puerto Rico 787.647.1892 | rodicargo.com

PAIMA MEMBERS



2019

Argentina <ul style="list-style-type: none"> ■ ARGENVANS TRANSPORTES ■ EDLEWEISS SPEDITION ■ MERCOVAN ARGENTINA SRL ■ NEYGI MOVING SRL 	Chile <ul style="list-style-type: none"> ■ ALS MOVERS (CHILE) S.A. ■ AMERICAN MOVING SERVICES (AMS) ■ REMSSA S.A. 	Fiji Islands <ul style="list-style-type: none"> ■ FREIGHT SERVICES FIJI LTD 	Indonesia <ul style="list-style-type: none"> ■ ACE INTERNATIONAL ■ PT KELLYS EXPRESS
Australia <ul style="list-style-type: none"> ■ CHESS J. WILSON REMOVALS - MELBOURNE 	China <ul style="list-style-type: none"> ■ AMR INTERNATIONAL RELOCATION ■ NEWLAND INTL MOVING 	France <ul style="list-style-type: none"> ■ DEMECO SAS ■ EUROPEAN RELOCATION SERVICES ■ LES GENTLEMEN DU DEMENAGEMENT ■ NEER SERVICE FRANCE ■ SOGEDEM EUROPACKING 	Ireland <ul style="list-style-type: none"> ■ CARELINE
Bolivia <ul style="list-style-type: none"> ■ EXPRESS CARGO SERVICES S.R.L. ■ INBOLPACK SRL ■ TOTAL BOLIVIAN MOVERS 	Colombia <ul style="list-style-type: none"> ■ JB LOGISTICS LTDA ■ TRANSPACK LTDA 	Germany <ul style="list-style-type: none"> ■ CARL HARTMANN GMBH & CO KG ■ FRIEDRICK KURZ GMBH ■ HENK INTERNATIONAL ■ SCHENKER DEUTSCHLAND AG 	Israel <ul style="list-style-type: none"> ■ SONIGO INTERNATIONAL SHIPPING & MOVING
Brazil <ul style="list-style-type: none"> ■ ATLANTIS INTERNATIONAL ■ BRAZIL LINK MUDANCAS LTDA - ME ■ CONFIANCA MUDANCAS & TRANSPORTES LTDA ■ COSMOPOLITAN TRANSPORTES LTDA ■ G INTER (GRANERO INTERNATIONAL) ■ GERSON & GREY TRANSPORTES LTDA ■ GLOBAL PACKING INTERNATIONAL MOVERS LTDA ■ TEAMWORK INTERNATIONAL MOVING ■ TRANSWORLD MUDANCAS LTD 	Costa Rica <ul style="list-style-type: none"> ■ ABC MUDANZAS ■ APA WORLDWIDE MOVERS 	Guatemala <ul style="list-style-type: none"> ■ SWISS GLOBAL MOVERS 	Italy <ul style="list-style-type: none"> ■ CITTADINI S.p.A. ■ BLISS MOVING & LOGISTICS ■ T&T SERVICES INTL
Canada <ul style="list-style-type: none"> ■ CANADIAN ASSOCIATION OF MOVERS (CAM) ■ INTERCONTINENTAL VAN LINES, INC ■ OUTAOUAIS MOVING INC ■ TIPPET RICHARDSON 	Denmark <ul style="list-style-type: none"> ■ EUROPEAN REMOVAL & STORAGE CO 	Honduras <ul style="list-style-type: none"> ■ MUDANZAS AIRLIFT INTERNATIONAL ■ MUDANZAS INTERNATIONAL 	Japan <ul style="list-style-type: none"> ■ A-CROSS CORPORATION ■ KOKUSAI EXPRESS
	Dominican Republic <ul style="list-style-type: none"> ■ I&G INTERNATIONAL MOVERS, S.A. ■ LA ROSA DEL MONTE ■ LATINO EXPRESS, S.A 	Hong Kong <ul style="list-style-type: none"> ■ RELOSMART 	Latvia <ul style="list-style-type: none"> ■ FF INTERNATIONAL MOVERS
	Egypt <ul style="list-style-type: none"> ■ EXPRESS INTL GROUP 	India <ul style="list-style-type: none"> ■ CLINTUS NETWORK LIMITED ■ IGL RELOCATION ■ LINKINDIA LOGISTICS PVT LTD ■ P.M. RELOCATIONS PVT LTD ■ SERVILE RELOCATIONS PRIVATE LIMITED 	Malaysia <ul style="list-style-type: none"> ■ SUBALIPACK (M) SDN BHD ■ PIONEER MOVERS ■ ROYAL RELOCATIONS MALAYSIA
	El Salvador <ul style="list-style-type: none"> ■ MUDANZAS INTERNACIONALES, S.A. (MUDISA) 		Mexico <ul style="list-style-type: none"> ■ AUTOTRANSPORTES INTERNATIONAL ■ CIME COMPANIA INTERNACIONAL DE MUDANZAS Y EMBARQUES SA DE CV ■ MEXPACK INTERNATIONAL REMOVALS ■ MORENO INTERNATIONAL, S.A. DE C.V. ■ MUDANZAS GOU ■ MULTI TRANSPORTES MEX, S.A. DE C.V. ■ SANCALSA INTERNATIONAL SERVICES ■ TRAFIMAR RELOCATION SERVICES, S.A. DE C.V. ■ TRANSCONTAINER
	Ethiopia <ul style="list-style-type: none"> ■ GREEN INTERNATIONAL LOGISTICS 		

PAIMA MEMBERS



Myanmar

- GLOBAL MOVING & STORAGE LTD
- MYANMAR EXPRESS INTERNATIONAL MOVING SERVICES CO. LTD

Nepal

- ORIENT INTL. RELOCATIONS

New Zealand

- CONROY REMOVALS LTD

Nicaragua

- MUDANZAS MUNDIALES, S.A.

Nigeria

- KOEMAN NIGERIA LTD
- CONOTE SERVICES LTD

Norway

- NFB INTERNATIONAL RELOCATIONS

Panama

- BALBOA INTERNATIONAL, S.A.
- BLU LOGISTICS
- PANAMA INTERMOVING RELOCATIONS

Paraguay

- ASUNCION VANPACK SRL

Peru

- ATLAS INTERNATIONAL SERVICE, S.A.
- DOOR TO DOOR TRANSPORTS, S.A.C.
- EXPRESS TRANSPORTS, S.A.
- MOVING SYSTEMS S.A.C.

Philippines

- GOETZ MOVING & STORAGE, INC

Portugal

- PREMIER INTERNATIONAL MOVERS
- GLOBAL INTERNATIONAL RELOCATION

Puerto Rico

- GARCIA TRUCKING SERVICE, INC
- LA ROSA DEL MONTE (PUERTO RICO)
- RODI CARGO INTERNATIONAL GROUP (PUERTO RICO)

Qatar

- INTEGRATED LOGISTICS

Russia

- TERRA MOVING

Singapore

- CROWN LINE PTY LTD
- GEOMETRA WORLDWIDE MOVERS PTE LTD
- ORIENT EXPRESS FORWARDING PTE LTD
- RAFFLES RELOCATION & MOBILITY
- SMART RELOCATORS PTE LTD

South Africa

- MAGNA THOMSON INTERNATIONAL MOVERS (PTY) LTD

South Korea

- HIGH RELOCATION WORLDWIDE - KOREA
- PUMYANG SHIPPING CO. LTD

Spain

- GRUPO AMYGO, S.A.
- MUDANZAS TRALLERO, S.A.
- MUDINMAR

Sri Lanka

- TRANS-GLOBAL RELOCATIONS (PVT) LTD

Switzerland

- SWISS MOVING SERVICE AG

Taiwan

- GREEN VAN INTERNATIONAL CO, LTD

Thailand

- BOONMA MOVING & STORAGE

The Netherlands

- GLOBAL MOVING AND STORAGE

Turkey

- MCS LOGISTIK INTERNATIONAL

U.S. Virgin Islands

- BOB LYNCH MOVING & STORAGE, INC

United Arab Emirates

- FUSION SPECIALIZED SHIPPING
- ISS WORLDWIDE MOVERS
- MASSTRANS FREIGHT LLC
- TOTAL MOVING & STORING LLC

United Kingdom

- ARROWPAK INTERNATIONAL MOVERS
- BURKE BROS MOVING GROUP LTD
- GALLEON INTERNATIONAL SHIPPING CO, LTD
- PREMIER RELOCATION LTD

Uruguay

- INTERTRAFIK SRL

USA

- AIR ANIMAL PET MOVERS

USA (continued)

- AIRES
- BLASON INTERNATIONAL MOVERS
- DEWITT MOVE WORLDWIDE
- G-INTER - USA
- HUMBOLDT INTERNATIONAL
- INTERAMERICAN MOVERS & FORWARDERS LLC
- LA ROSA DEL MONTE USA
- MITCHELL MOVING & STORAGE
- NEW HAVEN MOVING EQUIPMENT
- OMEGA FORWARDING GROUP, LLC
- RELOCATION INSURANCE GROUP
- RODI CARGO INTERNATIONAL
- SENTRY INTERNATIONAL - DBA SUDDATH INTERNATIONAL
- STEVENS INTERNATIONAL
- TG INTERNATIONAL INSURANCE BROKERAGE, INC
- UNIPACK GLOBAL RELOCATIONS
- WICKMAN WORLDWIDE SERVICES, INC

Venezuela

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

Vietnam

- ASIA PRIME RELOCATION

Zimbabwe

- CHAVILON INTERNATIONAL MOVERS & LOG. LTD.



It's Your World. We'll Move It.

THE DEWITT COMPANIES



The DeWitt Companies is an integrated network of five sister companies that provides logistics services for corporate, government and NGO clients all over the world.

- **DOD, GSA, NGO-approved**
- **Customized Logistics Solutions**
- **Specializing in Hawaii, Guam and Alaska**

DEWITTMOVE.COM
info@dewittmove.com

Proud member of



PAIMA

CALLING ALL MEMBERS!



**The PAIMA Report
relies on your stories.**

If you have anything you
would like to tell your

PAIMA partners: new members
of staff, new services, new facilities,
charitable activities, and your thoughts about
the industry in general, please tell *PAIMA
Report*, and we'll tell everyone else.

**Please send your information,
and photographs, to the editor,
Steve Jordan, at
steve@thewordsworkshop.co.uk.**



CONROY REMOVALS

HELPING YOU MOVE AHEAD



Your One Stop Shop Down Under

With over 45 years experience in the Australian and New Zealand markets there isn't much we haven't seen. Through all of this, Conroy Removals continues to demonstrate it's dependability by delivering confidence to you and your valued clients.

AUSTRALIA

rates@conroyremovals.com.au
conroyremovals.com.au
facebook.com/conroyremovalsaus

NEW ZEALAND

rates@conroy.co.nz
conroy.co.nz
facebook.com/conroyremovalsnz

PAIMA REGIONAL DIRECTORS



Region I - North America - Canada & Mexico

Alexandra Schmidt

Mexpack International Removals
Mexico City, Mexico
Email: info@mexpack.com

Steve Dozois

Humboldt International
Boston, Massachusetts
Email: sdozois@humboldt.com

Region II - Central America & Caribbean

Fabian Ortiz

APA Worldwide Movers
San Jose, Costa Rica
Email: fortiz@apaworldwidemovers.com

Region III - South America

To be confirmed

Region IV - Europe

Bjorn Carlsen

NFB International Relocations AS
Norway
Email: bjorn.carlsen@nfbir.com

Region V - Africa

Kehinde Arowoselu

Koeman Nigeria Limited
Lagos, Nigeria
Email: arowoselu@koemannigeria.com

Region VI - Middle East

Arvind Joshi

Clintus Network Limited
New Delhi, India
Email: clintus@del2.vsnl.net.in

Region VII - Asia

Sudeep Shah

Orient International Relocations
Kathmandu, Nepal
Email: moving@orientfreightgroup.com

Region VIII - Australia/New Zealand

Fiona Conroy

Conroy Removals
Auckland, New Zealand
Email: fionac@conroy.co.nz