

PAIMA REPORT

Issue 2, 2018



The Future of Container
Shipping Pg 11



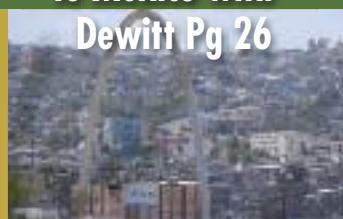
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The Magazine of the Pan American International Movers Association



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...more than dots on a map

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Together we are stronger

It's been a long time since I ran into Ramon Sierra at an HHGFAA convention in Miami who asked if I would be interested in becoming a member of PAIMA. He was the president of PAIMA at that time. I didn't know about PAIMA then, so showed no real interest, but today I am very proud to be your president and a member of the great family.

One major area that has changed in the last few years is compliance: GDPR, ISO, FAIM, IAMX database, C-TPAT, VGM/SOLAS and much more. Add to that the additional costs of meeting each corporate customer's individual requirements, greater demand for custom-made IT services, the fact that RMCs have taken over the control of much of our business, and procurement departments that continually require more for less and their auditors who make sure they get it ... and I don't know where we are headed.

To complete the picture we have an expatriate community that seems to be growing younger by the day, that puts little value on household possessions and prefers to receive cash from their employers to spend as they wish.

I believe that the demands on movers today are greater than at any time in the past and I don't see the situation improving any time soon. Individually I am sure we can do little about it. Together we stand a chance. We have our conference coming up in October. I would like to use the time we have together to assess whether it's possible for us to devise a single plan to minimize the effects on behalf of all of us making a better environment for ourselves, our customers and our partners around the world. Maybe it's not possible — but that's no reason not to try.

I look forward to seeing you all in Washington, DC.

Lars Lemche
PAIMA President



Letter from the Editor

It seems as if PAIMA is on something of a roll. Hardly a week goes by that I don't get an e-mail from Antonio telling me that yet another new member has joined the organization. It's great to see.

I have included company profiles on four of them in these pages – from Vietnam, USA, Egypt and Singapore - and an interesting insurance story from Gadi Binness, the president and CEO of Relocation Insurance Group, that's also joined PAIMA and an introduction to new member Dewitt in San Diego. There were some new member profiles that we were unable to include this time purely because we didn't have space, we'll be sure to have them in our next issue.

One recurring difficulty I have is the quality of photos to accompany stories. It's often the photos that make the difference between a story that's OK and one that really shows your company off to the rest of the membership. I do my best with what I'm given but good pictures make the pages look so much better. When you choose photos to send in for publication please ask yourself, do these pictures really show off the quality and professionalism of my company? If they don't, please take some more that do.

Blockchain features again this time. I said two years ago that this technology would revolutionize the shipping industry, and my prediction is coming true. Take a look at page 9. Also on page 11 we have a story about the future of shipping, including the prospect of 50,000TEU vessels. What!

I look forward to seeing you all in Washington, DC. I have been practicing my karaoke so I trust you have too. Meanwhile, enjoy reading.

Regards
Steve Jordan, Editor



Roeland Delfgaauw

Roeland Delfgaauw joins the PAIMA Board

Roeland Delfgaauw from Trafimar in Mexico has become a member of the Board of PAIMA. Roeland is a Dutch national who started working with Mexpack in Mexico and moved on to Trafimar Relocation services seven years ago as director international sales and agents network.

Roeland said that he had been interested in taking a more hands-on role within PAIMA for a while and was delighted when Lars Lemche, PAIMA President, contacted him to ask if he would be available to serve on the Board. "It's nice to have the opportunity to become more recognized in the industry and I was flattered to be asked for my input," he said. "It will be very interesting to learn more about what goes on behind the scenes."

Roeland said that PAIMA is a very strong organization and he will be working hard while he is in office helping to increase the membership of PAIMA to expand the reach of the organization globally. Whilst doing so, however, Roeland is keen to point out that the membership standards must be maintained or enhanced. "We need to set the bar higher so that we have the right companies in membership," he said. "We need to be more selective. I think that this will encourage more movers to become PAIMA because they will see the difference."

The PAIMA tonnage report is also something that Roeland feels should be enhanced to include more information about the flow of traffic throughout the

organization. He also believes that a lot of tonnage is shipped within the organization that is not reported. He thinks that this is probably because traffic managers don't usually attend the PAIMA convention and sometimes the message doesn't get through. "We could also develop ways of creating a little competition between members through the tonnage report."

For Roeland the real benefit of PAIMA however remains the networking opportunities between business-friends. It is also a benefit that the working language is English and that the *family feel* of the organization means that people are able and willing to keep in touch throughout the year, not just at conference time. "If there's a problem people pick up the phone and call each other to sort it out," he said.

Lucky 13 for Aires

Aires has announced that 13 of its employees have received Certified Relocation Professional (CRP) designations by Worldwide ERC®. All Aires candidates who prepared for this year's certification successfully passed the exam, taking the company's total number of CRP-designated employees to 137.

"At Aires, we value lifelong learning and the achievement of goals, and each year we support a group of employees in their pursuit of the Certified Relocation Professional (CRP) designation awarded by the Worldwide ERC®," said Aires' Trainer/Instructional Designer, Michelle McPeak. "This year, we are excited to announce that 13 of our team members in various roles ranging from accounting to operations to IT achieved their CRP. These dedicated employees took on this challenge by meeting for sixteen weeks to study, prepare, and assist each other in this endeavor. We are so proud to say that 100% of our candidates succeeded in achieving their goal this year. Their commitment to this effort was outstanding."

The successful Aires employees are:

Justin Bibbo	– Expense Management Account Coordinator
Melissa Bigelow	– Post Relocation Survey Team Lead
Christine Buckley	– Policy & Property Consultant
Amy Caldwell	– Policy & Property Consultant
Richard Demus	– Policy & Property Consultant
Cassy Hanna	– Client Service Manager
Amber McMullen	– Policy & Property Consultant
Rick Metzger	– Policy & Property Consultant
Kelly Policicchio	– Policy & Property Consultant
Amy Preston	– Policy & Property Consultant
Emily Ptak	– Account Manager
Jennifer Reibie	– Policy & Property Consultant
Matt Surdock	– CIS Application Support

Tiddy Teerawit visits Seoul's Detector Dog Training Center

During a trip to the Pet Relocation Conference in Seoul last April, Boonma Global Pet Mobility Director Tiddy S Teerawit took time out to visit the Detector Dog Training Center at the city's Incheon Airport (pictured right).

The center handles around 90 dogs and is operated by the Korean Customs Service. Most of the dogs are Labradors of between 1 and 9 years of age and will mainly support the country's fight against the illegal importation of drugs.

The Training Center is equipped with the latest facilities and training programs as well as top-tier instructors committed to protecting the public from drugs and terrorist threats.

According to the Center's Chief, Mr Pae Soung Tae, there are three methods being used to detect drugs at major international airports around the world: human beings, x-ray machines and dogs.



Surprisingly, the latter is the most powerful tool in the search for hidden drugs.

The Korean Customs Service says it has successfully cloned seven Labrador retrievers for service. For now, the dogs all share the same name, 'Topsy', a combination of the words tomorrow and puppy.



Rob O'Donnell

Rob O'Donnell joins Aires

Rob O'Donnell has joined Aires as vice president of organizational development. In his role, Rob will be responsible for leading the Human Resources department at Aires and will work to decrease organizational effort while increasing positive results, growing Aires' return on management.

Rob has over 30 years of experience in HR and has spent the last decade with Solutions 21, a leading management consulting firm, as the managing director of consulting services. He provided detailed human performance consulting services to Aires during his tenure with Solutions 21.

"We have worked closely with Rob for many years as he provided excellent consultative services through Solutions 21," said Aires' President, Jeff Wangler. "We are pleased to have him join the company to strategically manage Aires' human resources and organizational development efforts. He has a long history of experience and knows Aires well. His relationship with our company and years of experience make him the ideal choice for the role."

Rob has partnered with organizations around the world to help shape strategy and prepare emerging talent, focusing on abundance, purpose, stewardship, and transparent accountability. He will apply this approach in his new role, allowing Aires to continue growing as a leader in the relocation industry.

"I have admired this organization for a decade, and now I finally get to be a part of it," said Rob. "The timing was perfect and this was an opportunity I could not let pass by. Aires is a disruptive force in the industry. I want to make sure that we are thought leaders in everything we do internally, setting the standards across the industry."

Two new senior appointments at Aires

Aires has announced the appointment of Larry Matthews as a global account manager based in its Gulf Coast Regional Office. Larry will be responsible for developing Aires' regional sales and finding solutions to meet client needs through collaboration, partnership, and understanding their culture.

Larry said, "I am excited to join Aires and continue to develop relationships with a broad range of clients in a complex selling environment. In my career, I have focused on developing customized solutions for my clients' mobility programs and Aires' flexible model will allow me to create unique solutions."

Larry has been in the industry for 16 years. He has earned many professional achievements throughout the years, including being an instrumental Board member and treasurer of the Houston Relocation Professionals.

Pam Dunleavy, Aires' Vice President of Sales and Marketing said, "I've had the pleasure of working with Larry Matthews in the past and I'm excited to have the opportunity to work with him again at Aires. He is a thoughtful business development and market manager, adept at working with a broad range of clients."

Aires has also announced that Fiona Williams has joined the company as director of strategic solutions for the EMEA and APAC regions. Fiona will be responsible for growing Aires' regional

sales and account management initiatives. Over the last 15 years Fiona has served in strategic development roles for several global mobility firms, guiding and supporting leading businesses, including many Fortune 500 companies.

Speaking of her new role Fiona said, "My experience as an assignee, entrepreneur, parent, and trailing spouse has taught me that you have to work with people who care and have a passion for what they do in order to be successful. I feel comfortable that Aires has this 'caring' built deep in their culture, enabling our clients and their assignees to fulfil their goals and dreams."

Fiona Williams is a founding member of the Hong Kong Forum for Expatriate Management chapter, has served as a speaker on customer-centric innovation in global mobility, and is a certified Hong Kong real estate agent.

Pam Dunleavy said, "Clients value Fiona's expertise in developing strategies and policies. Her experience and knowledge allow her to provide a consultative approach to clients and prospects. As Aires continues to grow in the EMEA and APAC regions, Fiona will serve as a strategic resource, providing program development based on emerging trends, innovation, and best practices."



Boonma lectures at Thailand's RRU Government University

In co-operation with Thailand's Rajabhat Rajanagarindra University (RRU) and International Transport & Business School (ITBS), Boonma Mobility was invited to conduct a one-day course for 12 students and three professors.

The pioneering logistics training course is being subsidized by the Thai government. The program includes international packing methods, definitions, objectives, types of

materials, types of air and sea containers, fumigation, shipping marks, etc.

Tiddy S Teerawit, Executive Director of Boonma Global Mobility explained, "Thailand is heading towards a new era of global moving and logistics, including household goods shipping and mobility. The Thai government has invested in training and equipping new generations to be ready for this new trend."



The Suddath Companies recently won the CIO 100 Award for its leadership in industry innovation. The prestigious annual award recognizes organizations around the world that exemplify the highest level of operational and strategic excellence, and celebrate the innovative use of technology to deliver genuine business value.

Suddath won the award for its development of Tracker, powered by Telesciosm, a patent-pending industry-first technology cited as a game-changer for corporate office moves. The application brings consistency to late stage move planning and the physical move

Suddath wins CIO Award for innovation

process. Features include inventory tracking, real-time status updates and digital quality management to deliver improved accuracy, as well as increased transparency for the customer and reduced business disruption.

"Innovation is one of our core values at Suddath. Not only is yesterday's approach inefficient, but it is very risky because many in the industry do commercial moves with last-century accountability," said Mark Scullion, President of Suddath Workplace and Commercial Solutions. "Our technology team, at the request of our business lines, developed proprietary technology to bring control and accountability to the relocation process. We are thankful for the partners we have in our technology team and look forward to seeing more in the future."

"This is truly a prestigious honor and we are thankful Suddath is being recognized for this achievement out of hundreds of other applicants," said Len O'Neill, Chief Information Officer at Suddath.

"The development and successful implementation of Telescio Tracker, in conjunction with our development partner Feature[23], is a major step forward in our journey to be the easiest company to do business with. A key element in our digital strategy is to drive transparency into our

supply chain. Doing so allows us to improve customer experience, provide consistent quality and drive down operational costs. This strategy has helped Suddath maximize the business benefits of our technology investments. Before Telescio Tracker, this level of visibility did not exist within the commercial moving industry."

CIO from media company IDG, is the premier content and community resource for information technology executives and leaders thriving and prospering in this fast-paced era of IT transformation in the enterprise. Recipients of this year's CIO 100 Awards were selected through a three-step process. First, companies filled out an online application form detailing their innovative IT and business initiatives. Next, a team of external judges - many of them former chief information officers (CIOs) - reviewed the applications in depth, looking for leading-edge IT practices and measurable results. Finally, CIO editors reviewed the judges' evaluations and selected the final 100.

Executives from the winning companies were recognized at The CIO 100 Symposium & Awards Ceremony on Wednesday, August 15 at the Terranea Resort in Rancho Palos Verdes, California.

Mark Oakeshott Starts Consultancy Business

Mark Oakeshott, a well-known face to many PAIMA members, has set up a new business, Mark Oakeshott Consulting, to provide the benefit of his experience to international moving companies that are growing, need representation, expanding or facing challenges.

Mark worked for many years with SIRVA. He left the company in March 2016 and worked as a consultant for a short while before joining Crater in October of that year. He stayed with the company, helping it to promote its popular video survey service, until March 2018.

His new consultancy service aims to help small- and medium-sized organizations to work through the challenges facing them in a rapidly changing and increasingly competitive market. Mark's services include: representation and guidance, acquisitions, business diversification, opening new premises, and

helping people who want to sell their businesses achieve the right price from the right buyer.

"It's difficult for many smaller companies to handle new projects without taking their key staff away from their day-to-day jobs and disrupting the business," he said. "I am someone who understands the business and can take on those roles for them in a cost-effective and timely way."

Mark lives with his family in Chicago but is also happy to travel as required on a global basis. He can be contacted via e-mail at mark@oakeshottconsulting.com or through his website at www.oakeshottconsulting.com.



Mark Oakeshott (R)



The future's bright for Burke Bros International team

To meet the increase of export and import international enquiries from the public and international trade colleagues, Burke Bros Moving Group's International Department has continued to grow.

After a successful few years in the Burke Bros Corporate Relocation team, Emily Taylor has joined the International Department to co-ordinate imports and exports working together with Jackie Bowes. Emily's experience of managing efficient and tailor-made moves is proving highly useful in supporting Jackie to deal with the increased private, corporate and trade enquiries. Jackie Bowes (formerly Jackie Marney) first joined Burke Bros International Department in 2007 controlling export movements globally.

International Business Development Manager, Paul Lucas has extensive previous experience and has worked in the industry for over 20 years. This includes working in Australia for nine years and then working for Fourwinds/AGS in Hong Kong, until he moved to work for Crown Worldwide, before joining

Burke Bros Moving Group three years ago. Dave Colley, with almost three decades of experience, is international operations manager, over-seeing all import and export wrapping crews and co-ordinating loading and unloading of containers across the UK. Ben Hingley, as international sales manager, heads up the International Sales team, co-ordinating export sales and Laura Burke controls international invoicing and credit payments.

Meanwhile, Jacob Heaton, as an integral part of his fast track training program with Burke Bros Moving Group, has also joined the International Department. Building on his previous experience of the moving industry in Sydney, Jacob joined Burke Bros 12 months ago and recently represented the company at the 'Young Movers' Conference in Belgium.

The increasing success of the department has been due to the team's maintaining of connections between Burke Bros Moving Group and international agents and of building new relationships. The department also passed the FAIMPlus standard again last year.

At the start of 2018, Burke Bros sponsored an awards evening celebrating the work of diplomats and Heads of Mission from around the world. As a well-respected organization operating globally, they were invited to share their years of experience in the field of international moving with delegates during the evening and present an award to Her Excellency Mrs Winnie Kiap, High Commissioner of Papua New Guinea in the UK.

Directors, Chris and Gary Burke, are pleased to be introducing Jacob Heaton to the PAIMA members at the conference in October, as part of the company's commitment to investing in young, up and coming talent. This will be Jacob's first PAIMA and IAM convention.

Gary Burke, Managing Director, commented: "It'll be an important step in him putting faces to names, becoming part of the PAIMA family himself and continuing to forge relationships that are so crucial to the success of PAIMA members."

Picture above: L/R Jacob Heaton and Gary Burke.



A cultural affair for Burke Bros

With decades of experience in international moving and close associations with Latin America, Gary Burke - Managing Director of Burke Bros Moving Group - was pleased to be invited to a concert of Brazilian music by the Brazilian Embassy and the Latin American and Caribbean Cultural Society.

Alongside embassies and Heads of Mission, Gary joined the Embassy of Brazil and the Latin American and Caribbean Cultural Society in celebrating Brazilian music at a concert held at the Southbank Centre in London in July. Gary was formerly director of PAIMA for six years, two of which were as vice president. Reflecting on the event Gary added: "Burke Bros were pleased to financially support the event and to be in attendance with the Embassy of Brazil and Latin American and Caribbean Cultural Society as part of our ongoing work with embassies, particularly in South America."

"We also look forward to meeting up with PAIMA members at the convention in Washington this October to continue working closely with our fellow PAIMA members."

Picture above left to right: Professor J R Monroy, Hon Chair LACCS-UK, Gary and Melanie Burke, Burke Bros Moving Group

Maersk and IBM form joint venture for blockchain



AP Moller - Maersk (MAERSKb.CO) and IBM (NYSE: IBM) have recently announced their intent to establish a joint venture to provide more efficient and secure methods for conducting global trade using blockchain technology.

Traditional cross-border shipping processes usually involve manually transporting and verifying paper documents for each shipment. IBM and Maersk are forming a joint venture to use blockchain technology to make global trade more efficient, transparent and secure.

The aim of the new company will be to offer a jointly developed global trade digitization platform built on open standards and designed for use by the entire global shipping ecosystem. It will address the need to provide more transparency and simplicity in the movement of goods across borders and trading zones.

Blockchain technology is ideally suited to large networks of disparate partners. A distributed ledger technology, blockchain establishes a shared, immutable record of all the transactions that take place within a network and then enables permissioned parties access to trusted data in real time. By applying the technology to digitize global trade processes, a new form of command and consent can be introduced into the flow of information, empowering multiple trading partners to collaborate and establishing a single shared view of a transaction without compromising details, privacy or confidentiality.

PAIMA tonnage worldwide

Total Booked
3,015
Total Booked Tonnage
13,109,076

The following table shows the tonnage exchanged between PAIMA members from 1 August, 2017 – 31 July, 2018.

It includes over 3,000 shipments, from 64 members totalling over 13 million pounds in

weight – that's well over 2,000 TEUs of cargo that has moved within the network during the year. All members are encouraged to report their tonnage as this is a clear demonstration of the value of being in the PAIMA network and is a useful guide

to the potential for reciprocal traffic from each company. Thanks to all those companies who have shipped within the network and reported their tonnage this year.

TONNAGE REPORT

Company	Total Booked	Booked Tonnage	Company	Total Booked	Booked Tonnage
G-INTER TRANSPORTES LTDA (GRANERO INTERNATIONAL)	315	1463521	PIONEER MOVERS SDN BHD	25	103641
RODI CARGO INTERNATIONAL GROUP	234	1252524	GOETZ MOVING & STORAGE, INC.	20	100704
AIRES	296	1185599	GERSON & GREY TRANSPORTES LTDA	27	99454
CARL HARTMANN GMBH & CO KG	207	1098013	PREMIER INTL MOVERS	22	88987
PT KELLYS EXPRESS	275	859518	GLOBAL PACKING INTERNATIONAL MOVERS LTDA	23	74604
GRUPO AMYGO, S.A.	103	447572	MOVING SYSTEMS S.A.C.	16	73758
MUDANZAS INTL GLOBAL, C.A.	91	399624	AUTOTRANSPORTES INTERNACIONALES S DE R. L. DE C.V	13	70975
SWISS GLOBAL MOVERS	80	399447	MUDINMAR	11	66225
DEWITT MOVE WORLDWIDE	85	378792	ALS MOVERS (CHILE) S.A.	9	57690
SCHENKER DEUTSCHLAND AG	62	344742	SMART RELOCATORS PTE LTD	11	57572
TRAFIMAR RELOCATION SERVICES	41	312881	GLOBAL MOVING & STORAGE LTD	9	53352
JJ MARI INTERNATIONAL MOVERS	75	277015	CONOTE SERVICES LIMITED	3	39813
SWISS MOVING SERVICE AG	33	261424	MUDANZAS INTERNATIONAL	9	34778
RODI CARGO INTERNATIONAL	47	257327	GEOMETRA WORLDWIDE MOVERS PTE.LTD	9	25612
AMR INTERNATIONAL RELOCATION	51	219826	BOONMA MOVING & STORAGE CO LTD	8	25414
ORIENT EXPRESS FORWARDING PTY	49	207468	SERVILE RELOCATIONS PVT LTD	12	25352
GALLEON INT. SHIPPING CO. LTD	52	205572	KOEMAN NIGERIA LIMITED, MAGBORO	6	19685
WICKMAN WORLDWIDE SERVICES, INC.	37	197854	GREEN VAN INTERNATIONAL CO LTD	8	19201
NFB INTERNATIONAL RELOCATIONS AS	61	197744	BALBOA MOVERS, INC.	4	18508
GLOBAL INTERNATIONAL RELOCATION	33	170832	ABC MUDANZAS S.A.	4	18490
MULTI TRANSPORTES MEX	26	170218	ASUNCION VANPACK S.R.L.	4	18490
P.M. RELOCATIONS PVT. LTD.	155	166243	KOKUSAI EXPRESS CO. LTD	8	18281
TEAMWORK INTL. MOVING	26	151079	EXPRESS INTERNATIONAL GROUP	4	17869
UNIPACK GLOBAL RELOCATION	52	143637	CONROY REMOVALS LTD.	5	16316
MAGNA THOMSON INTL MOVERS LTD	27	141724	DEMECO SAS	4	12620
PANAMA INTERMOVING RELOCATIONS	31	141267	ARGENVANS TRANSPORTES INTERNACIONALES S.A.	3	12203
HUMBOLDT INTERNATIONAL	26	139824	G-INTER (GRANERO INTERNATIONAL)	1	7496
MERCOVAN ARGENTINA SRL	24	130644	CLINTUS NETWORK LIMITED	2	7473
MUDANZAS GOU, S. A. DE C. V.	17	127461	A-CROSS CORPORATION	8	6999
BURKE BROS MOVING GROUP LTD	14	126000	ORIENT INTL. RELOCATIONS	2	6883
EUROPEAN RELOCATION SERVICES	28	114777	MEXPACK INTERNATIONAL REMOVALS	2	4205
STEVENS INTERNATIONAL	48	108886			
FRIEDRICH KURZ GMBH	22	107371			

The future of container shipping

A new report, *Container shipping: the next 50 years*, has been issued by consultants McKinsey. The report predicts a period of disruption for the shipping industry and the potential total demise of the freight forwarding function.

The disruption, the report claims, will come from digital technology, big data and the Internet of Things. It imagines a world 50 years from now where autonomous 50,000TEU vessels plough the seas accompanied by modular, drone-like floating containers, serving a volume of trade that is five times what it is today.

The report says that "short-haul intraregional traffic will increase as converging global incomes, automation, and robotics disperse manufacturing footprints. Container flows within the Far East will remain huge, and the second-most significant trade lane may link the region to Africa, with a stopover in South Asia".

It predicts multiple consolidation cycles leaving only three or four major container lines operating. These will be digitally enabled independents with a strong customer orientation and innovative commercial practices, or small subsidiaries of tech giants blending the digital and the physical.

Most alarmingly for many, the report expects the virtual extinction of freight forwarding as digital technology removes the need for intermediaries. "All winners, closely connected through data ecosystems, will have fully digitized customer interactions and operating systems," it says.

There will be a fully autonomous transport chain that will extend from loading, stowage, and sailing to unloading directly onto autonomous trains and trucks, with last-mile deliveries by drones. McKinsey says that some customers who are prepared to pay a premium will want container-logistics providers fully integrated into their supply chains. Others will continue to demand the cheapest sea freight. Both will expect transparency and reliability to be the norm, not the exception.

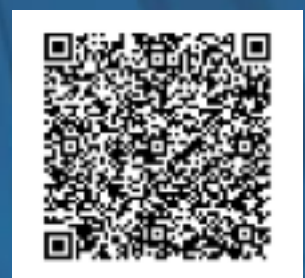
What should shipping lines do to meet this challenge?

The report says that firstly, shipping companies should invest in digital technologies to "differentiate their products, disintermediate value chains, improve customer service, raise productivity, and cut costs". The risk is that tech giants and digital disruptors will capture most of the value from customer relationships by moving faster than incumbents.

Secondly, McKinsey says that next-generation innovations will have to be orchestrated across the entire value chain. "Carriers and terminal operators share an especially rich agenda: bigger vessels paired with infrastructure investments for terminals, transparent ship arrivals and berthing, and larger containers. Integrated logistics providers could make freight forwarders irrelevant by mastering the complexity and the customer interface."

Finally, it says that the shipping industry should be bold. It says that the industry was built by strong leaders who dared to sail through the storms. Although it now once again faces a period of disruption - this time from digital technologies - there is a path forward for companies willing and able to seize the day.

The full report can be downloaded using the QR code to the right.



New system helps shippers set fair freight rates

Xeneta, the leading ocean freight rate benchmarking and market intelligence platform, is launching a product that aims to transform the way shippers, freight forwarders and carriers conduct freight rate negotiations.

The Oslo headquartered firm has created a new offering, Xeneta Shipping Index (XSI™) that allows all parties to set rates at transparent, efficient and fair prices that directly follow market fluctuations. This ensures all stakeholders get the right price for their products and services, relationships are improved and complex, time-consuming negotiations become efficient.

"After several years working closely with cargo buyers and sellers, the one thing that is a clear pain point for many organizations is the inefficiency and opacity of contract negotiations," explained Xeneta CEO Patrik Berglund. "Freight rates are dynamic and prone to rapid change, so a shipper traditionally negotiating what they consider to be a fair rate for a long-term ocean freight contract can find that, three months later, they're paying far in excess or below the actual market rates. This has the very real potential to make their products uncompetitive in the marketplace or risk supply chain disruptions. Similarly for carriers, when the market is low or high, they risk shippers taking their business somewhere else or not living up to their contracts as these are not enforceable. The current situation is not ideal for buyer or seller and neither one has the upper hand."

XSI™ is a global ocean freight index with its foundations in Xeneta's neutral database of over 65 million contracted rates, covering over 160,000 port-to-port pairings, which is crowd-sourced from more than 700 leading international businesses, including power shippers such as Electrolux,

Nestle, Unilever, ThyssenKrupp, Tata Steel and Continental. It provides an unparalleled real-time overview of the very latest ocean freight rates. The new index allows stakeholders in the negotiating chain to tie rates to the market relieving them from frequent or periodic contract negotiations.

"XSI™ allows independent, verified and up-to-the-minute rates to be tracked over major shipping routes covering 57 corridors representing 95% of global intercontinental volumes, such as Asia-Europe, Europe-Asia, trans-Pacific, trans-Atlantic," said Patrik. "If all parties looking to sign a contract agree to use the index they can secure competitive rates over the long term, building trust and reliable relationships with one another. What's more they can save on all the resources, guess work and hassle associated with negotiating."

Patrick said Xeneta built the new system with the aim of making the shadowy world of rate fluctuations transparent. "Our benchmarking and market intelligence subscription products enable the market to see what is possible with readily available freight data to optimize procurement. XSI™ goes one step further and gives forward-thinking freight procurement and supply chain professionals the power to take the next natural step and relieve their teams from negotiation cycles and instead focus on driving value and optimization throughout the entire supply chain. This means they're not just benchmarking rates and running RFQs, but actually getting the real-time value that, until now, has remained elusive for many organizations."

XSI™ is available now. Xeneta, which launched in 2012, offers the world's largest database of contracted ocean rates. The information is crowd sourced from some of the world's leading shipping companies who input their real time rates to create a powerful benchmarking and analytics platform.



Exciting changes within the relocation industry

Aires recently participated in the Pacific Northwest Relocation Council panel regarding exciting changes within the relocation industry. The company's Vice President of Finance, Ed Hartman, shared some of the main topics he discussed during the panel's Q&A.

Non-traditional assignments are becoming more common among our relocation contacts. How will assignments of this type impact the industry? Much of the burden for these non-traditional assignments is shouldered by the corporate client, forcing them to become responsible for the compliance of assignment types such as extended business travelers. As an industry, we need to continue to evolve our platforms to support our contacts while they undergo these role expansions. We must be able to support them from a compliance standpoint, track data, and handle financial aspects of non-traditional relocation activities, including tax implications.

How will lower margins for mobility service providers impact the service they deliver?

As an industry, we need to accomplish two key goals: enhance the transferee experience and add automation to make the experience efficient. The transferee experience must continue to evolve and become enriched by every interaction with the mobility provider. That experience demands that we continuously communicate with transferees in dynamic ways that exceed their expectations. More importantly, we want our transferees to be excited about these relocation solutions.

While focusing on the transferee experience, the mobility industry has to generate efficiencies within its operations and through effectively working with the corporate client. Our contacts benefit from intuitive reporting at their fingertips, proactive trend data on policy, and industry and economic trend briefings. In doing so, we enable them to have tremendous success within their organizations.

PAIMA welcomes its first member in Vietnam

P **Prime Relocations Asia (PRA) has become the first moving company in Vietnam to join PAIMA. PRA was formed in 2008 and is headquartered in Hanoi with branches in Ho Chi Minh City, Haiphong and Danang.**

The company provides a full range of moving services from private home moves within Vietnam, to international relocations for corporate and diplomatic clients across the globe.

Other services include vehicle transportation, records management and secure storage in the company's warehouses across Vietnam. Recently PRA has introduced mobility services for clients relocating to Vietnam from overseas. Home search, language lessons, school search and pet transport are some of the new services on offer.

PRA is keen to maintain its reputation for high standards and only uses its own trained staff, even during the peak season.

PRA Director Thomas Nguyen (pictured top right) said, "We employ 46 staff over our four locations, porters, packers, drivers, warehouse keepers and office staff: all are highly trained and proficient in what they do. We all take pride in delivering a premium service to our clients, with an enthusiastic personal touch so we don't use sub-contractors, even when we're very busy." Asked why PRA joined PAIMA, Thomas said, "We met Matthias Tischer at the conference in Long Beach last year and were excited by the possibility of becoming the first member of PAIMA in Vietnam. We hope to build a strong and a prosperous relationship with PAIMA members as we share the same passion for the industry as they do."

PAIMA is a world-renowned organization with a reputation for being professional, dynamic and friendly and we are looking forward to playing our part."

Prime Relocations Asia is also a member of IAM and IMC World and is ISO 9001 accredited.

www.primereelo.asia



"We all take pride in delivering a premium service to our clients, with an enthusiastic personal touch so we don't use sub-contractors, even when we're very busy."

Thomas Nguyen
Prime Relocations Asia, Director

What do insurance claims reveal about your company?

By Gadi Binness

Inurance claims happen. Even a great international shipping company will experience them. This does not, however, mean that the claims data should be ignored. When looked at and analyzed properly, they can provide useful insight into your company.

Putting your insurance claims to use

Think of your claims as another source of data. By analyzing the claims, it's possible to find weaknesses in the company – and to gain the knowledge necessary to fix those weaknesses. The trick is to figure out how to approach the data. If you don't ask the right questions, you might miss some of the most meaningful patterns.

Is your company improving – or declining?

Although some insurance claims are to be expected, having a high frequency of them could indicate a problem. Have claims gone up? If so, is it a steady increase, a sudden increase, or a temporary increase that could be tied to a specific event? An increase in claims could be indicative of a decline somewhere in your company. Maybe you're cutting corners to save money on packing supplies or training your teams, or perhaps you've gotten lax about your policies. Whatever the cause, you need to identify it early on, so you can nip it in the bud. Are the claims in line with industry expectations? If you experience significantly more claims than the international shipping industry standard, you need to take a good, hard look at your practices. What are other companies doing that you're not?

If your claims seem lower than average, or if they've declined, you may be tempted to pat yourself on the back and call it a day. Your company is improving, and that's great – but don't be so quick to end your analysis. If your claims are low, you're doing something right. Make sure you know exactly what that is, so you can keep doing it.

Does your company have trouble areas?

Whether or not you have a particularly high volume of claims, you should determine whether

your claims tend to be associated with a specific issue. For example, you might find that one particular route or port sees a high occurrence of claims. If so, you may be able to reduce claims by seeking an alternative route or port. If, on the other hand, a significant percentage of

claims are associated with a specific process, such as loading, this process requires assessment. Similarly, if the same claim type occurs over and over, it's important to identify the root cause of this. Is rough handling or improper storage methods leading to damaged goods? Is poor tracking leading to lost items? Is a lack of climate control leading to heat-damaged or water-damaged shipments? Use the claims to identify your company's weaknesses.

Sometimes, the problem isn't your company – it's the third-party or contractor your company does business with. Your customers, however, will not see the difference. To them, the only thing that matters is whether their goods arrive at their destination safely.

Is your company committed to bringing claims down?

While it may be impossible to bring the occurrence of claims down to zero, especially with a high volume of shipments being handled, your company should still strive to bring it down as low as possible. Identifying a pattern in your claims data is just the beginning. Once you've done that, you need to act on the information by assessing your shipping practices and looking for ways to improve. Although it may seem as if some claims types, such as those caused by bad weather or theft, are out of your control, this is not necessarily true. Measures can be taken to limit the risks. For example, improved weather tracking systems make it easier to avoid storms, while better security measures can decrease the risk of theft. Your company's commitment to claims reduction will reveal your company's commitment to excellence.

Are customers satisfied with claims handling?

Because some claims will always occur, how you handle claims is just as important as reducing claims. Although you may assume that any customer who has to file a claim will be an unhappy customer, this is not necessarily true. In fact, the happiest customers are sometimes those who experience problems – as long as those problems are resolved in a prompt and professional manner. When things go right, little attention is given to the process. When things go wrong, the true character of a company is tested. It is an opportunity to shine, or to fail.

Simply put, when things go wrong, you have to make them right again. This is why it's essential that you provide excellent insurance coverage and partner with a service-oriented insurance agency to handle any mishaps. The coverage should provide adequate protection against losses, it should be clearly understood by the insured and it should be provided with exceptional service. The insurance agency and claims service you are engaged with should be committed to resolving claims to the satisfaction of both you and your customers.

In the end, your insurance claims say a lot about your company. What you do to reduce claims shows how much you care about your business, your reputation and your bottom line. How you respond to claims shows how much you care about your customers.



About the Author:

Gadi Binness is the president and CEO of Relocation Insurance Group, and newly inducted PAIMA member. Established in 2003, Relocation Insurance Group (RelocationInsurance.com) is your smartest, most convenient and committed source for worldwide and domestic all-risk, door-to-door insurance coverage.

Count on us to protect your customers' shipments with comprehensive, convenient, cost-effective insurance solutions. We offer a wide range of personal effects and commercial cargo insurance policies for shipments transported by air, ocean, rail and land.

Our broad coverage is backed by top-rated insurance carriers and we are licensed in all 50 states in the United States, as well as internationally. With extensive moving industry experience, a personalized claims handling focus and state of the art technology, you can trust us to be a valuable extension of your business. Contact Gadi at GadiB@RelocationInsurance.com.

America's Stevens International joins PAIMA

One of America's longest established family-owned moving companies joined PAIMA in March 2018. Stevens International was formed in 1905 by Fredrick H Stevens Jr who used a single horse and dray to transport goods and baggage in Saginaw, Michigan.

From those humble beginnings Fredrick's fledgling company has grown to become a major player in America's moving industry with over 200 employees, offices in several locations around the country and 130 franchised agents providing van line services throughout the United States. As well as its activities within the US, Stevens International - which is also a member of FIDI, IAM and

LACMA - has established more than 350 trusted overseas partners and offers clients door-to-door moving services to almost any location around the world. The company is also recognized as a ProMover by the American Moving & Storage Association, which promotes ethical principles in the moving and storage industry and works with federal and state governments to eliminate unethical moving practices.

Stevens is unusual in having an Employee Stock Ownership Plan (ESOP), which gives each employee shares in the company. Morrison Stevens, Sr, Chairman of the Board and Chief Executive Officer, owns 70% with the remaining 30% held by the rest of the staff.

The directors believe that giving their employees a financial interest in the company results in a more motivated workforce and improved customer service.

Stevens' Managing Director Lisa Beranich, who joined the company in 2014, is looking forward to working with other PAIMA members. "We're excited to be a member of PAIMA. As a member, it solidifies the notion to our customers and moving agent partners that our dedication to quality and industry-leading service is unwavering," said Lisa. "The team at Stevens International is ready to work closely with the other members of PAIMA to service the international moving needs of our customers."

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Conference preview 2018



Antonio Tremols, Executive Director of PAIMA, previews the 2018 convention in Washington, DC that will take place at the Gaylord National Resort & Convention Center from 2-4 October.

After extensive member feedback, the PAIMA office along with the PAIMA Board of Directors had one mission in mind for our PAIMA 34th Annual Convention in National Harbor, Maryland in 2018: **networking, networking, networking!**

We listened closely to our members' requests for more networking time with our PAIMA member family in 2018. Starting off the agenda on October 2 in the early AM will be our PAIMA 5th Annual Golf Tournament at The Laurel Hill Golf Club in Lorton, Virginia; a hop skip and a jump from the National Harbor - Washington, DC convention location. This is a great opportunity for beginners as well as seasoned golfers to mingle and network with our PAIMA golfing members. We will have a 'scramble' format allowing golfing experts as well as beginners to have some fun and get to know participating PAIMA members as they play 18 holes in this unique course in Virginia.

The course was designed by Bill Love, a gentleman with more than 20 years of experience in the field of golf course architecture. Mr Love has worked on more than 100 projects throughout North America and abroad, involving the design, master planning and renovation of all types of golf facilities - both public and private. This course was designed on old prison grounds and some old prison 'watch towers' can still be seen throughout the course so if you don't behave, you might end up in 'the clink'.

That evening we of course ask all our members to join us for our PAIMA Welcome Cocktail Reception which is sponsored by our Board of Directors. Come and join us for some hors d'oeuvres and a drink or two so you can network and mingle.

The program will continue on Wednesday, October 3 with the opening of our PAIMA 34th General Assembly with breakfast for all and then a very busy morning agenda including our usual Roll Call, approval of previous convention minutes, our traditional PAIMA treasurer's report, an office report from me followed by our PAIMA tonnage presentation to encourage our members to participate in our Tonnage Program. After a short coffee break, the agenda continues with our proposed new PAIMA by-law amendment review and then our very popular customs International Panel discussion.

This will lead us into our next programmed networking activity for all participating PAIMA members. We ask you to please not miss our PAIMA group excursion boat cruise - PAIMA's *National Elite* Networking/Karaoke/Sightseeing Cruise on the Potomac River that starts with a gentle stroll just two blocks to the pier. Please join us for a water tour of the Washington, DC skyline for lunch, drinks and yes, more networking time. Awards will be given on board for this year's Karaoke competition which will surely be a lot of fun. Teams will be selected randomly via arbitrary ticket numbers. Come and join us to be a possible winner

while you network with your fellow PAIMA members on board the *National Elite* yacht. We have left Wednesday evening free for you to enjoy all the entertainment, restaurants and bars that the National Harbor has to offer.

The busy program continues on Thursday, October 4 with breakfast followed by a very busy General Assembly program which will include our guest speaker, a group discussion on proposed by-law amendments as well as our bi-annual PAIMA Board of Directors elections. After a short coffee break we will resume with the General Assembly with New Members' certificates and presentations followed by our 2018 PAIMA Juan Peralta Ecology Award and our 2018 Tonnage Awards (please make sure you input your tonnage). The agenda will continue with proposed PAIMA by-law amendments and Board of Directors voting and results.

After lunch, join us for our 2nd Annual 'PAIMA One-on-One Networking Central'.

All PAIMA members will receive an invitation about 30 days prior to the convention to setup 20-minute meetings with other PAIMA attending members on Thursday afternoon. This will allow all attending members to get a jump start with 'one-on-one' meetings with new members and long-time PAIMA members alike. It's going to be a great networking opportunity for all that are attending in 2018.

PAIMA is famous for its closing parties and 2018 will be no exception. Join us at the Granite City Food & Brewery, in Oxon Hill, Maryland, just a few blocks from the Gaylord National from 7pm to 10pm. It will be a unique off-property networking soirée at which we will serve a delicious dinner and drinks while you are entertained with live music from our multi-talented band *De Tierra Caliente*. You'll love it!

Laurel Hill Golf Club

Nearly 20 years ago the DC Department of Corrections closed its Lorton detention facility in Northern Virginia and returned the property, which included 4,000 acres of hilly dairy farm land, to Fairfax County to redeploy for public use including a high-end municipal golf course: the venue for the PAIMA 2018 golf tournament (pictured top right).

With close to 300 acres at his disposal Bill Love, an accomplished designer with an environmentally sensitive approach to course design, was asked to oversee the project and he put together what has turned out to be one of the real gems in the Washington Metro area.

The golf course he created has stunning aesthetic beauty combined with challenging strategic design and will provide you with a morning of sheer golf delight. Standing on many of the tees you cannot help but stop to appreciate how the holes gently follow the natural flow of the land, bringing your attention to the sheer beauty of nature's features therein. This will be a particularly inspiring experience in October with a little leaf color and a slight chill in the air.

The course is built to the top specifications featuring generous bent grass rolling fairways in impeccable condition, over 100 bunkers in places that make you think and think again, rough that will take control out of your hands on recoveries, and firm and fast greens with plenty of interesting contours to consider.

There are steep uphill approaches, dramatic two-club less downhill shots, forced carries over environmental areas, and just some of those approaches where you have to slip it between equally forbidding hazards. You'll use every club in your bag. In general the driving areas are wide, but the preferred areas are always cordoned by bunkers or bordering angular topography.

The greenside bunkering is very imaginative with a lot of segmentation of the greens themselves – so check the pin positions before approaching. There is not much overt water in play but there are some moist ditches and adjacent environmental areas that can lead to double bogies.

Both nines end with a short par five that has real visual and strategic interest. This gives you a chance for redemption or damnation at the end of each side.

De Tierra Caliente

De Tierra Caliente (pictured below) is right on PAIMA's wavelength. A Latin party band whose music fills the air with bright colors and gets everyone up and dancing right from the start. Catchy melodies and engaging lyrics fuse with Latin, Caribbean and Brazilian rhythms to create the perfect party atmosphere.


The quintet got together in 2014, from Philadelphia, Puerto Rico and Colombia, and has now released two albums and played hundreds of gigs throughout the Americas. Now they will play their intoxicating songs in Spanish, English and Portuguese for PAIMA's delight. Be there!



We are very grateful to the following companies for their sponsorship of our 2018 convention:

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Swiss Moving Service AG
Teamwork International Moving
TG International Insurance Brokerage
Trafimar Relocation Services



A photograph of Patrick Ohara, Ginter's International Director, smiling and wearing a blue polo shirt and glasses. He is standing in front of a wooden wall.

Ginter, back in household goods in Miami

"It's important to be members of our regional associations ... PAIMA continues to grow with great members and is also very cost effective ..."

Patrick Ohara, Ginter's International Director

Ginter has recently opened a new operation in Miami and acquired Coco's International in Florida to support the company's household goods business in the region.

The company originally expanded from its home in Brazil in 2011 when it opened a representative office in Miami to service its DSP and relocation customers. Five years later it branched out to include logistics services and has now completed the picture with international household goods.

Patrick Ohara, Ginter's International Director, said that the poor economy in Brazil had helped its logistics business that provides a range of fulfilment services primarily for Brazilian companies selling goods through eBay and Amazon. "The weak currency in Brazil has made Brazilian-made products cheaper on the world market which is increasing sales abroad," he said. "The poor economy has also created an oversupply of goods in Brazil which manufacturers are able to sell in the USA."

In Brazil, Ginter has a large corporate account base for international household goods movements. However, the economic difficulties have created a steady flow of private

individuals moving to Florida which is popular with many Latin American families. Patrick said that in Miami they were able to achieve a much higher closing ratio for private moves than was possible in Brazil.

In May last year Ginter acquired the assets of Coco's International, run by Macarena Scalia. Macarena's family, and the Granaro family that owns Ginter, have a long history going back over 30 years. "We had worked with Coco's before and know the quality of their service," said Patrick. "The company had a good reputation and, as an independent organization, was not related to any van lines. It was a very good fit for us and we are delighted that Macarena has joined our Sales Department to help us grow the business." Ginter now has a 22,000 sq ft (1,850 sq met) warehouse in a primary location in Doral, near the airport, railways and road connections, and plenty of space to expand as the company grows.

The company is heavily engaged in providing move management services throughout Latin America for RMCs and having a US location is a great benefit. Patrick explained that it was far more tax efficient to operate from the USA for moves within South America than it was to work from Brazil. "If we were to work from

Brazil we would incur much higher taxes for services within Latin America that do not involve Brazil," he said. "We worked together with KPMG for Tax Advisory, which was not cheap, but gives us peace of mind for compliance for us, clients and partners." Being in Miami is also a benefit to the company's RMC customers as they can invoice another US-based company. Also, Patrick said that any traffic routed through the Miami office from overseas agents would be considered for reciprocation from Brazil that is rich with outbound traffic.

Ginter frequently wins tonnage awards from PAIMA demonstrating its ability to book and control business. Patrick believes that being members of the global associations, and attending conferences, is very important for the success of the organization. "It's important to be members of our regional associations," said Patrick. "LACMA is a very powerful organization and PAIMA continues to grow with great members and is also very cost effective as they have their conference immediately before IAM in the same hotel. It's more relaxed than IAM so it helps to arrive early and also we can have several meetings to free up the IAM agenda."

Raffles Relocation & Mobility joins PAIMA

'Meeting Needs - Exceeding Expectations' is the philosophy that Raffles Relocation & Mobility and its employees in Singapore live by every day. Raffles Relocation is now a proud member of PAIMA and is led by Maneesh Sharma, the former regional head of HSBC, regional head American Express, and CEO of International SOS.

"We wanted to call the company Raffles Relocation & Mobility primarily because the name Raffles in Singapore is synonymous with quality, but obtaining the name and then trademarking it was not easy as Raffles is named after Sir Stamford Raffles, the father of industrialization in Singapore," said Maneesh. "I am aware of the namesake company in Singapore which shut down its business and when it did, we bought their assets which were primarily their phone numbers and fax lines hoping that it would give us a jump start, however it didn't, everything the company has achieved so far has been on its own merit and the will-to-win attitude of the team," he added.

But why would someone with Maneesh's glittering corporate history want to start a

moving company? "For over 24 years I'd been travelling 26-days a month and I decided it was time to settle down and spend some time with my young family," said Maneesh. "I considered several options; set up a restaurant, establish a wine import house, etc., however the one thing that kept resonating was the fact that I lived in Singapore, a country primarily driven by expats who relocate all the time. This, along with the fact that I'd lived in a number of different countries and whenever I moved I found the moving companies I used fell short of what I expected in terms of providing a comprehensive service, led to the eureka moment and I decided I could do better and started Raffles Relocation & Mobility."

Maneesh continued, "We see ourselves as solution providers, especially when it comes to providing value for money and driving one's dollar further. We offer a comprehensive service that encompasses all elements of relocation, including relocation itself, storage, DSP services and more."

"When I started the company back in 2015 PAIMA was the first organization to have invited me as a guest, to come along to the conference to see how they do things," said Maneesh. "I was impressed with the structure of the event and how the one-to-one meetings were arranged which is quite unique as the time spent is fruitful and productive. Both Matthias

from Carl Hartman and Lars from Teamwork were influential in my decision to join PAIMA, and I felt that joining PAIMA would help me grow my business and with my contacts around the world I hope I will be able to help other members grow theirs."

As well as PAIMA, Raffles Relocation & Mobility is a member of IAM, Worldwide ERC and is currently in the process of acquiring its FIDI FAIM Plus accreditation. It was the first relocation company in Asia and possibly amongst the only two companies in the world to have acquired the ISO 9001:2015 certification in the year 2016. It believes that it exists because of its clients and are very bullish about the vision to be the first-to-mind service provider for relocation services.

www.rafflesrelo.com





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Arrowpak celebrates 40 years of international moving



This year, UK-based Arrowpak International celebrates its 40th year in the worldwide moving industry.

The company, which has its headquarters in Suffolk, England and was founded by Robin and Carole Hood back in 1978, has since grown to become one of the UK's most successful family-run international moving companies with clients that include the American military, the American Embassy, the Canadian Embassy, CNN news, fashion retailer Next PLC, and many trade partners around the world.

Robin and Carole started from a small office acting as agents organizing moves for US military personnel from the nearby base. They soon had enough business to buy their own vehicles and carry out the work themselves and the business grew from there. Arrowpak International now has 70 staff as well as a number of sub-contractors, along with around 30 vehicles of various sizes and over 250,000 sq ft of warehousing.

Only about 30% of Arrowpak's business is domestic removals with the majority being made up of international movements and

partnerships with moving, relocation and freight forwarding companies in the US and Europe. The company handles around 2,500 international moves a year both inbound and outbound by either sea or air, mainly for the US military and embassy, but also for private individuals including privately owned cars and motorbikes.

Those visiting Arrowpak's HQ will notice a certain common theme to the names of the company's buildings: Sherwood House, Loxley House and of course the Arrowpak name itself, are all associated with Robin's namesake Robin Hood; a popular folk-hero and legendary archer in medieval England. The Hood family, including Robin and Carole's son Robyn, are still very much involved in running the business, along with Director Terry Cobbin and six department managers covering military, commercial, road haulage, appliance care, finance and transport management.

Robyn commented, "Celebrating our 40th anniversary is a huge milestone for us both as a company and as a family. Without the



continued support of our overseas friends and local suppliers, we would not be in the strong position we are today as a truly international moving company. I would personally like to thank all those companies around the world who have supported us over the years as well as all the people at Arrowpak who continue to make it the success it is today."

Terry Cobbin (pictured above) added, "The achievements of Arrowpak over the last 40 years are a result of the combined efforts of all the staff both past and present. The Arrowpak team are driven to do the best job possible for our customers and partners around the world. I believe it is this ethos that has enabled Arrowpak's continued growth over the last 40 years and may it continue for the next 40!"

Arrowpak International is a member of several trade associations including BAR, IAM, AMSA and PAIMA, and is also ISO 9001 accredited.

The evolution of Grupo Amygo

Grupe Amygo has reached its 20th anniversary, two decades in which the management and methods of work in removals have changed substantially. The evolution of the group has gone through numerous important stages that have forged its identity.

Imagine returning to the month of February of 1998, the Internet was just emerging, the mobiles were heavy and it was hard to believe that in less than ten years the Internet and digital technology would have revolutionized our lives, and ways of working.

At that precise moment, six experienced family moving companies joined forces to face an uncertain future together. "At that time we worked with an internal regulation, without a trademark or exploitation contract," said Jesús Rodríguez, Commercial and Marketing Director of Grupo Amygo. "New partners were added to the Group because everyone knows that 'the union is strength', and in 2002, the company became a Limited Company with a brand exploitation contract two years later."

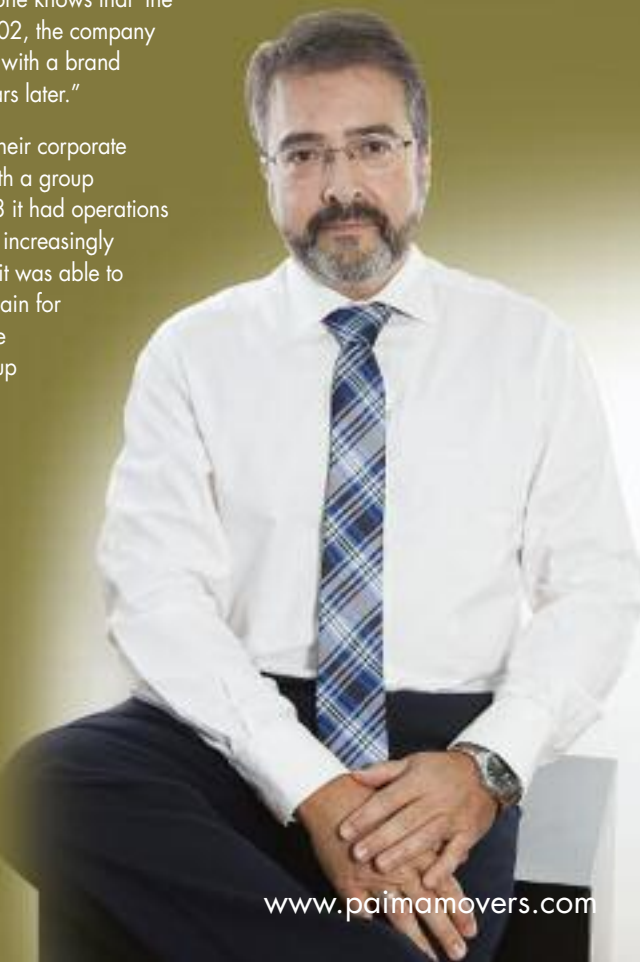
From then on, they merged their corporate images as Grupo Amygo with a group marketing strategy. By 2008 it had operations throughout Spain. It became increasingly attractive to corporations as it was able to offer global services from Spain for expatriate mobility and office transfers. Over time the Group became members of trade organizations underlining its dedication and competence in the international market. These included: FEDEMAC, FEDEM, IAM, PAIMA, EMG, AMSA and, most recently, ARA. In 2005 Grupo Amygo became certified to the quality Standard ISO 9001 and to the environmental Standard ISO 14001 in 2016.

There have been many changes along the way. The Internet technology that was reluctantly adopted in the early days has now revolutionized the sector. To succeed today the Group must be highly competitive and have extraordinary media skills. Interactive tools such as online moving budgets and virtual tours are increasingly in demand from clients. Over the last 20 years Grupo Amygo has forged a place among the main players in the moving sector, reaching goals of constant growth despite a difficult global marketplace. The secret to staying in a competitive market? "Good work, transparency and honesty, perseverance and channeling new strategies and areas of improvement and innovation in a highly skilled sector," said Jesús.

Pictured below: (Left) Jesús Rodríguez, Commercial and Marketing Director of Grupo Amygo, and (right) Eugenio de la Iglesia, General Director of Grupo Amygo

"Good work, transparency and honesty, ... learning from mistakes and channeling new strategies and areas of improvement and innovation in a highly skilled sector."

Jesús Rodríguez, Commercial and Marketing Director of Grupo Amygo





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New PAIMA member in Egypt

It was 1970 when George Nazzal began his fledgling moving company working from a makeshift office on his balcony in Cairo. Today that company has grown into the Express International Group (EIG), one of Egypt's most successful moving companies and a welcome addition to the PAIMA organization.

EIG still has its HQ in Cairo – though no longer on the balcony – as well as an office in Alexandria and a facility at Cairo airport for in-house customs clearance. The company operates throughout the Middle East, Europe and the USA.

George Nazzal, an industry legend with over 50 years in the business, sadly died in March this year, but his son Jerry (pictured right with his father) is following in his father's footsteps and has now taken over the reins.

"We specialize in household goods and that accounts for around 70% of our business," said Jerry. "The rest is made up of general cargo including cars, motorbikes and our fine-art service, which provides specialized packing, handling and storage services. Our fine-art storage facility currently stores over 3,000 paintings in carefully monitored conditions."

EIG employs 135 people and operates 22 vehicles, from small vans for use in congested urban areas, to larger trucks and trailers for inter-city moves. The fleet also includes buses for employees, specialist elevators and a range of fork lifts capable of handling loads of up to 10 tons.

Jerry explained why EIG joined PAIMA: "PAIMA attracted me as it has a nice mix of agents, many of whom I know and already work with. We are always looking for ways to expand our network and work with like-minded agents to share business. I believe international moving is all about exchanging business with agents and friends in the industry and we are happy to offer origin, destination, freight

forwarding and storage services to our PAIMA colleagues around the world. Our operation is 100% in-house, so we are able to control our quality throughout the moving process."

As well as PAIMA, EIG is a member of FIDI and IAM, and holds an IATA freight license allowing it to book freight directly with airlines. The company also holds its own consolidation license and has developed a strong network of partners belonging to various freight associations throughout the world.

www.expressintl.com.eg



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30 years for Mudinmar in Spain

Grego Martínez, CEO of Mudinmar Mobility in Spain, tells the story of how his company started as it passes its 30-year anniversary.



It was 1 September, 1988 when brothers José and Gregorio Martínez (opposite centre) woke up tired, not having slept much, thinking of how their day would turn out. At 6am they lit their first cigarette with an espresso, they climbed into their old Barreiros lorry and headed to the port of Valencia. It was a sunny day, and they could feel the sea breeze on their faces.

Suddenly, they noticed the shadow of a blue, 20" container from the Contenemar business, and the docker told them to move the old Barreiros a little further forward. The transtainer

dropped the container gently, closed the twist-locks and the Barreiros headed to the warehouse where they were to load the belongings of D. Adolfo Tejerina, an Air Force captain, who was destined for a base in Gando.

This is how what we today call Mudinmar Mobility began, with an idea, a dream, and with the aim of advancing as a family company. Our story has allowed it to become one of a few benchmark companies in Spain. Through this 30-year history, we have achieved a lot of success, but we have also suffered failures: bad investments, abandoned projects, economic crises, accidents, the loss of

colleagues, etc. It's interesting that the most united we have ever been has been during these bad times, in which family always acts like a reed that bends but never breaks.

Looking back, we are very proud that we were able to help so many families and companies achieve their goals of moving to new cities. We are grateful to all of our employees, our clients and our suppliers who help us to achieve our goals on a daily basis, and we feel especially thankful for the families that support us, that miss us when we are far away, and that love us when our expectations are not fulfilled.

And so we continue, bettering ourselves day by day, being persistent in our convictions and following our dreams, just as our founders began on this journey in the summer of 88. *"The real travelers are the only ones who start to leave; light hearts, like balloons, never pushing aside their fate, and, not knowing why they always say: Let's go!"*
Charles Baudelaire, 19th century French author.

After nine days of transit the container arrived at the port of Luz in Gran Canaria, the Martínez brothers waiting at the Civil Guard post, with the t2l in his hand, ready to carry out the customs clearance. Once free, they headed to the Agaete hills where the Captain's family were waiting for their belongings. The delivery went so well that Captain Tejerina recommended us to the Air Force, to carry out all moves to the Airbase. Mudinmar Mobility had begun its journey.



"... we have achieved a lot of success, but we have also suffered failures: bad investments ... It's interesting that the most united we have ever been has been during these bad times, in which family always acts like a reed that bends but never breaks."

Grego Martínez, CEO Mudinmar Mobility





Consistency through Mexico and beyond

Dewitt Move Worldwide in San Diego has recently joined PAIMA. This new accreditation also represents a new phase in the company's development as it branches out to expand its international reach and provide specialist services for moves to and from Mexico.

The company started trading in California in 1927 with just one truck and two men. Today the Group includes five companies, maintains over 370,000 sq ft of operating space worldwide, has a vehicle fleet of over 250 units and is still a family-owned business.

Dewitt already has a strong international presence, especially into Europe, Japan and the Middle East, however much of the work is focused on the US military and the company wants to develop its corporate side more aggressively. Jeff Nadeau is the general manager in San Diego. He said that he saw the UK and Ireland as hot spots for development saying that start-up companies often chose English-speaking locations because of the language consistency, before branching out further afield.

Jeff believes that San Diego is a place with potential. He said it is beginning to get a reputation for the technology industries, has a great workforce and is less expensive than Silicon Valley. "It's home to 15 major Fortune 500 companies," he explained. "Silicon Valley is a mature market but I see San Diego as having a lot of growth potential. It's exciting to be part of that growth." Mexico too is on an upward trend. "Mexico is doing a lot to train people," he said. "There is a lot of talent there, especially in Tijuana." Tijuana is, of course, on the Mexican border only a 20 minute freeway drive from San Diego.

It is to Mexico that Dewitt is looking for potentially the biggest growth in its international business. Trade to Mexico is a tough market that needs specialist knowledge and close partnerships. The company's membership of PAIMA and the relationships it develops with partners in Mexico and throughout South America will be crucial. "Commercially I am looking at PAIMA as my primary resource," said Jeff. Of course, in choosing partners he is also looking for reciprocal business in the USA as well.

"The border crossing poses challenges," said Jeff, explaining that the rules were very often interpreted differently at different crossing points. It can also be necessary to go through additional clearance procedures as vehicles pass across the boundaries between any of its 32 states. "We are offering American corporations the services of a strong US carrier with close connections to first-class Mexican partners to handle their moves, to and from Mexico, in a consistent, reliable and secure way," he said.

Having a consistent relationship with partners helps with imports to the USA too. "We need to work together to share our knowledge of the customs requirements for each point of entry," he said. "If a shipment is flagged for inspection into the USA, inspection time could go from three days to 12-14 days depending on the level of activity in the port. Consistent partners help to mitigate the lack of control, save our customers a lot of time and expense and meet their service expectations."

Jeff said that there are manufacturers from Korea, Japan, China and Europe that are setting up in Mexico and moving their engineering and management staff into the country. Airbus, for example, has just opened a new door manufacturing plant in Mexico. Mexico is attractive partly because it's possible to set up a manufacturing facility very quickly, it has an affordable workforce and favorable tariffs.

"Using an American-based company is a little more comfortable for them," he said. "They like the quality and are seeking out companies in The States to handle that back and forth traffic." The language is easier for them, US companies tend to be more process based, and the legendary US customer service is important. Dewitt also works closely with Nippon Express in the city, that provides a weekly service to Mexico, to provide an exclusive service for Japanese customers.

So why has Dewitt joined PAIMA now? "PAIMA puts together relationships with carriers around the world that allows us to really develop partnerships for quality and consistency," said Jeff. "If you ever get into trouble somewhere you always have someone to call who you know will help." He also values

the educational side of the membership in which PAIMA provides the opportunity to learn more about countries so customers can more easily be prepared for their moves.

Dewitt is not part of a van line and, according to Jeff, that independence is important. "I think that's why for the last 90+ years Dewitt has been so strong," he said. "We've played in the sandbox with everybody and we have played well." The company does not operate vans and crews from San Diego, but has a trusted network of providers who deliver the operational services on its behalf.

"I am careful to define what my value is," he said. "Companies want to reduce their number of suppliers and I can manage their moves, make sure they come in on budget and ensure that every client's needs are met."

Jeff said that he was extremely impressed with the use of the tonnage reporting tool at PAIMA

to track and drive reciprocity. "We are definitely going to participate in that and are currently going through the PAIMA lists to identify all the members who have done business with us, and those who haven't, to see which ones we can work with in the future. It's a very exciting time for us." www.dewittmove.com



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