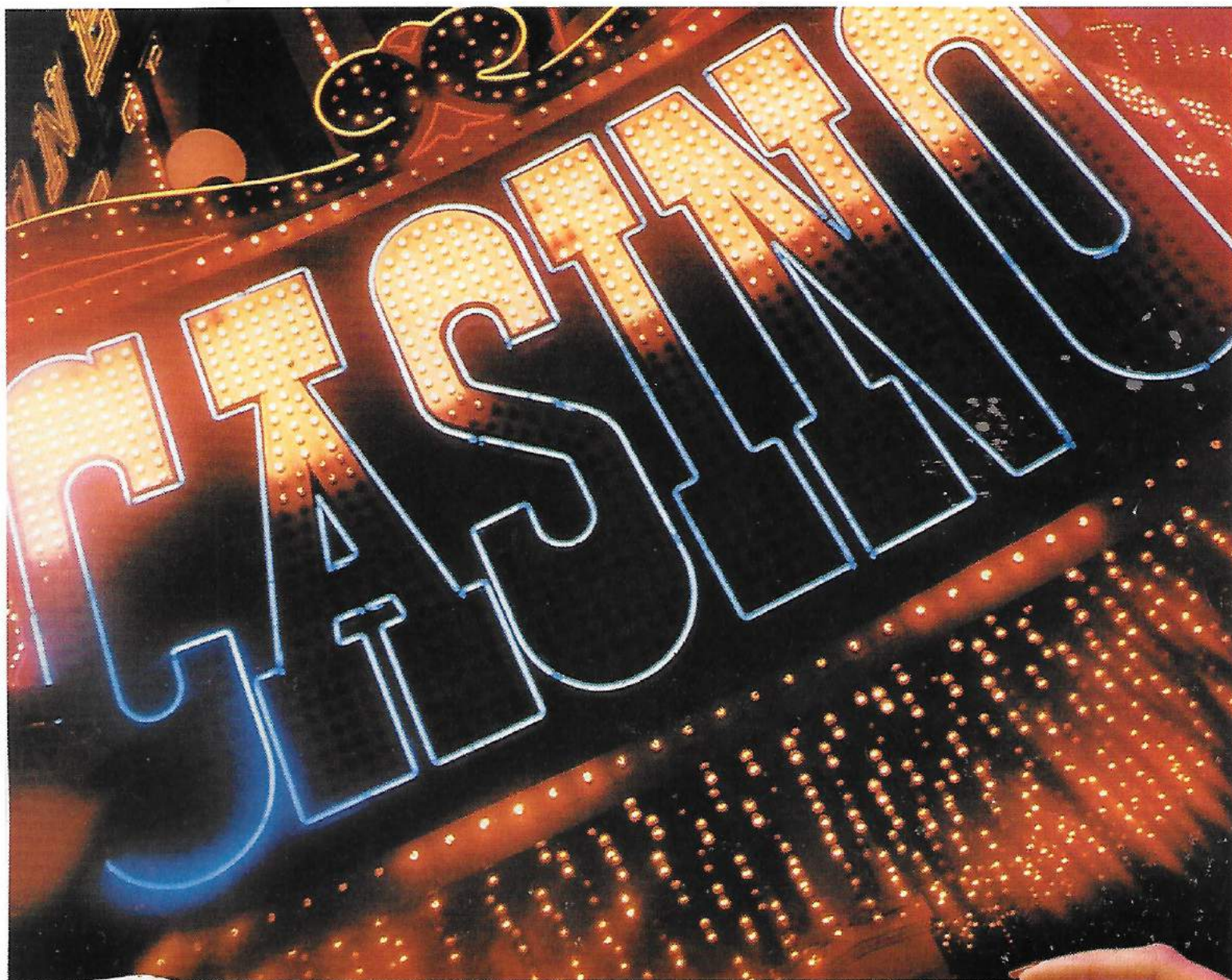


# LAS VEGAS

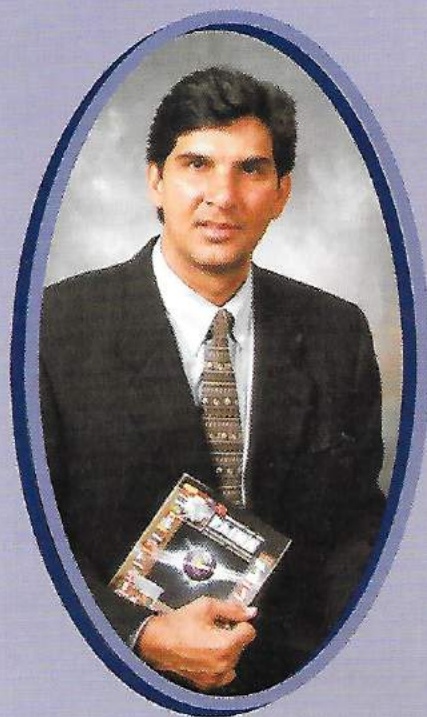


**PAIMA**

**Report**







**MAURICIO ORTIZ**  
PRESIDENT - PAIMA

## PRESIDENT'S LETTER

### CREATING SYNERGY IN PAIMA

SYN-ER-GY: THE STATE OF ACHIEVING A GREATER TOTAL VALUE BY INTEGRATING A SYSTEM'S INDIVIDUAL PARTS IN A OPTIMALLY HARMONIOUS MANNER. BY DEFINITION THIS WORD DESCRIBES A SITUATION THAT ALL OF US IN OUR FIRMS WISH TO REACH IN ORDER TO ACCOMPLISH HIGHER EFFICIENCY AND PROFITS.

THE BOARD MEMBERS, PAIMA OFFICE, AND MYSELF ARE MAKING THE BEST EFFORTS TO CREATE THIS SYNERGISTIC EFFECT IN OUR ORGANIZATION. THE QUESTION IS: WHAT WILL MOTIVATE A MOVING COMPANY TO USE ITS AFFILIATES FOR SERVICES? NOW-A-DAYS, QUALITY, SERVICE, TRUST AND PRICE (IN ANY ORDER BUT ALL TOGETHER) SHOULD BE THE DECISION UPON WHICH A MOVING COMPANY WILL CHOOSE A FIRM AS A SERVICE PROVIDER.

WE BELIEVE THAT THE ROLE OF PAIMA IN GUIDING OUR MEMBERS TO ACHIEVE THIS GOAL OF SYNERGISM IS DEPENDENT ON SUCH ACTION AS: ENCOURAGING OUR MEMBERS TO OBTAIN CERTIFICATION VIA ISO, FAIM, OR RIM. FOR THE SECOND YEAR THE PAIMA-AMSA RIM SEMINAR HAS BEEN SUCCESSFUL. BY HAVING THIS SEMINAR EVERY YEAR, ALL FIRMS PARTICIPATING CAN IMPLEMENT QUALITY WITH VERY GOOD GUIDANCE.

OUR ORGANIZATION DOES CARE FOR OTHER IMPORTANT ISSUES SUCH AS THE ENVIRONMENT. THE JUAN PERALTA ECOLOGY AWARD AND THE FUTURE PUBLICATION OF THE PAIMA ECOLOGY HANDBOOK ARE INNOVATIONS WELCOMED BY OUR MEMBERS AND ARE BEING FOLLOWED BY OTHER MOVING ORGANIZATIONS. WE ARE THE PIONEERS OF THESE PROGRAMS IN THE MOVING INDUSTRY.

THE IMPACT THAT THE RELOCATION COMPANIES ARE HAVING ON THE MOVING INDUSTRY IS ALSO AN ISSUE OF CONCERN. WE WILL HAVE THIS YEAR AT THE PAIMA CONVENTION IN LAS VEGAS THIS IMPORTANT SUBJECT ADDRESSED BY A RELOCATION SPECIALIST.

CLAIM ISSUES AMONG MEMBERS ARE A PRIORITY FOR ALL OF US. WE WISH TO COMMUNICATE THAT THIS BOARD WILL ACT DILIGENTLY AND FIRMLY ON ALL CASES AS PAIMA HAS DONE IN THE PAST.

IN THIS PAIMA REPORT AN INTERESTING ARTICLE OF THE SURVEY RESULTS IS INCLUDED. THE VIABLE SUGGESTIONS ARE ALREADY BEING OR WILL BE IMPLEMENTED IN THE SHORT TERM.

ONLY THROUGH GOOD COMUNICATION BETWEEN MEMBERS AND THE BOARD, COMBINED WITH HARD WORK AND GOOD PLANNING, CAN A SYNERGISTIC STATE BE ACCOMPLISHED IN OUR ORGANIZATION. I HOPE THESE EFFORTS BRING AN ENHANCEMENT IN TO YOUR BUSINESS.



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# PAIMA

Pan American International Movers Association

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**How to Reduce Insurance Claims p.13**

**Accidents and Incidents Lower  
in Canal Transits p.16**

**Monica Pinochet p.22**





## **PAIMA & AMSA Hold Joint RIM Seminar**

Once more the Pan-American International Movers Association and the American Moving and Storage Association held their second joint international training seminar based on quality and securities of the packaging industry. This seminar was held in Miami, Florida, on February 4th and 5th, 2001 in the Hotel La Quinta with the attendance of 30 representatives of different movers from different countries. The two-day seminar was built around the Registered International Mover Program (RIM).

Just as announced, the seminar started at 9:00 a.m. This year Boris Populoh provided the necessary documents to conduct the seminar as the two day course was given in Spanish by our previous President, Mr. Joseph Pauley, who took time from his work and family to conduct the classes. Congratulations Joe and thank you.

At the end of the course, a visit from three U.S. Custom Inspectors provided an explanation about the rules and regulation restrictions on household goods shipments. Several questions from the attendees were addressed by the inspectors, and they replied to clarify all doubts.

Most of the attendees came from Central and South America, and other members are interested in joining our next seminar.

PAIMA would like to congratulate the participants on their success in completing the certification portion of the Registered International Mover Program (RIM).

The seminar was a great experience, and PAIMA is working to keep all the membership/participants actively engaged and well-known. After the seminar, all PAIMA attendees enjoyed a dinner at the Tony Romas Restaurant.

Attached are some photos of the RIM seminar and dinners offered by PAIMA at the Tony Romas Restaurant and Cafe Abracci.





1. SOME OF THE PAIMA STUDENTS AT THE RECENT RIM SEMINAR HELD IN THE HOTEL LA QUINTA ON FEBRUARY 4TH AND 5TH, 2001.



5. ANOTHER VIEW OF THE RIM CLASS.



2. MR. JOSEPH PAULEY, PAIMA EX PRESIDENT, WHO DICTATED THE RIM CLASS IN SPANISH, GIVING AN EXPLANATION OF THE RIM PROGRAM.



6. AT THE RIM CLASS, STUDENTS WATCHING AN INTERESTING VIDEO.



3. ANOTHER VIEW OF THE RIM SEMINAR.



7. U.S. CUSTOMS AGENTS SPEAKING ABOUT CUSTOM REGULATIONS.



4. ANOTHER VIEW OF THE RIM CLASS.



8. MRS. RAQUEL CASTAÑÓN OF TRANSP. TRES BANDERAS ASKING A QUESTION OF THE US CUSTOM AGENTS.





9. ANOTHER GROUP GATHERING AT TONY ROMAS RESTAURANT; FROM LEFT TO RIGHT BACK ROW: RAFAEL MORENO, LETTY MORENO, MARIO MUÑOZ, FABIAN ORTIZ, MONICA PAULEY, JOSEPH PAULEY, FRONT ROW: ELENA MARI PINZANO.



13. FROM LEFT TO RIGHT AT THE TONY ROMAS RESTAURANT: LETTY MORENO OF MORENO INT'L, MACARENA SANCHEZ OF TRANSUARA INTERNACIONAL AND MONICA AND JOSEPH PAULEY OF TUMI INT'L MOVERS.



10. ANOTHER GROUP OF PARTICIPANTS AT THE TONY ROMAS RESTAURANT



14. AT TONY ROMAS FROM LEFT TO RIGHT BACK ROW: LETTY AND RAFAEL MORENO OF MORENO INT'L - MEXICO; AND FRONT ROW: CORA AND ABDEL COHN, MANAGER OF PAIMA.



11. ANOTHER GROUP OF SEMINARIST AT THE TONY ROMAS RESTAURANT.



15. MR. MAURICIO ORTIZ, PAIMA PRESIDENT, HAVING A NICE CONVERSATION WITH MRS. RAQUEL CASTAÑON AND OTHERS AT THE DINNER OFFERED BY PAIMA TO THE BOARD MEMBERS AT THE CAFE ABRACCI.



12. FROM LEFT TO RIGHT AT THE TONY ROMAS RESTAURANT: RAFAEL MORENO OF MORENO INT'L, FABIAN ORTIZ OF APA WORLDWIDE MOVERS, LEONIDAS LACAYO OF MUDANZA INT'L HONDURAS, AND MARIO MUÑOZ OF MORENO INT'L.



16. AT THE CAFE ABRACCI, MACARENA SANCHEZ, REGIONAL DIRECTOR OF BOLIVIA, PARAGUAY, CHILE, AND PERU GIVING A MEDALL TO MR. CHIP WITHERS, PAIMA EX PRESIDENT MEDAL IN A SPECIAL RECOGNITION OF HIS WORK IN PAIMA.





17. AT THE CAFÉ ABRACCI, RAQUEL CASTAÑON, PAIMA TREASURER, GIVING A MEDALL TO MR. ABDEL COHN, MANAGER OF PAIMA, IN SPECIAL RECOGNITION OF HIS WORK WITH PAIMA.



19. MR. JOSEPH AND MONICA PAULEY AT THE CAFÉ ABRACCI.



18. AT THE CAFÉ ABRACCI, FROM LEFT TO RIGHT: CORA COHN, MACARENA SANCHEZ, STEVEN TATTUM, AND GEORGE O'MASTA.



20. SOME OTHER PAIMA MEMBERS AT THE CAFÉ ABRACCI; FROM LEFT TO RIGHT: RAMON SIERRA OF MONARCH INTERNATIONAL, LEONIDAS LACAYO AND MARITZA RODRIGUEZ OF MUDANZAS INTERNATIONAL-HONDURAS.



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# IMPORTANT NOTICE

PAIMA 17th Annual Meeting

Las Vegas, Nevada, U.S.A.

Date: October 6th and 7th, 2001

Place: HOTEL PARIS - LAS VEGAS

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[paima@sinfo.net](mailto:paima@sinfo.net)

Ctc: Mr. Abdel Cohn.



## DEAR PAIMA MEMBERS:

PAIMA IS SEARCHING FOR SPONSORS FOR EVENTS, BREAKFAST, LUNCH, DINNER, GIVEAWAYS AND AMENITIES FOR THE ANNUAL MEETING TO BE HELD IN LAS VEGAS THIS COMING OCTOBER 2001.

SIGNING ON AS A SPONSOR IS A GREAT WAY TO ADVERTISE YOUR COMPANY WHILE YOU SUPPORT YOUR ASSOCIATION. YOU CAN MAKE A DIFFERENCE THIS YEAR AT THE ANNUAL MEETING AND CREATE AN OCCASION TO REMEMBER.

FOR MORE INFORMATION REGARDING SPONSORSHIP, PLEASE CONTACT PAIMA OFFICE AT: TEL / FAX: (507) 261-5839 OR TEL: (507) 229-6791 OR E-MAIL: [paima@sinfo.net](mailto:paima@sinfo.net)  
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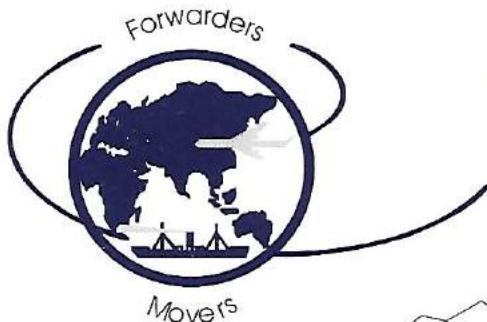
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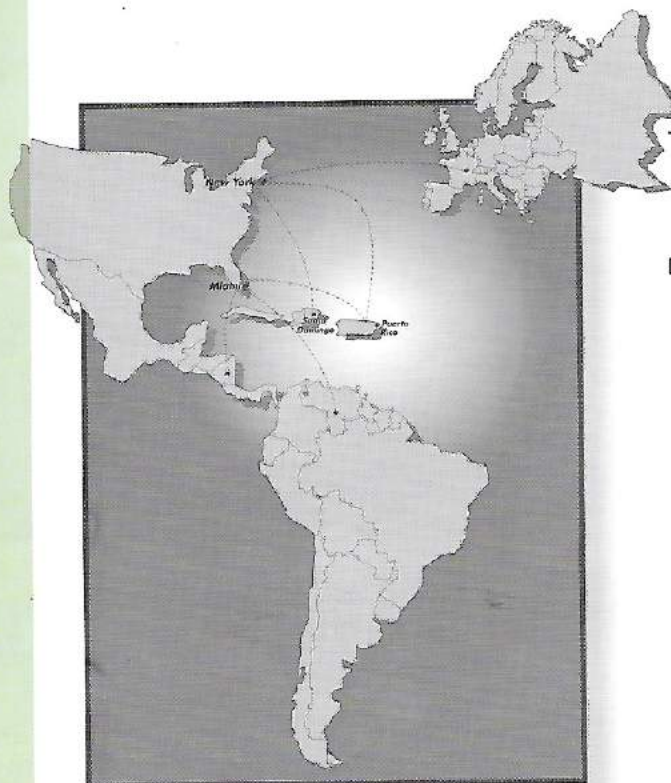




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**Top 30 Cargo Airports, June 2000**

| City                | Tonnage | Growth |
|---------------------|---------|--------|
| Memphis-USA         | 213,613 | 9.9    |
| Hong Kong-China     | 183,270 | 19.2   |
| Los Angeles-USA     | 175,944 | 8.4    |
| Tokyo (NRT)-Japan   | 166,042 | 7.7    |
| New York (JFK)-USA  | 162,000 | 12.8   |
| Seoul-Korea         | 156,645 | 16.6   |
| Anchorage-USA       | 142,583 | (2.1)  |
| Singapore           | 141,836 | 15.9   |
| Frankfurt-Germany   | 140,821 | 10.8   |
| Louisville-USA      | 135,401 | 6.4    |
| Chicago-USA         | 127,983 | (1.2)  |
| Miami (FL)-USA      | 126,269 | (2.7)  |
| London (LHR)-UK     | 118,200 | 5.3    |
| Paris (CdG)-France  | 108,656 | 20.0   |
| Taipei-Taiwan       | 104,255 | 18.0   |
| Amsterdam-Holland   | 99,817  | 3.6    |
| Indianapolis-USA    | 99,494  | 16.8   |
| Newark-USA          | 93,000  | 5.8    |
| Osaka-Japan         | 84,956  | 19.9   |
| San Francisco-USA   | 80,402  | 7.2    |
| Daytona-USA         | 74,527  | (3.9)  |
| Dallas (FT Wth)-USA | 74,183  | 4.0    |
| Bangkok-Thailand    | 69,837  | 6.8    |
| Atlanta-USA         | 63,942  | (9.6)  |
| Oakland-USA         | 59,839  | 1.5    |
| Tokyo (HND)-Japan   | 58,457  | 5.6    |
| Sydney-Australia    | 50,632  | 28.8   |
| Brussels-Belgium    | 47,944  | (9.9)  |
| Dubai-UAE           | 47,539  | 19.9   |
| Philadelphia-USA    | 45,804  | 1.5    |

**PM Packers & Movers Emphasize Packer Training**

By Rajeev Bhargava

**T**he most effective training program we have found is training packers to employ the right workmanship, coordination, and time management. When they observe our packers in action, our clients are very happy and satisfied and tend not to be so worried and tense about the thought of their prized possessions being uprooted and bound for a new place.

Because PM Packers exist solely because of customers, our packers' training, which is offered every three months, emphasizes customer service. Good customer service is cost-effective, as it always saves money for the company.

We provide an in-house training program in our warehouses and do not conduct classes outside, as the majority of the workers in India are not well educated. Our training program ensures that our packers understand the customer's wishes, and, since they are trained to achieve customer satisfaction, we have a very low claims rate. This has worked well for us, as evidenced by the fact that the majority of our business comes by word of mouth, customer referrals.

During and after our meetings, generally we ask one of the packers to demonstrate his packing skills, which are measured in terms of time and neatness of his work.

Rajeev Bhargava is managing director at PM Packers & Movers (Pvt.) Ltd. E-mail: [packers@cal.vsnl.net.in](mailto:packers@cal.vsnl.net.in)

1. *Ayurveda is the earliest school of medicine known to human beings. Charaka, the father of medicine, consolidated Ayurveda 2500 years ago. Today Ayurveda is fast regaining its rightful place in our civilization and is becoming known worldwide as the Science of Herbal Medicine.*

2. *The art of navigation was born in the river Sindh 6000 years ago. The very word navigation is derived from the Sanskrit words NVA Gatih.*

3. *The time taken by earth to orbit the sun, 365.25875648 days, was known in the 5th century.*

4. *Chess (Shataranja or AshtaPada) was invented in India.*

5. *Sushruta is the father of surgery. 2600 years ago he and health scientists of his time conducted complicated surgeries involving cesareans, artificial legs, fractures, urinary stones and even plastic surgery and brain surgery. Usage of anesthesia was well known in ancient India. Over 125 surgical pieces of equipment were used. Deep knowledge of anatomy, physiology, etiology, embryology, digestion, metabolism, genetics and immunity is also found in many texts.*

6. *The place value system, the decimal system, was developed in India in 100 B.C.*

**A FEW  
HISTORICAL  
FACTS ABOUT  
INDIA**





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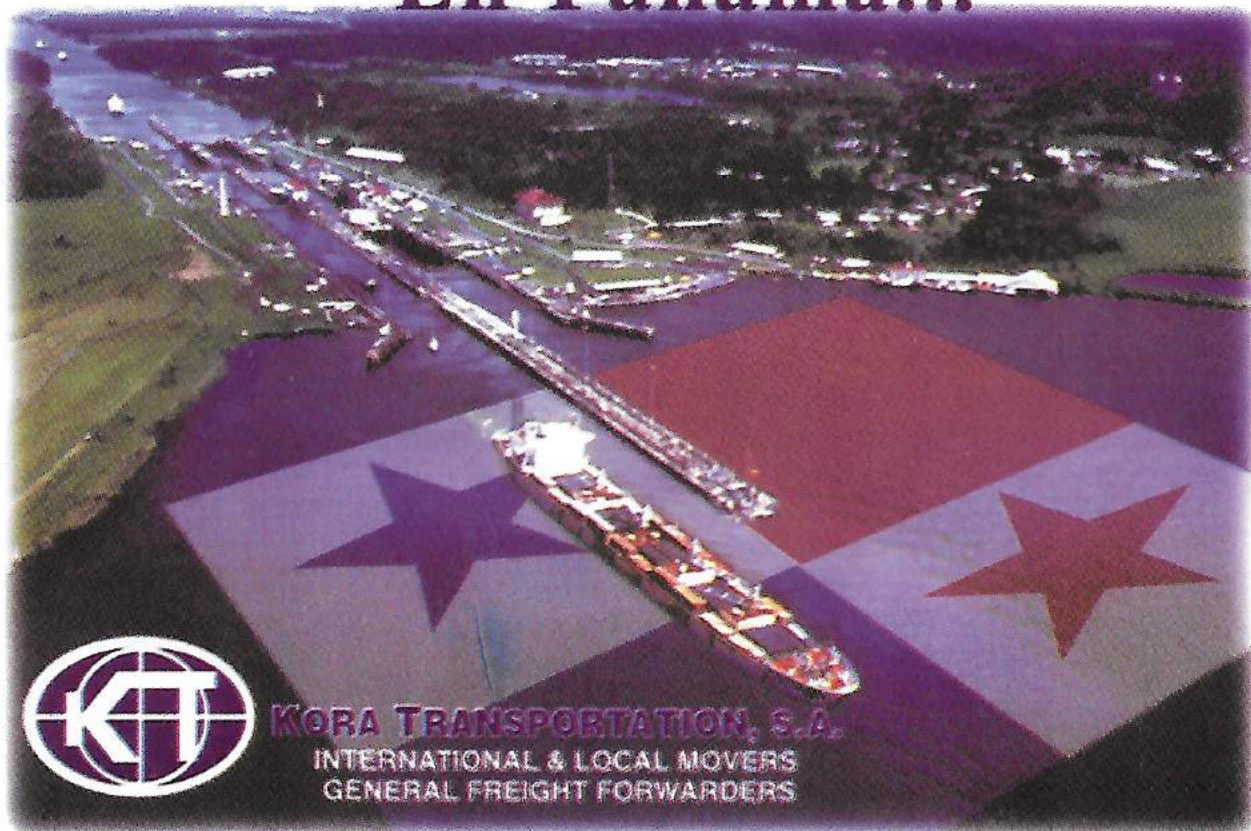
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## A Brief History of Las Vegas

The name Las Vegas comes from Spanish for "the meadows." The land was originally the home to the Navajo and other nomadic American Indians. In 1829 a Mexican trader by the name of Antonio Armijo came across what he called a grassland meadow hence the name Las Vegas for that area. In 1855, the Mormons sent a small group of settlers to help the local Indians plant crops and set up a safe way station between Los Angeles and Salt Lake City, but by 1857 the way station was abandoned ([www.overview](http://www.overview)).

Then in 1905 the city of Las Vegas was established. In 1931 two things happened that would forever change Las Vegas and help to shape the city's future path. Construction on the Hoover Dam began and thousands of workers were brought in to the city. At the same time casino gambling was legalized. For years the city struggled as a small town until Bugsy Siegel, the infamous New York mobster, opened his Flamingo Hotel in 1946 ([www.timeline](http://www.timeline)).

Today Las Vegas is the fastest growing city in the United States, and it is estimated that between 4000 and 8000 people move there each month. Tourism and gaming are the two major employers. 30 million people visited Las Vegas in 1996, and over \$5.5 billion were raised through gaming. Las Vegas is home to more hotel rooms than any other resort city in the world, and that number just continues to grow. The greater Las Vegas area is made up of the cities of Las Vegas, Henderson, North Las Vegas, Boulder City and a substantial portion of land that is managed by Clark County ([www.about](http://www.about)).

Aside from the gambling, one of the biggest draws to Las Vegas for tourists is the entertainment. From the beginning of the casino era, some of the top talents in show business have performed in Vegas. Stars like Barbara Streisand, the Rat Pack including Frank Sinatra, Dean Martin, and Sammy Davis, Jr., Tom Jones, The Rolling Stones, and Wayne Newton have all thrilled audiences and casinos alike with sold out shows and record breaking concerts. Visitors to Las Vegas can find any and all types of entertainment from Magic Acts to Comedians to Broadway Musicals to Showgirl Revues. The modern day Vegas is a vacation dreamland ([www.overview](http://www.overview))!

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## HOW TO REDUCE INSURANCE CLAIMS

At the PAIMA meeting in Alaska, the question was asked if anything could be done to reduce claims. Such an important question deserves valid answers, especially when statistics show that 1-in-5 international shipments has a claim.

Is there really anything you can do to reduce your claims? Absolutely!

- Be particular when selecting destination delivery agents. If a claim ensues every time you consign a shipment to a particular agent, perhaps the agent is not providing your customers with the quality service that you guaranteed.
- Why not let the delivery agents know that you are personally concerned with the shipments you consign to them? They'll get this message if you request a fax copy of signed delivery documents when the shipment is delivered. When agents know that you always review damage/loss noted by your customers, they will be encouraged to provide a better delivery service.
- Train your packing crews well to make sure they understand the importance of noting specific conditions (rips, tears, cracks, breakage, stains, etc.) of the items they pack/wrap on the packing inventory. This prevents claim payments for pre-existing conditions.
- Provide all prospective customers with an application and brochure. The application explains the insurance coverage while the brochure explains why transit insurance is essential to their upcoming move.
- To prevent under-insuring, encourage customers to prepare a value declaration. All transit insurance policies contain a 100% Co-Insurance clause that requires the entire shipment to be insured at the full, true value. Otherwise, the insurance company will not pay for the actual full value of any item lost or damaged.
- Giving customers their insurance certificate prior to the move provides them with instructions and forms for storage extension and claim filing, should the need arise.
- To avoid problems due to "late" reporting, report certificates to your insurance company within 7 days of the shipment's pick up date.
- Selling the insurance with a deductible eliminates the smaller claims because the property owner assumes part of the risk.
- If a customs agency is giving you problems, utilize the services of a port agent for customs clearance. This really works!

TGI offers its customers monthly or quarterly claim loss reports. Please contact us if you would like to receive claim loss reports or if you would like information about our insurance programs.

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## Arpin International Group Promotes Christopher Hood to Operations Manager

WEST WARWICK, RI Christopher Hood was recently promoted to Operations Manager for the GSA (Government Services Administration) Division of Arpin International Group, Inc. (international division of Paul Arpin Van Lines). The GSA Division relocates family household goods worldwide for all non-military government agencies.

Hood joined Arpin International Group in April, 1997, working in the Alaska division. His responsibilities included relocating shipments of household goods for all military, commercial, and GSA customers in and out of Alaska.

In his new role as Operations Manager, Hood will handle the complete day-to-day management of all operations in GSA, as well as the financial management of the Alaska division.

Contact: Corinne Tennett  
(401)823-1008, Ext. 308  
[corinne@arpinintl.com](mailto:corinne@arpinintl.com)

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# TRANSPACK LTDA. - Colombia

by: Joel & Karin Doglioni

I am happy to inform you that TRANSPACK LTDA. has been the first company in Colombia successful in achieving FAIM accreditation, the world's only quality assurance standard for the international moving industry.

After a rigorous audit, FIDI has warranted the excellent service that TRANSPACK LTDA. has offered to our customers for more than 33 years granting them the FAIM quality certificate.

We are also pleased to announce that Transpack Ltda. recently has achieved certification as an active member of BASC (Business Antismuggling Coalition / Coalición Empresarial Anticontrabando) here in Colombia. This was the result of a very stringent examination and inspection of our installations here in Bogotá by the Customs Officials of the US Embassy, under the supervision and directives by ANDI (Capítulo Cundinamarca Colombia).

BASC (Business Antismuggling Coalition) is a program of cooperation between the private business sector and national and international organizations, supported by the United States Custom Service with the main objective to promote more secure and safer international trade controls.

The BASC program encompasses the whole international trade process in an effort to create safeguards for the protection of the shipping agents, their customers, and consequently raising the awareness as to the importance of active participation to reach this goal.

#### Objectives of BASC:

- Serve as a tool for business management to permit and strengthen quality controls in direct benefit to the customer.

- Enhance international credibility in services and products originating in Colombia.
- Assist its members in efforts to prevent that their products or services might be used for illicit activities.
- Create a safe work environment.

#### BASC Certificate:

Its main objective is to reach and maintain high levels of prevention and security measures for its business affiliates.

#### Benefits of BASC membership:

Businesses associated with BASC program, in addition to prestige enhancement, receive benefits such as:

- Direct and frequent contacts with national and international authorities involved in the program.
- Promote international cooperation and information and consequently reduce the risk that normal and legal cargo traffic will be used for illicit activities.

#### Government Entities involved:

- Custom Service of United States
- Government Board of Customs and Indirect Taxes of France (DGDDI)
- National Board of Taxes and Customs (Colombia DIAN)
- Antinarcotics Police

Transpack LTDA hopes very much that this achievement will be reflected in our ability to pursue our commitment to provide you with the best value in terms of service and care on all international moves.



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# Accidents and Incidents Lower in Canal Transits

**A reduction in the number of accidents and incidents was registered in the Panama Canal during the year 2000, a spokesperson for the Panama Canal Authority (ACP) has revealed to The Bulletin.**

The source pointed out that this had taken place during the first year of the Canal being administered by Panama and with an increase in the number of Panamanian pilots handling vessels.

According to this official source, the Panama Canal registered 0.16 percent of accidents per each 10,000 transits of deep draft ships, compared with 0.20 percent in 1999 and 0.18 percent in 1998.

The spokesperson said that the lowering of the number of accident incidents had coincided with a substantial increase in the percentage of Panama ships using the Canal, which had risen by a little over 30 percent in 1998 and by almost 40 percent now, plus the elimination of certain restrictions previously applied to certain vessels. "For example," the source explained, "some ships which previously were only allowed to transit by day can now do so at night, thanks to the implementation of the improved administration system for ship traffic (EVTMS)."

However, pilots consulted by this newspaper pointed out that the system is not functioning well, although they conceded that once some minor problems are overcome, it should have greater impact on navigation security in the waterway.

In respect to the drop in accidents coinciding with the increase in Panamanian pilots, the official spokesperson indicated that this does not mean that Panamanian pilots are better than US pilots and explained. "It simply reflects the high level of training, dedication and national pride on the part of the Panamanian pilots."

Currently, of the 284 pilots working on the Panama Canal, 259 are Panamanian. "Only 25, all senior pilots, are North Americans," the source indicated, pointing out that by next year (2002), the Canal will have sufficient expert pilots to cover all positions. The Canal spokesperson said that the target

at this moment is not that of replacing all North American pilots with Panamanians.

While a large part of the training of pilots has been concentrated on the use of simulators (more than practical experience of ocean navigation), this has helped replace in large measure the lack of ocean experience.

In order to further improve internal training, the ACP is currently planning a Simulator Center behind the present Ascanio Arosemena Training Center (in the former Balboa High School) and is acquiring modern simulators—one of 360 degree coverage and one of tugs.

The Canal agency plans to invest almost US \$5-million in the Center, not only for the use of pilots and tug captains, but also for some 3,200 Canal employees, including office and field workers involved in the operations of transiting ships from one ocean to the other.

The ACP Contracts Office set January 30 as the date for bidding on the equipment and services (installation) to improve the ship handling simulator system upgrade.

The ACP already has a modern ridge simulator in which instructors recreate a diversity of bad weather conditions which could be encountered by pilots or tug captains during a ship transit. This allows them to test the abilities of those undergoing the tests.

The planned Simulator Center should be completed and in use by December this year (2001).

The growing size of ships using the Canal and the elimination of certain restrictions to speed up transits have a positive impact on the efficiency of the Canal and require great ability on the part of the pilots.

This ability is expected to be improved with the use of simulators, not only for personnel directly involved in transit operations, but also for those Canal employees who provide support.



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Additional Registrant: \_\_\_\_\_

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(Per Participant)

US\$ 25.00x = \$

(After Sept. 15th, 2001)

(Registration Fee will increase US\$ 25.00 for each registration.)

TOTAL US\$

(Please make check or money order payable to P.A.I.M.A. against an American Bank. Others will be returned.)  
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Note: Bank Tranfer will not be acceptable.

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Note: Car reservations and ground transfers are for your account.

Please contact the P.A.I.M.A. office Tel. (507) 229-6791, Fax. (507) 261-5839, e-mail: [paimea@sinfo.net](mailto:paimea@sinfo.net)**SPECIAL REQUESTS***If you need assistance in any of the following areas, please check below, and we will contact you with further information.*

- Baby sitting service for Friday evening.
- Special diet needs (vegetarian meals).
- Special medical needs.
- Local area information.
- Additional travel information.

We are looking forward to seeing all of you at this year's P.A.I.M.A. Annual Convention.







# THE FOLLOWING COMPANIES HAVE BEEN ACCEPTED AS MEMBERS OF PAIMA FEBRUARY 3RD, 2001

**1. FRANQUICIA COLOMBIANA  
DE EMPAQUES LTDA. PACKAGING CENTER**  
Av. 13, N° 91-29  
Santa Fe de Bogotá, Colombia  
Tel. 57-1-616-7836  
Fax: 57-1-616-9836  
e-mail: gloria@packagingcenter.net  
web: www.packagingcenter.net  
Mailing Address: Same as above  
Attn: Mrs. Gloria Franco de Manrique-Manager  
Tonnage Report Code N° 144

**2. INTRAPACK DE COLOMBIA LTDA.**  
Calle 170 · 39-33  
Santa Fe de Bogotá, Colombia  
Tel. 57-1-528-0813/14  
Fax: 57-1-526-1636  
e-mail: intrapack.colombia@interred.net.co  
Mailing Address: Same as above  
Attn: Mrs. Marta Lucia Murillas-General Manager  
Tonnage Report Code N° 145

**3. MOVE HOME INTERNATIONAL, S.A.**  
Trasversal 96 N°41-58  
Santa Fe de Bogotá, Colombia  
Tel. 57-1-421-1566  
Fax: 57-1-418-1970  
e-mail: movehome@colomsat.net.co  
Mailing Address: Same as above  
Attn: Mr. Calixto Nichols-President  
Mr. Andres Gomez Flores-Manager  
Tonnage Report Code N° 146

**4. DE MARTI I, S.A.**  
Calle Alcarria, 7-1° Oficina 9  
28820-Coslada-Madrid, Spain  
Tel. 34-91-669-4176  
Fax: 34-91-669-4442  
e-mail: dmartima@arrakis.es  
Mailing Address: Same as above  
Attn: Mr. José María de Marti-President  
Mr. Enrique García-Vice-President  
Tonnage Report Code N° 147

**5. CARGO PARTNER AS, REMOVALS**  
Filipstadveien 16, 0250  
Oslo, Norway  
Tel. 57-1-616-7836 • Fax: 57-1-616-9836  
e-mail: oddvar@cargopartner.no  
e-mail: flyttingr@cargopartner.no  
web: www.cargopartner.no  
Mailing Address: Post Box 43, Sentrum 0101,  
Oslo, Norway  
Attn: Mr. Ivar S. Alsaker-President  
Mr. Oddvar Haugen-General Manager  
Tonnage Report Code N° 148

**6. P.M. PACKERS & MOVERS (PVT.) LTD.**  
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e-mail: info@packersindia.com  
web: www.packersindia.com  
Mailing Address: Same as above  
Attn: Mr. Rajeev Bhargava-President and Managing  
Director Tonnage Report Code N° 149

**7. EUROMOVING 2000 SRL E-130,**  
Lajpat Nagar-1  
Via Cassia 1279-0189  
Rome, Italy  
Tel. 39-06-303-15150  
Fax: 39-06-303-10208  
e-mail: euromoving@euromoving2000.com  
web: www.euromoving2000.com  
Mailing Address: Same as above  
Attn: Ms. Paola Spagnoli-President  
Tonnage Report Code N° 150

**8. GATEWAYS INTERNATIONAL, INC.**  
2030 First Ave., Suite 200  
Seattle, WA 98121-2112, U.S.A.  
Tel. (206)728-5990  
Fax: (206)728-7579  
e-mail: rickc@the-movers.com  
e-mail: gateways@the-movers.com  
Mailing Address: Same as above  
Attn: Mr. Richard W. Curry-President  
Tonnage Report Code N° 152

**9. MUDANZAS TRALLERO, S.A.**  
Industria, 60-70 Pol. Ind.  
Gran Via Sur, 08908 Hospitalet  
de Llobregat, Barcelona, España  
Tel. (206)728-5990 • Fax: (206)728-7579  
e-mail: rickc@the-movers.com  
Attn: Mr. José Trallero-President  
Mr. Jordi Sánchez-General Manager  
Tonnage Report Code N° 155

**10. CARGO PARTNER AG/  
CARGO PARTNER INTERNATIONAL MOVERS**  
Building 263/4, A-1300  
Flughafen Wien, Vienna-Austria  
Tel. 43-17-0073-5120 or 35104  
Fax: 43-17-0073-3439  
e-mail: feiks@cargo-partner.com  
web: www.cargo-partner.com  
Mailing Address: Post Box 42, Vienna-Austria  
Attn: Mr. Joachim Feiks-Director  
Tonnage Report Code N° 154

**11. INTERNATIONAL STORAGE AND  
REMOVALS, SL (INTERS)**  
Bartomeu García i Subirà, 6  
08830 Sant Boi de Llobregat  
Barcelona, Spain  
Tel. 39-06-303-15150 • Fax: 39-06-303-15150  
e-mail: inters@cambraben.es  
web: www.euromoving2000.com  
Mailing Address: Same as above  
Attn: Ms. Ma. Dolores Martínez  
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WITH ALL THE ABOVE FUNDS RECEIVED FROM OUR MEMBERS, MUDISA IN EL SALVADOR, IN TURN, DELIVERED THEM TO THE CARE FOUNDATION TO BENEFIT THE CHILDREN. THANK YOU VERY MUCH FOR YOUR KIND COOPERATION AND GOD BLESS ALL OF YOU.



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[www.honduras.net/misa](http://www.honduras.net/misa)





# Membership Survey Results



by: Cliff Williamson

The PAIMA Board wishes to thank the 35 members (of a total membership of 135) who responded to our **membership survey** sent out in November. The Board also wishes to thank George O'Masta for his assistance in the effort of collating the responses. The purpose of the survey was to obtain the views of the members on specific issues, rank the importance of the PAIMA activities, and solicit new ideas.

The exact results of the survey in raw data form have been sent to all members by Email for those who wish to see how their colleagues responded. These same survey results were closely studied and discussed at length by the PAIMA Board at its meeting in Miami on February 3<sup>rd</sup>, 2001. In the following paragraphs, a brief summary of the Board's conclusions is given, without specific numbers. If doubts occur or questions arise regarding the survey or the Board's interpretation of the results, feel free to contact any of the Board Members or the President himself to discuss them.

## **RANKING THE IMPORTANCE OF PAIMA ACTIVITIES**

The activities of the Association ranked, in Part A of the membership survey, as most important by members - in order - are:

- Settling disputes between members
- Hosting an annual convention
- Establishing standards of cooperation among members
- Establishing standards of quality
- Training
- Leadership in technology

The Board intends to take steps to respect the wishes of the membership in the continuation and strengthening of these activities.

## **QUESTIONS AND ANSWERS REGARDING SPECIFIC ISSUES**

We refer you to the specific issues as they appeared in the survey in Part B and the results which you have received. A few basic conclusions can be listed as follows:

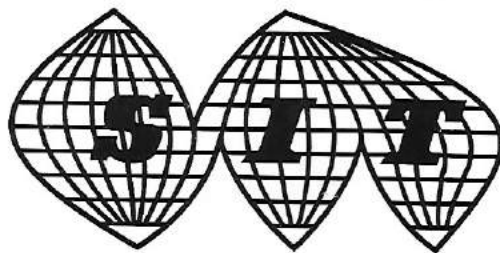
- Membership approves of the broadest possible participation of companies of various structures, sizes, and geographic coverage, provided that these companies are quality-driven and financially responsible.
- The membership favors Las Vegas as the site of its 2001 Convention - the same venue as the Household Convention site.
- A strong majority of members either have obtained or will obtain quality certification in the short term, either FAIM, ISO, or RIM.
- The membership supports efforts to encourage reciprocity among association members, but does not support a mandatory discount to fellow PAIMA agents as a mechanism to do so.

Other issues were addressed, and various ideas were offered. The Board is pleased with the input given by its members and intends to encourage the democratic traditions of our Association.

Cliff Williamson is a PAIMA Board Member and President of Transpack Argentina in Buenos Aires.



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# TUMI INTERNATIONAL MOVERS

## MONICA PINOCHET

In a surprise to all, including her, the Chilean Mónica Pinochet Pauley changed her profession of medical technologist to one of president in a company of international moving, that in the last 5 years has become one of the most successful companies in the United States and Latin America: Tumi International. Tumi is the name of a legendary God Inca.

Mónica was born north of Chile, in Antofagasta, and at the age of 8 years old, all her family moved to the capital, Santiago, where she studied, until graduating as a medical technologist.

"More peculiar to this story is that I changed from a medical profession, submerged several hours per day in the silence of the blood donation banks, to a business of services, where every day is a new challenge and where we must plan strategies and be able to find sales to prosper," emphasizes Mónica.

When she finalized her university studies, she met her husband, an American citizen who introduced her to the fascinating world of the movers. In that time, he was a recognized industrialist in Peru and Chile, but he was not happy with certain political and financial changes. He then became discouraged, and he thought about retiring.

With the savings, her husband bought a sailboat. "My husband and I sailed the Caribbean for a year, living to the swing of the waves. Tremendous adventure! But the money did not last," Mónica remembers.

On returning and being more rested, again full of positive energies and encouraged by

Mónica, her husband opened a company of transport and moving in the United States.

Mónica returned to Chile, again to the blood banks. Five years later she moved permanently to the United States, where she continued working in her profession. Her husband bought the shares from the partners and was running the business, so she decided to help him completely.

Without thinking twice, Mónica took the reins of Tumi, in the areas of administration and finance producing good results! Last year the company acquired a property worth 5 million dollars in Miami, which is presently the operation base.

The clients of Tumi International include the government of the United States worth and the embassies of the United States in Latin America. In addition, they also move high executives and artists, such as Olga Tañón from Puerto Rico to Orlando; Grecia Colmenares, from Argentina to the United States; Cecilia Bolocco from the United States to Chile... The Puma (Jose Luis Rodriguez) in a few words, a constellation of celebrities.

Besides Mónica, her husband, all of his children and more than 35 employees work at Tumi. It is a family company. They have two daughters, Macarena and Patricia. They all work very united, with the same objective: to continue growing.

Finally, Mónica Pinochet explains the reasons for her success: "When somebody does what she likes and does it with desire, this person will always be successful! And in one's personal life: understanding, love and the family unit come before everything."





View of the new Tumi warehouse.



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Santiago de Chile, Chile  
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Fax: (56) 2-4600-409  
e-mail: [australmovers@entelchile.net](mailto:australmovers@entelchile.net)  
CTC: Manuel Fco. Urzúa  
TONNAGE REPORT CODE No. 122

### 2. THE FOLLOWING COMPANIES HAVE BEEN SUSPENDED FOR LACK OF PAYMENT OF ANNUAL DUES:

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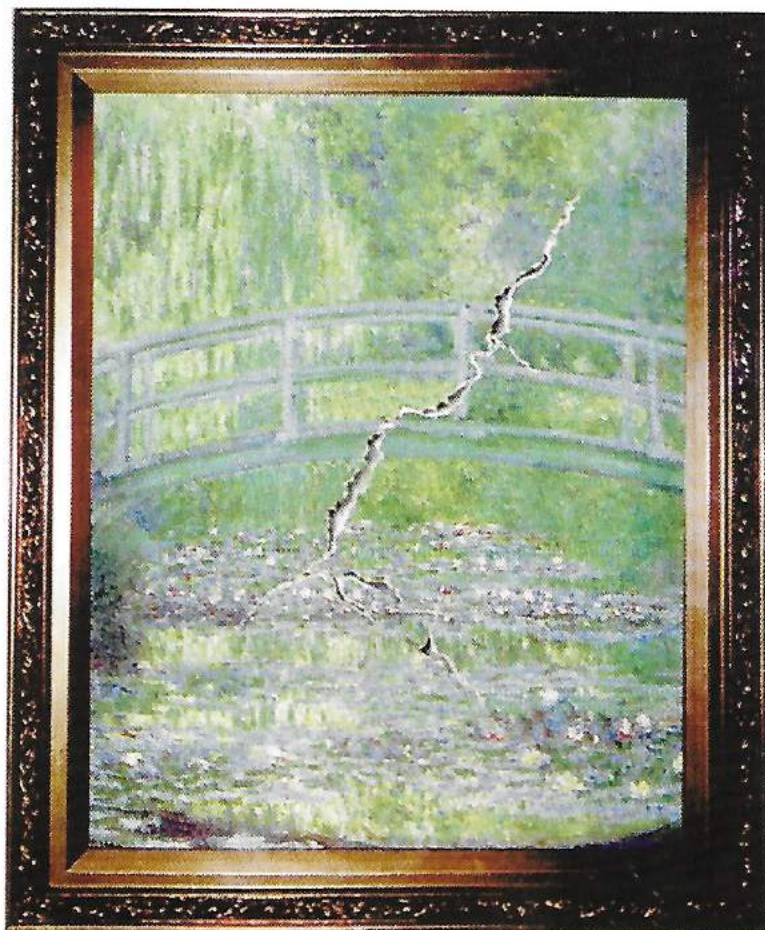
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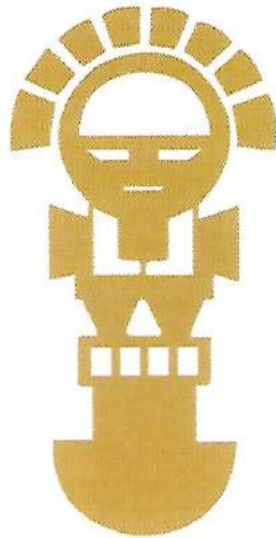
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