

Spring Edition, 2002



FLORIDA

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PAIMA

REPORT

Progress through Enhancement of the International Moving Industry

President's Letter

A Brief History of PAIMA



By Abdel Cohn, Founder and First President of PAIMA

PAN AMERICAN INTERNATIONAL MOVERS ASSOCIATION (PAIMA) was founded in 1985 by the owners of sixteen major international moving companies that saw a need to form an association representing all of the Americas: Canada, The United States, The Caribbean nations and all of Latin America. The owners wanted to create a dynamic association that was not only representative of its members but, also, responsive to them. The founders' main goal was to form an association of high quality moving companies that wanted to work together to improve the moving business and its image under win-win concept. The association would be comprised of those companies, without discrimination nor preference, that applied for membership provided they meet certain basic requirements. PAIMA, now has over 140 members from five different continents and is increasing its membership about 10% every year.

A major concern of the founders was to insure that all the members have a sound financial condition and an ethical reputation in the moving industry. A thorough background check of all prospective members is a high priority since the Association does not require that companies post a bond nor buy insurance to cover any delinquent payments owed to other members. Companies that have a claim against other members must submit their documented case to the Association which studies the merits of the claim. The

Association, as a legal entity empowered by its charter and by-laws, has the responsibility to review, monitor and arbitrate all claims between its members and to render a decision based on the merits of each case. The penalty for non-compliance of the Association decision is expulsion from the Association and publication of the company's name in the PAIMA report/bulletin. Naturally this being an extreme measure, a thorough review of the facts and an appeal to reason are the primary tools used to resolve financial disputes among members. This system has proved itself worthy over time as evidenced by the successful resolution of the claims that have been brought before the Association without the need for expulsion.

The objectives and pledges of PAIMA are based on democratic principles that insure the voice and representation of all its members. At the annual meeting there are elections to the Board of Directors, and as a part of the regular business agenda, suggestions may be made by any members which then call for a vote by the membership. These normally include items such as: changes to the by-laws, public relations projects, and in short, anything with which one would like the Association to become involved. Those items approved by the membership are then acted upon by the Board of Directors during the following year. The board will normally call for volunteers to form committees to implement those items that are approved for action. This

process assures participation of all the members with the advantages of strengthening the Association as well as the bonds of friendship and teamwork among the members. All members are encouraged to voice their opinions and to serve on committees. The continuous communication of the membership, not only at the annual meeting but with the main office which is located in Panama city and with each other via the internet and PAIMA's web site, insures a growth and newness to the organization that keeps it abreast of the times in today's world of instant communication and rapid change.

The Juan Peralta Ecology Award is presented by PAIMA to the international moving company that uses ecological activities such as, recycling boxes and material including paper, wood, and steel. PAIMA is the first movers association to present this award in the international moving industry, and it is pleased to see how the international moving companies are supporting this purpose for the benefit of the world.

The PAIMA Association also promotes a tonnage report among PAIMA members in order to improve handled shipments among the membership. This is done to give a mutual reciprocity to its members and to improve the Association. In addition PAIMA gives a commemorative plaque by region to the winners that obtain the highest score in shipments handled among its membership.

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PAIMA

Progress through Enhancement of the International Moving Industry

PAIMA & AMSA Hold Joint RIM Seminar 2002

in Orlando, Florida

The Pan-American International Movers Association and the American Moving and Storage Association held another joint international training seminar based on quality and securities of the packaging industry. This seminar was held in Orlando, Florida, on March 13th, 2002, in the Gaylord Palms Hotel with the attendance of 21 representatives of different movers from different countries.

The seminar was build around the Registered International Mover Program (RIM).

Just as announced, the seminar started at 9:00 a.m. The seminar was given in English and Spanish by Mr. Boris Populoh of AMSA who provided the necessary documents to conduct the seminar and Mr. Joseph Pauley, PAIMA ex-President and now Director of Training.

The course was a successful event, and participants were satisfied. All of their questions were answered and clarified. This year attendees came from Central America, South America, Europe, and Asia.

The Association will be holding a Packaging Seminar in Panama on September 6th and 7th, 2002. If you



are interested in joining the next seminar, please contact the PAIMA office.

PAIMA would like to congratulate all 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 actively engaged and well-known in the industry that it represents.

Following the seminar, PAIMA participated at the AMSA convention

held in the Gaylord Palms Hotel from March 13th to 17th, 2002. Mr. Abdel Cohn, Manager of PAIMA, attended the AMSA convention, supervised the booth, and promoted PAIMA membership. Please see above a photo of the PAIMA booth and some of the giveaways given at the AMSA convention. For your information the PAIMA booth is going to be present at the next HHGFAA exhibition in Orlando, Florida, in October 2002. You are welcome to visit the PAIMA booth and support your association.

RAQUEL CASTAÑON

Transportes Tres Banderas

Mexico, D.F.

When I began working for this industry 26 years ago, I immediately knew that this was going to be my profession for life. There should be someone to tell you during the employment interview that once you're in, you are a lifer!

Prior to becoming owner and CEO of my own company, I was very fortunate to have trained and held key positions with excellent companies which gave me the foundation on which I stand today. I have always enjoyed dealing with people and consider myself a "people person." What is most rewarding about this job is being able to ensure that the household moves of my clients go as smoothly and trouble-free as possible. I would do whatever is necessary in order to accomplish this.

Throughout my professional career, I have been an active member of various associations, chambers, and organizations in which I have always been chosen to hold important

positions. These roles have allowed me to express my ideas and help other women to become important players in their companies. These women, like myself, have had difficulties getting ahead in Latin American societies that are used to being very structured and arduous for working females. Our participation has helped us exchange ideas and opinions, thus making our lives easier and more productive.

For the past four years I have served as treasurer of the Pan American International Movers Association (PAIMA). This has allowed me to work closely with knowledgeable people who have excelled in this industry.

In Latin American and in many other countries around the globe, some men are referred to as "machos" and like to deal with other men, especially while transacting business. I have noticed that as a woman, you have to consistently demonstrate that your job performance can be just as good as

- or sometimes better than - that of a man.

I believe that women have natural skills that can be very useful in the moving and relocation industry.

A woman is perceptive by nature, which means that she is careful and focuses more attention on detail.

This is especially true when she is committed to doing two jobs well - one at home raising children and the other at the office or operations facility. I am a mother of four children and am very proud to have raised them alone and to have been able to afford a university education for them. (By the way, one of my sons, Victor, has followed me into the international moving business).

People consider me to be a leader, maybe because of my strong personality and untamed will. I don't usually take no for an answer. I sincerely believe that when you perform a job that you truly enjoy doing, you will be rewarded for your efforts both personally and professionally.

History of the

Montreal is a major international city that has grown to a large degree because of its port. The Port of Montreal is a triumph of human ingenuity, which over the course of more than three and one-half centuries has transformed a shallow basin 1,600 kilometres (1,000 miles) inland, accessible only by longboat during the warm months, into a world-class seaport open year-round.

At the dawn of a new millennium, Montreal handles some 20 million tons of highly-diversified cargo annually and is a leader on the North Atlantic.

Today, the Montreal Port Authority can look to the great achievements of the past as a source of inspiration to take on the challenges of the future.

If one were to ask how long it took to complete the Port of Montreal, the answer would probably be: "They started in 1830 and haven't finished yet."

It was in 1830, some 20 years after the birth of steamboat navigation between Quebec City and Montreal, that the first Harbour Commissioners of Montreal were appointed.

The commissioners were in charge of improving and enlarging the port, a task that the Montreal Port Authority continues today. The commissioners built the port's first permanent wharves and took other initiatives, including the dredging of the river. The harbour commissioners certainly had their work cut out for them. From 1830 to 1832 alone, more than 1,143 meters (3,750 feet) of docks were built. Other work included the construction of retaining walls and ramps.

The Montreal Harbour Commission funded and carried out the first major dredging of the port and St. Lawrence River - a project that started in 1851 and continued until 1888.

John Young, considered by many as the father of the Port of Montreal, was responsible for having the channel dredged so that ocean-going vessels could sail to Montreal. Regarded as one of its most important developers, John Young played a major role in the Port of Montreal from 1850 until his death in 1878. He was president of the Montreal Harbour Commissioners for 15 years. In addition to overseeing the channel deepening, John Young was responsible for the construction of port facilities that rivalled or surpassed those of commercial centers overseas.

The deepening of the channel permitted steamships to sail upriver to Montreal and by 1856 the Montreal Ocean Steamship Company, which later became part of Allan Line, had already started a regular steamship



In 1871, the first locomotive appeared on the docks. That year, Alfred Sandham wrote in his *Histoire de la Ville Marie*: "The port has such extensive docks that there are none to match them on this continent, and only four cities in Europe have as much."

Another historic account indicates that on May 28, 1872, there were 70 ships - 21 of them ocean-going steamships - representing a total of 53,769 tons that were moored at different berths. Meanwhile, the harbour commissioners prepared new plans for further development. Under the direction of John Kennedy, chief engineer at the port between 1875 and 1906 and a man who was also considered one of its great builders, the plans were ready in 1877. The scope of the project was such, however, that it took until 1891 before the upgrading was finally sanctioned. Those 1877 plans are considered responsible for the creation of the modern port. Stone and concrete docks gradually replaced wood, steel and concrete sheds replaced temporary sheds, the first grain elevators were built, the jetties that still exist today began emerging from the river, and railway tracks extended and multiplied.

In 1910, a project to increase the channel depth to 10.7 meters (35 feet) was undertaken.

In 1936, the federal government formed The National Harbours Board and the Port of Montreal came under its umbrella, ending the regime of the harbour commissioners in Montreal after more than a century.

By 1947, more than 25 major steamship lines in established trades were serving the port 7 ½ months of the year.

Prior to 1962, the St. Lawrence River channel was frozen over during the winter and the port did not operate for about 3 ½ months each year. In 1964, the Lauritzen Lines ship *Helga Dan* made its way upriver through the ice and berthed at Montreal on January 4. Since then the channel has been kept open during the winter months, and the port has operated year-round.

Yet another milestone occurred in 1967 when the Port

of Montreal handled its first container. In November 1968, Canada's first container terminal opened at Montreal, and Manchester Liners Ltd. inaugurated a weekly container service to the United Kingdom. Containerization allowed the port more than ever to take full advantage of its strategic geographic location right on the doorstep of North America's industrial heartland and its role as the hub of a seamless integrated intermodal system.

Montreal provided the shortest, most direct route between Central Canada and the U.S. Midwest and Northeast and the vast markets of Northern Europe and the Mediterranean for the door-to-door transportation of goods.

Containerized traffic grew rapidly at the Port of Montreal. In 1977, only 10 years after the opening of its first container terminal in 1968, the port handled its one-millionth container or TEU (20-foot equivalent unit). In December 2000, it joined the select group of ports that handle one million containers in a single and same year.

Throughout the years, port management undertook a number of expansion and development projects designed to handle the ever-increasing number of containers moving through Montreal. This sector of activity continues to experience the strongest growth at the port, setting records year-in, year-out. Today, the Port of Montreal's four modern container terminals cover an area of more than 70 hectares (170 acres) and feature 15 computerized dockside gantry cranes.

On July 1, 1983, the Montreal Port Corporation was formed under the Canada Ports Corporation Act. Under the legislation, enacted in 1982 and proclaimed in February 1983, a new national organization known as Ports Canada was formed to replace the National Harbours Board. A member of the Ports Canada family, the Montreal Port Corporation was a highly-autonomous organization with its own board of directors made up of Montreal-area businesspeople.

The Montreal Port Corporation changed its name and status and became the Montreal Port Authority on March 1, 1999, under the Canada Marine Act, which established a new environment and new way of doing business for Canada's major ports. The change to the Montreal Port Authority was a smooth one as the Montreal Port Corporation had always operated in a commercial, efficient and profitable manner ever since its founding as a local port corporation in 1983.

Port of Montreal

Milestones in the history of the Port of Montreal:

1535 Jacques Cartier explores the island of Montreal, home to the city and the Port of Montreal.

1603 Samuel de Champlain arrives on the island and finds no trace of the Huron village of Hochelaga that had welcomed Jacques Cartier.

1642 Paul Chomedey, Sieur de Maisonneuve, establishes Ville-Marie. For almost two centuries, the Port of Montreal mainly serves canoes, flatboats and barges used in the booming fur trade. French sailboats, and then English, supply the colony. Montreal really begins to gain prominence as a port city at the beginning of the 19th century with the arrival of the steamship.

1809 John Molson launches the first Canadian steamship, The Accommodation.

1830 The first Harbour Commission is created. The commissioners build the first permanent wharves and press the government to dredge the river.

1830-1832 More than 1,143 meters (3,750 feet) of docks are built.

1854 Work to increase the depth of the navigation channel to 4.88 meters (16 feet) and width to 76.19 meters (250 feet) between Montreal and Quebec is completed.

1856 Montreal Ocean Steamship Company, which would later become part of Allan Line, inaugurates the first regular steamship service between Montreal and Liverpool, England.

1871 The first locomotive arrives on the wharves.



1880 Electric lights brighten the port for the first time.

1883 Channel is dredged to 7.5 meters (25 feet).

1898 New stone walls are built along the length of

the port, and new piers are planned.

1902 The construction of modern grain elevators begins at the port.

1908 Construction of the first permanent transit sheds begins.

1910 Project to deepen the channel to 10.7 meters (35 feet) is undertaken.

1936 Federal government forms National Harbours Board. Port of Montreal comes under its umbrella, ending the regime of the Harbour Commissioners of Montreal.

1947 More than 25 steamship lines serve the Port of Montreal 7 1/2 months of the year.

1962 The federal government decides to use icebreakers to keep the channel open all winter long between Quebec and Montreal. This initiative is taken mainly to prevent ice jams that would cause major flooding in the Greater Montreal region and Lake St. Pierre every year.

1964 The Helga Dan becomes the first ship to reach the Port of Montreal at the outset of the year in January. Year-round navigation is born in Montreal.

1967 Port of Montreal handles its first container.

1968 Canada's first container terminal opens in Montreal. Manchester Liners Ltd. launches a weekly container service to the United Kingdom.



-1971-

1972 Cast Container Terminal is constructed.

1977 Port of Montreal handles its one-millionth container.

1978 Port of Montreal expands and handles more and more containers in the east end of Montreal. Racine Container Terminal is constructed. Port administration hands over its oldest facilities backing on to Old Montreal to the Old Port.

1983 The Montreal Port Corporation, a highly-autonomous port corporation reporting to the federal Transport Minister, is created. Its board of directors is made up of businesspeople from the Montreal region.

1987 Maisonneuve Container Terminal (Termont) is opened. Port of Montreal handles more than five million tons of container cargo for the first time.

1992 Minimal depth of navigable waters increases to 11 meters (36 feet) following maintenance dredging project using more precise methods to locate high spots on the bed of the channel.

1996 Two brand new containerships each with a capacity of at least 2,300 20-foot containers or the equivalent are christened in Montreal.

1998 Two shipping lines take delivery of three ships capable of transporting 2,800 20-foot containers or the equivalent. These ultramodern vessels are the biggest containerships sailing the St. Lawrence. Specially built for the river, they are safer than ever thanks to electronic navigation.

1999 Under the new Canada Marine Act, the Montreal Port Corporation becomes the Montreal Port Authority and even more autonomous. Federal, provincial and municipal governments each name an individual to the board of directors. The federal transport minister, on the recommendation of port users, nominates four other directors. All seven directors are businesspeople from the Montreal region.

Project for the selective dredging of shoals over two per cent of the surface area of the channel bed between Montreal and Cap à la Roche, downstream from Trois-Rivières, increases the minimal depth of navigable waters to 11.3 meters (37 feet).

2000 For the first time in its history, the Port of Montreal handles more than 10 million tons of containerized and non-containerized general cargo (all cargo except bulk). Also for the first time, the port handles one million 20-foot containers in a single year.

A leader on the North Atlantic container market, the port continues to handle an impressive and diverse amount of general and bulk cargo. Total traffic reaches some 20 million tons annually.

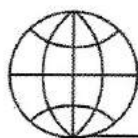
THE EURO

The new currency in France and in 11 other European countries is the EURO.

The EURO is the currency of: Italy, Germany, The Netherlands, Belgium, Spain, Portugal, Greece, France, Ireland, Luxemburg, Finland, and Austria.

As of January 1st, 2002, banknotes and coins are in EURO. The local French currency will remain until February 17th, 2002. For your information, the end of the dual currency period varies from one country to another from mid to end February 2002.

As of March 2002, the EURO will replace all the 12 European national currencies. All quotes and invoices of all the Euro country agents will be in EURO.



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Dear PAIMA Members

PAIMA is searching for sponsors for events, breakfast, lunch, dinner, giveaways, and amenities for the next Annual Meeting that is going to be held this coming September 2002.

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
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What is an International Move?

Moving abroad is a great challenge! You will be seeing another part of the world, meeting new people, getting a new job, and living in a new house! But what about the move itself? Packing, unpacking, shipping, legal documentation, etc. are concerns, but don't worry.

If you properly organise with professional help, your move should be perfectly straight forward.

A successful overseas move relies on good planning and the choice of a dedicated international mover. These companies work on a door-to-door basis, because of the agent-to-agent system, whereby two companies work together. Besides they provide you with customs clearance and packing and unpacking services performed by trained crews committed to provide you

the finest move. They employ the latest technology to ensure first-class quality of service. After all, your belongings are important to you and need special care and personal attention.

We suggest you consider the following before your move:

What will you take?

There is no point in shipping stuff out of your current attic. Have a really good clean out. Once you know what is going to be moved you are ready to ...

Divide your belongings ...

... into what is going to be disposed of, what will go into storage and what you may need to go into storage if your home is not ready.

Consider your quotations carefully.

Make sure you give the same instructions to the movers you call.

The most expensive isn't necessarily the best, any more than the cheapest one is.

What must your mover provide for you?

Advice on moving abroad.

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Attn: Abdel Cohn

Queen Mary 2

January 16th, 2002, in Chantiers of l'Atlantique in Saint Nazaire, France, began the construction of the Queen Mary 2, the longest and widest passenger ship constructed to date as well as the most expensive.

Queen Mary 2 is the first transatlantic ship to be constructed in three decades. It will enter full service in January 2004. This ship will be the fastest passenger ship since Queen Elizabeth 2 was baptized in 1969.

WORLD-WIDE *Tourism*

After the attacks of September 11th in the United States and due to the instability of the international economy in the last months, the tourism sector underwent its first fall on a world-wide scale in 20 years, according to the annual report presented in Spain by the World-wide Organization of Tourism (OMT).

In 2001 the number of tourists on a world-wide scale fell 1.3% to 689 million, which is equivalent to a reduction of about nine million travellers with respect to the previous year according to the Secretary General of the OMT, Francesco Frangialli.

The growth of this sector, that was continually increasing from 1982 through 2000 and realized a record of 476 million dollars, stagnated this last year.

In spite of this situation, the OMT anticipates that the tourist sector will recover its habitual rate of growth in the second half of this year, since business trips have started again and tourists are recovering their confidence.

The main place of travel continues being France, with 76.5 million tourists (1.2% more). Spain occupies the second position with 49.5 million tourists (an increase of 3.4%), and the United States is in third position with 44.5 million tourists (a fall of 12.6%).

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You can now link your home page with the PAIMA website, enabling you to list your company by region and type of membership and others to contact you through your e-mail, websites, and advertisement.

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PAIMA Survey / Next PAIMA Convention:

As you know the PAIMA Convention will be held two days before HHGFAA on September 29th, 2002. The question is: Where do you prefer the PAIMA Convention to be held? There are the three choices:

1) A nice hotel in St.

Augustine city next to the beach.

Historic St. Augustine was founded in 1565, and with a wide range of restaurants, offers delectable dinning, quaint galleries, unique boutiques, antique shops, and fashionable malls to make shopping an adventure. The splendor of nature is all around. This hotel was built in 1888 and restored in 2000. Is a charming mixture of Spanish architecture and first-class service. St. Augustine includes several museums, one of the most visited is the RIPLEY'S Museum (Believe it or Not), the San Sebastian Winery, the Museum of Weapons & Early American History, etc. and

many other attractions like charming picturesque streets, historic sites, natural beauty, entertaining attractions and beautiful beaches.

You can reach St. Augustine by car, two hours from Orlando, but there is no international airport.

St. Augustine is located close to these major cities: Jacksonville, Fl - 38 miles, Daytona, Fl - 56 miles, Orlando, Fl - 123 miles, Tampa, Fl - 191 miles, Miami, Fl - 311 miles. The hotel is located: 45 minutes south of the Jacksonville Int'l Airport, 45 minutes north of Daytona Int'l Airport and 90 minutes north of the Orlando Int'l Airport.

2) The same hotels as HHGFAA in Orlando in Sept-October.

The Swan and Dolphin hotels are located inside of the Disney complex. HHGFAA will have the convention in the Dolphin hotel, and the Swan is a half block away and available. The Walt Disney Swan and Dolphin are two deluxe hotels inspired by world-famous surroundings. They are located just minutes

from Walt Disney World, Disney-MGM Studios and Epcot Center, Disney Magic Kingdom, House of Blues, Planet Hollywood, LEGO Imagination Center, Cirque de Soleil, Virgin Megastore, Pleasure Island, World of Disney Store and RainForest Cafe. At this whimsical resort, you'll enjoy the magic inside, as you experience entertainment, and outside, where you are surrounded by the magic of Walt Disney World.

3) A nice, different and cheaper hotel in Orlando, but close to the HHGFAA Convention.

Send your reply as soon as possible, so we can proceed to make the hotel arrangements. The Board of Directors wants to please the membership.

PAIMA, tel: (507) 229-6791,
tel/fax: (507) 261-5839,
e-mails: paima@sinfo.net or
paima@cableonda.net

New Selection:

The following members were nominated by the Board of Directors at the last meeting, held in Orlando, Florida on March 12th, 2002, to form an election committee:

- Pat Toscano - Reliable Van and Storage Co., Inc. / U.S.A.
- Ruth Banderas - La Rosa del Monte Express, Inc. / U.S.A.
- Carlos Barrandeguy - Intermove / Uruguay

They are to put together a list of candidates for the new Board of Directors. This is to ensure an easy and clear of an election process as possible. If you are interested in being part of the new Board, please contact them directly.

If you need further information, please do not hesitate to contact **PAIMA** office, tel: (507) 229-6791, tel/fax: (507) 261-5839, or by e-mail: paima@cablonda.net or paima@sinfo.net

New Flash:

TUMI International Movers, Inc.

-Monica Pinochet-Pauley, President of TUMI International Movers, is happy to announce that her company has been admitted to FIDI (International Federation of International Removers), the largest European Movers Association.

Not more than 100 movers in the U.S.A. are members of this very important organization.

Monica Pauley with three other people from TUMI will attend the annual meeting in Berlin in April of this year.

NEWS FLASH!

IAL Nigeria Limited is pleased to announce that it has achieved ISO 9002 Certification as of 11th April 2002.

ISO 9002, the hallmark accreditation for Quality Management Systems, is recognized in all industries and countries as a prestigious stamp of approval.

To earn the 3-year certification, a company must first undergo an extensive 3-day audit by an appointed Third Party Registrar. Therefore, Anglo Japanese American Registrars, a uniquely independent third party certification body operating from a global network of offices, audited IAL entire processes. The areas included were: International & Local Removals & Relocations, Imports & Customs Clearing, Customer Services &

Marketing, Human Resources & Administration, Accounts and Purchasing, Storage/Warehousing and facilities /equipments.

The ISO 9002 audit was conducted through the assessors from the Southern African office of Anglo Japanese American Registrars.

Mr. Bolaji, Human Resources manager and Quality Management representative says, IAL Nigeria Limited passed the audit and achieved certification with the help of Quality Clinics of England. In fact, Mr. Paul Steed of Quality Clinics provided all the consultations throughout the pre-certification period. Bolaji adds further that IAL Nigeria Limited was able to achieve ISO 9002 Certification because the company had

passed FIDI, FAIM Accreditation in Year 2000 and its Quality System was already up and running.

FAIM (FIDI Accredited International Mover) is a quality system specially designed by and for the moving industry and independently audited by Ernst and Young Consulting of Brussels in Belgium.

Bolaji says that the combination of the two quality standards is ideal, as the ISO 9002 is very broad and recognized across industries, while FAIM is industry-specific and more focused on quality systems within the moving industry.

Traffic at

Rotterdam Decreases

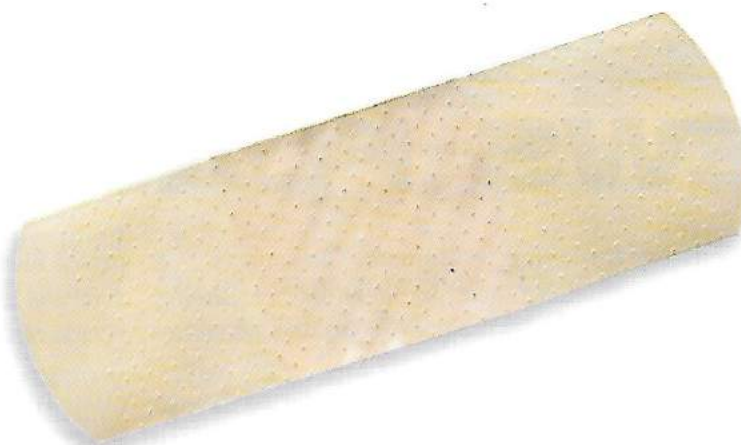
The traffic of cargo in the port of Rotterdam fell 2.2% last year, reaching 315.5 million tons. Also, the passage of containers decreased 2.4% to 6.1 million tons.

"The fall has been smaller than it had been expected," the president of the municipal port of Rotterdam, Willem Scholten, declared. He mentioned that, before of the attacks of September of the last year, a fall in the economy was

seen. Nevertheless, Scholten hopes that the situation improves after year 2002, which he considers will be difficult. From a structural point of view, the ports that lead the continental markets, such as Rotterdam, Long Beach, Hong Kong and Singapore, face increasing competition, and all of them are withdrawing.

In a general sense, the shipment of containers is decreasing world-wide,

and it is hurrying to an abyss, due to the excess of capacity, the reduction of the prices, and the necessity of consolidation of the great companies. These factors are contributing to create the downward trend and pressure because of the drop in prices, which includes the ports. "I prefer to watch the long term and believe that we will arrive at 2020 reaching our goals," Scholten said.

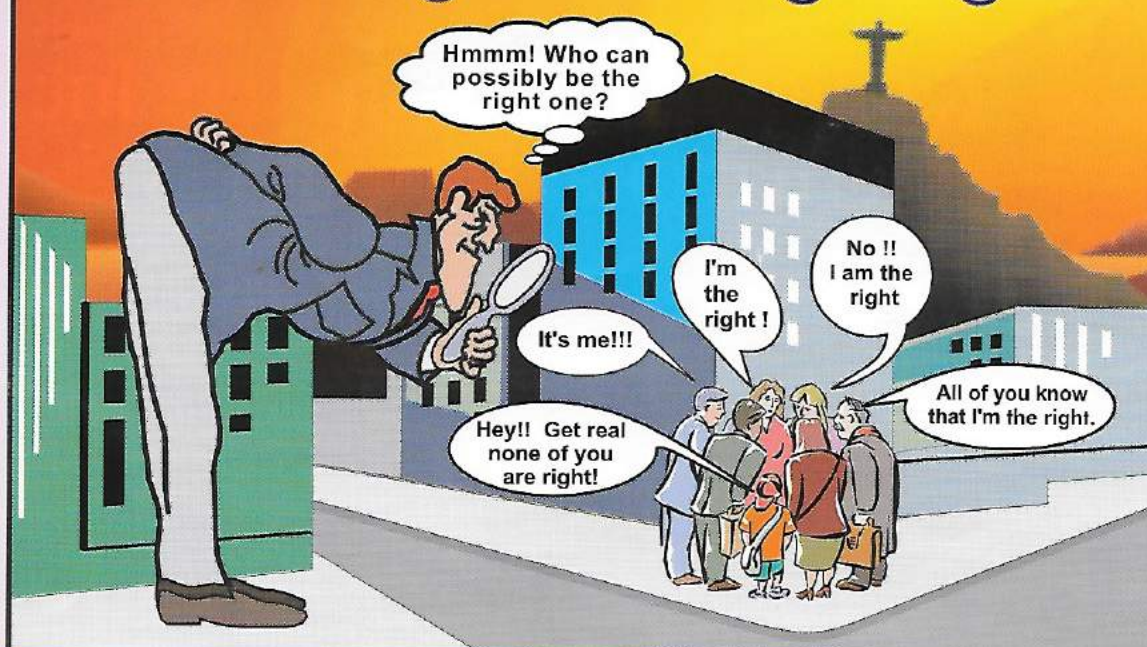


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Arpin International Group

Appoints Director of Sales and Marketing

West Warwick, RI, February 18th, 2002 - Peter Matischak, an industry veteran with more than 15 years of international experience, will assume this senior position within Arpin International Group's Commercial Division. Matischak is a native of Germany and a graduate of Seton Hall University. He and his wife celebrated the birth of their first child recently.

Matischak can be contacted at pmatischak@arpinintl.com or (800) 995-2914, Ext. 395.
ARPIN INT'L GROUP

PAIMA

Progress through Enhancement of the International Moving Industry

15



Rainier Overseas Movers Inc. International Forwarders



While participating in the overseas moving industry for over two decades, Rainier Overseas has always kept pace with the latest innovations available. Since 1983, the company has been fully computerized. Accounting, administration and operational activities are all processed by a custom-designed, information system network. Transportation modes have also changed over the years. Rainier keeps pace with on-line computer tracking and service contracts with various transportation providers. Becoming the largest firm in the industry has never been a goal for

Rainier Overseas Movers. With careful, steady growth, Rainier's priority from the beginning has been to consistently provide professional, dependable, overseas moving services. One of the most important components of a successful overseas forwarder of household goods is a worldwide network of agents who services its shipments. Since 1979, Rainier has been assembling an agency family comprised of moving companies which meet its high standard of performance through proven results. To assemble this network, Rainier has become a member of a number



of worldwide moving associations including the premier organization, FIDI. Through participation and serving on the boards of directors of these organizations, Rainier staff members have been a driving force involved in shaping the industry in which it participates. The end result is a world renowned reputation for excellence as a professional and dependable provider of worldwide moving services.



Pan American International Movers Association

The Juan Peralta Ecology Award 2002

1 Complete official name of candidate company: _____
Full address: _____
Phone: _____ Fax: _____ E-mail: _____
Name of primary contact person: _____ Title: _____

2 If nominating company is other than candidate company, give all the same information for nomination company. (If self-nominated, leave this section blank.)
Complete official name of nominating company: _____
Full address: _____
Phone: _____ Fax: _____ E-mail: _____
Name of primary contact person: _____ Title: _____

3 Write a statement explaining why the candidate company deserves official recognition for outstanding efforts in the area of recycling or environmental responsibility.

4 While not required, we invite you to attach additional statements, photos, videos or any evidence which would serve to document efforts and achievements in the area of recycling or environmental responsibility, not merely in a general sense such as public education or contributions or other environmental organizations, but in daily professional activities and practices. This can be recycling, economy of consumption, relationships with providers of materials to maintain ecological balance, environmentally sound practices in waste removal, and / or incentives to clients to encourage use of recycled material, etc.

5 To substantiate or add weight to your nomination, you may attach, on company stationary, statements by members of any of the following associations: PAIMA, LACMA, FIDI, OMNI, HHGFAA and AMSA. These letters should be simple statements of validation and support of the applicant, with reasons. Simple statements signed by a CEO are sufficient.

6 Send this form plus any supportive photos or documentation, no later than August 31, 2002, to any one the following:

- PAIMA headquarters (Attn: Abdel Cohn) - paima@sinfo.net or paima@cableonda.net
- Jet Forwarding, Inc. (Attn: Sandra R. Maier) - s.r.maier@jetforwarding.com
- Transpack Argentina (Attn: Cliff Williamson) - cliff@transpack.com.ar
- Apa Worldwide Movers (Attn: Mauricio Ortíz) - apawwm@racsa.co.cr

The Following Companies Have Been Accepted as Active Members of PAIMA:

1 MULTI TRANSPORTES MEX

Calle Miguel Alemán s/n
Col. El Potrero, Atizapán de Zaragoza,
Estado de México
C.P. 52975 - Mexico
Tel: 53-62-5141/5758
Fax: 53-98-2739
E-mails: espinozaj@multitransportesmex.com.mx
xcamacho@multitransportesmex.com.mx
Attn: Mr. Juan Espinoza Peñaloza - Managing Director
Ms. Xóchitl Baldovinos Camacho - Traffic Department
Tonnage Report Code N° 160

2 TRANSCONTAINER INTERNACIONAL, S.A. de C.V.

Via Dr. Gustavo Baz # 295-F
Estado de México,
México C.P. 54080, México
Tel: (52-5) 5361-7728 & 5361-7603
Fax: (52-5) 5398-7716
E-mail: carmensr@transcontainer-group.com
Website: www.transcontainer-group.com
CTC: Mrs. María del Carmen M. de Lerdo de Tejada -
Vice President
Tonnage Report Code N° 161

3 WICKMAN WORLDWIDE SERVICES, INC.

5 NW 5th Street, Evansville, IN 47708 U.S.A.
Mailing address: P.O. Box 20151,
Evansville, IN 47708, U.S.A.
Tel: (812) 424-4997
Fax: (812) 424-1402
E-mail: wickman@evansville.net
CTC: Edward T. Wickman - President
Tonnage Report Code N° 162

4 HAROLD KASS WORLDWIDE MOVING, INC.

5056 Payne Street, Skokie, IL 60077, U.S.A.
Tel: (847) 568-1516
Fax: (847) 329-9658
Mailing address: P.O. Box 4404,
Skokie, IL 60076-4404, U.S.A.
E-mail: jtovy@worldwidemoving.com
Web: www.worldwidemoving.com
CTC: Mr. Jonathan Tovy - President & General Manager
Tonnage Report Code N° 163

5 REX INTERNACIONAL COSTA RICA, S.A.

300 M Norte de Waterland
La Asunción de Belén, Heredia Costa Rica
Mailing address: P.O. Box 2336,
1000 San José, Costa Rica
Tel: (506) 293-9975
Fax: (506) 293-5725
E-mail: mudanzas@rexcargo.com
Fcastrov@rexcargo.com
CTC: Alvaro Alpizar O. - President & General Manager
Francisco Castro - Moving Div. Assistant
Tonnage Report Code N° 164

Chinese Expect *to Increase Their Exports*

China is making an effort to increase its exports of machinery and electronic products by 10% this year. Although the country faces an unfavorable economic atmosphere, with many uncertainties, there still is space in the machinery industry and in electronic products to grow.

The export of these products, on the part of China, comes from its concentrated efforts the last few years. At the moment, the number of countries and regions of export have exceeded 60.

This last year, China exported a total of 118 thousand million dollars in machinery and products, a 12.8% increase from year 2000. This sum corresponds to the 44.6% of the global exports of the country that grew 6.8% in that same period.

The sale of machinery and electronic products throughout the world surpassed three thousand one hundred million dollars last year, and China had a participation of 3.8%, an amount that does not correspond to the economic force of China nor to its status within the world-wide commerce.

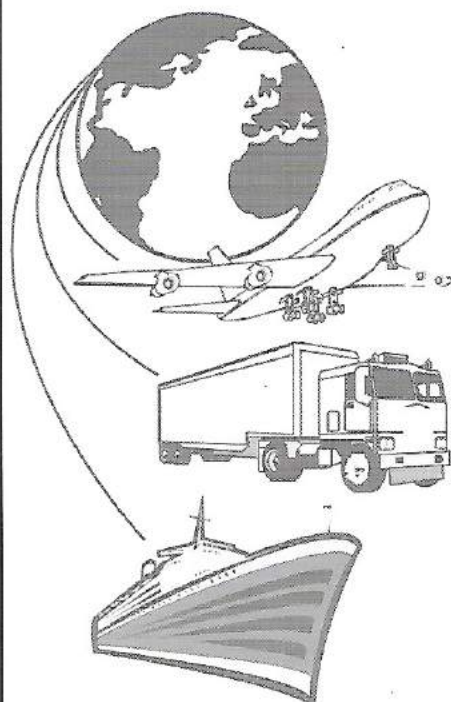
The Following Companies Have Been Suspended for Lack of Payment of Annual Dues:

**A - AME Internacional
Mexico D.F.**

**B - ATC Cargas S.R.L.
Buenos Aires, Argentina**

MUDANZAS INTERNATIONAL

Tegucigalpa, Honduras



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(504) 239-1903 / Fax: (504) 232-4286

e-mail: mudintl@hondutel.hn
www.honduras.net/misa

Requesting a Survey Inspection

Water Damage

Any time there is evidence of water damage to the property or evidence of water having entered the shipping container, immediately contact a marine surveyor. An immediate inspection at the storage warehouse should be conducted jointly by the steamship company, the property owner and the survey company, in order to preclude further damage and to establish the cause of damage.

Excessive Property Damage

If, upon delivery of a shipment to owner's destination residence, the property appears to have suffered damage which would exceed U.S. \$1500.00, immediately contact a marine surveyor.

A survey inspection is not required or authorized on claims under US \$1500.00. The survey inspection must be made within 15 days of shipment's delivery. It will then be necessary for the property owner to obtain written repair estimates for those items designated by the surveyor.

Missing Property / Pilferage

A survey inspection is NOT

AUTHORIZED in the event of missing cartons or a pilfered shipment, even if the loss exceeds US \$1500.00. However, it is imperative that the property owner note in writing at the time of delivery, any cartons or items which are missing. The surveyor can only inspect damages; he cannot inspect missing items. Hence, a survey is not authorized when only missing items are involved in a claim. In the event of missing property, all involved transportation carriers must be notified immediately by the property owner.

Payment of the Survey Inspection Fee

The survey fee is appropriately payable to the property owner and may be included in any valid claim against TGI's underwriter. In some instances, when a valid claim exists, the survey company will invoice the survey fee to TGI. Remember, survey inspections are not authorized unless the damage portion of the claim exceeds U.S. \$1500.00.

If the property owner requests a survey inspection and the inspection is performed based on the owner's

demands and it is determined that the underwriter has no liability based on the terms and conditions of the policy, then TGI has no responsibility to pay the survey fee.

Filing a Written Claim Form

Surveyors are independent parties who provide a non-bias report, but the property owner must still file a claim with the insurance company. The property owner's claim must be submitted, in writing, directly to the insurance company within the required claim filing time period of the insurance certificate's coverage. Surveyors are not insurance agents. Contacting or notifying a surveyor of loss/damage is not (nor does it substitute for) filing a claim with the insurance company.

The insurance packet contains a list of companies that can arrange survey inspections.

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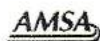
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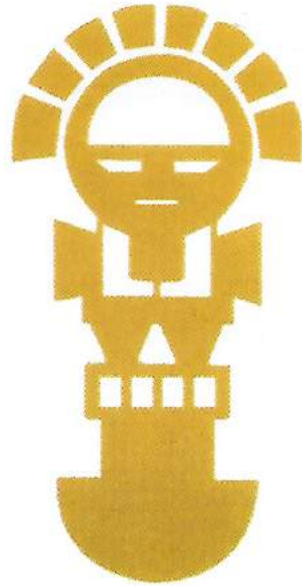


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