



**"COMMITMENT TO EXCELLENCE"**



**GSA and AMSA Household Goods and Freight Forum  
January 29 – February 1, 2007  
Westin Charlotte  
Charlotte, NC**

**Monday – January 29, 2007**

- 12:00 p.m. - 5:00 p.m.      Registration ~ **Grand Promenade**  
Exhibitors Move In ~ **Grand Ballroom C/D**
- 5:00 p.m. - 6:00 p.m.      Forum Opening & Networking Training ~ **Grand Ballroom A/B**

**Breaking the Ice: How to Meet More People with Greater Ease**

*Dave Sherman, the Network Guy®, Principal (Connections Pros)*

LEARN how to develop the perfect networking attitude and deliver the perfect introduction.  
DISCOVER the tools and skills necessary to CEMENT new relationships more effectively.  
INTERACTION is key to our forum and can be your most important message.

- 6:00 p.m. - 8:00 p.m.      Reception in Exhibit Hall (light refreshments) ~ **Grand Ballroom C/D**  
(Note: Two refreshment tickets are included in your badge holder).

**Tuesday – January 30, 2007**

- 7:30 a.m. - 4:00 p.m.      Registration ~ **Grand Promenade**
- 7:30 a.m. - 8:45 a.m.      Refreshment Break in Exhibit Hall ~ **Grand Ballroom C/D**
- 8:45 a.m. - 9:30 a.m.      Keynote Speaker ~ **Grand Ballroom A/B**  
*Tauna T. Delmonico, Director Travel and Transportation Management Division (GSA Central Office)*
- 9:30 a.m. - 10:45 a.m.      Breakout Sessions

**Rights & Responsibilities for Household Goods Shipments Under CHAMP (CLP, Basic Household Goods Session) ~ Harris**

*Kim Chancellor, Traffic Management Specialist (GSA Heartland Region)*  
*Brian Kellhofer, Traffic Management Specialist (GSA Heartland Region)*

Learn the correct responsibilities and authorizations for moving household goods during this session. Speakers will outline rights and responsibilities of employees, agencies, and Transportation Service Providers. Various Federal Travel Regulations will also be discussed.

## **"COMMITMENT TO EXCELLENCE"**

### **Freight Bills of Lading (Freight Session) ~ Trade**

*Moderator: Bill Wanamaker, Director Government Traffic and Security Operations (American Trucking Associations, Inc.)*

*Hank Seaton, Transportation Attorney*

*Tom Swartz, Director Government Accounts (UPS Freight)*

Learn why freight Bills of Lading are important. What information should they contain? What are the pertinent laws and regulations? How should Bills of Lading be used?

### **Elevating Your Elevator Speech (General Session) ~ Independence**

*Dave Sherman, the Network Guy ®, Principal (Connections Pros)*

Monday's general session speaker, Dave Sherman, will provide tips that open up doors to some vital business relationships. In this interactive session you will learn how the answer to the question "what do you do" is paramount to your relationships and ultimate success.

11:00 a.m. - 12:15 p.m.      Breakout Sessions

### **New Regulations - New World for International Shipping (Household Goods Session) ~ Trade**

*Moderator: Terry Head, President (Household Goods Forwarders Association of America, Inc)*

*Charles White, Director of Government and Military Relations (Household Goods Forwarders Association of America, Inc)*

*Other speakers to be determined.*

Attendees will have the opportunity to hear the latest perspectives from a number of industry experts and representatives of the Household Goods Forwarders Association on the impact of new security and trade regulations and their potential impact on importing and exporting government household goods, baggage and automobiles.

### **The Basics for Shipping Freight (CLP, Basic Freight Session) ~ Independence**

*Jim Stroup, Traffic Management Specialist (GSA Heartland Region)*

Are you a new or occasional freight shipper? Discover the fundamentals for shipping freight to include procedures, responsibilities, applicable regulations, insurance valuation and claims.

### **Fundamentals of Doing Business with the Government (TSP General Session) ~ Harris**

*Betho Vogelsinger, Traffic Management Specialist (GSA Mid-Atlantic Region)*

*Mathis Gardner, Traffic Management Specialist (GSA Mid-Atlantic Region)*

*Jacquelin Osborne, Senior Travel Management Specialist (Indian Health Service)*

*Bill Bracken, Supply Management Specialist (Internal Revenue Service)*

Attend this session to learn how to get started in the federal government transportation arena. This session is geared toward Transportation Service Providers (TSPs). Topics to be covered include the approval process, rate filing requirements, applicable regulations, responsibilities and how to find opportunities.

12:15 p.m. - 1:30 p.m.      Lunch in Exhibit Hall ~ **Grand Ballroom C/D**

## "COMMITMENT TO EXCELLENCE"

1:30 p.m. - 2:45 p.m.      Breakout Sessions

### **GRAB Update and Governmentwide Relocation Centers (Household Goods Session) ~ Harris**

*Henry Maury, Senior Program Analyst (GSA Office of Travel, Transportation and Asset Management)*  
*Lee Buckingham (Bureau of Public Debt)*

This session provides updates on the changes to the Government relocation policies as recommended by the Governmentwide Relocation Advisory Board (GRAB). It provides an overview of a Relocation Resource Center which is one of the GRAB recommendations and another option to help agencies manage their relocation processes.

### **Snapshot for ISO 9001 Certification (TSP Household Goods Session) ~ Trade**

*Dan Partlow, GSA Account Executive (Stevens Worldwide Van Lines)*

This unique presentation will cover how the International Organization for Standardization (ISO) churned driver quality performance/ratings and selection; how ISO churned claims improvements which affect performance scores and will conclude with how ISO measurements led to a Home Protection Program Company-wide.

### **Emergency Support (General Session) ~ Independence**

*John Potts, President (All American Relocation)*  
*Maria Gutierrez, Traffic Management Specialist (GSA Pacific Rim Region)*

Learn about the types of services offered to meet emergency situations. Hear about experiences encountered when providing support for Hurricane Katrina. GSA is in the business of supporting federal agencies in their emergency situations whatever they may be. We have experience supporting FEMA, emergency situations in Guam and emergency endeavors with the FAA, to name a few. Come learn more...

3:00 p.m. - 4:15 p.m.      Breakout Sessions

### **How to Coordinate a Household Goods Move (Household Goods Session) ~ Harris**

*Shawn Griffin, Chief Quality Control and Contracts, (U.S. Department of State)*  
*Tana Gilmore, Vice President Business Development (Armstrong Relocation)*

Learn how to coordinate domestic and international moves. Hear how the experts manage the move and the tools they use. Discussion focuses on perspectives from an agency and a Transportation Service Provider.

### **Federal Strategic Sourcing...Making It Work for Your Agency (Freight Session) ~ Trade**

*Bill Bardwell, Traffic Manager (Department of Veterans Affairs)*  
*Vince Scarfo, Manager U.S. Government Worldwide Sales (FedEx Government Services)*

What's all the buzz about Strategic Sourcing? Learn why several agencies have chosen a new interagency procurement vehicle that offers greater discounts when collective volume increases. Speakers will explain the benefits of using business intelligence and best practice solutions that will help you ship express and ground domestic delivery services smarter.

# "COMMITMENT TO EXCELLENCE"

**Wednesday, January 31, 2007**

7:30 a.m. - 11:30 a.m. Registration ~ **Grand Promenade**

7:30 a.m. - 9:00 a.m. Refreshment Break in Exhibit Hall ~ **Grand Ballroom C/D**

9:00 a.m. – 10:15 a.m. Breakout Sessions

## **Introduction to eTariff 400-N (Household Goods Session) ~ Harris**

*David Hauenstein, Director, Technical Programs (American Moving and Storage Association)*

This session will provide an introduction to the electronic automated version of Tariff 400-N and a demonstration of the shipment rating software.

## **Future Trends in the Small Parcel Industry (Freight Session) ~ Trade**

*Doug Caldwell, Executive Vice-President (ParcelPool.com)*

This session will cover future trends in the small parcel industry to include dimensional weight and the increased number of accessorial charges being levied by carriers and fuel surcharges. You will also find out about the various software packages being used to make rate comparisons.

## **Customer Service: Best Practices Paying Dividends (General Session) ~ Independence**

*Jeff Whitcomb, Vice President Quality (Klavuhn Moving and Storage)*

Gain insight into the relationship between customer service and revenue. This session looks at best practices and the value positive customer interaction and processes add to retention and the bottom line.



10:30 a.m. - 11:45 a.m. Breakout Sessions

## **Billing for Federal Government Household Goods Transportation (Household Goods Session) ~ Harris**

*Kim Chancellor, Traffic Management Specialist (GSA Heartland Region)*

*Peggie Poss, Senior Program Analyst (GSA Southeast Sunbelt Region)*

*Mark Greene, Vice President of GSA International and Alaska Division (Arpin International Group)*

Billing for the Government can be confusing. Have you ever heard someone say "I put in XX pounds in TMSS and the displayed charges are a lot less than what I'm being billed"? Get informed on the know-how's of transportation billing for household goods with this session. Speakers will provide current information on billing documents, authorizations, examples, and some general information on charges, plus much more.

## **"COMMITMENT TO EXCELLENCE"**

### **Transportation Operations and Economics - "Trucking 101" (Freight Session) ~ Trade**

*Moderator: Bill Wanamaker, Director Government Traffic and Security Operations (American Trucking Associations, Inc.)*

*Jeff Ferrell, VP Government Services (CRST Trucking)*

*Scott Kidd, Senior Director of Government Business Development (Yellow Transportation)*

*Jason Craig, Logistics Manager-Government Services (C.H. Robinson)*

*Vince Scarfo, Manager U.S. Government Worldwide Sales (FedEx Government Services)*

*Tom Swartz, Director Government Accounts (UPS Freight)*

This session is designed to help shippers understand dynamic diversity within the trucking industry, thus making wiser consumers of freight shippers. The best industry professionals in the world will cover Truckload (TL), Less-than Truck Load (LTL), Brokers, and Small Package operations, the regulatory foundation of the trucking industry, equipment used, and current industry issues. Learn how these factors affect your choices and the bottom line.

### **TMSS Update (CLP, General Session) ~ Independence**

*Donna Graige, Traffic Management Specialist (GSA Rocky Mountain Region)*

*Noreen Bania, Project Manager Transportation Systems (GSA Central Office)*

Don't miss this opportunity to learn how to efficiently use the new Transportation Management Services Solution (TMSS) functions. This session will include an update on On-line Invoicing, Prepayment Audits, Electronic Payments and much more.

11:45 a.m. – 1:00 p.m.      Lunch in the Exhibit Hall ~ **Grand Ballroom C/D**

1:00 p.m. - 2:15 p.m.      Breakout Sessions

### **Understanding Storage-In-Transit (Household Goods Session) ~ Trade**

*RaeAnn Moore, Senior Account Manager (Starck Van Lines)*

Are you interested in learning about Household Goods Storage-In-Transit (SIT)? This session will cover the process beginning with exceptions to SIT all the way through to delivery out. Discussion will include crating and oversize procedures, dealing with SIT paperwork and what to do after the government SIT entitlement period ends.

### **Moving Specialized Commodities: Hard to Ship Freight (Freight Session) ~ Independence**

*Ray Price, Traffic Management Specialist (GSA Central Office)*

*Maria Gutierrez, Traffic Management Specialist (GSA Pacific Rim Region)*

Join this session to learn how to move specialized commodities. Experienced transportation personnel will guide you with all the shipment details from packaging to finding the right carrier and knowing what type of mode will accommodate that special commodity. Furthermore, the transportation personnel can assist with those very specialized commodities, such as tree seedlings, shipping to remote locations in Alaska, etc. You will learn that we can assist you in shipping even the most unusual shipments. Come learn more...

## **"COMMITMENT TO EXCELLENCE"**

### **Demystifying the RFO and Rate Filing Processes (TSP General Session) ~ Harris**

*Moderator: Robyn Bennett, Lead Traffic Management Specialist (GSA Heartland Region)*

*Kim Chancellor, Traffic Management Specialist (GSA Heartland Region)*

*Brian Kellhofer, Traffic Management Specialist (GSA Heartland Region)*

*Jim Stroup, Traffic Management Specialist (GSA Heartland Region)*

Are you a household goods or freight Transportation Service Provider who finds the Request for Offers and rate filing processes mystifying? If so, please join us in a brainstorming session to create innovative solutions to demystify these current processes.

2:30 p.m. - 3:45 p.m.      Breakout Sessions

### **Transportation Feud (Household Goods Session) ~ Trade**

*JoDee Watkins, Account Executive (Executive Moving Systems, Inc.)*

*Becky Frazee, Account Executive (Executive Moving Systems, Inc.)*

Think you know it all? Come prove it at the Transportation Feud between movers and federal agencies! From tariffs and paperwork to booking a move, your knowledge and skills will be put to the test!

### **Using TMSS Effectively! (General Session) ~ Harris**

*Donna Graige, Traffic Management Specialist (GSA Rocky Mountain Region)*

*Noreen Bania, Project Manager Transportation Systems (GSA Central Office)*

Whether you are a novice or experienced Transportation Management Services Solution (TMSS) customer or Transportation Service Provider (TSP) user you will benefit from attending this session. You will learn step-by-step to use on-line or off-line shipment booking, electronic bills of lading, the new prepayment audit module, on-line invoicing, voucher certification and much more. Ample time will be allowed to answer your TMSS or program related questions and concerns.

4:00 p.m. - 6:00 p.m.      Reception in Exhibit Hall (light refreshments) ~ **Grand Ballroom C/D**

(Note: Two refreshment tickets are included in your badge holder).



# "COMMITMENT TO EXCELLENCE"

## Thursday - February 1, 2007

8:00 a.m. - 10:00 a.m. Breakfast and Closing Forum Panel ~ **Grand Ballroom A/B**

*Joe Harrison, President (American Moving and Storage Association)*  
*Terry Head, President (Household Goods Forwarders Association of America, Inc)*  
*Bill Wanamaker, Director Government Traffic and Security Operations (American Trucking Associations, Inc.)*

WRAP up your forum experience with today's closing session. LISTEN to our association leaders as they address the challenges facing the transportation industry. CHALLENGE your colleagues as you collectively discuss potential solutions, then follow up with suggestions and ideas. This session will be INTERACTIVE and include questions, answers, ideas, and problem solving with your colleagues.

10:15 a.m. – 11:30 a.m. Breakout Sessions

### **The Future of the Freight Fuel Surcharge (Freight Session) ~ Harris**

*Moderators: Brian Kellhofer, Traffic Management Specialist (GSA Heartland Region) and Jim Stroup, Traffic Management Specialist (GSA Heartland Region)*

If you are a Freight Transportation Service Provider or a customer involved in the movement of freight, plan to attend this brainstorming session. GSA's Freight Management Program is in the process of developing a new fuel surcharge policy and we want to hear your ideas and concerns as we move forward. Join us as we brainstorm for the future.

### **Big Picture of the Claims Process (Household Goods Session) ~ Trade**

*Mark Eschbacher, President (Household Movers Services)*  
*Mathis Gardner, Senior Traffic Management Specialist (GSA Mid-Atlantic Region)*

Claims are difficult and often costly to all parties involved. Using common sense combined with the correct procedures and materials will result in fewer claims and a more satisfied customer. Learn about the rules, regulations, and guidelines for federal employees when filing household goods claims against the Transportation Service Provider.

10:00 a.m. – 5:00 p.m. Exhibit Tear Down

## **Forum Adjournment**