



Introducing **BLUEmove**....

BLUEmove International Relocation is a Full Service, Independent, Freight Management company headquartered in the Washington, D.C. metropolitan area. With many years of experience serving this international community, we have built a strong reputation with Private, Diplomatic, and Corporate, and NGO clients.

As a full service provider, we take care of all details of the moving and shipping process:

- Door-to-Door—
- Quickly—
- Professionally—

Across the “Blue” ocean or “Blue” sky—

“Team Blue” staff handle all aspects required for a safe and secure move—

Move Management

..... is a delicate balance between the needs and expectations of relocating transferees versus the policy guidelines and requirements of the employers.

Decisions made for one transferee or shipment may not necessarily apply to another. We manage every detail to meet the needs and expectations of all parties!

OUR GOAL:

To support and facilitate the programs that benefit the less fortunate.

We handle the cargo that you need—personal effects, household goods, donations, gifts-in-kind, etc.

We will manage and oversee the details of every shipment to ensure that everything is done to satisfaction, and within budget.

This allows your organization and employees to focus on their strategic goals and business objectives, rather than being concerned with shipping issues.



BLUEmove provides a *customized move management* services.

PROPOSAL INCLUDES:

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Our Goal

Move Management

For Our Client....

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References

BLUEmove International Relocation

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For Our Clients....

Single source logistical solution for household goods, personal effects, and all your project cargo needs.

Various commodities (household/personal effects, donated goods, project cargo, and more!)

Customized transportation solution for quality service at cost-effective pricing.



1) Dedicated Staff....

We will describe circumstances where we have come up against obstacles or controversy, and how we remedied these issues, most of which are behind the scenes, as the moving and shipping process requires many humans, from the packing and loading crews at the residence, the shipping clerk at the steamship line, to the customs agent at the destination port.

Everyone must fulfill their responsibility; human error is a consideration we anticipate!

The primary contact will be **Timothy Trout**. Tim has been handling shipments of household/personal effects and project cargo for corporations, USAID contractors, NGOs, Non-Profit Organizations, Universities, Schools, Churches, and various religious organization for over 20 years. As a member of **TEAM BLUE**, it is our goal to provide a unique service to remote locations of the world, efficiently and cost-effectively.

3) Cross Checking status details....

It is common for shipments by AIR or SEA to be held up at a transshipment point. Some delay minor delays are acceptable, but more than this, can often mean bigger issues. Shipments are monitored as often as necessary to ensure that shipments are on target for their scheduled transshipments and arrival to destination. AIR freight is checked every 1-2 days. Sea Freight is commonly checked weekly while in transit.

We recently had an AIR shipment US to India that was delayed. The shipment was being routed by the air cargo carrier through China. The problem was that it was Chinese New Year, and the country was shut down for over a week. Pressing the air carrier, we found an option through Bahrain to get the freight to India on time.

5) Worldwide Network....

A shipment from the US to Romania, was booked with the steamship line including 2 x 40' containers of household goods two(2) autos from port Boston to port Constanta, Romania. The shipment was packed and loaded directly into the containers, and returned to the port for export clearance and loading onto the vessel. After the containers were already at the port, the steamship line informed us that they do not ship household goods and POVs to Romania. After a few minutes of vulgar phrases, we started to look into options around this challenge. Although the shipment was slightly delayed, we found an alternative routing to reach Bucharest.

The port of Varna, Bulgaria is only about 150 km from the port of Constanta. We checked with several agents, and found one company that was capable of importing goods into Romania via Bulgaria. The process required a transit in-bond through Bulgaria, but the agent was able to achieve this within our budget and surprisingly fast up to Bucharest. In the end, the steamship line paid the difference for the inland handling.

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2) Asking the right question.....

We were recently handling a shipment to Jamaica for a returning Jamaican Citizen. In order to avoid customs duties and taxes, the shipper had to live outside of Jamaica for 3 years. Unfortunately, he was moving back after only 2 years and 8 month. In examining the shipping needs and the import laws, we were able to minimize the duties and applicable taxes. For example, we found that anyone can import goods duty free as long as the value is less than US\$500. So for the AIR shipment, even though the employee declared the value at over \$1000, we were able to catch this in time to provide a customs declaration for less than \$500 based on the depreciated customs value, so no customs duties and taxes were applied.

4) Picking up the phone....

Delays in shipping are inevitable, especially when it comes to shipping to Africa, and many of the difficult to reach locations of the world. In fact, in addition to our network of agents, we also have a reference of contact numbers for various ports and handling agents worldwide that we utilize when needed to locate shipments in route. There was a personal effects shipment going from Kazakhstan to Azerbaijan, and was being held up in customs at the border. After 48 hours of mixed messages and confusion, we called the origin agent in Kazakhstan and the destination agent in Azerbaijan. The required documentation was needed from the shipper, but neither office could reach the shipper, as they were traveling back to the US. We contacted the shipper and sorted out the clearance as quickly as possible without further delay.

6) Persistence...

While we can proudly say we have never lost a shipment, we have had some very trying situations. We had a small SEA freight shipment to Malawi that took nearly 6 months of tracing and tracing on a daily basis. In route via South Africa, one of the truckers tried to move the shipment across the border unmanifested. The shipment was held up in Livingstone for nearly 3 weeks. The local agent had to pay penal

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ties and obtain a release, but a relentless barrage of calls and insistence prevailed. The shipment was delivered and with minimum damage.

Even US Customs can be problematic with imports into the US. If a shipment arrives, and does not clear within 15 days, it is then placed in General Order by Customs. We had shipments arrive without the necessary customs documentation from the individual. With limited information, we were able to track down the employer, and obtain the necessary documentation in order to clear the shipment and avoid General Order. In fact, the shipper fell ill in Africa, and was evacuated from Mozambique to Europe where he was treated. He was grateful for our efforts, as we were able to keep his shipment secure while he recovered, which took nearly 2 months.

7) Routing....

There are horror stories about certain steamship lines trying to move freight. Despite inexpensive freight, not all carriers are good to the remote destinations. Prior to the current restriction, we had a shipment going from Europe to Mozambique. The line that was used provided inexpensive pricing and advised they had services to Maputo. In fact, they did not have a regular service, and the shipment waited in the port of Durban for over a month, until they had enough cargo to call Maputo. In the end, we were able to get the ocean freight charges reimbursed due to such poor services. Ask anyone, this is *UNHEARD OF*.

We are currently working on a project to get a shipment to Somaliland, despite the restrictions for shipping to

Somalia. It is lawful to ship donations and humanitarian goods. We have organized a route via Europe that allows the shipment to remain in the same container throughout the transit, and reach the final destination, avoiding the port of Mogadishu, which is currently an unreliable and unsecure access point.

We also have customers that ship to Zambia, but requires a consistent transit time. They pay the extra funds, and have the containers trucked via Durban, rather than have the steamship line handle the containers through Beira, Mozambique, which is slow and inconsistent with arrival. We had to make the most cost effective change in the routing to accommodate the shipper's needs.

8) Customs Requirements....

Everyone knows that every country is different. But MSI needs the expertise to know that Kenya required documentation from certain ministries in order to get duty fee clearance unless they are authorized to consign their shipments to the US Embassy. The process can take up to 3 months, so it is best to get started as early as possible. You need to know what

can be done to avoid duties and taxes in India, even though Indian Customs tend to charge for electronics. You need to have the PP19 in place for customs in Indonesia. You need to know that your awardees can counsel your employees on the import requirements, as well as the re-export requirements for Russia and the Caucasus in order to avoid con-

9) Negotiation....

Negotiation on pricing and services is crucial to this industry. We have had some extreme situations that required thoughtful and fair negotiation. On an ocean shipment to Kabul, the container was transported the container inland from Karachi, Pakistan, and reached the final destination in Kabul in a fair amount of time. However, the container still needed to be returned to the port of Karachi. Despite many follow up requests, the trucker did not return the container immediately. We received an invoice for container per diem exceeding US\$2,000. Apparently the driver stopped in several locations, and did not return directly to the port for over 2

weeks. We determined a reasonable amount of container per diem for the container to reach Kabul and return to the port, and negotiated our payment to this amount. The balance was paid by the trucker, as they were responsible to return the container immediately. We know, however, we will need to work with the trucking agent again, and need to cooperate in order to ensure services continue, especially where there are limited service providers.

10) Current Events....

High School Social Studies was never so important! To be prepared, we must know what is happening around the world at any given time. We've been on the phone with transferring in Bosnia under gunfire. We assisted with emergency evacuations from DRC in times of crisis, and found ways to get shipments to Zimbabwe in advance (and in despite) of the financial crisis and inflation a few years ago. We are currently shipping desperately needed clothing and goods to the Syrian refugees through Turkey Lebanon, and Jordan, and working to get medical equipment to a hospital in Somaliland, Bangladesh, and Senegal. Not to mention what can happen in route to the destination, we must be prepared, if we need to avoid a labor strike in France, port congestion in Mombasa, or delays in air freight due to a volcanic eruption in Iceland that disrupt air freight to and from Europe...

WE ARE AWARE....AND PREPARED!



References

***BLUEmove
International
Relocation***

Corporate Customers

African Development Bank

Asia Development Bank

IMEC

International Relocation Management (IRM)

The Times of London

Helping Hands for Relief and Development

Family Legacy Mission International

NuDay Syria

Embassy of Czech Republic

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