



**"COMMITMENT TO EXCELLENCE"**



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

**Rights & Responsibilities for Household Goods Shipments under CHAMP**

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

**Transportation Feud**

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!

**Breaking the Ice: How to Meet More People and Do More Business**

Do you want to learn how to develop the perfect networking attitude and deliver the perfect introduction? Join this session and discover your most important and most successful message.

**Big Picture of the Claims Process**

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.

**Federal Strategic Sourcing....Making It Work for Your Agency**

GSA partnered with the Department of the Treasury and several other agencies under the Federal Strategic Sourcing Initiative (FSSI) to deliver a strategic sourcing vehicle for express and ground domestic delivery services. Learn why several agencies have chosen FSSI and how FedEx can reduce your shipping costs and achieve operational efficiencies by streamlining business processes, adopting best practices and utilizing business intelligence that will help you ship smarter.

**GRAB Update and Governmentwide Relocation Centers**

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.

## **Commitment to Excellence**

### **Snapshot for ISO 9001 Certification**

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.

### **Future Trends in the Small Parcel Industry**

This session will cover future trends in the small parcel industry to include dimensional weight, 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.

### **Demystifying the RFO and Rate Filing Processes**

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 as we are interested in your ideas in creating innovative solutions to demystify these current processes.

### **Freight Bills of Lading**

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?

### **New Regulations - New World for International Shipping**

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.

### **Post Katrina Move; Helping Neighbors**

This session will explain how this company coordinated with GSA and the East Carolina University staff to pick up two trailer loads of old school desks and delivered them to portable classrooms in the small town of Bay St Louis, Mississippi.

### **Moving Specialized Commodities (Hard to Ship Freight)**

Join this session to learn how to move specialized commodities. Experienced transportation personnel will guide you with all the shipment details from packaging, 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...

### **Billing for Federal Government Household Goods Transportation**

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

Do you know how Truckload and Less-Than-Truckload differ? Why are distribution centers and terminals located where they are? Why do we have fuel surcharges, how do they work, and how do I know that it's fair? What is done to operate safely? This session will provide the answers to these freight questions and much more.

## How to Coordinate a Household Goods Move

Learn the basics of coordinating domestic and international moves. Hear how the experts manage the move and the tools they use. Discussion focuses on three perspectives: an agency processing the move, an agency utilizing a move manager, and a transportation service provider.

## Customer Service: Best Practices Paying Dividends

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

## TMSS Update

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.

## Dealing With Higher Fuel Prices

The federal government is caught in the same whirlwind of rising fuel prices as industry and private citizens. Will it level off? Come visit this session to learn how the GSA process currently works. GSA is working to find alternatives to managing rising costs throughout all of our federal agencies. Share your ideas and help build a better way for tomorrow.

## Introduction to eTariff 400-N

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

## The Basics for Shipping Freight

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

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.

## The Future of the Freight Fuel Surcharge

If you are a Freight Transportation Service Provider or a customer involved in the movement of freight, please 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. Please join us as we brainstorm for the future.