
Moving Views

A moving industry newsletter published by the HighStar Group of Companies-December 2005

Record moving year signals start of heavy oil migration

Don Kachur President

Moving vans thundered down the highways of Alberta in 2005. National increases in tonnage in the plus 15% range taxed the industry nationwide. Highland eclipsed the national averages with monthly increases approaching 25 %, a reflection of the strong economy in Alberta.

But for every silver lining there is a cloud. Moving staff became increasingly difficult to attract and many experienced people are leaving the industry altogether - lured away by high paying jobs in the oil patch. This combination of shortage of trained staff and the record demand for moving services has put a strain on the entire industry and is showing up as increased prices in the COD market, poor service from newly hired staff and the many frantic calls to Highland for last minute moves due to “no shows” on moving day. As hectic and challenging as the summer 2005 was, 2006 looks to be even more demanding as major projects ramp-up in Ft McMurray. The Athabasca Regional Issues Working Group predicts significantly increased volumes of transfers into Wood Buffalo region during 2006.

If you will be moving people in Alberta next summer, now is a good time to lock in with a reliable moving service provider.

Relovision 6.0 Web New version enhances corporate service

ReloVision Move Management Software focuses on hardwiring and automating the best business processes in the move industry. It also acts as call center and communication software for our moving consultants, who use it to control the complete moving service.

Our most recent upgrade, *ReloVision 6.0*, brought a faster “user friendly” web version. ***ReloVision 6.0* provides more information and reporting capabilities for our clients to access online.**

If you are not familiar with the advantages of *ReloVision* we would be pleased to arrange a boardroom demonstration for you.

**HighStar Group of Moving Companies:
Highland Moving and Storage Ltd.
Starline Overseas Moving Ltd.
ReloVision Move Management Software Inc.**

Highland Community Spirit



Highland Moving participates in the “Terry Fox Run”

On September 17th staff members of Highland Moving donned pink t-shirts in support of the Terry Fox Run. Our team, **Movers and Shakers**, raised \$ 2500.00 on their first annual walk.

**Calgary 403-720-3222
Edmonton 780-453-6777**

Certified Wood Packaging Program

Starline Overseas is updating our quality manual and will soon be IPPC certified. This certification allows Starline to approve and ship IPPC stamped wooden crates worldwide!

This means peace of mind for our clients. Without IPPC stamping, crated shipments can incur delays, fumigation or even be denied entry to the destination country causing the shipment to be returned to Canada. This is an extensive program and subject to the Canadian Food Inspection Agency (CFIA) approval and monitoring.

United top Government Service Provider

United Van Lines led the industry in customer service for government employees for the period ending September 2005. The current value index benchmark (service rating) is 0.532 and United scored 0.551.

HighStar Group launches Mayflower

United has worked diligently with UniGroup to finalize an agreement to launch Mayflower Canada and in spring of 2005 announced that United Canada signed a historic Agreement with Mayflower Transit LLC (U.S.) to open Mayflower Canada.

The HighStar Group of Companies is proud to be a member of Mayflower Canada and introduce Starline Moving Systems, with branches in both Edmonton and Calgary.

Highland wishes you and your family all the best this holiday season and for the coming year!

Festival of Trees 2005 Making Spirits Bright

The Festival of Trees is the largest annual event held at Edmonton's Shaw Conference Centre. More than 37,500 people attend. Over 100 spectacular Christmas trees and more than 150 holiday decorations are on display.

For over 15 years Highland has been a major sponsor of the Festival, assisting with setup, tear down and delivery of the trees.

This year's Festival will raise funds for an Intra-operative MRI. Highland Moving is proud to support and participate in Edmonton's favourite Christmas event!



Conference Update

Household Goods Forwarders (HHGF): Attended by Barb Patterson, representing Starline Overseas. Agents from around the world gather to discuss international markets and country specific dynamics.

Canadian Employee Relocation Council (CERC): Attended by Leanne Booth and Barry Byman. Shaping the Future of Workforce Mobility offered valuable insight into the critical issues involved in managing and reacting to a changing global workforce.

Sage Summit: Attended by Cindy Clarke and Trevor Engele. An opportunity to explore what's new for IT solutions to enhance service and improve efficiencies.

UVL US Convention: Attended by Cindy Clarke.

If you would like detailed information from any of the above conferences please do not hesitate to contact us.



Leanne Booth and Barry Byman attend CERC in Niagara Falls