



(43) International Publication Date 21 April 2005 (21.04.2005)

PCT

(10) International Publication Number WO 2005/036531 A2

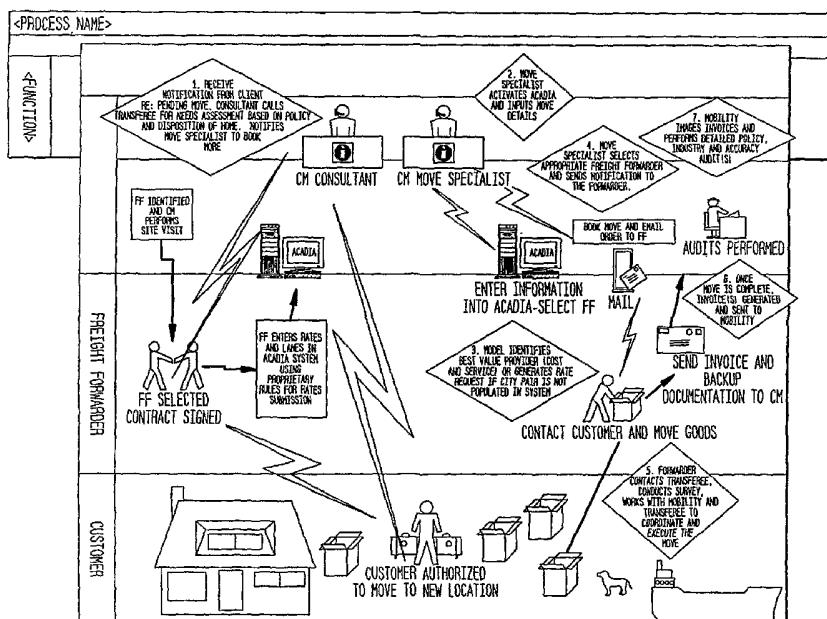
- (51) International Patent Classification<sup>7</sup>: G11B
- (21) International Application Number: PCT/US2004/010657
- (22) International Filing Date: 7 April 2004 (07.04.2004)
- (25) Filing Language: English
- (26) Publication Language: English
- (30) Priority Data: 60/502,487 12 September 2003 (12.09.2003) US
- (71) Applicant (for all designated States except US): CENDANT MOBILITY SERVICES CORPORATION [US/US]; 40 Apple Ridge Road, Danbury, CT 06810 (US).
- (72) Inventors: GOOLKASIAN, Gregory; P.O. Box 403, Southbury, CT 06488 (US). KELLEHER, Kevin; 7A Obtuse Road South, Brookfield, CT 06804 (US).
- (74) Agents: BRADEN, Stanton, C. et al.; Lerner, David, Lit-tenberg, Krumholz & Mentlik, LLP, 600 South Avenue West, Westfield, NJ 07090 (US).

- (81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.
- (84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published: — without international search report and to be republished upon receipt of that report

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: SYSTEM AND METHOD OF SELECTING FREIGHT FORWARDING COMPANIES



(57) Abstract: A system and method for selecting freight forwarding companies is provided wherein bids for shipping lanes and the like are received well in advance of a freight move. Bids are submitted on shipping lanes and other move associated transactions by pre-approved freight forwarding companies. This information is stored in a database. Selection of the freight forwarding company or companies occurs in connection with evaluating the bid information submitted and historical data stored on the database.

WO 2005/036531 A2

SYSTEM AND METHOD OF SELECTING FREIGHT FORWARDING COMPANIES  
BACKGROUND OF THE INVENTION

Typically, relocation companies are hired by a company (hereafter, the "customer") to help people, such as  
5 the customer's employees, relocate to a new home. In this regard, relocation companies typically help the person (hereafter, the "transferee") obtain a fair price for their current home, find a new home, and move the transferee from their point of origin to their point of destination.

10 Quality relocation companies aim to meet and exceed the expectations of the customers and transferees. For example, when it comes to the move, transferees expect good communication regarding the packing/delivery dates and times. They also expect that the mover will respect their goods, such  
15 as providing special care to fragile items, and avoiding damage during packing/unpacking and transportation. Transferees also want the mover to meet their commitments throughout the move, including helping with customs requirements. In addition, transferees expect that the agents  
20 at both the origin and destination point will be professional. They also expect that the number of surveyors will be limited. Surveyors generally come to the house to determine the equipment and personnel that will be needed to effect the move. Surveyors also use the information to enable the  
25 freight forwarding company to provide an estimate for the cost of the move.

A relocation company often hires one or more freight forwarding companies to perform moves and needs companies that can meet these expectations while also meeting the customer's  
30 price requirements. Thus, the relocation company may hire a moving company, preferably an international moving company, to perform freight forwarding services. However, not all freight forwarding companies are the same, and this is particularly so with respect to international shipments that cross a country

border (the US and Canadian border typically present less difficulties than other international shipments).

5 Some freight forwarding companies specialize in particular traffic lanes or channels where a traffic lane or channel includes at least a geographic region (e.g., collection of countries, particular country, collection of cities, a particular city, etc.) that includes the origin of the move and at least a geographic region that includes the destination of the move.

10 Other differences between freight forwarding companies relate to pricing, because different freight forwarding companies charge different prices. Freight forwarding companies typically charge based on a matrix of shipment types, storage requirements, other services and rate structures. For example, in addition to having different prices for different lanes, the companies may also differ with respect to whether they are charging based on weight, volume, flat fees or some other criteria. Accordingly, the different prices and sometimes rate structures often makes it difficult to select a freight forwarding company based on cost.

15 The quality of service also varies from freight forwarding company to company. A relocation company's past experience with particular freight forwarding companies should also be taken into account when selecting a freight forwarding companies, which further complicates the selection process.

25 There is a need for a system which eases the difficulties and complexities associated with the selection of freight forwarding companies.

## BRIEF DESCRIPTION OF THE DRAWINGS

Figure 1 represents a functional diagram of one aspect of a system and method of the present invention.

5 Figure 2 represents a flow chart of a method in accordance with an aspect of the invention.

Figure 3 is a flow chart of the freight forwarding company approval process.

10 Figure 4 illustrates a computer screen display for showing lanes, in a drop down box, according to pairs of origin and destination cities.

Figure 5 illustrates a computer screen display showing weight classes associated with traffic lanes.

15 Figure 6 illustrates a computer screen display listing the cost of putting goods into storage based on weight class and the cost of taking goods out of storage based on weight class.

Figure 7 illustrates a computer screen display showing accessorial rates.

20 Figure 8 is a flow chart illustrating a freight forwarding company bidding process according to one aspect of the invention.

Figure 9 illustrates a computer screen for use with the booking engine for entering performance feedback information.

25 Figure 10 is a flow chart illustrating one aspect of a freight forwarding company selection process according to the invention.

Applicable reference numerals have been carried forward.

## 30 SUMMARY OF THE INVENTION

The invention provides a method of selecting a freight forwarding company.

According to one aspect of the invention, method of selecting a freight forwarding company is provided wherein bid

information is received from a plurality of freight forwarding companies. The bid information identifies a traffic lane, a moving requirement, and a price rate associated with the moving requirement. A move request is received associated with  
5 a traffic lane. Additionally, a moving requirement and a quantity value associated with the moving requirement are received. At least one freight forwarding company is identified based on the freight forwarding company's bid information wherein the traffic lane and a moving requirement  
10 of the bid information relates to the traffic lane and a moving requirement of the move request. The method calculates a cost for each of the identified freight forwarding companies dependant on the price rate and quantity value.

According to another aspect of the invention, a  
15 method of selecting a freight forwarding company is provided wherein a freight forwarding company to participate as a provider of services. The freight forwarding company is subjected to an approval process. The freight forwarding company executes a contract for providing services and a  
20 database of approved freight forwarding companies under contract is provided. Traffic lanes for submission of bids by freight forwarding companies under contract; is provided by the method as well as a database of traffic lane for bid by the freight forwarding companies. A freight forwarding  
25 company is selected using the database of traffic lane bids.

According to another aspect of the invention, a method of conducting a relocation business is provided wherein an order is received from a client for the transfer of property of a transferee. The transferee is consulted and a  
30 move of the property is scheduled. Information pertaining to the move is compiled an a database is accessed containing preexisting information including traffic lane bid prices from the freight forwarding companies. A freight forwarding company is selected in conjunction with using the database.

According to another aspect of the invention, a freight forwarding company selection system is provided which includes a freight forwarding company approval procedure and a database including names of and information pertaining to approved freight forwarding companies. The system also includes a freight forwarding company bid procedure and a program which provides a graphic user interface used in connection with viewing the database for use in selecting a freight forwarding company in connection with ranking database information according to a search criteria.

In another aspect of the invention a freight forwarding company selection system is provided which includes a freight forwarding company approval procedure and a database including names of and information pertaining to approved freight forwarding companies. The system also includes a freight forwarding company bid procedure wherein selection of a freight forwarding company is based off of bid information stored in the database for compilation in connection with a search for a freight forwarding company.

#### 20 DETAILED DESCRIPTION OF THE INVENTION

Among other things, the invention provides a system and method for systemizing bid pricing of freight forwarding companies. For example, instead of forwarders bidding competitively on every shipment, the system and method compares previously submitted bids with a particular move and uses the information to select a freight forwarding company.

An operation in accordance with one aspect of the invention will now be described. The following process represents just one example of a method in accordance with the invention, and other steps and orders of operation are possible. For the purposes of illustration, Figure 1 represents a functional diagram of one aspect of a system and method of the present invention as implemented on a system to include the invention called Acadia™. Figure 2 represents a

flow chart of a method in accordance with an aspect of the invention.

In operation, the relocation company first identifies and then approves freight forwarding companies to participate in the system. Typically, the approval process will include an on-site visit to the freight forwarding company to check its facilities and discuss the bidding process. The review process may also include performing background checks and the like. If a freight forwarding company is not rejected, the approval process is generally concluded with the execution of a contract between the relocation company and the freight forwarding company.

Once the freight forwarding company is approved by the relocation company, it is added to the list of qualified bidders.

Preferably, the list of qualified bidders is maintained in a computerized database, hereafter referred to as the booking engine database, and the database is maintained via the use of a computer program, hereafter referred to as the booking engine. However, the process may be implemented without a computerized database as well.

One manner in which the qualified freight forwarding company may be added to the list of approved freight forwarding companies by the relocation company is by adding the freight forwarding company's information, such as its name, address and other information, to the booking engine database and indicating that the company is approved to enter bids. Other information relating to the contract may also be added to the database. Figure 3 is a flowchart of the freight forwarding company approval process.

After the freight forwarding company is added to the list of approved companies, the freight forwarding company will then bid on traffic lanes. Preferably, the list of traffic lanes will be pre-identified, and the freight

forwarding company is not obligated to bid on every pre-identified traffic lane. With respect to the traffic lanes that the freight forwarding company does bid on, it is preferable for the freight forwarding company to bid on all of the potential requirements for a move within that lane. For example, as explained in more detail below, it may bid on how much it charges per pound for surface shipments, how much it charges per cubic foot for air shipments, how much it charges to put goods in storage, etc. Alternatively, the freight forwarding company may bid on only some of the potential requirements for moves within that lane.

The bid is preferably made by providing the freight forwarding company with limited access to the booking engine database via the Internet and web pages. The information for the web page is gathered by the booking engine. In this regard, the freight forwarding company will log onto a web site maintained at the direction of the relocation company and devoted to accepting bids.

Once logged into the web site, the freight forwarding company may then browse a web page containing a list of traffic lanes that are open for bid. As shown in Figure 4, the lanes may be listed in a drop down box containing pairs of origin and destination cites, such as the lane representing shipments from Appleton, Wisconsin to Dublin, Ireland.

After selecting a traffic lane, the freight forwarding company will then be presented with web-based controls for entering rate amounts. For example, as shown in Figure 5, the freight forwarding company will be presented with a list of weight classes associated with that lane. Each weight class represents a range of weight values, such as shipments ranging from 1,000 to 2,000 pounds. The freight forwarding company can then enter the per-pound amount ("CWT" refers to net per 100 pound weight) that it will charge for



transporting goods in that weight class for that lane. The booking engine may perform immediate or post-bid validity checks on the entered data, such as ensuring that the price does not exceed a certain range.

5           Figure 5 illustrates additional options in connection with the bidding process. For example, the freight forwarding company may enter the expected transit time as a range of days (as shown), weeks or some other time frame. The freight forwarding company may also identify the period of  
10 time over which the rates will be effective. The freight forwarding company may also indicate whether the rates are newly entered, unfrozen (meaning that the freight forwarding company is reserving the right to change the rates during the effective date period) or expiring (meaning that the prices  
15 will need to be updated).

As also shown in Figure 5, the freight forwarding company preferably indicates the manner in which the goods will be shipped. For example, all of rates in the example of Figure 5 relates to surface shipments. The freight forwarding  
20 company can select among different surface transportation methods for the goods, such as "surface loose load (LL)" or "lift van (LV)", and bid on each method.

Returning to figure 4 an exemplary screen is provided for bidding on moves that require air shipments. The  
25 freight forwarding company selects a particular lane and then bids on the cost of shipping goods by air within that lane. Rather than being broken down by weight classes, the air shipment rates are broken down by ranges of volumes, such as from 1 to 22 cubic feet and 22 to 44 cubic feet. The dollar  
30 amount of the rate reflects how much the freight forwarding company is charging per cubic foot for that lane.

In addition to the cost of shipping goods, transferees often require that their goods be stored for long periods. Accordingly, the freight forwarding companies may

also be permitted to bid on the costs of putting goods in permanent storage. As shown in Figure 6, the freight forwarding company may select cities in which goods will potentially be stored and then the cost of putting the goods into storage based on weight class, the cost of taking the goods out of storage based on weight class, and the cost of storage based on weight and other flat fee charges. As with the shipment rates, the freight forwarding company can enter dates over which the rates are effective.

10 In addition to charging for shipment and storage, freight forwarding companies may also charge for particular services. These assessorial charges may include services such as moving a grand piano or obtaining a crane to move items to upper floors. In this regard, the method and system of the present invention also allows the freight forwarding company to bid on assessorial charges. This information may be entered via the use of the Internet as shown in Figure 7. Preferably, each bid request identifies acceptable assessorial charges (such as moving a "Piano-Grand"). The request also identifies acceptable rate structures for the charge, such as whether the price needs to be based on a flat fee, weight (CWT), volume (CF), the freight forwarding company's cost plus a 10% surcharge, or some other unit of measure (UOM). As with the shipment and storage bids, the freight forwarding company may enter the effective dates of rates. Preferably, the assessorial charges are constrained to coincide with the effective dates of the freight forwarding company's shipment rates.

30 Preferably, the bidding process also requires that the freight forwarding company agree to abide by a variety of rules relating to the rates. Exemplary rules are attached as Exhibit A; the rules are often particular to the individual relocation company. The rules may be accepted, reaffirmed and

changed at numerous points in the process, such as at contract signing and submission of new or changed rate information.

In one aspect of the invention, the bid is privacy protected, that is, no bidder can see another's bid. It is  
5 believed that a confidential bidding process not only preserves the privacy desired by the freight forwarding companies but also promotes fair and competitive bidding.

As noted above, the bid is not made in connection with a particular move but, rather, preferably reflects the  
10 freight forwarding company's agreement to fulfill future moves meeting predefined criteria at prices based on predefined rate structures.

In one aspect of the invention, the freight forwarding company can indicate an interest in a geographic  
15 region without bidding on it. For example, the freight forwarding company may identify whether they are willing or unwilling to provide services in a particular country. In this regard, a freight forwarding company may indicate that they are willing to provide services to or from England  
20 without actually bidding on lanes that include English cities. At the same time, the freight forwarding company may indicate that they are not willing to provide services to a particular geographic region. Figure 8 is a flowchart illustrating a freight forwarding company bidding process according to one  
25 aspect of the invention. Note that this process can be implemented without a computer.

When a client of the relocation company wants assistance moving a particular person, they will contact the relocation company. A consultant for the relocation company  
30 will then call the transferee. The consultant will perform a needs assessment and analysis based on the customer's policies, the transferee's needs and the particulars of the move.

Once the relocation company's consultant obtains the information relating to the transferee and the move, the consultant will notify one of the relocation company's move specialists to book the move.

5           The specialist will then compile the relevant information pertaining to the move, such as the origin, destination, one or more moving requirements, and the quantity associated with each moving requirement. For example, the moving requirements may relate to the required type or types  
10 of shipments that will be necessary for the move, such as air, loose load surface shipments and lift van surface shipments. Other requirements may relate to storage and assessorial services. The quantity may relate to weight, volume or some other criteria that is associated with the moving requirement,  
15 such as how long the goods must be stored and whether a crane is required such as to remove a piano or other large object (e.g., no crane being considered a quantity of zero cranes). The specialist may also enter in other information, such as the date that the goods need to be shipped. The specialist  
20 then compares the compiled information with the bid information to select the best freight forwarding company for the move.

In one aspect of the invention, the specialist will use the booking engine to search the booking engine database  
25 and rank the bids. For example, the specialist may enter a number of different search criteria, such as the origin, destination, weight, dates and other information into a computer. The computer then accesses the booking engine, which in turn queries the database for bids which match the  
30 criteria.

As shown in Figure 9, the booking engine may provide the specialist with information on various forwarders, including how much each freight forwarding will charge. Specifically, the names of the freight forwarding companies

are listed in the "Forwarder" column. The "Air", "LL" and "LV" columns reflect a calculated value based on the price that the freight forwarding company has bid for the transportation mode and the quantity of goods to be shipped via that transportation mode. The subtotal column reflects the total cost of the shipment. The "Perm Str" column similarly reflects a calculated value reflecting the freight forwarding company's charges for permanently storing the goods to be stored. The "Total" column reflects the shipment costs and permanent storage costs. Optionally, the total may also include any assessorial charges in the event assessorial services are required.

The invention may also provide the ability of storing information relating to the quality of services provided by the freight forwarding companies. The quality may be quantified based on subjective and objective criteria.

For example, in the example of Figure 9, the "Service Scores" columns represent how the freight forwarding company performed based on feedback forms completed by prior transferees. Based on a sliding scale where 1 represents a poor ranking and 8 represents an excellent ranking, the percentage represents the number of feedback forms having positive ratings (e.g., rankings from 5-8) divided by the total number of returned surveys. The scores are further broken down by how well the freight forwarding company scored with respect to the destination and origin cities particular to the move, the countries particular to the move, and all surveys. It is noted that while this information may be subjective with respect to the transferee's views, it is objective with respect to the relocation company because the relocation company merely compiles the results.

The "Claims" column of Figure 9 also quantifies quality based on prior transferee's claims for damages. In this regard, the "Frequency" column represents a ratio of the

number of times that claims have been made versus the number of insured shipments performed by the freight forwarding company. The number of shipments in the Frequency column may be limited to only shipments in the particular lane, all  
5 shipments in all lanes or shipments sharing an origin or destination with the current move. Moreover, each different transportation type in a move (e.g., air, surface loose load, surface lift van) may be considered a separate shipment. The "Severity" column represents the average amount of claims that  
10 have been awarded against the freight forwarding company, and may be limited in a manner similar to or different from the frequency column.

Based on the returned cost and quality information, the specialist can make an informed choice of the best  
15 forwarder for a move. To aid the specialist in its task, the specialist may rank the freight forwarding companies by different columns. Optionally, the bids may be ranked based on a single, calculated value which takes the total cost and service as the parameters.

20 If no vendor has bid on the selected channel, then the system may optionally use other information to suggest freight forwarding companies. For example, a list may be compiled of all of the companies that have indicated a willingness to provide services in the origin and destination  
25 regions. These companies may then be contacted, either manually or by an automatic email from the booking engine, to enter bids on the lane.

After the relocation company selects the freight forwarding company, the move specialist will then notify the  
30 freight forwarding company of the decision. The freight forwarding company, in turn, will call or otherwise contact the transferee and conduct a survey. The freight forwarding company will also work with the relocation company as well as the transferee to coordinate and execute the move. Figure 10

is a flow chart illustrating one aspect of a freight forwarding company selection process according to the invention. Note that this process can be implemented without the use of a computer.

5           Once the move is completed, the freight forwarding company will send the relocation company an invoice and backup documentation, such as proving that the move was completed and other information, to the relocation company. Before paying the invoice, the freight forwarding company is preferably  
10 audited to ensure that it has complied with the rate rules, other contractual requirements and industry rules. It is also preferably audited for accuracy and completeness of the documentation. The cost of the move may be invoiced in two portions, one occurring after the shipment leaves the port and  
15 the other upon delivery.

Different aspects of present invention provide a number of different advantages. In one aspect, it promotes cost management, because it increases control over costs and quality.

20           The bidding process also allows the relocation company to leverage the advantage of using multiple competitive vendors. By asking vendors to bid in advance, rather than move-by-move, the vendors have an incentive not to overcharge the relocation company because of the likelihood  
25 that overbidding will result in continuous non-selection.

Moreover, by quantifying quality, the relocation company can insure that under performers are not awarded moves. In addition, the specialist can use the quality information to reflect the customer's needs. For example, one  
30 customer may accept somewhat lower quality, particularly if it results in the price being lower. Another customer may require the highest quality at any reasonable price.

The use of the system further allows the relocation company to manage its information more effectively.

Aspects of the system also provide advantages to the customers beyond price. The system provides faster supplier selection because bids are entered in advance and the information necessary to award the move is already in the system; it is no longer necessary to wait for bids to come  
5 back on each individual move. Moreover, as noted above, the clients' priorities (*i.e.*, quality or cost) can be taken into account in forwarder selection. The system also prevents transferees from having to deal with multiple surveyors  
10 because a single freight forwarding company is selected based on pre-existing information. The system also provides the customer with effective control, because the employee can evaluate the mover's performance and this assessment will be entered into the system. As noted above, overall customer  
15 satisfaction can be tracked by city, country and worldwide, so that future choices can be based on very specific performance metrics. Claims experience may also be stored in the system.

The system also provides benefits to the freight forwarding companies. For example, it creates a fair playing  
20 field because it allows the relocation company to choose the forwarder entirely on the basis of objective factors, such as price and service performance, and not for any other reason. In this regard, forwarders will be motivated to play to their strengths, that is, offer the best prices in the lanes where  
25 they have the most volume and ability to offer high quality services. The system will also enable them to be strategic, focusing on lanes and weight ranges in areas where they want to grow. Even a smaller forwarder can bid on business that might be out of their usual scope, because as long as their  
30 pricing and service are competitive, they are likely to be selected.

Indeed, since preferably all of the approved freight forwarding companies can bid on a lane, the process is more competitive than simply consulting two or three companies as



typically occurs in prior art systems. It is also less labor intensive for the freight forwarders than the old process, since multiple surveys are not required.

Another advantage to relocation company and freight forwarding companies alike is that all of the companies are preferably required to bid in accordance with the same set of rules. This provides a level playing field for the freight forwarding companies and it minimizes surprise fees for the relocation company.

Another advantage of one aspect of the present invention is its flexibility. For example, although the invention is preferably implemented automatically via a web-based application, it may also be implemented manually. For example, communication may take place by voice over phone rather than by network access, and the information need not be stored in computer-implemented databases. It can also take place using faxed solicitations and bids.

The system, including the booking engine, may provide other administrative functions as well. For example, it may place a six-month time limit on rates such that rates are no longer considered valid if they have not been changed or confirmed within the last six months. It may also conduct routine post-payment audits of bills to track and trend compliance with rates in the program.

Unless stated to the contrary, use of words such as "including," "containing," "such as," "comprising" and the like, means "including without limitation" and shall not be construed to limit any general statement that it follows to the specific or similar items or matters immediately following it. References to a "plurality" of things means at least two of the things, and, unless stated to the contrary, reference to "a" or "one" thing does exclude the possibility of using a plurality of such things.

Most of the foregoing alternative embodiments are not mutually exclusive, but may be implemented in various combinations to achieve unique advantages. As these and other variations and combinations of the features discussed above  
5 can be utilized without departing from the invention as defined by the claims, the foregoing description of the embodiments should be taken by way of illustration rather than by way of limitation of the invention as defined by the claims.

10

**Appendix A****Rate Rules**

Rates:

Are in U.S. Dollars.

5 Rate adjustments may be requested in the event of a significant change in freight or services due to an unforeseen event, such as war, political crisis, etc. Rates may also be adjusted for currency fluctuation if the fluctuation exceeds (plus or minus) ten percent from the base rates. NOTE: Base  
10 rates for international currency exchange rates shall be the median rate published on website [www.oanda.com](http://www.oanda.com) on the date rates are submitted by forwarder. In the event this website becomes unavailable, X-rates, [www.x-rates.com](http://www.x-rates.com) shall be utilized. If the currency fluctuation is greater than ten  
15 percent on the date the shipment loads (versus the rate submission date), then the rate may be adjusted accordingly. However, only the services affected by the fluctuation shall be adjusted (i.e. - origin services, destination services etc.).

20 Include:

Door-to-door transportation.

Pickup at origin and delivery to final destination (within a 50 mile radius of foreign points and a 100 mile radius of U.S. points).

25 Packing, wrapping, loading, transportation, terminal handling, unloading, unwrapping and unpacking (including shipments moving within the contiguous 48 states).

Customs clearance. If customs exam is needed or if there are expected delays, Client must be notified first. This is not  
30 intended to cover duties and taxes.

Any toll charges incurred.

Overtime labor to pack, load and /or unload, unpack household goods.

Stair carries, long carries, inside elevator carries.

Packing of clothing in lay down wardrobes.

Removal of used packing material within two (2) weeks from the date of delivery.

One extra stop-off to pickup within 50 miles of origin and one  
5 extra stop-off to deliver within 50 miles of destination.

Normal disconnection & connection of appliances.

Preparing and securing household appliances and electronic equipment for transport. Electronic equipment must be tested for operability prior to packing and again upon delivery.

10 Uncrating (however, crating is a separate charge covered in the additional service charge area).

All services not noted by Forwarder in the City Rate - Additional Service Charges area.

All services performed that were not authorized.

15 Release at contract liability.

**Surface Rates:**

Are per net hundred pounds.

Are valid for any density.

When utilizing lift vans, new or "like new" materials must be  
20 used.

Shall include all SIT at origin and three weeks SIT at destination (including the SIT warehouse handling fee for lift van shipments).

Are applicable based on the date each shipment is booked.

25 Shall be frozen for 1 day from the date rates are submitted and shall continue thereafter until Forwarder cancels or changes their rates within the Acadia Move Management System™. These changes shall effect only shipments that have not yet been booked with a forwarder. Cendant Mobility must be  
30 contacted immediately if incorrect rates have been submitted.

**Air Freight Rates:**

Are per cubic foot.

Are for shipments loaded into tri-wall containers.

Are applicable based on the date each shipment is booked.

Shall be frozen for 1 day from the date rates are submitted and shall continue thereafter until Forwarder cancels or changes their rates within the Acadia Move Management System™. These changes shall effect only shipments that have not yet  
5 been booked with a forwarder. Cendant Mobility must be contacted immediately if incorrect rates have been submitted.

**City Rates - Permanent Storage Rates:**

Are per net hundred pounds per month for warehouse storage.  
Are for the city selected (normally origin) regardless of  
10 actual Forwarder's warehouse location.

Are per net hundred pounds for cartage and warehouse handling.  
Includes warehouse handling charge (if any) in the cartage rate.

Shall be frozen for 1 day from the date rates are submitted  
15 and shall continue thereafter until Forwarder cancels or changes their rates within the Acadia Move Management System™. These changes shall effect only shipments that have not yet been booked with a forwarder. Cendant Mobility must be contacted immediately if incorrect rates have been submitted.

20 Shall apply for 36 months based on the rates in effect at the date of booking.

Automobile storage is for inside storage and includes all vehicles up to 800 cubic feet. In addition, there is a separate flat rate for automobile warehouse handling which  
25 must include all typical services associated with the long term storage of an automobile.

**City Rates - Additional Service Charges:**

Rates in the Additional Service Charge area are in addition to the DTD rates.

30 **Crating**

Is per cubic foot by the city - minimums are not applicable.

**Shuttle**

Is per net hundredweight by city. Shuttle charges shall NOT be applicable for shipments weighing less than 5000 pounds.

Shuttle shall be utilized only in cases where the origin/destination is inaccessible by the shipping container requiring the shuttle of goods on a small vehicle between the residence and the actual shipping container.

5 Storage-in-Transit (SIT)

Rates are per net hundredweight by city subject to a 1000 pound minimum.

Is a monthly rate that is prorated.

SIT warehouse handling fees are charged for air and surface  
10 loose load shipments only and apply one time per shipment.

Grand Piano

Is a flat rate by city (this rate does NOT include crating which is calculated separately).

Only covers Grand pianos (not spinets, consoles, baby grands,  
15 etc.).

Hoisting/Cranes, German Shrank disassembly and reassembly, swing-set disassembly and reassembly, and parking permits are additional charges that are covered on a cost plus 10% basis.

**Notes:**

20 Breakpoints apply on all rates.

Mileage is determined based on Rand McNally® Household Goods miles for domestic points and standard mileage tools for foreign points.

The closest city lane shall be utilized in cases where more  
25 than one lane is applicable.

Additional service charges are subject to review and approval for market competitiveness.

Transit time is defined as the time involved in moving the shipment from the loading at the origin residence to the  
30 delivery at the destination residence.

All shipments originating in, or destined to, the US must be weighed on approved US scales (as defined in the HHGCB domestic US 400 series tariff).

Rates requested should be input within 3 business days. However, it is strongly encouraged that forwarders input rates within one business day when possible.

VAT and GST (when applicable) shall NOT be included  
5 in the rates submitted.

## CLAIMS:

1. A method of selecting a freight forwarding company comprising:  
receiving bid information from a plurality of  
5 freight forwarding companies, the bid information  
identifying a traffic lane, a moving requirement,  
and a price rate associated with the moving  
requirement,  
receiving a move request associated with a traffic  
10 lane, a moving requirement and a quantity value  
associated with the moving requirement,  
identifying at least one freight forwarding company  
based on the freight forwarding company's bid  
information wherein the traffic lane and a moving  
15 requirement of the bid information relates to the  
traffic lane and a moving requirement of the move  
request,  
calculating a cost for each of the identified  
freight forwarding companies dependant on the price  
20 rate and quantity value.
2. A method of selecting a freight forwarding company as recited in claim 1 wherein said plurality of freight forwarding companies meet approval criteria prior to submitting bid information.
- 25 3. A method of selecting a freight forwarding company as recited in claim 1 wherein said freight forwarding companies submit bids pursuant to a contract for providing services.
- 30 4. A method of selecting a freight forwarding company as recited in claim 1 wherein said bid information is subject to being invalidated after a predetermined time.



5. A method of selecting a freight forwarding company as recited in claim 1 wherein said method is implemented using a computer.

5 6. A method of selecting a freight forwarding company as recited in claim 5 wherein freight forwarding performance feedback information is maintained using said computer.

10 7. A method of selecting a freight forwarding company as recited in claim 6 wherein said freight forwarding company is selected using a criteria which includes cost and past performance based on said performance feedback information.

15 8. A method of selecting a freight forwarding company comprising:  
identifying a freight forwarding company to participate as a provider of services;  
subjecting said freight forwarding company to an approval process;  
20 approving said freight forwarding company for execution of a contract for providing services;  
providing a database of approved freight forwarding companies under contract;  
providing traffic lanes for submission of bids by freight forwarding companies under contract;  
25 providing a database of traffic lane bids from freight forwarding companies; and  
selecting a freight forwarding company using said database of traffic lane bids, said bids having been collected in advance of an order received for  
30 freight forwarding.

9. A method of selecting a freight forwarding company as recited in claim 8 wherein said approval process includes performing a background check on said freight forwarding company.

- 5 10. A method of selecting a freight forwarding company as recited in claim 8 wherein said approval process includes an on-site visit to said freight forwarding company by the entity conducting the approval process.
11. A method of selecting a freight forwarding company as recited in claim 8 wherein said contract is executed between a relocation company and said freight forwarding company.
- 10 12. A method of selecting a freight forwarding company as recited in claim 8 wherein said database is implemented using a computer.
13. A method of conducting a relocation business comprising:
- 15 receiving an order from a client for the transfer of property of a transferee;  
consulting with said transferee;  
scheduling a move of said property;  
compiling information pertaining to said move;
- 20 accessing a database containing preexisting information including traffic lane bid prices from freight forwarding companies; and  
selecting a freight forwarding company in conjunction with using said database.
- 25 14. A method of conducting a relocation business as recited in claim 13 wherein said database is a computer database capable of providing search information based on a search criteria.
- 30 15. A method of conducting a relocation business as recited in claim 13 wherein said search criteria includes parameters consisting of information pertaining to shipment origin, shipment destination, shipment weight, shipping dates, shipping costs,

storage service costs, assessorial service costs and a combination thereof.

16. A method of conducting a relocation business as recited in claim 15 wherein said database includes background information on freight forwarding companies entered in said database.

17. A method of conducting business as recited in claim 16 wherein said background information includes information relating to the quality of services provided by said freight forwarding companies.

18. A freight forwarding company selection system comprising:

a freight forwarding company approval procedure;  
a database including names of and information pertaining to approved freight forwarding companies;  
a freight forwarding company bid procedure; and  
a program providing a graphic user interface used in connection with viewing said database for use in selecting a freight forwarding company in connection with ranking database information according to a search criteria.

19. A freight forwarding company selection system as recited in claim 12, further comprising a freight forwarding company audit system for use in ensuring freight forwarding company compliance with rate rules, contractual requirements and industry rules.

20. A freight forwarding company selection system as recited in claim 18, further comprising a survey system whereby a transferee in a move carried out by a freight forwarding company is queried about the move.

21. A freight forwarding company selection system as recited in claim 18 wherein said freight

forwarding company bid procedure allows freight forwarding companies to submit bids for moves meeting predefined criteria at prices based on predefined rate structures.

5 22. A freight forwarding company selection system as recited in claim 12 wherein said freight forwarding company bid procedure requires compliance with predefined bid procedure rules.

10 23. A freight forwarding company selection system as recited in claim 18 wherein said system is capable of being implemented and accessed on the Internet.

15 24. A freight forwarding company selection system as recited in claim 23 wherein said freight forwarding company bid procedure is implemented by providing approved freight forwarding companies with access to said database via a web page, said web page containing information on traffic lanes open for bid.

20 25. A freight forwarding company selection system as recited in claim 23 wherein said freight forwarding company bid procedure includes providing approved freight forwarding companies with web-based controls for entering bid information.

25 26. A freight forwarding company selection system as recited in claim 25 wherein said bid information includes rate amounts.

30 27. A freight forwarding company selection system as recited in claim 18 wherein said approved freight forwarding companies are provided access to a plurality of graphic images for entering bid information.

28. A freight forwarding company selection system as recited in claim 27 wherein said graphic images

include a screen for bidding on moves that allows selection of the manner in which goods will be shipped.

5 29. A freight forwarding company selection system as recited in claim 28 wherein said manner in which goods will be shipped includes land and air.

30. A freight forwarding company selection system as recited in claim 29 wherein said air screen allows input of bids by weight classification.

10 31. A freight forwarding company selection system as recited in claim 29 wherein said air screen allows input of bids by volume.

15 32. A freight forwarding company selection system as recited in claim 18 wherein said freight forwarding bid procedures permits entry of accessorial and storage bids.

20 33. A freight forwarding company selection system as recited in claim 32 wherein said bids for accessorial and storage may be include bids based on charges types consisting of flat fee, weight, volume, cost plus a percentage surcharge, some other unit of measure and a combination thereof.

34. A freight forwarding company selection system comprising:

25 a freight forwarding company approval procedure;

a database including names of and information pertaining to approved freight forwarding companies; and

30 a freight forwarding company bid procedure wherein selection of said freight forwarding company is based off of bid information stored in said database for compilation in connection with a search for a freight forwarding company.

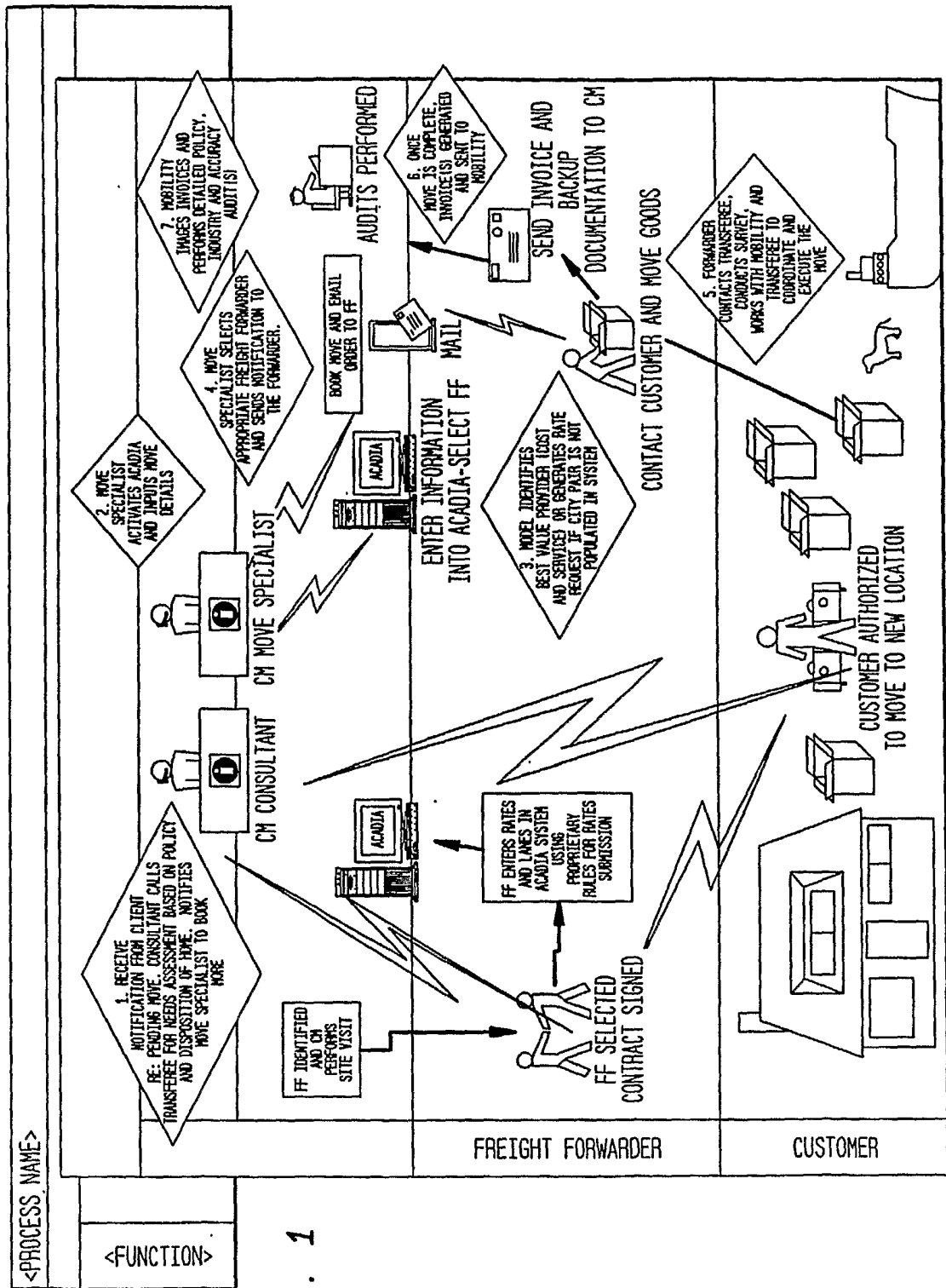


FIG. 1

FIG. 2

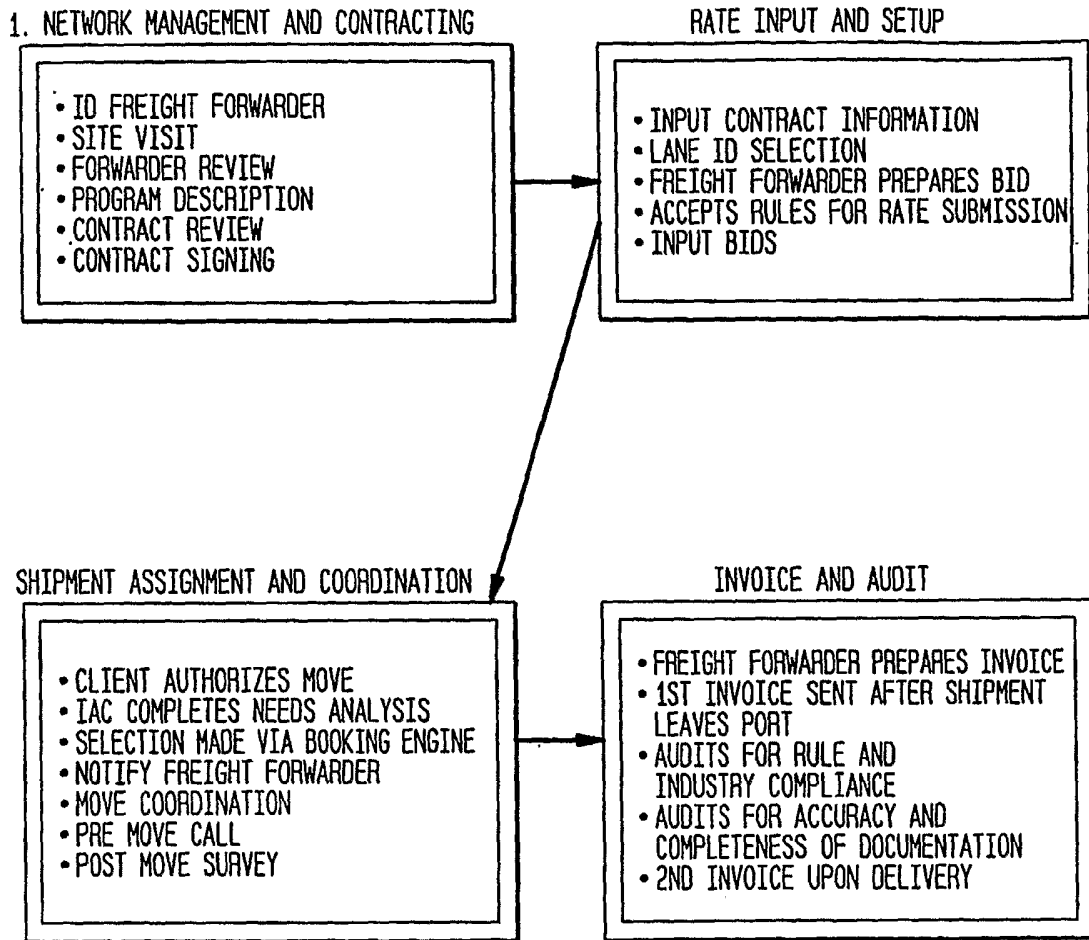


FIG. 3

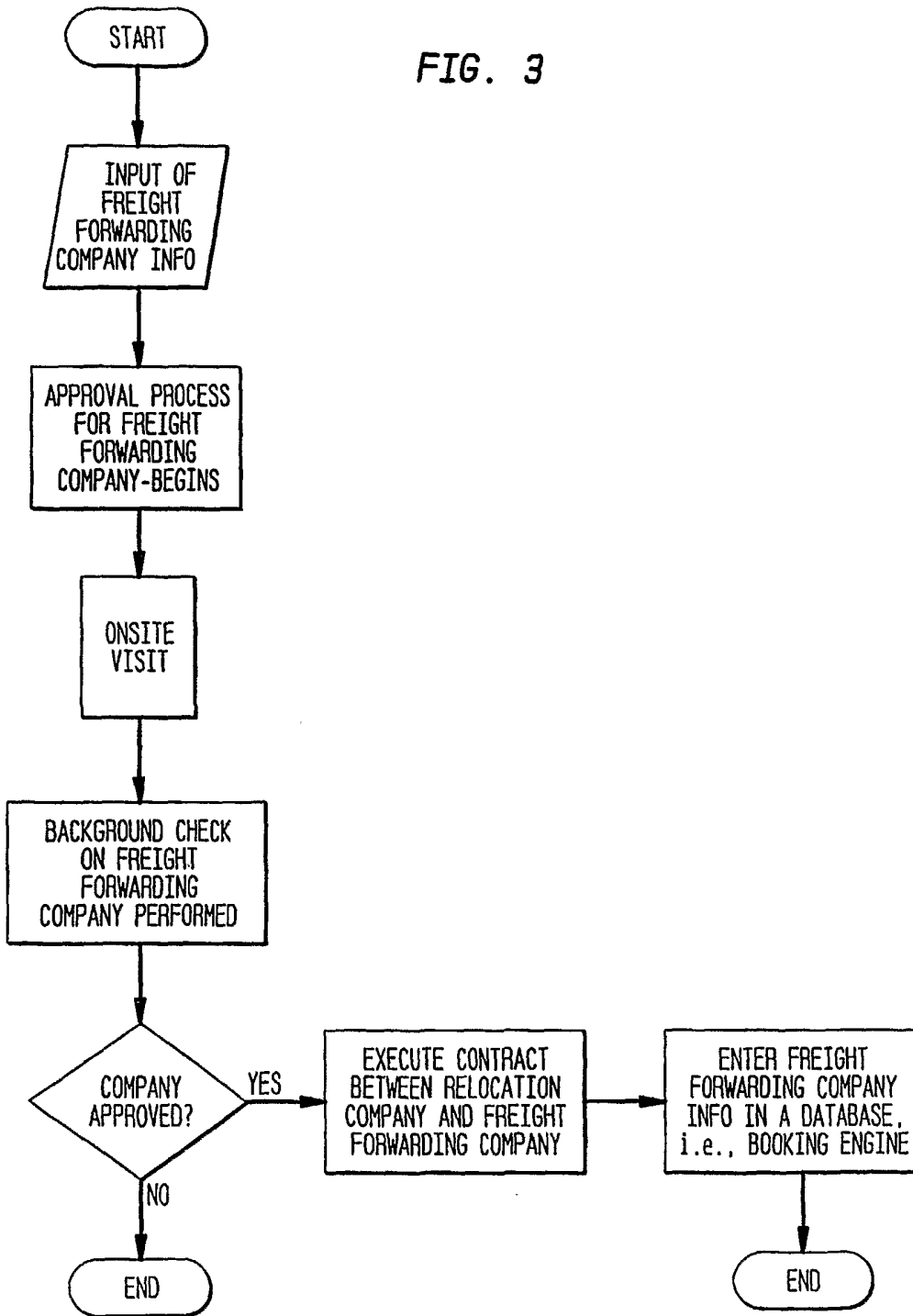




FIG. 4

POINT-TO-POINT RATES

MAIN  
SFR RPT.  
CITY RATES  
CITY RPT.  
CONTACTS  
SERVICE AREA  
RULES  
ACCOUNT MGT  
SUPPORT  
HELP

Company: Interdean,Interconex (IDX) User:Jim  
Rates for contract with: Candant Mobility effective from 10/21/2002 through 10/21/2050  
Rates entered today will be frozen until 7/29/2003

New Rate Requests     Unfrozen Rates     Expired Rate Requests (Never Submitted)

Transportation Method: Air    Channel: Appleton WI United States-To Dublin, Ireland

Measurement	Transit Period		Effective Dates	Rate:c/f-US\$
22 c/f	<input type="text"/> to <input type="text"/>	Days <input type="text"/>	7/29/2003 - 10/21/2050	\$ <input type="text"/>
43 c/f	<input type="text"/> to <input type="text"/>	Days <input type="text"/>	7/29/2003 - 10/21/2050	\$ <input type="text"/>
65 c/f	<input type="text"/> to <input type="text"/>	Days <input type="text"/>	7/29/2003 - 10/21/2050	\$ <input type="text"/>
106 c/f	<input type="text"/> to <input type="text"/>	Days <input type="text"/>	7/29/2003 - 10/21/2050	\$ <input type="text"/>
154 c/f	<input type="text"/> to <input type="text"/>	Days <input type="text"/>	7/29/2003 - 10/21/2050	\$ <input type="text"/>
212 c/f add new...	<input type="text"/> to <input type="text"/>	Days <input type="text"/>	7/29/2003 - 10/21/2050	\$ <input type="text"/>

Submit Rates

FIG. 5

**POINT-TO-POINT RATES**

- MAIN
- SFR. RPT.
- CITY RATES
- CITY RPT.
- CONTACTS
- SERVICE AREA
- RULES
- ACCOUNT MGT
- SUPPORT
- HELP

Company: Interdean,Interconex (IDX) User:Jin

Rates for contract with: Pendant Mobility effective from 10/21/2002 through 10/21/2030  
 Rates entered today will be frozen until 7/29/2003

New Rate Requests   
  Unfrozen Rates   
  Expired Rate Requests (Never Submitted)

Transportation Method  Channel

Surface Loose Load

Measurement	Transit Period	Effective Dates	Rate:cwt-UGS
1000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
2000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
3000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
4000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
5000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
6000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
7000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
8000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
9000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
10000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
11000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
12000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
13000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
14000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
15000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
16000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
17000 lbs	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>
18000 lbs and new...	<input type="text" value="1"/> to <input type="text" value="1"/> Days	7/29/2003 - 9/21/2004	\$ <input type="text" value=""/>

FIG. 6

POINT-TO-POINT RATES

SFR RATES  
SFR RPT.  
CITY RPT.  
CONTACTS  
SERVICE AREA  
RULES  
ACCOUNT MGT  
SUPPORT  
HELP

Rates for contract with: **Cendant Mobility** effective from 10/21/2002 through 10/21/2050  
Rates entered today will be frozen until 11/7/29/2003

Permanent Storage       Additional Service Charges

City Location:

Measurement	Effective Dates	Carriage to Storage	Carriage from Storage
1000 CMT	11/29/2003 - 10/21/2050	\$	\$
2000 CMT	11/29/2003 - 10/21/2050	\$	\$
3000 CMT	11/29/2003 - 10/21/2050	\$	\$
4000 CMT	11/29/2003 - 10/21/2050	\$	\$
5000 CMT	11/29/2003 - 10/21/2050	\$	\$
6000 CMT	11/29/2003 - 10/21/2050	\$	\$
7000 CMT	11/29/2003 - 10/21/2050	\$	\$
8000 CMT	11/29/2003 - 10/21/2050	\$	\$
9000 CMT	11/29/2003 - 10/21/2050	\$	\$
10000 CMT	11/29/2003 - 10/21/2050	\$	\$
13000 CMT	11/29/2003 - 10/21/2050	\$	\$
12000 CMT	11/29/2003 - 10/21/2050	\$	\$
13000 CMT	11/29/2003 - 10/21/2050	\$	\$
14000 CMT	11/29/2003 - 10/21/2050	\$	\$
15000 CMT	11/29/2003 - 10/21/2050	\$	\$

Measurement	Description	Effective Dates	Rates
CMT	100 MONTHLY PERM STORAGE	11/29/2003 - 10/21/2050	\$
FLAT	AUTO MONTHLY STORAGE	11/29/2003 - 10/21/2050	\$
FLAT	AUTO ONE-TIME WARE HOULING	11/29/2003 - 10/21/2050	\$
FLAT	AUTO CANTINE	11/29/2003 - 10/21/2050	\$

FIG. 6

**POINT-TO-POINT RATES**

- SFR RATES
- SFR RPT.
- CITY RPT.
- CONTACTS
- SERVICE AREA
- RULES
- ACCOUNT MGT
- SUPPORT
- HELP

Rates for contract with: **Condant Mobility** effective from 10/21/2002 through 10/21/2050  
 Rates entered today will be frozen until 7/29/2003

Permanent Storage     
  Additional Service Charges

City Location: Aberdeen United Kingdom New

Measurement	Effective Dates	Carriage to Storage	Carriage from Storage
1000 CNT	7/29/2003 - 10/21/2050	\$	\$
2000 CNT	7/29/2003 - 10/21/2050	\$	\$
3000 CNT	7/29/2003 - 10/21/2050	\$	\$
4000 CNT	7/29/2003 - 10/21/2050	\$	\$
5000 CNT	7/29/2003 - 10/21/2050	\$	\$
6000 CNT	7/29/2003 - 10/21/2050	\$	\$
7000 CNT	7/29/2003 - 10/21/2050	\$	\$
8000 CNT	7/29/2003 - 10/21/2050	\$	\$
9000 CNT	7/29/2003 - 10/21/2050	\$	\$
10000 CNT	7/29/2003 - 10/21/2050	\$	\$
11000 CNT	7/29/2003 - 10/21/2050	\$	\$
12000 CNT	7/29/2003 - 10/21/2050	\$	\$
13000 CNT	7/29/2003 - 10/21/2050	\$	\$
14000 CNT	7/29/2003 - 10/21/2050	\$	\$
15000 CNT	7/29/2003 - 10/21/2050	\$	\$

Measurement	Description	Effective Dates	Rates
CNT	100 MONTHLY FEEM STORAGE	7/29/2003 - 10/21/2050	\$
FLAT	AUTO MONTHLY STORAGE	7/29/2003 - 10/21/2050	\$
FLAT	AUTO ONE-TIME WARE HANDLING	7/29/2003 - 10/21/2050	\$
FLAT	AUTO CARRIER	7/29/2003 - 10/21/2050	\$

Submit Rates

FIG. 7

**POINT-TO-POINT RATES**

- MAIN
- SFR RATES
- SFR RPT.
- CITY RPT.
- CONTACTS
- SERVICE AREA
- RULES
- ACCOUNT MGT
- SUPPORT
- HELP

Company: Interdean,Interconex (IDX) User:Jim

Rates for contract with: Gendant Mobility effective from 10/21/2002 through 10/21/2050

Rates entered today will be frozen until 7/29/2003

Permanent Storage    
  Additional Service Charges

City Location: Aberdeen    United Kingdom    New

UOM	Description	Effective Dates	Rate:
FLAT	PLANO-GRAND	7/29/2003 - 10/21/2050	\$
CWT	SET ONE-TIME WAREHOUSE HANDLING LOOSE	7/29/2003 - 10/21/2050	\$
CWT	STORAGE IN TRANSIT PER MONTH	7/29/2003 - 10/21/2050	\$
CWT	SHUTTLE	7/29/2003 - 10/21/2050	\$
CE	CRATING-CARRIER	7/29/2003 - 10/21/2050	\$
CF	CRATING-3RD PARTY	7/29/2003 - 10/21/2050	\$
AT COST + 10%	PARKING PERMIT	7/29/2003 - 10/21/2050	\$
AT COST + 10%	HOISTING/CRANE	7/29/2003 - 10/21/2050	\$
AT COST + 10%	GERMAN SHANK SETUP/TAKE DOWN	7/29/2003 - 10/21/2050	\$
AT COST + 10%	SMILING SETUP/TAKE DOWN	7/29/2003 - 10/21/2050	\$

Submit Rates

FIG. 8

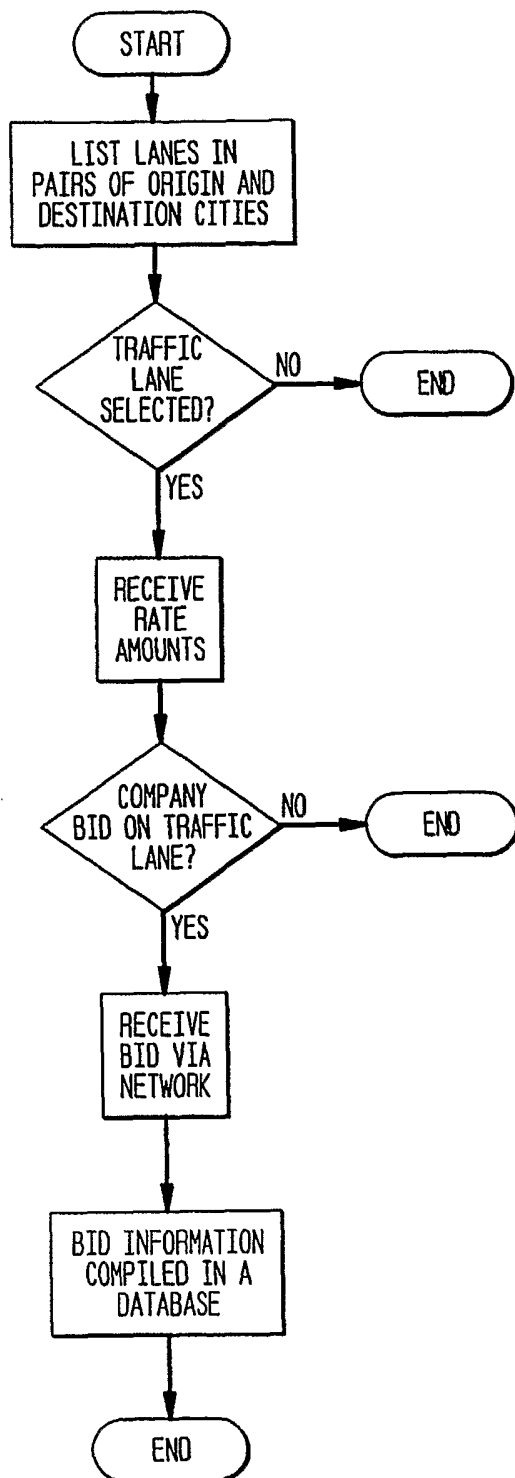


FIG. 9

<p>Booking Engine</p> <p>Channel Atlanta, GA United States to Bogota, Colombia</p> <p>Air Weight 3000 .lbs</p> <p>Surface LL Weight 4000 .lbs</p> <p>Surface LV Weight 5000 .lbs</p> <p>Perm Storage 36 months</p> <p>Shipment Date 8/9/2002</p> <p>Move Number 1253719</p>																																																																																	
<table border="1"> <tr> <td>MAIN</td> <td colspan="11"></td> </tr> <tr> <td>BOOKING</td> <td colspan="11"></td> </tr> <tr> <td>SHIPMENTS</td> <td colspan="11"></td> </tr> <tr> <td>CONTACTS</td> <td colspan="11"></td> </tr> </table>												MAIN												BOOKING												SHIPMENTS												CONTACTS																																	
MAIN																																																																																	
BOOKING																																																																																	
SHIPMENTS																																																																																	
CONTACTS																																																																																	
<table border="1"> <thead> <tr> <th rowspan="2">Forwarder</th> <th rowspan="2">Air</th> <th rowspan="2">LL</th> <th rowspan="2">LV</th> <th rowspan="2">Sub Total</th> <th rowspan="2">Perm</th> <th rowspan="2">Sir</th> <th rowspan="2">Total</th> <th colspan="3">Service Stores</th> <th colspan="2">Claims</th> </tr> <tr> <th>City</th> <th>County</th> <th>Worldwide</th> <th>Frequency</th> <th>Severity</th> </tr> </thead> <tbody> <tr> <td>Book Interconex. Inc.</td> <td>\$3,000.00</td> <td>\$4,800.00</td> <td>\$5,000.00</td> <td>\$12,800.00</td> <td>\$0.00</td> <td>\$12,800.00</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0:0</td> <td>\$0.00</td> </tr> <tr> <td>Book Asian Tiger</td> <td>\$9,000.00</td> <td>\$4,100.00</td> <td>\$3,000.00</td> <td>\$16,100.00</td> <td>\$0.00</td> <td>\$16,100.00</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0:0</td> <td>\$0.00</td> </tr> <tr> <td>Book Allied International</td> <td>\$3,100.00</td> <td>\$4,700.00</td> <td>\$5,100.00</td> <td>\$12,900.00</td> <td>\$0.00</td> <td>\$12,900.00</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0:0</td> <td>\$0.00</td> </tr> <tr> <td>Book Suddath International</td> <td>\$8,000.00</td> <td>\$7,200.00</td> <td>\$9,800.00</td> <td>\$25,000.00</td> <td>\$0.00</td> <td>\$25,000.00</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0:0</td> <td>\$0.00</td> </tr> </tbody> </table>												Forwarder	Air	LL	LV	Sub Total	Perm	Sir	Total	Service Stores			Claims		City	County	Worldwide	Frequency	Severity	Book Interconex. Inc.	\$3,000.00	\$4,800.00	\$5,000.00	\$12,800.00	\$0.00	\$12,800.00	0%	0%	0%	0%	0:0	\$0.00	Book Asian Tiger	\$9,000.00	\$4,100.00	\$3,000.00	\$16,100.00	\$0.00	\$16,100.00	0%	0%	0%	0%	0:0	\$0.00	Book Allied International	\$3,100.00	\$4,700.00	\$5,100.00	\$12,900.00	\$0.00	\$12,900.00	0%	0%	0%	0%	0:0	\$0.00	Book Suddath International	\$8,000.00	\$7,200.00	\$9,800.00	\$25,000.00	\$0.00	\$25,000.00	0%	0%	0%	0%	0:0	\$0.00
Forwarder	Air	LL	LV	Sub Total	Perm	Sir	Total	Service Stores			Claims																																																																						
								City	County	Worldwide	Frequency	Severity																																																																					
Book Interconex. Inc.	\$3,000.00	\$4,800.00	\$5,000.00	\$12,800.00	\$0.00	\$12,800.00	0%	0%	0%	0%	0:0	\$0.00																																																																					
Book Asian Tiger	\$9,000.00	\$4,100.00	\$3,000.00	\$16,100.00	\$0.00	\$16,100.00	0%	0%	0%	0%	0:0	\$0.00																																																																					
Book Allied International	\$3,100.00	\$4,700.00	\$5,100.00	\$12,900.00	\$0.00	\$12,900.00	0%	0%	0%	0%	0:0	\$0.00																																																																					
Book Suddath International	\$8,000.00	\$7,200.00	\$9,800.00	\$25,000.00	\$0.00	\$25,000.00	0%	0%	0%	0%	0:0	\$0.00																																																																					

FIG. 10

