

MOBILITY™

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Solution

To address the lack of clearly defined policies, MSI guided, defined, and documented new policy development. Our implementation team mapped tasks and responsibilities for internal and external stakeholders and managed to required project milestones to ensure that the schedule was met.

To address the lack of stakeholder consensus on processes, the implementation team provided detailed documentation for each of these, resulting in a Client Operative that is adhered to by program administrators across the business. Our team also identified the client's unique technology requirements and developed agreed-upon project plans for development and implementation.

Result

The client successfully implemented within designated timeframe and MSI identified \$175,000 in potential savings for client during the process. Technology was successfully developed and implemented, resulting in improved efficiencies and enterprise-wide access to critical employee mobility data.

For more details visit us at www.msimobility.com

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Goal: Expediting a New Client Implementation

Barrier

Client had no clearly defined policies or stakeholder consensus

Challenge

A new retail client with no clearly defined policies or stakeholder consensus required an expedited 45-day implementation. The client also required extensive technology development and the implementation of special functionality.

SHE SAID
SUCCESSFUL ASSIGNMENTS BEGIN AT HOME

A SKILL SET, A MINDSET, AND MORE



OUR JOB IS TO BRING BALANCE TO YOURS

In an ever-changing and increasingly complex global economy, you need a mobility partner that is prepared to lead your program into the future with innovative solutions and a solid history of outstanding service.

Join us in the Windy City to find out more about our *International Momentum Survey* and how we can keep your program competitive and productive.



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Mobility and talent management are driving innovation and modernization by bringing the best ideas from around the world to enhance your business.

If your mobility solutions provider isn't meeting your needs, it's time to rethink your partnership. Our global processes allow for efficiencies and collaboration, so you don't have to worry about the details.



PART OF THE *Family*

Ensuring a successful pet relocation

By M. Diane McCormick

Eight-year-old Murphy is a “purebred mutt.” The first time he traveled internationally, the 20-pounder almost missed his flight to Berlin because he refused to get into the crate that was meant to be tucked under the airplane seat of his owner, John O’Connor.

“The vet said to bring some type of Benadryl and give him one-fourth or half,” says O’Connor, a member of a major telecom company’s innovation team. “Even with the medication, he was not calmed at all.”

A few years later, Murphy’s return to the U.S. was much smoother. This time, it was carefully orchestrated by a personalized, high-quality pet transport service contracted by O’Connor’s employer—a choice that mobility offices are making to keep pace with America’s love affair with pets and make excellence in pet transport a priority element in relocation.

One mobility professional experienced too many disturbing outcomes in dealing with unreliable pet transports—from pets sitting on the tarmac for hours, to two cats boarded in “horrendous” conditions that contributed to their deaths. “Safe, and happy, transit of their pets is of utmost importance to any trans-feree,” the mobility specialist says.

For O’Connor, Murphy’s repatriation from Berlin to Nashville, Tennessee, went much more smoothly because his company offered high-level transport. “They wanted to get Murphy here safely as well,” O’Connor says. “That was nice to know upfront. They didn’t tell me I could do it ‘if I wanted.’ They said, ‘You have a dog, so he’s coming with you.’”

GETTING TO KNOW YOU

Ryan Lepper knows pets such as his petite golden-doodle, Dudley, are four-legged conduits for any tension in the home.

“Every time we moved and had all the boxes around, Dudley had so much anxiety,” says Lepper, a professional with a Big 4 public accounting firm. “When you get the suitcases out, they kind of start going ballistic.”

Even when standard pet transport services were used, that anxious start to the journey always seemed to inspire reunions with a Dudley who was out of sorts—“Barky. His digestive system would be a little bit messed up”—and needing time to return to his playful self, happily vacuuming up any macaroni and cheese dropped by Lepper’s young daughter.

A high-quality transport service finally changed the equation, picking up Dudley before the moving boxes emerged and carefully accommodating Dudley’s distaste for car rides on the transfer from Minneapolis to New York.

The acquaintance period is essential to a successful pet transfer, says John Underfer, founder of New Jersey-based SafePet Transport. His firm evolved from a moving and storage business when he started providing pet transport for a client who had had a bad experience with another provider. He adopted the practices of executive limousine services, employing technology to maintain real-time communications and track the progress of his four-legged clients.

For domestic moves, Underfer found that transferees often opt out of shipping via air cargo, which can involve up to eight people handling one pet. He designed his motor transfers to be conducted by one driver or a pair. Whether pets are moving by air or land, all owners—often an accompanying spouse managing the logistics of the move—need a get-acquainted period with the transporters before transfer begins, he says.

“Those first five minutes with the transferee are crucial,” Underfer says. “I walk into the house, and that sets the tone for the entire move. You’ve got to bring them down. They’re stressed. They’re worried.”

The transport service must also get thoroughly acquainted with the pet, asking about personality, eating practices, any aggression or behavioral tendencies, favorite treats, and daily habits. One French bulldog that Underfer recently transported was “a great little dog, but he can’t stand being around dogs that are the same breed.” Those kinds of details help escorts map out routes and maintain regular routines throughout the journey.

‘THREE PAWS UP’

The safety and comfort of pets are top priority, says Underfer, but their human companions also appreciate attention to detail. Photos and texts sent every few hours, with descriptions of the journey, assure pet owners that everything is going according to plan. “They love the updates,” says Underfer. “It’s all about being courteous and kind and letting them know everything’s good. Sometimes, it’s something like ‘Ruffy gives the hotel three paws up.’”

A reliable pet transport service also helped the O’Connors bridge the cultural divide between

American attitudes toward pets and those in other parts of the world. “In Germany, people treat pets differently,” O’Connor says. “The people we worked with in pet transport really understand what Americans like. In the U.S., pets are part of the family.” The transport service contracted by his employer “treated Murphy like any member of a family would like to be treated.”

For mobility professionals and corporate employers, a reliable and accommodating

pet transport can also ensure that the transferee arrives on the job with one less thing to worry about. Lepper was asked about the best time for delivering Dudley to his family’s new home, in contrast to other providers he had known who warned that “you’d better be there when they drive into town.” His transport service even offered the use of a crate as long as Lepper needed it after the relocation was complete.

“It’s peace of mind,” Lepper says. “You have so many other things you’re worrying about during a move. It helps you through the process, knowing that your pet is in good hands.”

ON THE ROAD

A quality pet transporter is a “mobile pet sitter,” says Underfer. Attention to detail along the way makes the difference between a pet that reaches the destination calm and relaxed, or one that arrives anxious and stressed:

- **Room check first.** While the pet waits in the bathroom, the hotel room gets a thorough inspection to “make sure there’s nowhere to hide.” Underfer tries to get rooms with handicapped-accessible bathrooms, giving the pets room to “get out and walk around.”
- **Safety first.** Drivers are limited to driving 12 hours a day, or paired up for up to 18 hours of road time. Carriers must be secured in the vehicle—and pets must be kept in those carriers, even if the owners typically don’t use them, because an unsecured animal can “become a boomerang” if the driver has to slam on the brakes.
- **Health care.** Drivers are trained in pet first aid and CPR, and a veterinarian is kept on call. In case of a health crisis, transferees are informed immediately, and the pet is taken to the nearest vet.

FLIGHT

International transfers require air transport, which can be traumatizing for pets. Underfer sends pet carriers ahead of time, giving owners the opportunity to acquaint their pets with the space that will be home for many hours.

“When you can do as much as possible in advance to prepare them and lower the stress levels, they’re going to handle it better,” he says. Minimizing the number of flights can prevent mix-ups and overhandling. When there are layovers, pets are kept on the ground between flights for six to eight hours “to allow them to hydrate, do their business, and get walked,” Underfer says.

“A lot comes down to the airlines that are handling the pets and their procedures,” he notes.



Tips for Pet Buyers

GETTING THE TRAVEL RIGHT FROM DAY ONE

For many pets, their very first journey may be to their new family home. If you are purchasing an animal from afar, here are a few tips from the International Pet and Animal Transportation Association (IPATA) to ensure that their initial road—or air—trip is a good one! When purchasing an animal from a breeder, broker, or third party, be sure to have a firm and binding contract with the seller, including the method of transportation, the time frame of transport, the airline of carriage (if applicable), and a copy of the health certificate. For travel involving the U.S., exact travel times and routings may be revealed only after travel is in process, by ruling of the TSA.

To avoid scams, keep these tips in mind:

- Take your time. While those online photos of cute furry animals are hard to resist, a little due diligence goes a long way. Ask for references for both breeders/sellers and shippers. Contact them and ask questions. Before you send any money, call the shipping company to confirm that they know and have worked with your purchase source before.
- If a company says it is a member of IPATA, look them up to confirm at www.ipata.org/ipata-pet-shippers-air-and-ground. If not listed, email IPATA at petscams@ipata.org to confirm.
- Look for a company website, not just an email. Emails can change easily, and if they have only an email address, be very cautious.
- Analyze their website. Look for basic errors in spelling or grammar, claims to be certified in a state or country they aren't located in, or inconsistent details such as airports served/proximity to location, phone numbers, etc.
- Be particularly careful of phone numbers that start with +237 (or 00237) or +234 (00234), the country codes for Cameroon and Nigeria, respectively, which have higher levels of scam reports. However, understand that scammers operate out of all locations. To double-check the country code of the number, go to countrycallingcodes.com.
- Get a phone number from the seller, and call it even if it's an international or long-distance call. Make sure a person picks up.
- Google them. Google the other companies they say they work with on their website, and make sure there is an actual relationship.
- Check their licensing independently. If you can't find a number to call, ask the company directly for a phone number for verification purposes.
- In the U.S., the Department of Agriculture (USDA) requires licensing or registration of any company that is a breeder, a dealer, a transporter, a carrier (such as an airline), or an intermediate handler.
- Ask for the registration of the breed and what association the seller is a member of.
- Ask for a picture of the pet and a printed pedigree back three generations or more.

Information summarized from "Tips for Pet Buyers" from IPATA (www.ipata.org). Shared and reprinted with permission.

Even the time of year and time of day can be consequential—for instance, working with airline regulations that forbid boarding or unloading when the temperature is 85°F (29°C) or higher at origin or destination. Underfer once flew a dog to Chicago and drove from there to the destination of Houston, "because we didn't have much of a chance in the world of getting in to Houston at any time of day under 85 degrees."

SAFE AND SOUND

In the U.S., pet transport services are required to obtain a U.S. Department of Agriculture license, but Underfer warns, "Anyone can pose as a pet shipper, and there are many scams on the internet." Most reputable shippers are members of IPATA,

the International Pet and Animal Transportation Association, he says.

As O'Connor got regular updates of Murphy's progress from Berlin to Nashville, he joked that his dog "got better service than we did." Still, the frequent touches "put our minds at ease," he says. "We had somebody who knew Murphy and really seemed to care about him and his well-being, and he seemed to arrive in a good mood."

Murphy's "mom," Molly O'Connor, said he arrived at the new destination "super happy to see me. He came home and immediately fell asleep, like he was worn out from the trip. He just cuddled up to me. He was very happy."

Like any member of the family after a successful relocation. *M*



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