

AllCovered NEWS

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HIGHLIGHTS TO HELP YOU THIS WEEK

- Critical Windows Software Flaw
- Hiring Success
- Good 2006 Trucking Ahead
- Getting & Keeping C-TPAT
- New FMC Filings

Monday, 9 January 2006 --- Edition #470

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Allcovered.net - PO Box 1439 - 304 MLK Jr Dr - Fort Valley, GA 31030 USA - Voice: +1.478.825.5566

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>> SMALL BUSINESS SECTION <<



SMALL BIZ - CRITICAL WINDOWS FLAW

All computers running any Microsoft Windows operating system software from Windows 98 to Windows XP are vulnerable.

Most readers of Allcovered News received our mid-week Urgent updates on this situation.

Here is an explanation and ideas to help in more detail as offered in a newsletter I receive each week from Office Watch - link at end.

NOTE

WMF EXPLOIT EXPLAINED

Microsoft has a New Years gift to their customers, otherwise known as the Windows / WMF exploit. As usual much of the coverage seems aimed at scaring people or downplaying the risk as much as possible - and, also as usual, we'll try to take a middle course by explaining the problem and what you should be careful about.

Make no mistake, this is a serious problem that Microsoft only has itself to blame. While the risk is being exploited in messages and web sites to the public, a little care and our usual set of recommended precautions will keep you safe while still getting on with your computing life.

WHAT'S THE PROBLEM?

WMF = Windows Meta File which is a type of image using Microsoft's own technology and specifications. They are not commonly used on web sites or emails because they are Windows specific. However all Office users will have used WMF files because they are the format used for Microsoft Office Clipart.

Hackers have found a way to make a program run on your computer simply by viewing a WMF file. Once there's a way to run code on your computer from a remote site there's an opportunity to infiltrate your computer with viruses or privacy breaching programs. The WMF exploit is out there and being used. That's why companies like Symantec have rated this as high risk.

WHO CAN BE AFFECTED?

Anyone running Windows from Windows 98 through Windows ME, Windows 2000 and Windows XP. This includes Windows Server editions including Windows Server 2003. In other words if you've paid money to Microsoft for an operating system anytime in the last seven years then you're at risk.

HOW CAN I BE INFECTED?

There's many ways to be infected and that's why this security breach is such a problem. Pretty much anyway you can think of to view an image in Windows is a potential source of infection.

Just viewing an image is enough - you don't have to do anything else.

The usual risk points apply like:

- Downloading and opening a file from a web site.
- Opening an infected file in an email attachment.

But there are many more opportunities for infection because just viewing a

Fort Valley, GA
31030 USA
Voice:
+1.478.825.5566
Email:
mike.miller@allcovered.net
john.larrard@allcovered.net

WMF image can infect your computer so the risky behaviors can also include:

- Viewing a web page that has a WMF image on it
- Viewing an email message with a WMF image embedded in it for display
- Using the Preview pane in Outlook or Outlook Express to view an email with a WMF image embedded.
- Viewing an image sent to you via an instant message.
- Any other way you can think of to get files onto your computer; newsgroups, CD, floppy, USB key, stork, carrier pigeon, whatever.
- Browsing a folder on your computer that has an infected WMF file in it, presumably the thumbnail view is especially at risk.

Most of the time, web pages and emails use GIF or JPG images and not WMF files. While we've seen no proof of this it seems probable that a WMF image in an Office document (Word, Excel, Powerpoint, Publisher etc) could also infect your computer. However I stress that we've not been able to confirm this possibility.

WHAT CAN I DO?

Microsoft said it would wait and release the patch tomorrow (Tuesday, 10 January 2006)... but was forced to push forward it's release to last Thursday.

TO DOWNLOAD PATCH:
<http://www.microsoft.com/technet/security/Bulletin/MS06-001.mspx>
MORE: <http://www.office-watch.com>



SMALL BIZ – HIRING SUCCESS

--- Excerpted from an article by Chris Burand – Link at end ---

I am a fan of Southwest Airlines because they are so successful in an industry full of unsuccessful companies.

A few years ago, a book outlining their success was published (Nuts! Southwest Airlines Crazy Recipe for Business and Personal Success, Freiberg & Freiberg). Besides probably being the funniest business How-to business book, it is still one of the best and most lessons apply to any business.

One issue so many company owners struggle with is hiring employees who care about the company. Southwest has achieved this extremely well so you may find some words of wisdom in their success.

1)- Hire People That Think Like Owners
People that think like owners will focus on the company's health, not just their jobs. As the book points out, ownership is a state of mind as much as a piece of paper.

2)- Hire "Self-Starters"
This is particularly true for sales staff. A producer that just wants job security is not going to be successful.
Southwest made potential pilots pay for their own \$10,000 training with no promise of even being hired. The pilots had to pay for this training even before Southwest would interview them! That way, the training served as a screen. Only self-starters made it to the interview process.

3)- Share the Profits
Suppose all the people you hire take ownership and are self starters, but then you don't pay them for their success. I can guarantee the results won't be positive.
If you hire people that think like owners and take responsibility for their work and the company, they must be treated like owners.
Make bonuses serious sums so the company's interest is closely aligned with the employees' interest. Make the bonuses significant enough to get the employees' attention.

4)- Listen
Make sure your employees know you want their opinion. In every company I visit, the staff knows more about what happens daily in the agency than the principals. Therefore, if you want to improve, you need their input.
Most people want to make a difference in their jobs. Knowing they do enhances the company and the employees' lives. It makes recruiting good employees easier

5)- Communicate Trust – Communicate Consistency – Communicate Goals
Again and again and again. I visit many companies where the staff and even producers have lost faith in management for never following through on any initiatives.
In these situations, management has violated all three of these tenants. They have not shown trust, they have not shown any consistency, and the company's goals are a

mystery.

Summary

The most important asset any company has is its people.

Once you begin successfully hiring good people, and keep them, you will begin having a much easier time hiring even more good people.

Success breeds success.

This does mean giving up some freedom because any time we make a commitment to anyone, we are giving up some freedom.

For some owners, this loss of freedom may be too much. If this is the case, admit it and then stop complaining about the inability to get good employees that is the potential price for hanging on to your freedom

MORE: <http://www.programbusiness.com/NewsFinance/ArticleDetail.asp?artID=2378&txtAuthor=Burand&txtKeyword=>

SMALL BIZ – SAM’S CLUB ADDS SMALL BUSINESS HEALTH INSURANCE: Sam's Club, a division of Wal-Mart, began offering health insurance to member small businesses last week. The new offerings will be available in all 600 stores nationwide.

MORE: www.kaisernetwork.org/daily_reports/print_report.cfm?DR_ID=34525&dr_cat=3

SMALL BIZ – LANGUAGES HELP SUCCESS: Some say interpreters are sufficient, others say nothing can replace a face-to-face conversation in the language of choice. If you want to succeed in today's international business world, you need to know more than one language.

MORE: http://www.bizjournals.com/industries/business_services/human_resources/2006/01/02/dayton_focus1.html?feet152&hbxe=e_vert

TECH BIZ – CONTACT MANAGEMENT SOFTWARE WORKS: The latest versions of the venerable ACT! by Sage Premium for Workgroups and GoldMine Corporate Edition 7.0 continue to provide a useful set of tools for tracking sales leads, contacts, calendars, campaigns, and more. PC Magazine analyzes both options to tell you whether its worth the upgrade or, if new, whether it's worth purchasing over an option like salesforce.com.

MORE: <http://ct.eneews.pcmag.com/rd/cts?d=184-2397-16-61-140208-290123-0-0-0-1>

>>>> TRUCKING SECTION <<<<

TRUCKING – GOOD 2006 AHEAD

Strong demand and good prices for trucking services are expected to continue in 2006, according to Fitch Ratings.

Long-haul LTL volumes are stable, and regional LTL has continued to grow because of just-in-time inventory management, the company said. Raw materials shipments are expected to moderate, although truckers serving foreign-owned auto factories in the Southeast are forecast to experience some growth.

Although fuel costs and increased demand for CDL holders will affect expenses, trucking should see increases in profitability and operating cash flow.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=50755>

TRUCKING – SHIPPERS EXPECT HIGHER FUEL SURCHARGES

Shippers think they are more likely to pay a higher fuel surcharge than a base rate increase in 2006, according to a third-quarter shipper survey.

Fuel surcharges being paid to truckload carriers vary little with the size of the carrier, according to The Supply Chain Indicator, recently released by the investment firm Bear Stearns.

Shippers surveyed stated they did not expect to push back on the fuel surcharge.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=50785>

TRUCKING – OOIDA PLANS H-O-S LAWSUIT: The Owner-Operator Independent Drivers Association will take the Federal Motor Carrier Safety Administration to court to force changes in the team driver sleeper berth provision in new hours of service rules. The current provision requires the team driver to have at least eight straight hours of uninterrupted sleep in the berth while the other driver is behind the wheel. The 2003 provision allows the team drivers to switch positions more often, which leads to them having less continuous drive time – which,

OOIDA argues, leads to more alert drivers.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=51017>

TRUCKING – DIESEL STEADY: The national average retail price of a gallon of diesel remained stable for the week ending 2 January, dropping less than a full cent, from \$2.448 to \$2.442.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=50964>

TRUCKING – FOUR MILLION MILES TRUCKING IN IRAQ: A Nebraska National Guard unit drove four-million miles delivering supplies in Iraq in one year... trucking under fire.

MORE: <http://www.columbustelegram.com/articles/2005/12/31/news/news5.txt>

>>>> SECURITY SECTION <<<<

SECURITY – STRATEGIES FOR C-TPAT GETTING AND KEEPING C-TPAT CERTIFICATION

From a mult-part series in DC Velocity – link at end

More than 9,000 importers had applied for C-TPAT certification. New applications pour in every month.

But obtaining (and keeping) that certification got harder last March, when the Bureau of Customs and Border Protection (CBP) introduced new and stiffer standards.

These new standards, which apply to new applicants and current C-TPAT members alike, mean they must now be able to confirm, among other things, that foreign suppliers, vendors and contractors are performing seven-point container inspections, documenting their procedures for issuing keys, changing passwords, and an array of other best security practices.

You must prepare a Security Profile that outlines the steps you are taking and to conduct ongoing internal audits to ensure that employees, vendors, suppliers and trading partners actually follow enhanced policies and procedures.

CBP supply chain security specialists meet with company representatives, and visit foreign and domestic sites to verify that everyone in a company's supply chain is following the practices outlined in the member's Security Profile.

If the inspections reveal significant problems, CBP can suspend or even revoke the importer's benefits.

--- AVOID THE TRAPS ---

++ Make sure nothing gets lost in translation. When working with partners in foreign countries, there's always the danger that cultural differences and language barriers will lead to miscommunication. To prevent that, use customized supply chain security questionnaires that ask key questions several different ways, each worded differently. If respondents answer "yes" and "no" to the same question, that's a signal that they either didn't understand the question or weren't providing accurate responses.

++ Emphasize the need for candor. It's not only foreign partners who may provide misleading information. Domestic partners and even personnel at your own facilities may be reluctant to expose and document inadequacies in their security practices and programs. Your challenge will be to convince everyone to be open about security weaknesses. Let them know that while there's no shame in exposing vulnerabilities, the failure to disclose a known security breach could result in your supply chain's being compromised.

++ Provide in-depth, focused training. The new C-TPAT criteria require that importers establish a threat awareness and security training program. This isn't a quick overview of the basics; this should be exceedingly specialized instruction. Your security depends on workers' ability to recognize potential threats—whether terrorists' plots or internal conspiracies. In order to do this, they'll need detailed information so they'll know specifically what to look for.

--- YOUR BUSINESS IS ON THE LINE ---

If you want to keep your certification, you will need to have an ongoing security auditing program in place for your facilities as well as those of your supply chain partners. Aside from its being a C-TPAT requirement, it's also a very sound practice.

MORE: <http://www.dcvelocity.com/articles/20060101/securitybrief.cfm>

SECURITY – SCARY NUMBERS

- 11.3 million metric tons of cargo passed through US airports in 2003.
- Less than 10% was screened for explosives.
- 100% of air passengers and their baggage are screened for explosives.
- Virtually all passenger flights carry air cargo.
- American Airlines spent \$70 million to provide more legroom in coach class.
- Boeing spent \$1 billion to launch a satellite-powered, high-speed in-flight Internet service.
- US will spend \$4.8 billion on passenger and baggage screening.
- It will spend \$115 million on air cargo security.

MORE: http://www.technologyreview.com/BizTech/wtr_14070.307.p1.html

>>> AIR & OCEAN SECTION <<<

TRADE – FMC UPGRADES NVO E-FILING: The Federal Maritime Commission will implement the newly upgraded Servcon system for electronic filing of service contracts and NVOCC Service Arrangements on 1 February. Filers will continue to access Servcon via the Commission's Web site, www.fmc.gov, and logon to the system as usual. New passwords are being issued and sent by certified mail to all filers for access to the new system; all user names remain the same

MORE: <http://www.joc.com/20060103/sections/ocean/w15651.asp>

TRADE – DUBAI BUYS INCHCAPE SHIPPING: The government of Dubai has bought Inchcape Shipping Services for \$285-million.

MORE: <http://www.joc.com/20060103/sections/ocean/w97274.asp>

TRADE – SHIPPERS EXPECT HIGHER FUEL SURCHARGES: See “Trucking” Section

TRADE – PANALPINA FINANCIAL SCANDAL: Swiss logistics group Panalpina reported chief executive Bruno Sidler resigned after the company discovered one of its managers had manipulated booking records to hide losses. Panalpina says an employee rented airfreight space at prices that were too high to be recovered from clients and then manipulated the books over a 14-month period to hide the losses.

MORE: http://today.reuters.com/investing/financeArticle.aspx?type=holStocksNews&storyID=URL:urn:newsml:reuters.com:20060104:MTFH46137_2006-01-04_14:53:18_HQ453577.1

TRADE - NIGERIAN CUSTOMS HAS 15,000 CONTAINERS: Nigeria's Customs Service (NCS) says over fifteen thousand (15,000) containers laden with prohibited items have been confiscated and currently are taking up space at ports across the country.

MORE: <http://allafrica.com/stories/200512290595.html>



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AIR – US AIRLINE REBOUND IN 2006: After the beleaguered US airline industry hit a new low last September with two top carriers filing for bankruptcy, the sector has done what few thought it would or could - it rebounded. Now, as analysts and industry watchers look ahead to 2006, most see a sector in much better shape than a year ago with some airlines poised to return to profitability this year. American and Continental will likely turn a profit in 2006 after years of losses, according to analysts polled by Reuters Research. All airlines have been helped by moves by bankrupt Northwest and Delta to get rid of planes and cut flights, easing a problem of too many seats chasing too few passengers.
MORE: <http://business-times.asia1.com.sg/sub/shippingtimes/story/0.4574.181548.00.html>

AIR – US AIRLINE CARGO DISAPPOINTING: For the full year, United reported 2.01 million system cargo ton miles, up 1.5%. American's system cargo ton miles were down 0.3%. Continental posted 1.02 million cargo revenue ton-miles, down 0.8%.
MORE: <http://www.americanshipper.com/frm2001.asp?Target=NewsFrame.asp?news=26482>

AIR – ASIAN AIR CARGO UP IN NOVEMBER: The Association of Asia Pacific Airlines reports its 17 member airlines transported 4.7 million freight-ton kilometers in November, up 4% compared to the same month in 2004.
MORE: <http://www.americanshipper.com/frm2001.asp?Target=NewsFrame.asp?news=26616>

AIR – CARGOLUX ADDS CHINA FLIGHTS: Cargolux will add twice-weekly flights to Beijing and Xiamen beginning today, 9 January.

AIR – EMIRATES ADDS CARGO FLIGHTS: Emirates SkyCargo launches freighter service from Dubai to Lilongwe, Malawi, this week (13 January).

AIR - NWA FLIGHT ATTENDANTS THREATEN STRIKE: Northwest Airlines flight attendants union said it may strike if a bankruptcy judge allows the carrier to reject its contract. Northwest is negotiating with pilots, flight attendants and ground workers ahead of a 17 January hearing in which the nation's fourth-largest airline will ask to reject their contracts. Northwest filed for Chapter 11 bankruptcy protection in September.
MORE: <http://www.chron.com/disp/story.mpl/ap/business/3566404.html>

AIR - STRIKING NWA MECHANICS REJECT OFFER: Mechanics at bankrupt Northwest Airlines rejected a settlement proposal that would have ended a strike they began in August. Northwest has continued to fly with replacement labor.
MORE: <http://news.airwise.com/story/view/1135982656.html>

OCEAN – HIGHER CARRIER LAND SURCHARGES COMING: Twelve shipping lines that account for 70% of Trans Pacific capacity plan to hike surcharges on land transportation of containers in the United States by as much as 41% because of higher fuel prices. Effective this month, each container will cost \$222 to move by trucks and railroad in the United States, an increase from \$158, according to the 12-member Transpacific Stabilization Agreement.
MORE: <http://www.iht.com/articles/2005/12/29/bloomberg/sxshipping.php>

OCEAN – TRANS-PAC CARRIERS SEE GOOD Q-1: Shipping lines in the eastbound Pacific trade anticipate a strong first quarter driven by pre-Lunar New Year shipments in January and earlier-than-usual spring shipments in February. The Lunar New Year begins 29 January. Albert Pierce, Executive Director of the Transpacific Stabilization Agreement, says vessel utilization was 85% in December. For all of 2005 TSA expects final numbers to show an 11% hike in cargo.
MORE: <http://www.joc.com/20060104/sections/ocean/w46791.asp>
MORE: <http://www.americanshipper.com/frm2001.asp?Target=NewsFrame.asp?news=26608>

OCEAN - BANGLADESH PORT EFFICIENCY CRITICIZED: Delays in ports and customs clearance have been imposing high costs on businesses in Bangladesh. The Chittagong port which handles nearly 85% of the country's export-import cargoes is called one of the most inefficient and costly ports in Asia, despite recent improvements in its operations. Chittagong is still plagued by a host of problems, including occasional labor unrest, poor management and lack of necessary cargo handling equipment. Ship turnaround time at the port is five to six days as against one day in more efficient ports.
MORE: http://financialexpress-bd.com/index3.asp?cnd=1/2/2006§ion_id=5&newsid=11592&spcl=no

OCEAN – EXPANDING AMERICAS SERVICE: Safmarine's "America Express Service" between Southern Africa and North America is set to return to a fixed day, weekly service early in 2006. The move follows a decision by Safmarine and vessel-sharing partners Maersk Sealand and Mediterranean Shipping Co. to add an eighth vessel to the seven-vessel service. MORE: <http://www.joc.com/20060103/sections/ocean/w75185.asp>

OCEAN – ROTTERDAM SETS BOX RECORD: Rotterdam handled record container traffic in 2005, consolidating its position as Europe's top box hub and driving total cargo throughput to new highs. Container traffic grew more than 12% to 9.3 million TEUs. MORE: <http://www.joc.com/20060104/sections/ocean/w33809.asp>

OCEAN – SHANGHAI NOW TOP PORT: Shanghai has become the world's largest cargo port, with processed cargo topping 443 million tons in 2005, higher than that of Singapore's port, according to the latest statistics of the Shanghai Port Management Department. MORE: http://www.atimes.com/atimes/China_Business/HA07Cb02.html

OCEAN – PIER-PASS WILL RFID TRUCKS: PierPass, the extended gates program in Los Angeles-Long Beach, is adding a security feature to the menu of services it provides to marine terminals by distributing radio frequency identification tags to every trucker that calls at the ports. The information contained in the tags will help terminal operators confirm that the drivers of the trucks that call at their facilities are indeed the drivers designated by the harbor trucking company to deliver or pick up the containers. MORE: <http://www.joc.com/lede/20060106/sections/ocean/w2654.asp>

OCEAN – SO-CAL TO EXPAND SHORE-SIDE CAPACITY: The 10-year, \$222 billion infrastructure development program for California proposed last week by Governor Arnold Schwarzenegger includes "trade corridor" improvements that could potentially help ports such as Los Angeles, Long Beach and Oakland accommodate growing cargo volumes. The plan includes port modernization and intermodal transportation projects. MORE: <http://www.joc.com/lede/20060106/sections/logis/w42377.asp>

>>>>> **JUST FOR FUN** <<<<<

(These are shared by readers – Please share yours. Thanks. Mike)

SPEEDY SENIOR

A senior citizen in Florida bought a brand new Mercedes convertible. He took off down the road, flooring it to 80 mph and enjoying the wind blowing through what little hair he had left on his head.

"This is great," he thought as he roared on down I-75. He pushed the pedal to the metal even more. Then he looked in his rear view mirror and saw a highway patrol trooper behind him, blue lights flashing and siren blaring.

"I can get away from him with no problem," thought the man and he stomped on it some more, and flew down the road at over 100 mph. Then 110, 120 mph. Then he thought, "What am I doing? I'm too old for this kind of thing."

He pulled over to the side of the road and waited for the trooper to catch up with him.

The trooper pulled in behind the Mercedes, and walked up to the man. "Sir," he said, looking at his watch. "My shift ends in 30 minutes and today is Friday. If you can give me any reason that I've never heard before why you were speeding, I'll let you go."

The man looked at the trooper and said, "Years ago my wife ran off with a Florida State Trooper, and I thought you were bringing her back."

The trooper replied, "Sir, you have a nice day."

SCARY VOTERS

ITEM ONE: Some guy bought a new fridge for his house. To get rid of his old fridge, he put it in his front yard and hung a sign on it saying: "Free to good home. You want it, you take it". For three days the fridge sat there without even one person looking twice at it. He eventually

decided that people were too un-trusting of this deal. It looked too good to be true, so he changed the sign to read: "Fridge for sale \$50". The next day someone stole it. Caution! These people Vote

ITEM TWO: While looking at a house, my brother asked the real estate agent which direction was North because, he explained, he didn't want the sun waking him up every morning. She asked, "Does the sun rise in the North?" When my brother explained that the sun rises in the East, (and has for sometime), she shook her head and said, "Oh, I don't keep up with that stuff" ... She ALSO votes!

ITEM THREE: I used to work in technical support for a 24/7 call center. One day I got a call from an individual who asked what hours the call center was open. I told him, "The number you dialed is open 24 hours a day, 7 days a week." He responded, "Is that Eastern or Pacific time?" Wanting to end the call quickly, I said, "Uh, Pacific"... He ALSO votes!

ITEM FOUR: My colleague and I were eating our lunch in our cafeteria when we overheard one of the administrative assistants talking about the sunburn she got on her weekend drive to the shore. She drove down in a convertible, but "didn't think she'd get sunburned because the car was moving"... She ALSO votes!

ITEM FIVE: My sister has a lifesaving tool in her car. It's designed to cut through a seat belt if she gets trapped. She keeps it in the trunk... My sister ALSO votes!

ITEM SIX: My friends and I were on a beer run and noticed that the cases were discounted 10%. Since it was a big party, we bought 2 cases. The cashier multiplied 2 times 10% and gave us a 20% discount... He ALSO votes!

ITEM SEVEN: I was hanging out with a friend when we saw a woman with a nose ring attached to an earring by a chain. My friend said, "Wouldn't the chain rip out every time she turned her head?" I explained that a person's nose and ear remain the same distance apart no matter which way the head is turned... My friend ALSO votes!

ITEM EIGHT: I couldn't find my luggage at the airport baggage area. So I went to the lost luggage office and told the woman there that my bags never showed up. She smiled and told me not to worry because she was a trained professional and I was in good hands. "Now," she asked me, "has your plane arrived yet?"... SHE ALSO votes!

If you have curious, interesting, funny or thoughtful items to share in "Just For Fun", Email them to mike.miller@allcovered.net . Thanks.

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