

AllCovered NEWS

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HIGHLIGHTS TO HELP YOU THIS WEEK

- --Watch What You Say
- Transport ID Card Coming To You
- Slipping Through the Security Net
- Ocean & Air Rate/Surcharge Hikes

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>> SMALL BUSINESS SECTION <<



SMALL BIZ - MARKETING WATCH WHAT YOU SAY OR LOSE THE SALE

Excerpted from an article by Laura Laaman - Link at end

One of the top tools of salespeople is their gift of gab. But there are definitely some topics to stay away from when conversing with customers.

Most business people understand they should avoid conversations about sex, politics and religion. However, some people are slow learners when it comes to figuring out what's taboo.

Beyond the traditional taboo topics, telling a customer what to do is also a bad idea.

Current events are another risky topic. Just the other day, I watched as a customer was ready to make a store purchase. She had her credit card in hand. The conversation between the customer and the salesperson took a turn from the merchandise to a cover story on the newspaper on the salesperson's desk.

They began discussing their opinions on the guilt or innocence of a celebrity on trial. It was obvious both the salesperson and the customer felt strongly about their opposing opinions. I cringed, feeling the salesperson drifting deeper and deeper into quicksand.

Guess who won the debate. The customer left without buying a thing. She left with a polite smile, but she did leave. The poor salesperson was clueless as to what went wrong.

Great salespeople understand the importance of getting close to their customers emotionally and establishing common ground. But that doesn't mean they say everything they think -- especially when it involves a taboo topic.

When taboo topics arise, remember this wise advice: If you can't say something nice, don't say anything.

Politely smile and change the subject.

MORE: http://www.bizjournals.com/extrajedge/consultants/sell_more/2006/01/23/column202.html?hbx=e_sol

SMALL BIZ - HEALTH - DEMS TRY TO KILL SMALL BIZ HEALTH HELP: Democratic senators have been blocking a bill that would allow small businesses to form associations in order to purchase health insurance more cheaply. A move by Republicans called "cloture" which would remove the stoppage and allow an open vote on Association Health Plans has been blocked.

MORE: www.kaisernetwork.org/daily_reports/print_report.cfm?DR_ID=37234&dr_cat=3

MORE: <http://tinyurl.com/nga45>

SMALL BIZ - THOUSANDS OF BUSINESSES PIN HOPES ON AHP BILL:

MORE: <http://tinyurl.com/fe2wr>

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SMALL BIZ - HEALTH – WALK-IN HEALTH CLINICS AT WAL-MART: AOL founder Steve Case is putting his entrepreneurial might behind a concept also embraced by Wal-Mart Stores--in-store health clinics shoppers can use for ailments like sore throats, cholesterol screening and routine physicals.
MORE: <http://ct.eneews.eweek.com/rd/cts?d=186-3656-16-87-194617-429273-0-0-0-1>

TECH BIZ – FREE GOOGLE BUSINESS TOOLS: From Internet-based telephone to desktop searches, Google is offering new tools for business.
MORE: <http://ct.eneews.pcmag.com/rd/cts?d=184-2813-4-54-205416-344522-0-0-0-1>
MORE: <http://ct.eletters.whatsnewnow.com/rd/cts?d=181-655-1-336-261855-34834-0-0-0-1>



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TECH BIZ – SCHIPHOL & BIOMETRICS: 160,000 people tramp through Amsterdam's international airport every day. How do they speed all those people to their airplanes while still providing a secure environment? The airport scans customers' irises, letting them skip long lines and head right to the gates.
MORE: <http://ct.eletters.whatsnewnow.com/rd/cts?d=181-653-1-278-261855-34723-0-0-0-1>

TECH BIZ – LASER PRINTER FOR \$50:
MORE: <http://ct.eletters.whatsnewnow.com/rd/cts?d=181-653-1-278-261855-34726-0-0-0-1>

TECH BIZ – YOU WANT MS VISTA: The official release of Microsoft's new operating system, Vista, is likely delayed until well into 2007. A beta release is due out in a few weeks. Why do you want to run Vista now--instead of waiting until next spring? Here are the arguments.
MORE: <http://ct.eletters.whatsnewnow.com/rd/cts?d=181-652-1-278-261855-34621-0-0-0-1>

TECH BIZ – BEST PRODUCTS OF 2006: PC Magazine has chosen 26 products as it's 'Best of' so far in 2006. They range from desktops and laptops to hard drives, speakers, displays and iPod accessories. Many of these products would be useful for small business.
MORE: <http://ct.eneews.pcmag.com/rd/cts?d=184-2806-16-61-140208-343517-0-0-0-1>

>>>> TRUCKING SECTION <<<<

TRUCKING – TRANSPORT ID CARD COMING TO YOU

US officials will seek comment on a proposal to develop an identification card for truckers and other port workers that will cost cardholders upward of \$139 each for a five-year period.

On May 10, the Transportation Security Administration and the US Coast Guard began implementing the Transportation Worker Identification Credential by approving proposed regulations for a biometric-based identification credential for port workers.

"TWIC is designed to ensure that individuals posing a security threat do not gain access to our nation's ports," TSA Assistant Secretary Kip Hawley says.

The program is expected to reach 750,000 workers and be funded through user fees.

TSA anticipates workers would pay approximately \$139 to receive a TWIC.

Workers with current, comparable background checks would pay approximately \$105 for the credential.

--- WHAT AND HOW ---

- TSA would collect worker's information, including fingerprints, name, date of birth, address and phone number, photo, employer and job title. Workers' alien registration number will be recorded if applicable.
- All individuals with unescorted access to secure areas of port facilities and vessels regulated under the Maritime Transportation Security Act would be required to have a TWIC, including truckers, longshoremen, port operator employees and rail workers.
- US Merchant Mariners who hold an active Merchant Mariner's Document, Merchant Mariner's License Certificate of Registry or an STCW Endorsement would also be required to have a TWIC.
Background checks would include checking criminal history records, terrorist watch lists, legal immigration status and outstanding warrants.
- TWIC would include a worker's photo, name, biometric information and multiple fraud protection measures.
- Port facility and vessel owners and operators would be required to implement TWIC into their existing access control systems and operations. They would also have to purchase and utilize card readers, and update their approved security plans.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=53307>

TRUCKING – FMCSA SHOULD NAIL REPEATERS: The Federal Motor Carrier Safety Administration has made progress in its oversight of carrier safety but needs to be harder on carriers with repeat safety violations according to an audit. The US Department of Transportation's Office of Inspector General says the agency needs to be sure repeat violators don't escape maximum fines.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=53202>

TRUCKING – DIESEL STEADY: The US national average retail price of a gallon of diesel remained relatively stable for the week ending May 8, rising only a tenth of a cent to \$2.897. That is up 67 cents compared to the same week in 2005.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=53245>

MORE: <http://www.thetrucker.com/News/Stories/2006/5/8/Averagepriceofgallonofdieselremainsvirtuallyunchanged.aspx>

> > > > SECURITY SECTION < < < <

SECURITY – SLIPPING THROUGH THE NET

It's not one net to pass for terror cargo, but a system of interlinking nets designed to keep terror cargo out of the US.

The problem, critics say, is that the nets are full of holes.

Those holes allowed a cargo container holding 22 Chinese stowaways to land April 4 at the Port of Seattle, unloaded from the M/V Rotterdam.

The container likely would have sat for several days before anyone inspected it, said Mike Milne, a Seattle spokesman for US Customs and Border Protection (CBP), the agency in charge of such inspections.

Of course, long before that, in the early-morning darkness, the stowaways crept out into the orange floodlights of the Terminal 18 dock, where they were seen by a private security guard and apprehended.

Security officials call the capture a success because CBP had singled out the container for further scrutiny before it would be moved from the Port... they just had not gotten to it yet.

Critics say leaving a container with unknown cargo at a US terminal for several days shows the system isn't secure.

--- NIGHTMARE SCENARIO ---

"Imagine this being a dirty bomb," says Shay Hancock, an aide to Senator Patty Murray, D-Wash. "It's a little too late to find out about that when it comes into the Port of Seattle."

"The rate at which containers are screened is abysmal and the controls we have for allowing persons to get onto our marine terminals are almost embarrassing," says Mic Dinsmore, head of the Port of Seattle.

According to Senator Murray, only 5 in every 100 containers of US-bound cargo is flagged for checking overseas... and of that... only 17.5% of cargo assessed as high-risk (only 1-in-6 deemed high risk... less than 1-in-100 of all containers US-bound) is actually inspected overseas. The inspections are carried out by foreign officials using equipment that is "untested and of unknown quality."

"That means 82.5% of the high-risk cargo is getting to the US without being inspected," says Hancock, Murray's aide.

MORE: http://seattletimes.nwsources.com/html/business/technology/2002947772_portsecurity23.html

SECURITY – NEW US SENATE CARGO BILL

Senate panel leaders have repackaged transportation and supply-chain security legislation in an apparent challenge to the Green Lane Maritime Cargo Security Act, which was approved by the Senate Homeland Security and Governmental Affairs Committee on May 5.

The new "Maritime, Rail and Public Transportation Security Act of 2006" includes:

- Regulations to force Customs to have enough personnel to validate CIS & C-TPAT,
- Importers to file entry data 24 hours before a container is loaded aboard ship at a foreign port,
- Negotiations with international parties to establish cargo security standards,
- Random inspection of containers based on scientific sampling methodology,
- A study of port security fees.

MORE: <http://www.ioc.com/lede/20060512/sections/ecom/w67758.asp>

SECURITY - SAT SHIP TRACKING TO FIGHT TERROR: The UN's International Maritime Organization says it is reviewing new proposals to track suspect ships by satellite to fight terrorism and prevent the movement by sea of illicit material such as weapons of mass destruction. "Long-Range Identification and Tracking (LRIT) of ships has lots of other potential uses, but in this case it is being looked at as part of the wider security issue," an IMO spokesman said.

MORE: <http://www.alertnet.org/thenews/newsdesk/L11756360.htm>

>>> AIR & OCEAN SECTION <<<

OCEAN – NO US PORT 'PEAK SEASON' JAM AHEAD: Ports in the United States are expected to be congestion-free in the autumn peak-shipping season despite handling record container volumes in the months ahead. "The 2006 peak-season outlook is for continued good performance, although continued challenges to system performance remain with the continued growth in trade," according to the National Retail Federation. Los Angeles, Long Beach and Oakland in May will handle container volumes approaching those recorded last October at the height of the 2005 peak season.

MORE: <http://www.ioc.com/20060508/sections/ocean/w26630.asp>

OCEAN – US PORT CAPACITY IN CRITICAL STATE: James Russell Bruner, president and chief executive officer of Maersk, blatantly warned the shipping industry that port capacity limits for container traffic will be reached in some US ports within two years and at all them by 2010. "Port capacity just can't keep pace with the trade we're expecting," Bruner told attendees at the Hampton Roads Maritime Association conference. Bruner stressed the need for 50-foot water depth in the nation's ports to accommodate the larger container ships, in addition to stronger rail and inland connections. He noted that 58% of vessels under construction can't call on US East Coast ports because of draft restrictions.

MORE: http://www.americanshipper.com/SNW_story.asp?news=32404

OCEAN – FREIGHT RATES UP – UNEASY OUTLOOK: Asian shipping rates are edging up, helped by gains in the Atlantic market on the back of a pick-up in shipments of coal. Traders say market sentiment has improved with the return of charterers from Japan and China following holidays, but many traders were doubtful a full-scale recovery was under way. The benchmark Panamax rates are now about 40% below year-earlier levels, when the market had started showing signs of calming down after a near three-year bull run in dry commodities freight rates.

MORE: <http://business-times.asia1.com.sg/sub/shippingtimes/story/0,4574,194971,00.html>

OCEAN – CONFERENCE HIKES RATES: Members of the European/South Pacific & Magellan Freight Conference, a carrier group in the Europe/West Coast of South America trade, will increase northbound freight rates by \$200 per TEU in mid-June.
MORE: http://www.americanshipper.com/SNW_story.asp?news=32641

OCEAN – TACA HIKES BAF: Carriers of the Trans-Atlantic Conference Agreement will raise their bunker rates from June 16 through July 15. TACA's bunker rates for traffic to, from and via US Atlantic and Gulf coasts ports will be \$467 per 20-foot container and \$933 per 40-foot or 45-foot container.
MORE: http://www.americanshipper.com/SNW_story.asp?news=32536

OCEAN – CSA HIKES BUNKER SURCHARGE: The Caribbean Shipowners Association is raising the bunker surcharge on cargo moving between the United States and the Caribbean, effective June 4. The charge for 20-foot containers will increase to \$144, and 40-foot containers increase to \$272.
MORE: <http://www.joc.com/20060511/sections/ocean/w97357.asp>
MORE: http://www.americanshipper.com/SNW_story.asp?news=32477

OCEAN – CARRIERS ADD BANGLADESH CHARGE: Feeder operators calling at Bangladesh's Port of Chittagong will impose a congestion surcharge of \$130 per TEU, effective June 5, because of berthing delays and poor productivity at the port.
MORE: <http://www.joc.com/20060510/sections/ocean/w67110.asp>

OCEAN – TWO CONFERENCES HIKE CANAL FEES: The Trans-Atlantic Conference Agreement and the European/South Pacific and Magellan Freight Conference will raise their Panama Canal transit fees, following an increase to the Panama Canal Authority's containership toll charge. From 10 June TACA's surcharge for eastbound and westbound sailing will rise to \$192 per container, the European/South Pacific & Magellan Freight Conference will raise its fee to \$155.
MORE: http://www.americanshipper.com/SNW_story.asp?news=32580
MORE: <http://www.joc.com/20060510/sections/ocean/w59134.asp>

OCEAN – SHANGHAI PORT REDUCES FEES 20%: The Yangshan Deep-Water Port will cut terminal handling fees and improve services to attract more ships and cargo as part of its efforts to become a major international shipping hub. Shanghai International Port Group will cut the fees for international ships by 20% and reduce the fees charged on domestic ships sailing to and from ports along the Yangtze River by half. The average terminal handling fee at present is 370 yuan (US\$80) per TEU (20-foot equivalent unit).
MORE: http://www.shanghaidaily.com/art/2006/05/11/277524/Deep_water_port_to_reduce_fees_to_attract_more_cargo.htm

OCEAN – WITASS BRINGS BACK CONGESTION SURCHARGE: The Association of West India Trans-Atlantic Steam Ship Lines will reintroduce a congestion surcharge for the port of Kingston, Jamaica beginning in June. Effective June 15, the US denominated surcharge will be \$146 per 20-foot container and \$292 per 40-foot container.
MORE: http://www.americanshipper.com/SNW_story.asp?news=32579

OCEAN – APL EARNINGS DOWN: Neptune Orient Lines (NOL) says its container-shipping unit APL's first quarter core earnings before interest, tax and non-recurring items (Core EBIT) dropped 39% to \$123 million. "Revenue and volumes continued to grow in the first quarter, but our earnings contribution has been hit by rising fuel-related costs," said Ron Widdows, APL's chief executive officer.
MORE: http://www.americanshipper.com/SNW_story.asp?news=32582
MORE: <http://www.joc.com/lede/20060511/sections/ocean/w26659.asp>

OCEAN – ZIM ADDS ASIA-GULF SERVICE: Zim will open an all-water, direct Asia-Gulf Express (AGX) service starting 7 June. The service rotation is Shanghai, Ningbo, Pusan, Colon, Kingston, Tampa, Mobile, Houston, Kingston, Colon, and Shanghai.
MORE: <http://www.joc.com/20060511/sections/ocean/w66351.asp>

OCEAN – NINGBO VOLUME UP 20%: Volume at Ningbo, China's fourth-largest container port, is expected to reach 6.5 million TEUs this year, up 20% from 2005.
MORE: <http://www.joc.com/lede/20060510/sections/ocean/w85284.asp>

OCEAN – SHANGHAI APRIL VOLUME RECORD: Shanghai International Port (Group) Co, the operator of China's busiest port, handled 1,78 million TEUs in April, up 17% and a record number of containers.

MORE: <http://business-times.asia1.com.sg/sub/shippingtimes/story/0,4574,194949,00.html?>

OCEAN – SHANGHAI EXPECTS VOLUME TO TRIPLE BY 2010: Shanghai and other container terminals on the Yangtze River may handle three times more volume over the next five years, as manufacturing in the region grows according to a report by Alain Charles Publishing Ltd.

MORE: <http://business-times.asia1.com.sg/sub/shippingtimes/story/0,4574,194963,00.html?>

AIR – MARTINAIR HIKES SURCHARGE: Martinair Cargo is the latest air-cargo carrier to increase its fuel surcharge. The Dutch airline jointly controlled by AP Moller-Maersk and Air France-KLM, is raising the charge from 50 cents to 55 cents per kilogram.

MORE: <http://www.ioc.com/20060505/sections/air/w11931.asp>

AIR – AMERICAN HIKES SURCHARGE: American Airlines Cargo will increase its fuel surcharges to 60 cents per kilogram effective 24 May for most US-origin international shipments.

MORE: http://www.americanshipper.com/SNW_story.asp?news=32638

AIR – MASKARGO HIKES SURCHARGE: Malaysia Airlines Cargo will raise fuel surcharges for international flights by as much as 8% Friday.

MORE:

http://www.btimes.com.my/Current_News/BT/Tuesday/Corporate/BT565839.txt/Article/

AIR – CATHAY CARGO UP: Cathay Pacific transported 96,663 tons of cargo in April, an increase of 3.8% compared to in same month last year.

MORE: http://www.americanshipper.com/SNW_story.asp?news=32578

AIR – BA CARGO UP: British Airways says it carried 1.3% more cargo in April than a year earlier.

MORE: http://www.americanshipper.com/SNW_story.asp?news=32411

AIR – THAI EYES ALL-CARGO AIRLINE: Thai Airways wants to implement a new cargo strategy that could include the creation a dedicated freight arm. The airline is seeking to lease two Airbus A300-600Fs and two Boeing 747 freighters and will also convert some of its passenger aircraft to cargo. According to a source at the airline, the carrier's cargo department is considering launching a dedicated freighter operation at the end of 2006.

MORE: <http://www.flightglobal.com/Articles/2006/05/09/Navigation/189/206456/+Thai+Airways+cargo+plan+may+include+creating+freight.html>

AIR – ABX PROFIT UP: ABX Air posted a 14.3% profit increase in the first quarter to \$8.1 million, rebounding from a difficult 2005 that saw profits drop as primary customer DHL Worldwide Express struggled to compete against FedEx and UPS in the US market.

MORE: <http://www.atwonline.com/news/story.html?storyID=5005>

AIR – EU-US 'OPEN SKIES' NEXT YEAR?: The United States and Europe aim to free up transatlantic air services by March 2007 as long as they can sign a landmark "open skies" accord by the end of this year. The agreement, aimed at eliminating restrictions on services and routes between European Union and US destinations, hinges on how Washington formulates rules that dictate the level of investment European companies can have in US carriers.

MORE: <http://news.airwise.com/story/view/1147387029.html>

AIR – DELTA'S NEW TRANS-ATLANTIC SERVICES: Delta Air Lines is the first US carrier to serve Budapest, Hungary and Nice, France. The New York/Budapest service started last Monday five times a week. Daily Atlanta/Nice flights started Tuesday (9 May). NY-Dublin and NY-Manchester services begin today (15 May). Atlanta-Athens service begins 29 May. Atlanta-Venice service begins 6 June. NY-Kiev service start date is not known.

MORE: http://www.americanshipper.com/SNW_story.asp?news=32529

AIR – MORE US FLIGHTS DELAYED: Flight delays are up by more than a third at US airports this year compared to last. Advice is to book early morning flights when possible and allow a lot of time in your travel schedule because this summer's travel season is expected to be a lot worse than last year with more travelers on fewer planes meaning crowds, delays, and short tempers.

MORE: <http://www.cnn.com/2006/TRAVEL/05/11/summer.delays.ap/index.html>

TRADE – TSA FINALIZES PORT WORKER TWIC: Under strong pressure from Congress the Department of Homeland Security has rushed in recent weeks to get the long-delayed program off the ground. Under the new rules, longshoremen, truckers, railroad workers, mariners and others with regular business in the ports will need the new card to gain access. TSA will collect personal information about each worker from employers, as well as their fingerprints, to produce a universal, fraud-protected card that can be used at any port facility around the country to verify a worker's identity. The TSA will also conduct a criminal history background check on each worker and run the names through immigration and terrorism watch lists to determine whether the individual poses a security risk on the waterfront.

SEE ALSO: "Trucking" section

MORE: http://www.americanshipper.com/SNW_story.asp?news=32622

MORE: <http://www.joc.com/20060512/sections/ocean/w82623.asp>

MORE: http://seattlepi.nwsourc.com/national/1152AP_Ports_ID_Cards.html

TRADE – TNT DRAWS 10 POSSIBLE BUYERS: Dutch mail company TNT NV is struggling to manage the sale of its logistics business due to the large number of interested parties, financial daily Het Financieele Dagblad reports. TNT chief executive Peter Bakker says the group is beginning to compile a shortlist of bidders. The business has a book value of about 1.15 billion euros (USD 1.5 billion), according to TNT's 2005 annual report, and the company has said it expects to make a profit on the sale.

MORE: <http://business-times.asia1.com.sg/sub/shippingtimes/story/0.4574.194830-1147291140.00.html?>

TRADE – TOLL WINS PATRICK: Toll Holdings has won in its takeover of Patrick after Macquarie Bank decided not to make a rival bid.

MORE: http://www.americanshipper.com/SNW_story.asp?news=32472

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

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

LAWS OF THE NATURAL UNIVERSE

Law of Mechanical Repair:

After your hands become coated with grease, your nose will begin to itch or you'll have to go to the bathroom.

Law of the Workshop:

Any tool, when dropped, will roll to the least accessible corner.

Law of Probability:

The probability of being watched is directly proportional to the stupidity of your act.

Law of the Telephone:

If you dial a wrong number, you never get a busy signal.

Law of the Alibi:

If you tell the boss you were late for work because you had a flat tire, the very next morning you will have a flat tire.

Variation Law:

If you change lines (or traffic lanes), the one you were in will start to move faster than the one you are in now (works every time).

Law of the Bath:

When the body is fully immersed in water the telephone will ring.

Law of Close Encounters:

The probability of meeting someone you know increases when you are with someone you don't want to be seen with.

Law of the Result:

When you try to prove to someone that a machine won't work, it will.

Law of Biomechanics:

The severity of the itch is inversely proportional to the reach.

Law of the Theatre:

At any event, the people whose seats are furthest from the aisle arrive last.

Law of Coffee:

As soon as you sit down to a cup of hot coffee, your boss will ask you to do something which will last until the coffee is cold.

Murphy's Law of Lockers:

If there are only two people in a locker room, they will have adjacent lockers.

Law of Rugs/Carpets:

The chances of an open-faced jelly sandwich landing face down on a floor covering are directly correlated to the newness and cost of the carpet/rug.

Law of Location:

No matter where you go, there you are.

Law of Logical Argument:

Anything is possible if you don't know what you are talking about.

Brown's Law:

If the shoe fits, it's ugly.

Oliver's Law:

A closed mouth gathers no feet.

Wilson's Law:

As soon as you find a product that you really like, they will stop making it.

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