

AllCovered NEWS

HIGHLIGHTS TO HELP YOU THIS WEEK

- Business Communication Between Men & Women
- Talk Gender Gap In the Workplace
- FMCSA Continues Broker Registration
- Weapons Seized At Cebu Airport

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<http://www.allcovered.net/AC-News-PDF.htm>

>> SMALL BUSINESS SECTION <<

SMALL BIZ – COMMUNICATION BETWEEN MEN & WOMEN

--- From an article by X in Bottom Line Secrets – Link at end ---

NOTE: The following is excerpted primarily from an article by Marianne Legato, with additional relevant paragraphs from Nancy Stern. Links to source articles are at end.

Neither men nor women can claim that their brains are “better.” While men’s brains are 10% larger on average, women’s brains have more elaborate connections that make them more efficient

(See Also: Gender Gap In the Workplace – next story)

Male and female brains are unquestionably different, in terms of both structure and chemistry, and that can cause problems when we try to communicate with one another

Most of us speak to our spouses just as we would speak to members of our own sex... then wonder why they don’t seem to understand.

Here’s how to communicate more effectively with the opposite sex...

Marianne Legato, MD, FACP, is a physician and professor of clinical medicine at Columbia University, and founder of Columbia’s Partnership for Gender Specific Medicine. She is author of several books including, “Why Men Never Remember and Women Never Forget.”

NONVERBAL CUES

The female brain is good at decoding nonverbal signals, including facial expressions and tone of voice, perhaps because mothers must understand the needs of children too young to speak. When women send nonverbal signals to men, women are often dismayed to find that these signals are ignored.

Women don’t realize the typical male brain is not skilled at interpreting nonverbal communications. Men are particularly bad at identifying signs of sadness in women... though men are pretty good at spotting signs of anger and aggression

--- WOMEN ---

Tell him verbally when something is bothering you. A sad expression or the silent treatment won’t get you anywhere. It’s not that he’s ignoring your feelings... he is just unaware of them.

If a man asks what he can do to make you feel better, tell him. If you say, “nothing,” he’ll assume you mean nothing and he’ll do nothing. He isn’t trying to hurt you... men’s brains just work in a more literal manner. Because men often like to be left alone when they are upset, he will think he’s doing you a favor by giving you some space.

--- MEN ---

Search for clues beyond her words when she seems unusually quiet or terse. She might be sending signals that you’re not picking up. If you can’t figure out the signals and she won’t tell you what she needs, remind her that you really want to help, but it’s hard for you to pick up her nonverbal cues

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LISTENING

The female brain seems to be better at listening than the male brain... women have more nerve cells in the areas known to process language and put a larger percentage of their brains to work when they hear someone speak.

The more elaborate wiring of the female brain also makes women better multi-taskers than men. Evolution likely made women this way so that mothers could keep an eye on the children and still get other things done.

Evolution shaped the male brain to focus on one difficult task at a time. Tiger hunts were more successful when the hunters could focus all their attention on the tiger.

Add men's inferior listening ability to their superior focus, and the result is a phenomenon most wives know well. Tell a man something important while he's watching a ballgame, and he might not remember a word of it. He isn't purposely ignoring you... his brain simply isn't wired to hear what you said.

--- WOMEN ---

Put him on alert that what you're about to say is important. If it's particularly vital information, begin with a gentle "I need you to look me in the eyes." If there are too many distractions in your present location, ask him to go with you for a walk.

--- MEN ---

Don't be insulted if she doesn't stop what she's doing when you want to talk. Chances are that she can pay attention to you even if she's occupied. If you want her undivided attention, ask for it.

PROBLEM SOLVING

The structure of the male brain makes men straight-ahead thinkers... when they see a problem, their instinct is to try and solve it.

Women are more likely to ruminate over decisions. They'll verbalize a problem and talk through all the implications and issues before they proceed. When women try to talk through their problems with men, they're often insulted when men try to tell them what to do. This confuses the men who think they were being asked for a solution.

--- IN THE WORKPLACE ---

In the workplace, the differences in how men and women communicate impacts the way messages are sent and received, thus causing communication breakdown, misunderstanding and major frustration.

For example, a female supervisor seeks conversation from her male boss about a problem situation she is having with one of her employees.

Nancy Stern, MA specializes in leadership and employee development.
<http://www.nancystern.com>

Her intent for the meeting is to inform her boss of the problem. She just wants him to listen to her, rephrase and repeat what she's saying so that she can become more clear in her mind on how she wishes to proceed. Perhaps he would ask her some probing questions about options, etc. Instead, he begins telling her what she should do with the problem employee.

She becomes frustrated and leaves, feeling like her time was wasted. He feels he has solved the problem, and it's time to move on.

--- WOMEN ---

Tell a man the specific type of response you want before you share a problem. Are you asking the man for a solution, or do you just want to talk through the issue so it's clear in your mind? If you don't specifically tell him that it's the latter, he'll assume it's the former. If he tries to solve your problem anyway, understand that this is just how his brain responds.

As to how a woman should respond to a man's problems, this rarely comes up. Men tend not to share their problems with anyone.

--- MEN ---

Understand that women like to verbalize their thinking and don't always want you to solve their problems.

Instead, wait for a question before providing an answer. Ask what you can do to help rather than assume you know. And if your wife starts crying, holding her quietly works better than telling her she's being too emotional.

RESEARCH:

- Average woman speaks between 20,000 and 25,000 words per day.
- Average man speaks between 5,000 and 7,000 words per day.
- Women use communication to build relationships, build/show empathy, or to work through problems in their minds.
- Men use words to give or get info, and tend to keep their problems to themselves.

DIFFERENT INTERESTS

Women tend to expect their male partners to be interested in every subject they wish to discuss. This isn't fair. A woman wouldn't expect her female friends to chat about a subject that she knows bores them.

--- WOMEN ---

Tailor your conversation to your partner's interests. (Men should do this too, but because men talk a lot less, it isn't often an issue). Find other conversation partners for topics that don't interest him.

--- MEN ---

Encourage your partner to spend time with female friends so there's another outlet for the conversations that don't interest you.

BETTER ARGUMENTS

During an argument, women are more likely to bring up past events. Estrogen increases the amount of *cortisol*, a memory boosting hormone, released by adrenal glands during stressful moments. Because the female brain has more estrogen, memories of old fights remain fresher in a woman's mind. The male brain finds it easier to forget emotional situations and move on. Maybe forgetting a close call on a tiger hunt made it easier for men of the past to continue to hunt.

--- WOMEN ---

Use simple declarative sentences, and state what you want in outline form when imparting important information to men. Leave out anecdotes and unnecessary adjectives. Take advantage of your ability to read his emotions to spot the signs of boredom. When you see them, sum up your argument with a closing statement and end the conversation. Try not to rehash old arguments.

--- MEN ---

Try to keep women focused on the topic under discussion. If, during an argument, she brings up a fight you had five years ago, tell her, "We've discussed that already and it isn't going to help to go over it again. Let's focus on the current problem."

FROM: <http://www.bottomlinesecrets.com>

MORE: <http://www.ezinearticles.com/?Gender-Jive:-Communication-Between-Men-and-Women&id=1861>

SMALL BIZ – TALK GENDER GAP IN THE WORKPLACE

--- Excerpted from an article by Lisa Marino – Link at end ---

When it comes to business relationships, it's no big surprise that men and women often have trouble communicating.

He says this. She interprets it as that. Conflicts ensue.

Women generally adopt a collaborative communication style, explains Joanna Krotz, author, business owner and columnist for Microsoft Small Business. This means that women like to get input from others, talk about ideas out loud and ensure that everyone is on the same page when it comes to a project.

Men, on the other hand, don't need to have everyone on board. "For men, it's like saying, 'If you're not on the bus, get off the bus,'" Krotz says.

EXAMPLE: GOALS: People/Process vs. Tasks/Results

Michael, Rob, Amy and Christina are in a business meeting discussing an effective approach for their latest project. During the meeting, Michael and Rob's interaction becomes noticeably heated. The two women immediately wish to calm the dispute and become very uncomfortable during the exchange.

Women's thought process works like a web: everything is interconnected. So when it comes to a project, the people and the process are just as important as the end result. Amy and Christina were concerned with Michael and Rob, and how the group was arriving at its conclusion.

Men, on the other hand, are more task-oriented and fixated on the end result; the process is less important to them as long as the result is adequate. Michael and Rob's heated discussion had nothing to do with their relationship. It was merely a way for them to hash out a conclusion.

Resulting Clash:

Men become annoyed with women's tendency to discuss everything related to a project whether important or not as a means of finding a solution. On the flip side, women become very concerned when coworkers clash.

Solution:

Recognize the differences for what they are and figure out what style(s) work best for the individual situation and group dynamic.

EXAMPLE: FOCUS: Feelings vs. Facts

Michael and Amy are working together on a project, as are Rob and Christina. The problem is that Michael and Christina are always late and never offer input. Amy tells her boss, "This simply isn't fair. I'm getting overworked and he isn't doing anything." Rob tells his boss, "Christina is consistently 2 hours late, and I had to take on her responsibilities AND mine."

Women focus on feelings. Amy told her boss how she felt regarding the situation. Essentially, she stuck to value judgments.

Men focus on facts. Rob told his boss the concrete realities of the situation and remained objective.

Resulting Clash:

Men consider feelings irrelevant in the workplace, so they become confused and/or frustrated when a woman airs grievances that have emotional foundations.

Solution:

When it comes to work, stick to the facts. Your co-worker might have made you feel taken advantage of, but your boss can only correct concrete problems.

EXAMPLE: QUESTIONS: Asking vs. Withholding

During a weekly scheduling meeting, Amy's boss gives her a new assignment and explains the project. Amy asks several questions to clarify the purpose of the project and make sure she understands the tasks. Rob steals a look at the clock and gives a subtle sigh. The boss then turns to Rob with a different assignment. After hearing the explanation, Rob nods and the meeting continues.

"Women ask questions to gather information," says Krotz. "It's how they attack problems and come up with solutions." Amy asked questions because she felt it would improve her performance and prevent communication problems arising down the line.

Men, on the other hand, talk to give or get information. So rather than thinking aloud and sharing nascent ideas, they think to themselves until they reach a more developed plan of action. Rob was actually annoyed that Amy asked so many questions.

Why the Clash:

Men view questions as a sign of weakness and assume the questioning coworker to be incompetent. On the other hand, "women assume that men know exactly what they're doing because they don't ask questions," Krotz states.

Solution:

Do what is needed to accomplish the task. If you ask 20 questions upfront and turn out a stellar result, there won't be anyone questioning your competency.

MORE: <http://www.searchforclasses.com/career-tools/career-outlook-reports/communicationclash.aspx>

>>>> TRUCKING SECTION <<<<

TRUCKING – FMCSA BROKER REGISTRATION

The Federal Motor Carrier Safety Administration will keep brokers and freight forwarders on its radar screen, according to a notice of determination published in the Federal Register.

FMCSA acknowledged its authority over brokers and freight forwarders when it announced the continued registration requirement.

"Registration of brokers and freight forwarders of non-household goods is needed for the protection of shippers," the notice stated. "Accordingly, the Agency will continue to register all general commodities brokers and freight forwarders subject to its jurisdiction."

The Owner-Operator Independent Drivers Association says letting brokers off the registration hook would have been a big step in the wrong direction.

"The problems with unscrupulous brokers have continued to worsen," says Todd Spencer, OOIDA executive vice president. "It's a relief to see that FMCSA officials recognize their important role in this area."

"The limited oversight of DOT over brokers of general freight transportation is needed today more than ever," wrote Todd Spencer of the Owner Operator Independent Drivers Association in a letter to members of Congress as part of the group's lobbying effort. "Just as brokers have proliferated in the household goods industry, and have used modern technology to take advantage of consumers, unscrupulous brokers of general freight transportation take advantage of small business motor carriers on a daily basis."

MORE: <http://www.etrucker.com/apps/news/article.asp?id=55143>

TRUCKING – DIESEL DOWN SLIGHTLY: The US national average price for a gallon of diesel dropped less than a cent for the week ending 28 August. The average price was \$3.027, roughly 44 cents more than in the same week last year.
MORE: <http://www.etrucker.com/apps/news/article.asp?id=55152>

TRUCKING – FMCSA LAPTOP STOLEN WITH CDL DATA: A laptop belonging to the Federal Motor Carrier Safety Administration was stolen from a government-owned vehicle on 22 August in Baltimore. The computer contains personal information – including names, dates of birth, and CDL numbers – of 193 CDL holders from 40 motor carrier companies.
MORE: <http://www.etrucker.com/apps/news/article.asp?id=55125>
MORE: http://www.americanshipper.com/SNW_story_main.asp?news=38290

>>> SECURITY SECTION <<<<

SECURITY – WEAPONS CAUGHT AT CEBU AIRPORT

High-powered guns and ammunition that an official believes would have been used to cause trouble during an international summit in December were intercepted at the Mactan-Cebu International Airport.

Based on plane documents, the cargo was intended for the Davao Security and Investigation Agency (DASIA) in Sitio Matumbo, Pusok, Lapu-Lapu City.

The firearms were declared but a policeman detailed at the cargo arrival area got suspicious because the cargo was extraordinarily heavy.

That prompted PCAS to have the shipment pass through the airport's X-ray machines.

Twelve AK 47 rifles with 680 rounds, two HK 53 submachine guns with 40 cartridges, M16-A1 rifles with 160 rounds and five 12-gauge shotguns were found.

MORE: <http://www.sunstar.com.ph/static/ceb/2006/08/27/news/firearms.cache.stopped.at.cebua.airport.html>

SECURITY - ANOTHER JO-BURG AIRPORT THEFT: The Airport Company South Africa (Acsa) believes that security measures at its airports are sufficient despite another break-in at Johannesburg International Airport (JIA). The robbery is believed to have been an "inside job."
MORE: http://www.iol.co.za/index.php?set_id=1&click_id=15&art_id=vn20060830014825188C801543

SECURITY – SMUGGLED SHOES SEIZED IN GERMANY: Customs agents seized a record haul of 160,000 pairs of smuggled shoes arriving by ship from Asia in the German port of Hamburg. Because product piracy is illegal in the European Union, the exporters had hidden the sports shoes with counterfeit "Nike" labels behind packs of cheap, unbranded shoes. Customs agents, who check on both tax evasion and illegal imports, said the 19 shipping containers were the largest quantity of shoes ever seized in Germany.
MORE: http://rawstory.com/news/2006/Record_haul_of_smuggled_shoes_seize_09012006.html

SECURITY – SCHENKER TESTING RFID CONTAINERS: Schenker, the German-based logistics provider, has inaugurated a test of radio frequency identification (RFID) technology for ocean containers. The first test phase includes Schenker's partners at port packing stations; the next phase will involve the container terminals as well. Schenker says it will also test electronic door seals, as well as a range of other security devices
MORE: <http://www.joc.com/lede/20060828/sections/ecommm/w26380.asp>

>>> AIR & OCEAN SECTION <<<

OCEAN – CTSA FUEL CHARGE SAME: The 11 ocean carriers in the Canada Transpacific Stabilization Agreement say their fuel recovery charge will remain at the following levels as of 1 October: \$475 per 20-foot container, \$635 per 40-foot container, \$715 per 40-foot high-cube container, \$805 per 45-foot container, 14 weight-measure adjustment.
MORE: http://www.americanshipper.com/SNW_story.asp?news=38299

OCEAN – FLORIDA PORTS RUNNING: With Tropical Storm Ernesto moving up the Atlantic Coast, late last week Florida's primary commercial ports were all up and operating.

MORE: http://www.americanshipper.com/SNW_story.asp?news=38469

OCEAN – CALIFORNIA BOX FEE MOVING FORWARD: The California State Assembly has passed legislation calling for a port user fee on containers moving through the ports of Los Angeles and Long Beach. The bill, sponsored by Democrat Alan Lowenthal of Long Beach, sets a fee of \$30 per TEU, or \$60 per FEU, on container movements in LA-Long Beach, the country's busiest import gateway. Transportation interests including shipping lines, importers and exporters oppose the fee and charge that it is a violation of the Commerce clause of the US Constitution.

MORE: <http://www.joc.com/20060831/sections/ocean/w86647.asp>

OCEAN – COSCO & EVERGREEN STOP US EAST COAST SERVICE: COSCO Container Lines and Evergreen Marine will stop calls to the US East Coast on their joint weekly China-US East Coast Service, which started in March.

MORE: http://www.americanshipper.com/SNW_story.asp?news=38569

OCEAN – AP MOLLER-MAERSK RESULTS MIXED: A.P. Moller-Maersk Group says revenue was up sharply in the first half of 2006 when compared to the same period the prior year, but said "container activities have shown an unsatisfactory loss."

MORE: http://www.americanshipper.com/SNW_story.asp?news=38362

OCEAN - CHINA PORT THROUGHPUT UP 22.7%: China's major sea and river ports handled 50.15 mln twenty-foot equivalent units (TEUs) in the first seven months, up 22.7% year-on-year, according to the Ministry of Communications. The top ports were Shanghai, Shenzhen, and Qingdao.

MORE: <http://www.forbes.com/home/feeds/afx/2006/08/30/afx2984261.html>

OCEAN - UKRAINE TRANSSHIPMENT TARIFFS TO RISE: Tariffs for cargo transshipment in marine merchant ports of Ukraine might rise.

MORE: <http://en.for-ua.com/news/2006/08/30/135041.html>

OCEAN – AMSTERDAM BOX VOLUME UP: First-half throughput at the Port of Amsterdam totaled a record 43 million metric tons, up 17%.

MORE: <http://www.joc.com/20060829/sections/ocean/w94659.asp>

OCEAN – HYUNDAI SHIP DAMAGED IN PANAMA CANAL: APL says a Hyundai ship on which it shares space was damaged last weekend while transiting the Panama Canal. The "Hyundai Garnet" on Sunday, "experienced a steering malfunction while transiting the Panama Canal under pilotage. The vessel incurred minor damage and is undergoing repairs, which are currently estimated to take around five days to complete."

MORE: http://www.americanshipper.com/SNW_story.asp?news=38405

OCEAN – COUGAR ACE TO PORTLAND: The "Cougar Ace" car carrier loaded with more than 4,800 Mazda vehicles that rolled on its side in the North Pacific in July will be towed to the Port of Portland, Oregon for repairs. It appears many cars escaped damage and that there only appears to be minor damage to some cars.

MORE: http://www.americanshipper.com/SNW_story.asp?news=38297

OCEAN – CHARGES FILED IN EVERGREEN BRIBERY CASE: A former Los Angeles harbor commissioner pleaded not guilty to charges of taking bribes from Evergreen Marine Corporation in order to get the liner more space at the Southern California port. Leland Wong, 49, pleaded not guilty. These are the first charges in a three-year probe of influence-peddling in former LA Mayor James Hahn's administration. The indictment says the bribes came from Ren-Gung Shyu, executive vice president of Evergreen.

MORE: <http://www.joc.com/20060828/sections/ocean/w91939.asp>

OCEAN – ABU DHABI CHOOSES BECHTEL: Bechtel has been appointed program managers by the Abu Dhabi Ports Company for the development of Khalifa Port & Industrial Zone, which is estimated to cost more than US\$2.18 billion. To be located at Taweelah, midway between Abu Dhabi and Dubai, Khalifa Port & Industrial Zone will have 33 million tonnes of cargo capacity in the first phase, capacity to accommodate large container and dry bulk vessels and over 100 square kilometer of industrial, logistics, commercial, educational

and residential zones. The first phase is expected to be completed in five years.
MORE: <http://business-times.asiaone.com/sub/shippingtimes/story/0,4574,206674,00.html?>

AIR – AIR FREIGHT GROWTH CONTINUES: The International Air Transport Association reports international air freight traffic was up 3.7% in July, when measured in freight-ton kilometers, with Middle Eastern carriers second in terms of growth with a 15.2% year-on-year increase behind African carriers, who posted a 20.6% rise. North American carriers saw 4.7% growth, followed by Asia Pacific at 3.5%, Europe at 2.2% and Latin America down 5.4%.
MORE: http://www.americanshipper.com/SNW_story_main.asp?news=38476

AIR – MIDEAST AIR CARGO GROWING: The airfreight business in the Middle East is set to grow as demand for time-sensitive, high value and high tech goods picks up in the region.
MORE: http://www.tradearabia.com/tanews/newsdetails_snSTN_article110246_cnt.html

AIR – NWA & FEDEX GET MORE CHINA FLIGHTS: Northwest Airlines Cargo and FedEx have been granted additional rights by the US Transportation Department to expand the number of weekly all-cargo flights serving China beginning in March 2007. Each carrier was granted four new weekly flights to China. The new frequencies will bring FedEx's total number of weekly China flights to 30 and Northwest's total to 14. Polar will increase its scheduled flights from 12 to 16. UPS provides 21 weekly flights connecting China and the United States. The DOT did not award UPS expanded rights under the latest round of approvals.
MORE: http://www.americanshipper.com/SNW_story.asp?news=38477

AIR – POLAR GETS MORE CHINA FLIGHT RIGHTS: Polar Air Cargo has received permission from the US Department of Transportation to operate four additional weekly flights to serve the US-China market and other locations beginning March 25, 2007. Polar currently operates 12 frequencies to Shanghai and Hong Kong.
MORE: http://www.americanshipper.com/SNW_story.asp?news=38292

AIR – UPS PILOTS OK CONTRACT: Airline pilots for UPS ratified a new labor agreement through 2011. UPS says 56.5% of pilots and flight engineers voted for the deal. The deal reportedly includes an 18% pay increase for pilots and up to 25% for first officers, followed by 3% increases each of the next three years. The Louisville Courier-Journal reports cockpit crews will also receive signing bonuses of \$34,000 to \$60,000.
MORE: http://www.americanshipper.com/SNW_story.asp?news=38565

AIR – FEDEX AND PILOTS REACH TENTATIVE PACT: Package delivery company FedEx and the association representing its pilots say they have reached a tentative agreement on a new four year contract after more than two years of talks.
MORE: <http://news.airwise.com/story/view/1156722465.html>

AIR – UK AIRPORT PANTY THIEF SPARED JAIL: A baggage handler who stole women's knickers from suitcases at Stansted Airport has been spared jail. Tristan Self, 29, from Witcham, Essex, stashed 300 pairs of underwear in his home. Self was employed by Swissport as a baggage handler. He was arrested in March after colleagues grew suspicious. He received an 18-month supervision order and was ordered to pay court costs.
MORE: <http://news.sky.com/skynews/article/0,,70131-1232713,00.html?f=rss>

AIR – MAXJET TO SERVE LAS VEGAS: MAXJet Airways will add Las Vegas to its all business class airline in November. MAXjet currently serves New York and Washington. The airline says it is considering expanding into Boston, Los Angeles and San Francisco.
MORE: <http://www.atwonline.com/news/other.html?issueDate=8%2F30%2F2006>

TRADE – EU 45-FOOT CONTAINER BAN NEAR?: The 45-foot container (13.6 meter) is supposed to be banned from roads in Europe by the end of the year, "because it is unsafe to transport by truck," according to a 1996 Council Directive. But 10 years after the directive, between 150,000 and 200,000 45-foot containers are believed to be in existence, many on intermodal trades carrying light goods such as clothes, toys and furniture. The phase-out deadline may be pushed back.
MORE: http://www.americanshipper.com/SNW_story.asp?news=38474

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

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

FUN ESCAPE

Here's a game to keep your fingers busy while your mind works on a problem.

LINK: <http://www.iol.ie/~dluby/escape.htm>

21 RULES TO LIVE BY

- ONE. Give people more than they expect and do it cheerfully.
- TWO. Marry a man/woman you love to talk to. As you get older, their conversational skills will be as important as any other.
- THREE. Don't believe all you hear, spend all you have or sleep all you want.
- FOUR. When you say, "I love you," mean it.
- FIVE. When you say, "I'm sorry," look the person in the eye.
- SIX. Be engaged at least six months before you get married.
- SEVEN. Believe in love at first sight.
- EIGHT. Never laugh at anyone's dream. People who don't have dreams don't have much.
- NINE. Love deeply and passionately. You might get hurt but it's the only way to live life completely.
- TEN. In disagreements, fight fairly. No name calling.
- ELEVEN. Don't judge people by their relatives.
- TWELVE. Talk slowly but think quickly.
- THIRTEEN. When someone asks you a question you don't want to answer, smile and ask, "Why do you want to know?"
- FOURTEEN. Remember that great love and great achievements involve great risk.
- FIFTEEN. Say "bless you" when you hear someone sneeze.
- SIXTEEN. When you lose, don't lose the lesson
- SEVENTEEN. Remember the three R's: Respect for self; Respect for others; and responsibility for all your actions.
- EIGHTEEN. Don't let a little dispute injure a great friendship.
- NINETEEN. When you realize you've made a mistake, take immediate steps to correct it.
- TWENTY. Smile when picking up the phone. The caller will hear it in your voice.
- TWENTY-ONE. Spend some time alone.

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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American Shipper = www.americanshipper.com	The Trucker = http://www.thetrucker.com
Business Times of Asia = http://business-times.asia1.com.sg/	eTrucker = http://www.etrucker.com
Journal of Commerce = http://www.joc.com	Traffic World = http://www.trafficworld.com

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