

AllCovered NEWS

HIGHLIGHTS TO HELP YOU THIS WEEK

- Create Your Own Luck
- Deal With Drivers As People First
- Security To Tighten In US
- Air Cargo Price-Fixing - \$1-Billion Cost?

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

DETAILED CONTENTS THIS WEEK

SMALL BUSINESS:

Create Your
Own Luck
Health Cost
Increases

TRUCKING:

Deal With
Drivers As
People First
On Board
Recorders
Boost Morale
Freight Index
Down
Diesel Down

SECURITY:

All Air Cargo
Must Be
Screened
US Senate
Tightens Port
Security
Security Holes
Remain
Shippers
Against 100%
Screening

OCEAN & AIR FORWARDING:

Lufthansa Pays
\$85-Million In
Cargo
Price-Fixing
American &
United Settle
China Air
Cargo Price-
Fixing
FastShip
Offering Trans-
Atlantic Space
No Peak
Problems
Air Shippers
Want Several
Suppliers

AllCovered News

Information to help you to manage and grow your logistics business.
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<http://www.allcovered.net/AC-News-PDF.htm>

>> SMALL BUSINESS SECTION <<

SMALL BIZ – CREATE YOUR OWN LUCK

--- From an article by Barton Goldsmith – <http://www.bartongoldsmith.com> ---

Success doesn't just happen; it's created. Here are some ways you can create your own luck.

- **Be open to new experiences**, to things you hear, to new ideas, to feedback from current and former clients.
- **Talk to strangers**. Someone you don't know could become a potential customer or introduce you to your next big client. You never know, so rehearse your elevator speech—your 15-second introduction of who you are and what your firm does—and be ready to use it next time you're at the gym or the supermarket.
- **Make small talk**. Starting small earns you the right to move on to bigger issues. Make a connection first; once you find out what you have in common, it's easier to move to the next level.
- **Have conversations prepared**. If you read this publication on a regular basis, you'll have plenty to talk about. Consider how grateful you are when someone tells you something that makes a difference in your business. Whomever you're speaking to will feel the same way.
- **Drop names**. When you meet someone who works at a company you're familiar with, ask him if he knows the people you know. This can open the door to talking about how this person does business and with whom.
- **Listen and eavesdrop**. Not in a sneaky way, but if you overhear someone asking something that you know about, you can be helpful to her. This is how relationships are born. Listening also works by inspiring ideas and helping you think along different lines.
- **Ask for help**, but don't pressure anyone. Let people know what you need or what you are willing to give without backing them into a corner. Most people will step up to the plate in a crisis, or simply when asked in a nice way.
- **It's okay to stray from your chosen path**. Many businesses have gotten successful by acting on an off-the-wall idea, or a person that they had a good feeling about. Trust your gut; it may lead you to your wildest dreams.
- **Exit graciously**. Don't burn bridges, because you never know when you'll need to cross them again. Successful people keep their contacts, because experience has taught them that what goes around comes around.
- **Say "yes" even when you want to say "no."** Successful people know that nothing will happen when you say "no," and a "yes" will, at the very least, create a new opportunity for new contacts, experience, growth, and potential profit.

HEALTH BIZ – HEALTH PLAN COST SURVEYS: The 2007 Segal Health Plan Cost Trend Survey forecasts continued declines in trends in 2007. Despite this projected deceleration,

JUST FOR FUN:

Women Are Smarter Than Men

Customer Service Calls

NEXT WEEK

Job Stress Taking Greater Toll

Links to source stories at end of excerpts

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CONTACT US

Allcovered.net -US-

PO Box 1439
304 MLK Jr Dr
Fort Valley, GA
31030 USA

Voice:
+1.478.825.5566

-UK-
Voice:
+44.84.5838.2094

Email:
mike.miller@allcovered.net
john.jarrard@allcovered.net

medical and prescription drug plan costs are expected to outpace general inflation and wage increases (Adobe Acrobat format).

MORE: <http://www.segalco.com/publications/surveysandstudies/2007trendsurvey.pdf>

HEALTH BIZ – CONSUMER-DIRECTED PLANS – EARLY REACTIONS: The US General Accounting Office, the audit and watchdog agency, compared the financial features of health savings account-eligible plans and traditional health plans; compared characteristics of HSA members and traditional plan members; examined HSA funding use; and explored the experiences of HSA members.

FREE COPY: <http://www.gao.gov/new.items/d06798.pdf>

HEALTH BIZ – DARK SIDE OF HSAs:

MORE: <http://www.fool.com/news/commentary/2006/commentary06091306.htm>

HEALTH BIZ – OVERALL EMPLOYERS PREDICT 5.6% RATE HIKE IN 2007: Employers are predicting that their health care plan costs will increase by an average of 5.6% in 2007. That increase, which would be one of the lowest in years, comes as employers continue to aggressively shift costs to employees and offer new health plan designs.

MORE: <http://www.businessinsurance.com/cgi-bin/news.pl?newsId=8366&print=Y>

HEALTH BIZ – SMALL AND MIDSIZE BUSINESSES PREDICT 11% TO 12% RISE:

MORE: <http://www.businessinsurance.com/cgi-bin/news.pl?newsId=8384&print=Y>

FUN BIZ - FINALLY A FLYING CAR:

MORE: http://news.com.com/Flying-car+firm+releases+simulator%2C+takes+deposits/2100-1008_3-6112862.html?tag=nl.e404

>>>> TRUCKING SECTION <<<<

TRUCKING - DEAL WITH DRIVERS AS PEOPLE FIRST

--- Excerpted from an article by Sean Kilcarr – Link at end ---

If you want to know what truck drivers have to say, it sure helps to ask them. Talk with owner-operator Jeff Armstrong and you'll get a very clear idea of what's driving many drivers out of trucking-- as well as what it will take to stem that tide.

"I love the freedom of the road, being my own boss, seeing different places and meeting different people wherever I go. It's not like punching a time clock at all."

Aside from the pure enjoyment Armstrong derives from shifting gears cross-country, he credits the respect and support he gets from Indian Nation Express with keeping him trucking. "I've worked for them for five years and they're great. They don't push you and they give you 100% of the fuel surcharge they collect."

Trucking tries to present the right mix of competitive pay and benefits, comfortable late-model equipment and reasonable working hours and company policies to keep attracting and keeping drivers.

Drivers have three priorities: get me rolling, get me paid and get me home," Bulverde, TX-based trucking consultant Dan Baker explained in a recent seminar.

"The problem is those three priorities conflict constantly. And those are little problems that get big in trucking because drivers spend lots of time outside the 'wall' of the company thinking about their problems. Their perceptions of problems becomes their reality, so fleets must manage how drivers perceive them."

Chris Menning, a 29-year veteran driver now with Calkins Transportation adds another key priority to that mix: respect. "Fleets need to respect drivers as professionals, and that's a two-way street as well. Drivers need to dress and act professionally, but fleets need to treat them professionally, too."

"Respect" is about how dispatchers and managers communicate with drivers, assign them loads and even extends to the equipment they drive.

"If you think of a driver as just a driver, you're going to have problems," adds Rob Bowman, president & owner of Accelerated Freight Group. "But if you think of them as an outside sales consultant who's in charge of customer relations, you'll

- DRIVER PRIORITIES:**
- Get me rolling
 - Get me paid
 - Get me home
 - Respect me

solve your retention problem.”

Bowman sees five key points that determine whether a driver stays or leaves a fleet: pay and benefits, home time, equipment, operations-dispatch and communications. “It’s like climbing a mountain. Pay and benefits form your ‘base camp.’”

--- HEALTHCARE PACKAGE KEY ---

“Owner-operators and agents have made it clear that the lack of a real healthcare program industry-wide is one of the main reasons they leave the driving profession,” says Ray Greer of Greatwide Logistics.

“Back to the mountain-climbing analogy, you need the right equipment to do the job,” says Bowman. “You need to give a driver a truck that can run 3,500 miles a week and that will be their ‘home away from home’ on the road. They want air-ride suspensions to be comfortable, a big sleeper with lots of room, CD players and on-board navigation devices to help them find their way. Drivers love electronic gadgets.”

Then there is dealing with dispatchers. Communication is key.

“Problems on that end can undermine all the pay, home time and equipment benefits a fleet may have on the table. People get upset over things and then leave. That’s why communication is so important. You can never have too much. You need to listen to drivers and make sure they understand their opinion matters.”

MORE: http://fleetowner.com/news/topstory/driver_manage_fleet_truck_compant_carrier_how_to_083106/

The Allen Insurance Group has specialized in insurance and benefits packages for trucking since 1952.

With access to many possible insurers the Allen Insurance Group gives you more options... to choose what is just right for you, not just what some agent has to sell.

Special driver benefits packages for health, life and occupational accident are just a few of the ways the Allen Insurance Group provides the tools you need to hire and keep the best drivers.

SMALL TOWN SERVICE – GLOBAL REACH

The Allen Insurance Group:

<http://www.allenins.com>

TRUCKING – ON-BOARD RECORDERS BOOST MORALE

Few fleets use electronic on-board recorders, but those that do report increased driver morale, according to a new study by the American Transportation Research Institute.

The research indicates that on-board recorder use is low for several reasons, including cost, a lack of return on investment, and uncertainty about what standards might be mandated by the FMCSA.

A surprising 76% of users said recorders had improved driver morale, and 19% said they had improved driver retention. No users said driver retention had been harmed by the devices.

There was considerable consensus among users, non-users and vendors that recorders are effective at managing and monitoring hours’ compliance, but more research is needed to document the role that hours compliance plays in fatigue management and safety improvements, ATRI reported.

REPORT AT: www.atri-online.org.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=55415>

TRUCKING – FMCSA RESPONDS TO H-O-S ATTACKS: Arguments made by Public Citizen and the Owner-Operator Independent Drivers Association against the current hours-of-service rule are hollow, the Federal Motor Carrier Safety Administration stated in its response to the groups’ petitions. Public Citizen’s petition should be denied because regulators properly measured the risk of driving 11 hours instead of 10, the FMCSA stated. “Even if there is an increased risk associated with driving 11 hours, the costs of imposing a 10-hour limit far outweigh the safety benefits,” the FMCSA stated. Moreover, evidence indicates the 34-hour recovery period is sufficient. Major improvements in truck design and more opportunity for rest under the new rule also influenced the agency’s decision. FMCSA stated OOIDA’s petition is without merit because loading and unloading time already was taken into account and discussed in the rule’s preamble.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=55353>

TRUCKING – FREIGHT INDEX FALLS 0.7% IN JULY:

MORE: <http://www.etrucker.com/apps/news/article.asp?id=55343>

TRUCKING – DIESEL DROPS: The US national average price for a gallon of diesel fell 11-cents last week to \$2.857 per gallon. The price was roughly 1 cent more than the same week last year -- a modest increase compared to recent weeks where the year-over-year difference hovered at 70 cents.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=55401>

TRUCKING – YOU'RE LIKELY RUNNING ULSD NOW: Truckers will experience few surprises in the changeover to ultra-low-sulfur diesel next month, because 85% of the diesel selling now is already ULSD says Al Mannato, American Petroleum Institute fuel issues manager. Refiners have been producing the new fuel since June. October's deadline is just for labeling purposes at the pump.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=55434>

> > > > SECURITY SECTION < < < <

SECURITY – ALL AIR PACKAGES MUST BE SCREENED

The US government now requires all packages brought to airline counters for shipping be screened for explosives before being loaded on passenger planes under new anti-terrorism rules. "This is yet another way in which we are continuing to constantly raise the level of security for aviation," Homeland Security Secretary Michael Chertoff told a news conference at Boston's Logan International Airport, from which two of the hijacked planes used in the 9-11 attacks took off.

The security directive, which is effective immediately, subjects all express cargo -- envelopes and packages checked at airline ticket and cargo counters -- to the same explosive detection screening used for checked baggage.

Roughly 15% of all air cargo is transported in the bellies of passenger planes. Cargo brought to airline counters by shipping companies or individuals for express delivery accounts for a small percentage of the total.

MORE: http://in.today.reuters.com/news/newsArticle.aspx?type=businessNews&storyID=2006-09-15T041209Z_01_NOOTR_RTRJONC_0_India-267640-1.xml

SECURITY – SENATE TIGHTENS PORT SECURITY

The US Senate unanimously to tighten security at US seaports by scanning nearly all incoming cargo for "dirty bombs" and other nuclear weapons.

The bill, approved 98 to 0 would increase safeguards on the rail systems that pick up cargo from ports and authorize 1,000 new agents to screen containers coming off ships. But the legislation does not demand inspections for all US-bound cargo before it leaves foreign ports. Almost 11 million containers a year are shipped to the United States.

The Senate bill requires inspections of suspicious high-risk cargo at foreign ports. It also sets up a pilot program to scan for nuclear or "dirty bomb" materials in all US-bound containers at three to-be-determined foreign ports. The trial would help determine if mandatory inspections would bottle up commerce and drive up costs, as Republicans fear.

MORE: <http://www.washingtonpost.com/wp-dyn/content/article/2006/09/14/AR2006091401541.html>

SECURITY – HOLES REMAIN

--- Excerpted from a details Los Angeles Time article – Link at end ---

Tightening port security has proved complicated. Not only have costs been daunting, shippers are wary of anti-terrorist measures that would slow port operations.

As a result, significant improvements are still needed to prevent worst-case scenarios from becoming reality in the nation's largest seaport.

"In terms of maritime security, have people done things? Yes," said retired Coast Guard Cmdr. Stephen Flynn, a consultant and expert on port security. "But are we keeping pace with terrorists' capabilities and the potential consequences five years after 9/11? The answer is no."

--- **60,000 COULD DIE** ---

If terrorists were to explode a 10-kiloton nuclear bomb in the Port of Long Beach, Rand Corporation researchers recently calculated, it could kill 60,000 people instantly, expose 150,000 more to hazardous levels of radiation and result in more than \$1 trillion in economic losses, at least 10 times the financial loss in the attacks on the Pentagon and World Trade Center five years ago.

A key vulnerability, Flynn and others say, remains the ubiquitous cargo container, the mainstay of international commerce and a potential Trojan horse in the age of terrorism.

Federal studies show that radiation detectors used to scan containers on the docks

have limited effectiveness and evacuation and recovery plans are not fully developed.

Whatever the shortcomings, officials from the U.S. Coast Guard and the US Customs and Border Protection Agency say they are confident that current security measures serve as a deterrent to terrorists.

They note that no attacks have occurred in local ports since Sept. 11 and that authorities have successfully intervened in a number of suspicious incidents.

Homeland Security officials have developed a "layered" security system over the last five years. Rather than search all US-bound containers at considerable cost, authorities evaluate cargo using a profile designed to single out suspicious shipments for inspection.

The process begins overseas, where foreign shippers must provide the US customs agency with cargo and crew manifests 24 hours before U.S.-bound containers are loaded onto a vessel. The manifests are analyzed along with intelligence about terrorist activities to determine which shipments might pose a risk, and some containers are earmarked for inspection upon arrival in the US.

Another defensive layer includes the Coast Guard. Ships bound for the US must notify the agency of their arrivals 96 hours in advance and provide up-to-date information about crews, cargo and passengers.

The Coast Guard evaluates the information and terrorist databases to determine which vessels should be boarded for inspection.

Of the roughly 480 ships that arrive each month in the Los Angeles and Long Beach harbors, 50 to 60 are boarded and searched by Coast Guard maritime security teams before docking.

After ships arrive in port, about 6% of the containers they carry are selected to be scanned on the docks with X-ray machines and hand-held radiation detectors, officials say. Then about 6% of those are selected to be unloaded for inspection at customs facilities.

The approach leaves most cargo unexamined. About 12,000 containers from foreign shippers arrive each day in the harbor's 13 terminals, but only about 720 are X-rayed and roughly 40 to 50 are unloaded for detailed inspection.

"Nothing is perfect," said Mike Fleming, a customs agency spokesman. "We feel we are inspecting 100% of the high-risk cargo we identify, but we need more tactical intelligence and more equipment."

All containers taken by truck are scanned by radiation detectors as they exit.

MORE: http://www.latimes.com/news/local/la-me-911ports11sep11_1_2006486_full.story

LAYERS OF SECURITY

Despite efforts to bolster security, terrorism experts say more improvements are needed to protect ports from potentially dangerous cargo. This is how cargo are inspected.

1. A day before containers are loaded on US bound vessels, shippers supply US customs with information about cargo. The agency decides if the container should be inspected.
2. Ships must notify the Coast Guard 96 hours before arrival in US ports. The Coast Guard selects some vessels to board for inspection at sea.
3. About 6% of containers are scanned with X-ray machines and hand-held radiation detectors. About 6% of those are opened for further inspection.
4. All containers leaving terminals by truck are scanned by radiation detectors.

Weaknesses

Of 575 foreign ports that handle large numbers of containers, only 45 allow US customs officials to check containers. The program covers only 65% of shipments to the US.

The customs and Coast Guard notification system relies on information about cargo, crews, passengers and terrorist activities that can be inaccurate, incomplete and difficult to confirm.

In Los Angeles and Long Beach the two ports receive about 12,000 containers per day. About 720 are X-rayed and about 50 are opened for examination for their contents.

Radiation detectors are not sensitive enough to detect radioactivity from nuclear weapon or from well-shielded dirty bomb. They also produce many false positives.

Before they are scanned at terminal exits, containers can sit for days or weeks in ports.

SECURITY – GROUP ANTI-100% SCREENING: In a letter to every member of the Senate, the Supply Chain Security Coalition has called for passage of strong port security legislation, but expressed the united opposition of the business community and key stakeholders in the

supply chain to so-called "100% scanning" amendments, calling such proposals unrealistic, a diversion of resources, and potentially damaging to the US and global economies.

"Amendments advocating such proposals could potentially decrease security by forcing containers to sit for extended periods of time, putting them at greater risk of tampering, and would divert resources away from the current successful risk assessment approach. Such a mandate has the potential to significantly impede the flow of commerce," says the coalition.

MORE: <http://www.ctl.ca/issues/ISArticle.asp?id=60023&issue=09082006>

MORE: <http://www.homelandsecurityweekly.com/press-releases/security-coalition-senate-port-072706/>

SECURITY – DHS AWARDS CARGO SCANNING CONTRACTS: The US Department of Homeland Security has awarded \$1.35 billion in contracts to three security technology firms to develop a prototype and then produce an automated cargo imaging system that can detect high density shielding of nuclear material. The system will be used in conjunction with passive radiation portal monitors at sea and land ports of entry to help detect terrorist smuggling of highly enriched uranium or weapons grade plutonium in containers or truck trailers.

MORE: http://www.americanshipper.com/SNW_story.asp?news=39312

SECURITY – ANOTHER BOMB HOAX AT LA PORT: A second bomb threat in three days forced the brief evacuation of Maersk's Pier 400 at the Port of Los Angeles. The terminal was cleared for about two hours Thursday morning after an anonymous telephone call warning of a bomb came into the local chapter of the International Longshore and Warehouse Union.

MORE: <http://www.joc.com/20060914/sections/ocean/w90117.asp>

SECURITY – CFR RESEARCH ON AIR CARGO SECURITY: The Council on Foreign Relations has released a study paper on air cargo security... background... current state... and future possibilities.

MORE: <http://www.cfr.org/publication/11397/>

>>> AIR & OCEAN SECTION <<<

AIR – AIR CARGO PRICE FIXING - \$1-BILLION PAYOUT?

Early last week Lufthansa said it had agreed to pay \$85-million to settle lawsuits in an air cargo price fixing probe. American and United claimed they had cut a deal costing them nothing. Then Sunday Australia's Sydney Morning Herald reported that four airlines reached a settlement over alleged price-fixing in the air-cargo industry in a move that could cost a group of carriers more than \$US1 billion, according to attorneys for the plaintiffs.

Lufthansa, which triggered the probe by agreeing to co-operate with the US Department of Justice at the end of last year, on Monday agreed to pay \$US85 million to settle an array of class-action suits pending in the US.

United Airlines confirmed it had reached a preliminary deal with the plaintiffs, and American Airlines and Virgin Atlantic have asked a New York judge about the procedures that would complete their own settlements for undisclosed sums.

Sixteen airlines are the subject of a worldwide probe by antitrust regulators following allegations that they collaborated to set surcharges on air freight rates for items such as fuel, security and insurance.

The transatlantic probe triggered dawn raids of airlines across the world last February.

MORE: <http://www.theaustralian.news.com.au/story/0,20867,20407292-36375,00.html>

AIR – LUFTHANSA PAYS \$85-MILLION IN CARGO PRICE FIXING DEAL:

MORE: <http://www.atwonline.com/news/story.html?storyID=6387>

AIR – AMERICAN & UNITED SETTLE CARGO PRICE FIXING: United Airlines and MORE: <http://www.joc.com/lede/20060913/sections/air/w36312.asp>

AIR – CHINA AIRFREIGHT PRICE-FIXING PROBE: Four senior officials from a Shanghai-based airfreight company are being investigated by Shanghai prosecutors over receiving bribes of more than 10 million yuan (US\$1.25 million). Wang Qiang, Wu Sen, Yu Longjiang and Xiao Qixian are suspected of lending cargo plane berths to some agents for a "low price" and received "a huge amount of commission," the report said. The scandal also involves 23

other staff members from the company, which is a joint venture between Shanghai-listed China Eastern Airlines and China Ocean Shipping Group. China Eastern Airlines, the mainland's third-largest carrier who owns 70% of the airfreight company.

MORE: http://www1.shanghaidaily.com/art/2006/09/07/291323/Airline_cargo_officials_in_10m_probe.htm

AIR – AF-KLM CARGO UP IN AUGUST: Air France-KLM reports a 2.3% rebound in cargo traffic that began in the first half of the year continued into August on strong performance on Middle Eastern and African routes and gains in North and South America.

MORE: <http://www.joc.com/20060908/sections/air/w35882.asp>

AIR – AF-KLM EYE JV WITH CHINA SOUTHERN: Air France KLM is in talks to set up a cargo venture with China Southern Airlines. Rival Lufthansa's Cargo unit is already operating a cargo tie-up with regional carrier Shenzhen Airlines.

MORE: <http://news.airwise.com/story/view/1158243463.html>

AIR – CARGO OPEN SKIES NEEDED: The world's air cargo business is in jeopardy of stagnating unless regulations restricting freight carriers are replaced by global open skies agreements, senior executives said Wednesday. In 1997, the European Union completed the deregulation of its airline market by allowing any carrier in an EU-member country to do business in the region. In North America, by contrast, Canadian and U.S. airlines can fly into each other's countries but not serve more than one city - a practice that is outdated and overly protectionist, many cargo companies argue. A more liberalized air market would permit cargo planes to operate anywhere without route or fare limitation and prevent countries like Canada from lagging behind competitively, Ulrich Ogiermann, chief executive of Luxembourg-based freight giant Cargolux Airlines told 4,000 delegates at the Air Cargo Forum and Exposition in Calgary.

MORE: <http://www.canada.com/topics/news/world/story.html?id=c868f694-c75f-4690-9922-fdd5c6f0cfa2&k=77597>

AIR – TRIPLE AIR CARGO BY 2025: Boeing says global air-cargo traffic will more than triple over the next 20 years, driving a doubling of the world freighter fleet to 3,563 aircraft. Boeing in its annual World Air Cargo Forecast expects airfreight to grow by an annual average of 6.1% during the next two decades, led by Asia markets.

MORE: <http://www.joc.com/lede/20060914/sections/air/w18658.asp>

AIR – CARGOLUX FLIES TO BEIRUT AGAIN: Cargolux has resumed resume flights to Beirut in Lebanon following the cease fire on the Lebanese-Israeli border.

MORE: http://www.americanshipper.com/SNW_story.asp?news=38911

AIR – FEDEX UNION LEADERS BACK DEAL: FedEx pilots union leadership approved the four-year tentative contract reached with management two weeks ago and unanimously recommended ratification when more than 4,000 eligible pilots cast ballots in voting scheduled for Sept. 18-Oct. 17.

MORE: <http://www.atwonline.com/news/other.html?issueDate=9%2F12%2F2006>

AIR – DELTA WANTS DIRECT CHINA FLIGHTS: Delta Air Lines wants the OK for direct service between Atlanta and China in 2008. Shanghai & Beijing are the preferred cities.

MORE: <http://www.forbes.com/markets/feeds/afx/2006/09/11/afx3008688.html>

OCEAN – BEIRUT GETS SHIPS: The port of Beirut has welcomed its first big cargo ships since Israel lifted its punishing eight-week blockade, a major boost for an import-hungry country where 80% of goods are shipped in.

MORE: <http://www.turkishpress.com/news.asp?id=141229>

OCEAN – FASTSHIP OFFERING TRANS-ATLANTIC SPACE: Without a ship yet built, the management of FastShip will issue a tender in November to the shipping industry for 1.3 million tons of transatlantic cargo capacity. FastShip, a high-speed vessel service concept that has been in the works for about a decade, will make the capacity of three so-called JetShips available to shippers, freight forwarders, airlines and any other interested transportation providers. The goal of the FastShip is to move cargoes that fall between the need for fast air transport and slower ocean vessel moves. Containers will be loaded and offloaded within six hours. At a proposed speed of 41 knots, FastShip promises its vessels will cross the Atlantic, between the ports of Philadelphia and Cherbourg, France, within five days. The goal is the

launch the transatlantic service by December 2009.

MORE: http://www.americanshipper.com/SNW_story.asp?news=39166

OCEAN – NO PEAK PROBLEMS: US ports handled peak-season container volumes in August with little problem and should remain congestion-free through the end of the year, according to the latest PortTracker report. The intermodal rail network is performing slightly better than during the peak season in 2005. The Port of Los Angeles-Long Beach continues to grow faster than other port ranges and has regained the market share it lost last year,

MORE: <http://www.joc.com/20060912/sections/ocean/w11841.asp>

OCEAN – BALTIMORE CANNOT HANDLE MORE BOXES: The shipping line that unloads the most containers on Baltimore's docks wants to bring more business to the port. But port officials say they can't handle the additional cargo because the rail line that carries containers away from Baltimore's waterfront doesn't have the space for more international business. Mediterranean Shipping has told Baltimore port leaders it could unload more containers in Baltimore, said Brooks Royster, executive director of the Maryland Port Administration. But CSX, the rail line that moves freight from Seagirt Marine Terminal near Dundalk, has told port leaders it would prefer to use its capacity for domestic freight.

MORE: http://baltimore.bizjournals.com/baltimore/stories/2006/09/11/story2.html?i=et157&b=1157947200^1342466&hbx=e_vert

OCEAN – US-LINES GOES TO WEEKLY: US-Lines will upgrade its recently started US West Coast – Australasia - Far East ANZL service to fixed-day weekly next month now that all eight ships of about 1,100 TEUs are operational.

MORE: http://www.americanshipper.com/SNW_story.asp?news=39021

TRADE – VARIETY CHOICE FOR AIR CARGO SHIPPERS: Most large air cargo shippers would rather do business with several third-party logistics providers than be tied to a single service firm, according to a survey by Unisys. The survey found that 70% of large shippers interviewed preferred a diversified portfolio of logistics service providers in order to stimulate competition and achieve lower transportation costs. Other findings from the survey included shipper concerns over rising fuel costs, air transport capacity in Asia, and implementation of security regulations.

MORE: http://www.americanshipper.com/SNW_story.asp?news=39314

TRADE – CHINA PORTS GOOD – INFRASTRUCTURE LAGGING: China may have a significant advantage over the United States in terms of port capacity and marine terminal efficiency, but shippers should be aware it lags well behind North America in terms of inland transportation efficiency and risk, according to Rick Wen, vice president of business development for Hong Kong-based ocean carrier OOCL.

MORE: http://www.americanshipper.com/SNW_story.asp?news=39310

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

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

WOMEN ARE SMARTER THAN MEN

When Dan found out he was going to inherit a fortune when his sickly father died, he decided he needed a woman to enjoy it with.

So one evening he went to a singles bar where he spotted the most beautiful woman he had ever seen. Her natural beauty took his breath away.

"I may look like just an ordinary man," he said as he walked up to her but in just a week or two, my father will die, and I'll inherit 20 million dollars."

Impressed, the woman went home with him that evening and, three days later, she became his stepmother.

Women are so much smarter than men...

CUSTOMER SERVICE CALLS

Customer: I've been ringing 0700 2300 for two days and can't get through to enquiries, can you help?"

Operator: Where did you get that number from, sir?".
Customer: "It was on the door to the Travel Centre".
Operator: "Sir, they are our opening hours".

Samsung Electronics

Caller: "Can you give me the telephone number for Jack?"
Operator: "I'm sorry, sir, I don't understand who you are talking about".
Caller: "On page 1, section 5, of the user guide it clearly states that I need to unplug the fax machine from the AC wall socket and telephone Jack before cleaning. Now, can you give me the number for Jack?"
Operator: "I think you mean the telephone point on the wall".

RAC Motoring Services

Caller: "Does your European Breakdown Policy cover me when I am traveling in Australia?"
Operator: "Doesn't the product name give you a clue?"

Caller (enquiring about legal requirements while traveling in France): "If I register my car in France, do I have to change the steering wheel to the other side of the car?"

Directory Enquiries

Caller: "I'd like the number of the Argoed Fish Bar in Cardiff please".
Operator: "I'm sorry, there's no listing. Is the spelling correct?"
Caller: "Well, it used to be called the Bargoed Fish Bar but the 'B' fell off".

Then there was the caller who asked for a knitwear company in Woven.

Operator: "Woven? Are you sure?"
Caller: "Yes That's what it says on the label; Woven in Scotland".

On another occasion, a man making heavy breathing sounds from a phone box told a worried operator: "I haven't got a pen, so I'm steaming up the window to write the number on".

Tech Support: "I need you to right-click on the Open Desktop".
Customer: "OK"
Tech Support: "Did you get a pop-up menu?"
Customer: "No"
Tech Support: "OK. Right-Click again. Do you see a pop-up menu?"
Customer: "No"
Tech Support: "OK, sir. Can you tell me what you have done up until this point?"
Customer: "Sure. You told me to write 'click' and I wrote 'click'".

Tech Support: "OK. In the bottom left hand side of the screen, can you see the 'OK' button displayed?"
Customer: "Wow. How can you see my screen from there?"

Caller: "I deleted a file from my PC last week and I have just realized that I need it. If I turn my system clock back two weeks will I have my file back again?"

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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