

AllCovered NEWS

HIGHLIGHTS TO HELP YOU THIS WEEK

- Being "First Class"
- TSA Lays Out Cargo Security Steps
- Some Ocean Cargo Up & Air Cargo Down

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DETAILED CONTENTS THIS WEEK

SMALL BUSINESS:

Being "First
Class"
Few Employer
Health Plans

TRUCKING:

EOBRs Draw
Attacks
Truck Fatality
Debates

SECURITY:

CHB C-TPAT
Deadline
Extended
TSA Lays Out
Cargo Security
Plan
TWIC Enhances
Security At A
Price

OCEAN & AIR FORWARDING:

Storm Cancels
US Flights
Cargolux Hikes
Surcharge
FedEx Raises
Rates
Vancouver
Backlog
Continues
LA Feb Boxes
Up 42%

JUST FOR FUN:

Abbott &
Costello Buy A
Computer

NEXT WEEK

Hire An Athlete
And Score

Links to source
stories at end of
excerpts

AllCovered News

Information to help you to manage and grow your logistics business.

YOU DESERVE IT - WE DELIVER IT

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Your Sources For: Cargo - Liability - E&O - Bonds - Trucking - Life - Health - Benefits

Trouble viewing this? See this & past issues online in PDF format at:

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

NOTE: All links to stories in PDF version work - just click them

>> SMALL BUSINESS SECTION <<

SMALL BIZ - BEING FIRST CLASS

--- Excerpted and adapted from an article by Jeffrey Gitomer - Link at end ---

When you hear the words "First Class," what comes to mind? Airline Upgrade? Better Service?

When someone hears your company name, do they think "First Class?"

Let's use travel as an example of what "First Class" can mean.

When you travel a lot, you tend to want things better and more comfortable -- better food, better accommodations, better modes of travel and, of course, better service.

In Europe, train travel is designated as first-class or second-class.

US airline marketers have smartened up, calling the second-class seating the "coach cabin" or even the "main cabin."

The level of service is not much different in first-class than it is in the main cabin or a higher-class hotel. But it's just different enough to be desirable. In the plane's first-class section, for example, you get a beverage before the flight takes off, there's a bigger selection of food, a better bathroom and somewhat better service.

So what does this have to do with your business?

People who are friendly tend to be more helpful, more empathetic, more accommodating and more engaging, and they do a better job of serving. It's their pleasure to serve, not just their job to serve.

Does this describe your staff and your company's culture?

Here's how this applies to you: There are levels of service at your place of business and at your competition's place of business. Your level of service, friendliness and accommodation will make you more desirable, or less desirable, to do business with.

Your level of service will also lead to word-of-mouth advertising and reputation.

Your goal is to be known as a first-class company full of first-class people.

When you have that reputation, no one can beat you -- especially no one with a lower price, lousy service and unfriendly people.

What's your reputation? What are you known for?

Answering those questions is simple -- so simple that most companies overlook them. That's especially true of businesses with meaningless mission statements.

Your customers can give you all the information you need for building a first-class reputation and finding success. Ask them what they need. Give them what they need quickly, professionally and with a smile.

Their perception is your reality.

MORE: http://www.bizjournals.com/extraedge/consultants/sales_moves/2007/02/19/column537.html?hbx=e_sol

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HEALTH BIZ – FEWER EMPLOYERS OFFER HEALTH INSURANCE: A new report shows that more working parents are losing their employer-sponsored health insurance and need to rely on public health insurance programs for their children.

MORE: <http://www.detnews.com/apps/pbcs.dll/article?AID=2007703140315>
THE REPORT: <http://www.rwjf.org/files/publications/other/shadacschip07.pdf>

HEALTH BIZ – EMPLOYERS OFFERING MORE HIGH-DEDUCTIBLE PLANS: 9% of US employers in a poll by a health consulting firm say they plan to offer only one health insurance option next year -- a high-deductible policy that may encourage workers to skimp on care. The aim is to stem a rise in overall medical costs, which are climbing at more than twice the rate of general inflation.

MORE: http://www.kpmginsiders.com/display_reuters.asp?cs_id=183308

>>>> **TRUCKING SECTION** <<<<

TRUCKING – EOBR’S DRAW SHARP ATTACKS

In the daylong meeting at US Department of Transportation headquarters in Washington, DC, the agency’s proposal to require recorders only for fleets with a history of serious hours-of-service violations was called “inexplicable,” “incredible,” “irresponsible,” “another failed effort,” a “travesty,” “utterly ludicrous” and “utterly contemptuous.”

Critics of the FMCSA proposal all emphasized the need for all trucks to have recorders.

Jerry Gabbard, a vice president at Siemens VDO, said he found it “somewhat astounding” that the United States, alone among industrialized nations, does not mandate some form of on-board recorder for heavy trucks. In Europe, such devices have been mandated since 1972.

Brad Larschan, CEO of Report On Board, said his company has shelved the release of its fully compliant \$500 recorder because the lack of a universal FMCSA mandate means it won’t sell.

“Cost is not the primary objection to EOBRs,” said Lena Pons, policy analyst at Public Citizen. “Rather, fleets object to them because they would force compliance with the law.”

MORE: <http://www.etrucker.com/apps/news/article.asp?id=58699>

TRUCKING – GROUPS ATTACK TRUCK FATALITIES & FMCSA: The Truck Safety Coalition announced March 12 its ranking of states by truck fatalities and criticized the performance of the Federal Motor Carrier Safety Administration. The group measured danger based on truck crash deaths per 100,000 population, not per-mile as other groups do. Clayton Boyce, vice president of public affairs at American Trucking Associations, argued government studies have found that the leading cause of truck crashes is not fatigue, but speed. ATA has petitioned FMCSA to require truck engines be governed at 68 miles per hour (110 kph). “If you can control that [speed] you will do a much better job of bringing down the number of accidents, injuries and deaths,” he said.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=58697>

TRUCKING – DIESEL UP 6-CENTS: US diesel fuel prices for the week ending March 12 jumped roughly 6 cents to \$2.69. That is 14 cents more than the price charged a year ago.

MORE: <http://www.etrucker.com/apps/news/article.asp?id=58690>

>>>> **SECURITY SECTION** <<<<

SECURITY – CPB EXTENDS CHB C-TPAT DEADLINE: US Customs and Border Protection has extended to May 2 the deadline for brokers who are members of the Customs-Trade Partnership Against Terrorism program to comply with minimum-security criteria. The new requirements cover nine areas, including business partner requirements, container and trailer seals, and information technology security. Brokers who fail to meet requirements may have C-TPAT benefits suspended, or be removed from the program.

MORE: <http://www.ioc.com/articles/news.asp?ltype=trade>

MORE: http://www.americanshipper.com/SNW_story_main.asp?news=52165

CARGO INSURANCE FOR AS LITTLE AS 0.075% FULL COVER:

MORE: http://www.allcovered.net/AC-OM-MAIN-Who_Is.html

SECURITY – TSA LAYS OUT CARGO SECURITY

Last week, for the first time, the top administrator for the Transportation Security Administration, Kip Hawley, publicly went into detail about how air cargo security will be changing.

Some of Hawley's comments are below. For the complete story, click the link below.

"The question of security is not a question of if the industry can work in this environment, but can all the players connect with the government for real sustainable cooperation measures?"

"We look at the supply chain both horizontally and vertically. Horizontal looks evaluate what is in the box and how did it get here? Vertical is what happens at the airport, what measures do we have at the airport to ensure security via canines and other methods at the airport.

"We don't want to present a static target. Instead, we introduce new ways to deal with cargo.

"Picking out one singular scenario and calling for 100% measures and devoting resources to just that means you run out of resources.

"Recently we came up with one security system across US and Canada, and now also with the EU and Australia and Japan. This was the first time we negotiated a security regime ahead of issuing a plan to deal with exchanging information and science to deal with this particular security threat.

"This is the first time we have one single approach across lines. We want a harmonized approach throughout North America and hopefully the EU as well.

"We all have responsibility to secure air cargo."

MORE: <http://www.aircargonews.com/070312/tsateamapproach.html>

SECURITY – TWIC ENHANCES SECURITY AT A PRICE

Starting this month in Delaware and eventually spreading to ports across the country, the nation's estimated 750,000 maritime industry workers will have something in common: They'll all be packing a "TWIC" to comply with new federal security mandates.

Without a TWIC, or Transportation Worker Identification Credential, trucking, air cargo, port and other workers coming into contact with cargo won't be allowed to enter their job sites at sea, air and land transportation facilities.

What the estimated 750,000 US truckers and other port workers do know is that a TWIC will cost either them or their employers \$137.25 a pop, a figure that adds up to more than \$100 million.

It's just another cost of doing business in the post-Sept. 11 world, says Pat Barber, owner of Superior Transportation in North Charleston, South Carolina.

The South Carolina Ports Authority alone will require about 9,000 TWICs for its employees and other workers who need access to its terminals. The first TWICs will be issued this month at the Port of Wilmington, Delaware.

The federally mandated high-tech IDs are tamper-resistant smart cards embedded with unique "biometric" information about each worker. They will be good for five years.

Truckers, stevedores, longshoremen, rail and airport employees, and other transit and port workers will be required to carry the card. The biometric data is supposed to make it virtually impossible for anyone other than the cardholder to use the ID.

MORE INFO: <http://www.homeport.uscg.mil/mycg/portal/ep/home.do>

MORE: <http://www.charleston.net/assets/webPages/departmental/news/Stories.aspx?section=business&tableId=133961&pubDate=3/11/2007>

IT'S IN THE CARDS

- Three computer chips.
- Two bar codes.
- A magnetic stripe.
- A digital photograph.

SECURITY – SENATE PASSES SECURITY BILL: The US Senate has passed the wide-ranging "Improving America's Security Act of 2007" bill. The measure is not as strict as the House version of the bill, which calls for all containers to be inspected overseas by automated means within five years. The Senate version sets timelines and goals for programs already underway at the Transportation Security Administration (TSA) and gives those programs the force of law. The House and Senate bills must still be reconciled by a joint committee before being sent to the President for signature.

MORE: http://www.americanshipper.com/SNW_story_main.asp?news=52315

>>> AIR & OCEAN SECTION <<<

AIR – STORM CANCELS US FLIGHTS: Big US airlines and their affiliates canceled more than 2,000 flights on Friday as a late-winter storm hit the Northeast's biggest cities. Cancellations piled up during the day and by late afternoon there was little activity at busy New York-area airports. Major cancellations were also reported in Philadelphia and Boston where snow, sleet and heavy rain disrupted operations along the Atlantic coast. Delta canceled 600 flights. US Airways canceled more than 1,000 flights. Operations at United, American, Continental, Northwest, and Southwest Airlines also were affected by the storm.

MORE: http://yahoo.reuters.com/news/articlehybrid.aspx?storyID=um-newsml:reuters.com:20070316:MTFH24870_2007-03-16_22-13-47_N16470854&type=comktNews&rpc=41

AIR – CARGOLUX HIKES CHARGE: Cargolux will raise its fuel surcharge five cents, effective next Monday, March 26. The new rate will be 50 cents per kilo or the local equivalent for actual weight across the Cargolux network.

MORE: <http://www.joc.com/articles/news.asp?sid=41434>

AIR – CATHAY CARGO DOWN 1.2% IN FEB: Cathay Pacific is feeling the pinch from higher fuel prices and increased competition from the ocean sector as its cargo volume dropped by 1.2% in February to 110,006 tons. The Hong Kong-based airlines' combined cargo load factor in the month fell 4.8% to 63.7%. Capacity, measured in available cargo and mail ton kilometers, was up 10.2% year on year.

MORE: http://www.americanshipper.com/SNW_story.asp?news=52168

AIR – CANADA-US OPEN-SKIES FOR CARGO: A new aviation agreement between the United States and Canada was announced last week, updating a 1995 pact to expand cargo services operating from each country. The updated pact permits airlines from one country to pick up cargo or passengers from the other country and fly on to a third nation.

MORE: <http://www.joc.com/articles/news.asp?type=air>

AIR – MEMPHIS TOP CARGO AIRPORT: The Airports Council International has announced that Memphis Airport was the biggest cargo airport in 2006 again. The Tennessee-based airport handled 3,692,205 tonnes of cargo, a year-on-year increase of 2.6%. Memphis is closely followed by Hong Kong airport. Anchorage was ranked third, Seoul fourth and Tokyo fifth. Of the 10 biggest cargo airports in the world, four are located in the United States and five in Asia. Only one airport from Europe belongs to the world's 10 busiest airports: Frankfurt is ranked seventh. According to the ACI ranking, the three fastest growing airports are Beijing (up 31.6%), Shanghai (up 16.3%) and Dubai (up 14.4%).

MORE: http://www.aircargonews.net/article.asp?art_id=1735

TRADE – FEDEX RAISES RATES: FedEx Friday said two of its units that haul heavier items, FedEx Freight and FedEx National LTL, will raise general rates by 5.59%, effective April 7. Minimum and accessorial charges will also be adjusted.

MORE: <http://www.businessweek.com/ap/financialnews/D8NTI7B00.htm>

TRADE – CPB EXTENDS CHB C-TPAT DEADLINE: See "Security" section.

TRADE – VANCOUVER BACKLOG CONTINUES: Harsh winter weather and ongoing rail woes continue to hamper efforts to clear container congestion at Canada's Port of Vancouver. Canadian National Railway managed to get port trains up and running Friday after derailments and track damage caused by heavy rains halted service through rugged mountain territory in British Columbia. The backlog Friday at Vancouver's Deltaport totaled 7,300 TEUs, or an estimated 4,170 containers. At Vanterm on Burrard Inlet within the city of Vancouver, 3,950 TEUs – about 2,250 containers -- jammed the docks.

MORE: <http://www.joc.com/articles/news.asp?sid=41503>

TRADE – US EXPORTS TO ARAB STATES RISING: A new report by the National US-Arab Chamber of Commerce forecasts that United States exports to the Arab world will increase by 29% in 2007. The 16-page report analyzes US trade with all 22 nations of the Arab world. According to the report, the depreciating dollar is making US goods very competitive.

MORE: <http://www.joc.com/articles/news.asp?sid=41457>

OCEAN – LA FEB BOXES UP 42.5%: The Port of Los Angeles had a huge month in February with containerized imports increasing 42.5% over the same month a year ago and total container volume up 35%. Box volumes increased modestly at the neighboring Port of Long Beach, with imports up 8.6%. February is usually the weakest month of the year because factories close for two weeks in many Asian countries for the annual lunar New Year celebration.

MORE: <http://www.joc.com/articles/news.asp?type=ocean>

OCEAN – JOINT GA-SC PORT NOT 'DONE DEAL': The effort by the governors of South Carolina and Georgia to form a new joint port authority to build a terminal in Jasper County, South Carolina, across the river from Savannah, may not be a cakewalk. While Savannah is nowhere near capacity, it made sense to create additional marine terminals given projections of increasing cargo that is coming to the Southeast rather than to ports on the West Coast where congestion is a growing problem. Cooperation by the two states "tells the steamship lines this is an excellent place for them, we are planning for growth and the berths they will need in the future," said one logistics center operator.

MORE: http://www.americanshipper.com/SNW_story.asp?news=52162

OCEAN – PANAMA REVIEWS REACTION TO TOLL HIKES:

MORE: <http://www.joc.com/articles/news.asp?sid=41465>

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

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

ABBOTT & COSTELLO AND COMPUTERS

If comedians Abbot and Costello were alive today, here is a script that might have appealed to them:

LOU COSTELLO CALLS TO BUY A COMPUTER

ABBOTT: Super Duper computer store. Can I help you?

COSTELLO: Thanks. I'm setting up an office in my den and I'm thinking about buying a computer.

ABBOTT: Mac?

COSTELLO: No, the name's Lou.

ABBOTT: Your computer?

COSTELLO: I don't own a computer. I want to buy one.

ABBOTT: Mac?

COSTELLO: I told you, my name's Lou.

ABBOTT: What about Windows?

COSTELLO: Why? Will it get stuffy in here?

ABBOTT: Do you want a computer with Windows?

COSTELLO: I don't know. What will I see when I look at the windows?

ABBOTT: Wallpaper.

COSTELLO: Never mind the windows. I need a computer and software.

ABBOTT: Software for Windows?

COSTELLO: No. On the computer! I need something I can use to write proposals and track expenses and run my business. What do you have?

ABBOTT: Office.

COSTELLO: Yeah, for my office. Can you recommend anything?

ABBOTT: I just did.

COSTELLO: You just did what?

ABBOTT: Recommend something.

COSTELLO: You recommended something?

ABBOTT: Yes.

COSTELLO: For my office?

ABBOTT: Yes.

COSTELLO: OK, what did you recommend for my office?
 ABBOTT: Office.
 COSTELLO: Yes, for my office!
 ABBOTT: I recommend Office with Windows.
 COSTELLO: I already have an office with windows! OK, let's just say I'm sitting at my computer and I want to type a proposal. What do I need?
 ABBOTT: Word.
 COSTELLO: What word?
 ABBOTT: Word in Office.
 COSTELLO: The only word in office is office.
 ABBOTT: The Word in Office for Windows.
 COSTELLO: Which word in office for what windows?
 ABBOTT: The Word you get when you click the blue "W".
 COSTELLO: I'm going to click your blue "w" if you don't start with some straight answers. What about financial bookkeeping? You have anything I can track my money with?
 ABBOTT: Money.
 COSTELLO: That's right. What do you have?
 ABBOTT: Money.
 COSTELLO: I need money to track my money?
 ABBOTT: It comes bundled with your computer.
 COSTELLO: What's bundled with my computer?
 ABBOTT: Money.
 COSTELLO: Money comes with my computer?
 ABBOTT: Yes. No extra charge.
 COSTELLO: I get a bundle of money with my computer? How much?
 ABBOTT: One copy.
 COSTELLO: Isn't it illegal to copy money?
 ABBOTT: Microsoft gave us a license to copy Money.
 COSTELLO: They can give you a license to copy money?
 ABBOTT: Why not? THEY OWN IT!
 (A few days later)
 ABBOTT: Super Duper computer store. Can I help you?
 COSTELLO: How do I turn my computer off?
 ABBOTT: Click on "START" Hello? Hello?

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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

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