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Trump administration announces plans to ban flavored e-cigarettes



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# Southern DAILY

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**Publisher:** Wea H. Lee  
**President:** Catherine Lee  
**Editor:** John Robbins

**Address:** 11122 Bellaire Blvd., Houston, TX 77072  
**E-mail:** [News@scdaily.com](mailto:News@scdaily.com)

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## China exempts some U.S. goods from retaliatory tariffs as fresh talks loom

WASHINGTON/BEIJING (Reuters) - U.S. President Donald Trump on Wednesday welcomed China's decision to exempt some U.S. anti-cancer drugs and other goods from its tariffs, days ahead of a planned meeting aimed at defusing a trade war between the world's two largest economies.

That was a "big move" by China and a positive gesture before trade negotiators from both countries meet in Washington, Trump told reporters at the White House. China on Wednesday announced its first batch of tariff exemptions for 16 types of U.S. products, including some anti-cancer drugs and lubricants, as well as animal feed ingredients whey and fish meal, according to a Ministry of Finance statement on its website. Beijing said in May that it would start a waiver program, amid growing worries over the cost of the protracted trade war on its already slowing economy. "They made a couple of moves ... that were pretty good," Trump said at an unrelated event on vaping. "I think it was a gesture, okay? But it was a big move." Trump said he hoped to reach a trade agreement with China after over a year of tit-for-tat tariffs that have roiled global markets.

"I deal with them and I know them and I like them," he said. "I hope we can do something." Deputy trade negotiators are due to meet in Washington in mid-September, with minister-level talks to follow in October. Exact dates for the meetings have not been released. Some analysts view Beijing's move as a friendly gesture but don't see it as a signal that both sides are readying a deal. "The exemption could be seen as a gesture of sincerity towards the U.S. ahead of negotiations in October but is probably more a means of supporting the economy," ING's Greater China economist Iris Pang wrote in a note. "There are still many uncertainties in the coming trade talks. An exemption list of just 16 items will not change China's stance," she said.

Indeed, the exempted list pales in comparison to over 5,000 types of U.S. products that are already subject to China's additional tariffs. Moreover, major U.S. imports, such as soybeans and pork, are still subject to hefty additional duties, as China has ramped up imports from Brazil and other supplying countries.

Beijing has said it would work on exempting some U.S. products from tariffs if they are not easily substituted from elsewhere. The United States is by far China's largest supplier of whey, which is an important ingredient in piglet feed and difficult to source in large volumes from elsewhere.

Analysts say that with its duties on soybeans and U.S.-made cars, China is taking aim at a key political support base of Trump, mainly the factories and farms across the Midwest and South at a time of receding momentum in the world's top economy.



China has imposed several rounds of duties on U.S. goods in retaliation against U.S. Section 301 tariffs, beginning last year in July and August with a 25% levy on about \$50 billion of U.S. imports.

In all, the United States and China have slapped tariffs on hundreds of billions of dollars worth of goods in a bitter trade war that has raised the specter of a global recession, with further tariffs slated to take effect in coming months.

Containers are seen at the Yangshan Deep Water Port in Shanghai, China August 6, 2019. REUTERS/Aly Song - RC1D8DFEC0E0 The items on the two tariff exemption lists - posted on the ministry's website - will not be subject to additional duties imposed by China on U.S. goods "as countermeasures to U.S. Section 301 measures," the ministry said in its statement.

The exemption will take effect on Sept. 17 and be valid for a year through to Sept. 16, 2020, it said.

ING's Pang noted the United States had also exempted imports of 110 Chinese products from tariffs in July, including high-value items such as medical equipment and parts.

TALKS Chinese Vice Premier Liu He, U.S. Trade Representative Robert Lighthizer and Treasury Secretary Steven Mnuchin are expected

to meet in early October in the U.S. capital, but key officials are tamping down expectations for a major accord. For two years, the Trump administration has sought to pressure China to make sweeping changes to its policies on intellectual property protection, forced transfers of technology to Chinese firms, industrial subsidies and market access. Beijing and Washington were close to a deal last spring but U.S. officials said China backed away from an agreed text over a reluctance to change laws to address U.S. complaints.

The South China Morning Post reported [bit.ly/2manJ5q](http://bit.ly/2manJ5q), citing an unidentified source, that China was expected to buy more agricultural products in hopes of a better trade deal with the United States.

Senior White House adviser Peter Navarro this week urged investors, businesses and the public to be patient about the trade dispute.

Earlier on Wednesday, a survey by a prominent American business association showed the trade dispute was souring the profit and investment outlook for U.S. companies operating in the world's second-biggest economy.



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# Trump administration announces plans to ban flavored e-cigarettes



WASHINGTON (Reuters) - U.S. President Donald Trump told reporters on Wednesday that the country has a problem with vaping, and his top health official said the Food and Drug Administration intends to remove all flavored e-cigarettes from the market. Health and Human Services Secretary Alex Azar told reporters at a meeting with Trump in the Oval Office that children were becoming addicted to nicotine thanks to attractive flavors of e-cigarettes, and that the FDA was working on a "guidance document" that would lead to a ban of all vape flavors aside from tobacco flavoring.

"Once the FDA would finalize this guidance, we would begin enforcement actions to remove all such products from the market place," Azar said. Six deaths have been linked to vaping and U.S. public health officials are investigating 450 cases of potential vaping-related lung illness across 33 states and one U.S. territory. "We have a problem in our country, it's a new problem ... and it's called vaping," Trump said. "Especially vaping as it pertains to innocent children." The nationwide investigation led by the U.S. Centers for Disease Control and Prevention and the U.S. Food and Drug

Administration has not definitively linked the illnesses to any specific e-cigarette product or ingredient, although health officials have expressed suspicions about the effects of inhaling vitamin E acetate, which is contained in some vaping products. The FDA has urged consumers to avoid inhaling vitamin E acetate, buying vaping products on the street, using marijuana-derived oil with the products or modifying a store-bought vape product.

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Dr. Lai is a board-certified pediatrician who earned her medical degree from The University of Texas School of Medicine in San Antonio and completed her pediatric internship and residency at The University of Texas Health Science Center at Houston. She is a member of the American Academy of Pediatrics. Her special clinical interests include General Pediatrics, caring for newborns, managing autism, and treating childhood obesity. She cares for young patients at Kelsey-Seybold's Tanglewood Clinic, near the Galleria.

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# Editor's Choice



A young girl dressed as the Living Goddess Kumari participates the Kumari Puja festival, in which young girls pose as the Living Goddess Kumari and are worshipped by people in belief that their children will remain healthy, in Kathmandu



Britain's Prince Harry, Duke of Sussex completes a trade as he attends the 15th annual BGC Charity Day in London



A model presents a creation from the Oscar de la Renta collection during fashion week in New York



A mahout sits between elephants which are participating in festivities marking the annual harvest festival of Onam at a temple on the outskirts of Kochi, India, September 11, 2019. REUTERS/Sivaram V TPX IMAGES OF THE DAY



Firefighters stand in silence on the 18th anniversary of the September 11, 2001 attacks in lower Manhattan in New York



A man holds up a tuba as protesters shout slogans and sing Hong Kong's anthem during a protest at New Town Plaza shopping mall in Hong Kong, China September 11, 2019. REUTERS/Athit Perawongmetha TPX IMAGES OF THE DAY



Flowers are seen left near One World Trade Center on the 18th anniversary of the September 11, 2001 attacks in New York



Palestinian jockey competes as another falls during a local horse racing on the land of Gaza destroyed airport, in Rafah in the southern Gaza Strip

**Houston Store Will Be Located In The Galleria Mall**  
**Life After Liquidation: Toys R Us Stores Will Be Back This Holiday Season, But Now With A Tech Partner**



The first two Toys R Us locations are slated to open before the holidays. One will be at Simon Property Group's Galleria mall in Houston. The other will be at Unibail-Rodamco-Westfield's Garden State Plaza mall in Paramus, New Jersey.

**Overview**

Toys R Us is opening two permanent stores in November — at Simon Property Group's Galleria mall in Houston and at Unibail-Rodamco-Westfield's Garden State Plaza mall in Paramus, New Jersey.

The stores are product of a joint venture between software retailer b8ta and Tru Kids, the company that is helping to manage the brand names left in the wake of Toys R Us' liquidation last year.

The partnership with b8ta gives Tru Kids a negotiating tool as it tries to woo back brands that felt burned by the Toys R Us bankruptcy to sell in its stores.

Compiled And Edited By John T. Robbins, Southern Daily Editor

This holiday season, some shoppers will once again be able to shop in a Toys R Us store.

The retailer will open two permanent stores in November — at Simon Property Group's Galleria mall in Houston and at Unibail-Rodamco-Westfield's Garden State Plaza mall in Paramus, New Jersey.

The stores are product of a joint venture between software retailer b8ta and Tru Kids, the company that is helping to manage the brand names left in the wake of Toys R Us' liquidation last year.

After the company shuttered its 800 U.S. stores, lenders including Solus Alternative Asset Management and the Angelo

Gordon investment firm took control of the company's Toys R Us, Babies R Us and Geoffrey brand names.

The revived Toys R Us brand is hoping to avoid past wrongs. Critics have pointed to several factors that led to Toys R Us' downfall: crippling debt load, competition from Amazon, overconfidence, failure to invest in stores and the rise of big-box retailers like Walmart that slashed toy prices to help lure shoppers. Toys R Us, like many retailers, struggled to revamp its enormous business as quickly as the retail landscape was changing around it.



"I don't think there's many times where you can take such a great storied brand as Toys R Us and get a chance to repaint the canvas," said Richard Barry, president of Tru Kids and the former chief merchandising officer of Toys R Us.

The company hopes to open 10 stores around the U.S. in 2020, possibly including a larger flagship in New York or California. The new stores will be smaller, spanning 6,500 to 10,000 square feet, compared with the 40,000 they used to take up.

"While we have a smaller footprint, we believe we will present a super exciting set of experiences in the store and products," said Barry.

B8ta, which has more than a dozen of its own stores in malls around the country, including the new Hudson Yards in New York, will help take care of those experiences. Its in-house technology platform, which is also powering pop-up marketplaces within some Macy's stores, will work with the toy brands to help them create their own mini shops within the spaces. B8ta also says it will contribute its retail as a service platform to help

those brands simultaneously grow online sales.

Toys R Us infamously relaunched its website during its crucial — and ultimately failed — 2017 holiday season in bankruptcy that subsequently forced its liquidation.



**A B8ta retail outlet.**

B8ta will also be giving Tru Kids access to data and analytics to track things like foot traffic in and out of the stores to allow the company to make smarter decisions, according to Phillip Raub, b8ta co-founder and president. "This year is going to be an opportunity for us to test and learn."

The partnership with b8ta gives Tru Kids a negotiating tool as it tries to woo back brands to sell in its stores. Part of what made Toys R Us unique was its access to the best and sometimes exclusive products. But the relationship between toy brands and the retailer was frayed in its liquidation, which led to companies big and small losing money in the process. Barry said talks with toy and entertainment companies have been "very positive."

He added the brands are giving the company "credit for innovation," and they like getting a chance to control their own brand experience in the stores.

The new Toys R Us will be announcing the brands that are going to be sold in its stores in "short order," Barry said.

While toys will be available for purchase, all sales will go directly to manufacturers, without Tru Kids acting as a middleman. Instead, the company will make money from manufacturers paying a fee to sell goods in Toys R Us loca-

tions.



**"We're Back..."**

"We don't make any money off of the sale of the goods," Phillip Raub told Business Insider.

Raub is the cofounder and president of b8ta, an experiential retailer that entered into a joint venture with Tru Kids to open the Toys R Us stores. The new Toys R Us stores will follow b8ta's business model, marketing themselves as an appealing spot for manufacturers by offering tech, data, and insights, as well as high-traffic locations in malls and other busy urban centers.

"What b8ta is bringing to the table is going to be our b8ta business model, really thinking kind of more subscription based, placement within the stores, being able to provide rich data analytics for makers," Raub said.

Customers will be able to see and interact with every toy for sale in the store, which will be from both big-name brands and smaller companies. Kiosks available in stores will allow customers to order from a wider assortment of products online.

Tru Kids and b8ta plan to open 10 more Toys R Us locations in 2020 with a slightly larger format of around 10,000 square feet. Richard Barry, the CEO of Tru Kids Brands and Toys R Us' former chief marketing officer, said the company was anticipating it could take "some education" for customers to get used to the new format.

"But we believe that the new elements of the store that we've added are so overwhelmingly positive that customers are going to love it," Barry added. (Courtesy

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## The Veterans Affairs Department Is 'Hardwiring' Customer Service Into Every Service It Provides



### Overview

### The VA Is On A Mission To Improve The Veteran Experience

Compiled And Edited By John T. Robbins, Southern Daily Editor

Since its inception in 1930, the Veterans Affairs Department has delivered health care and other services to tens of millions of veterans and their loved ones, caring for those who have "borne the battle" in defense of the nation.

Yet in its storied history, VA has never emphasized customer experience like it has in recent years, building on the instantiation of a Veteran Experience wing at the close of the Obama administration to—as of mid-May—literally codifying veterans experience principles into VA's core values.

In an interview May 21 with Nextgov, Dr. Lynda Davis, chief veterans experience officer at VA, described the rule as a watershed moment across the government, noting it was perhaps the first time a federal agency essentially baked customer experience into its mission.

"In order to keep the secretary's com-

mitment to customer service, we had to hardwire this customer service culture into everything we are doing," Davis said. "That means permanently that VA will be considering customer service as foundational to its operations and policy."

Policy doctrines and rules are mere words, but VA has spent the better part of four years implementing a wide range

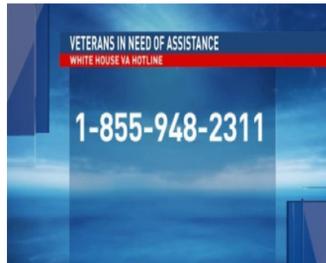
of changes designed in direct response to veteran feedback. Davis said the agency created a human-centered design analysis of the "moments that matter" to tens of thousands of veterans across their distinct healthcare journeys, locating areas where VA performed well along with pain points for veterans. Perhaps counterintuitively, some of VA's large-scale changes were in response to seemingly minor problems encountered by vets. For example, the VA has partnered with outside veteran organizations to provide volunteer personnel at the more than 100 VA medical centers across the country. Called the Red Coat Ambassador Program, volunteers wearing easy-to-see red coats will be the first people many veterans see upon entering VA facilities, and they "are there, ready to engage as non-employee companions to help make sure someone coming into a hospital knows how to find their way around," Davis said. The program was a result of analysis data suggesting some veterans often think VA medical centers can be confusing, daunting or stressful places to visit.



The navigation guide is a physical embodiment of VA's digital navigation improvements, which included the relaunch of va.gov in November. The website is a single point portal for every veteran service. In a similar effort, VA created the White House VA Hotline in June 2017 to connect veterans with customer service agents 24 hours a day, 365 days a year. As of May 14, agents answered more than 250,000 calls from the hotline, which Davis said will serve a model for call centers moving forward.

"It gets back to ease of navigation," Davis said. Whether it's through websites, contact centers or physically literally walking into the building."

VA has also provided "Own the Moment" training to more than 50,000 frontline Veterans Health Administration employees covering effectiveness, ease and invoking positive emotion. Davis said the training borrowed from best practices in business, industry and health care, culminating in an actual curriculum.



"What we do in Our the Moment training is make sure every single person is trained in how to do customer service, and then with the call center or website, make sure they know how to help vets get additional access to info and services," Davis said.

VA is also improving the way it solicits feedback from veterans, allowing real-time responses from veterans through its Signals program. Any vet who uses VHA outpatient services is given the option to sign up for receiving a voluntary survey through email. That feedback is then shared with relevant parties, such as hospital directors, "so we know how veterans feel in near real-time," Davis said. So far, VA has received more than 3 million feedback responses through Signals,

allowing the department new dimensions of qualitative and quantitative sentiment data. And those taking the surveys have reported elevated levels of trust, Davis said—up to 88 percent—or four times higher than the public's overall trust in government.



Meanwhile, Davis—who reports directly to VA Secretary Robert Wilkie—has maintained a modest staff size of approximately 120 employees, wide-ranging in expertise and focusing on everything from data analytics to community-based support. VA is also a close White House partner, where it is a leading agency for contact center modernization. While VA is happy to partner with outside organizations and employs numerous contractors, especially in technology, the brunt of the customer experience culture change is happening with VA employees at the helm.

"We start with, 'What does the customer want,' and we design what the customer wants and the behaviors we have to have," Davis said. "Then we design training and curriculums around the employees themselves. The 'train your trainer' model cannot be sustained if you're only using outside contractors, and we believe it is best to have employees develop content, own it, agree with it and buy into it." (Courtesy <https://www.nextgov.com>)

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