

Riggs, brakeman; A. Wortman, engineer; W. A. Garman, engineer; E. R. Slocum, agent; T. F. Leonard, switchman; E. Wheeler, yardmaster, and N. P. Bray, representing R. Richards. Visitors present: L. C. McCutcheon, asst. supt. F. L. & D. C.

At the general meeting in the evening the following were present: O. H. McCarty, superintendent; O. D. Lewis, asst. superintendent; F. C. Gow, asst. superintendent; J. T. Brooks, asst. superintendent; P. Nelson, roadmaster; J. Laden, roadmaster; A. Lewis, roadmaster; J. Healy, roadmaster, and A. Abrahamson, roadmaster.

As this was the first meeting of the new committee a great deal of the day sessions were devoted to discussing business in a general way on the division from a freight claim preventive standpoint. All members of the committee exchanged their ideas in a way that would bring about the best results. Mr. McCutcheon addressed the committee with a short talk in which he indicated the good results that had been accomplished in Freight Claim Preventive work and gave his ideas as to just what should be done during the coming year. He also read several interesting statistics pertaining to Freight Claim Prevention, which proved very helpful to the committee and were generally discussed.

Chairman B. D. Fallon impressed on all committeemen and others present that the success of the committee and Freight Claim Prevention in general depended on the postal cards turned in and urged each member to report all items by postal cards, which results in keeping up the enthusiasm in the work, it being resolved that each member would turn in at least six postal cards by the next meeting.

Meeting adjourned at 12:00 noon to meet again at 1:00 P. M. at Sapulpa freight platform, where short meeting was held with the platform forces, discussing with the men in a general way Freight Claim

Prevention and asked them to co-operate with the committee in the matter of Claim Prevention work.

At 2:00 o'clock the committee was again called to order by Mr. Fallon, in the Assembly Room of the Y. M. C. A., afternoon session being devoted to the discussion of the handling of Freight Claim Prevention cards that had been turned in since last meeting.

Meeting adjourned at 5:00 o'clock to meet again at 8:00 P. M. for general meeting.

General meeting was called to order at 8:00 o'clock by Superintendent McCarty, who made a short talk along Freight Claim Prevention lines for the benefit of the committee and others present, impressing on every one the importance of rendering as many postal cards as possible in order to make Freight Claim Prevention a continued success. Mr. McCarty was followed by Mr. McCutcheon, who addressed the meeting with a short talk, explaining the various causes for claims and what should be done to correct same, also went over a number of very interesting statistics having to do with Freight Claim matters.

All of the committee were called on for short talks and to exchange their ideas, which would be helpful to all those present. Meeting was adjourned at 9:00 P. M.

Twenty-eight years of continuous service in furnishing GREY IRON CASTINGS to the Frisco should count for something.

That is the record of the **UNITED IRON WORKS COMPANY**, Springfield, Missouri. —Adv.

WANTED: More news. Address Frisco-Man.

And the lazy man consoles himself with the shop worn adage about the race not being always to the swift.

Handling Correspondence.

By G. E. Johnson, Chief Claim Clerk, Springfield.

On a railroad where there are employed over a thousand engineers, seven hundred agents and nearly eight hundred each of section foremen and conductors with other employes to assist these in the performance of their duties and to perform other duties in which these are not directly interested there must be a great many things to write about.

It would indeed be remarkable if this work was carried on without the loss of some of the mail and the necessary duplication of work which follows. This article is addressed, therefore, to two classes of employes: Those who have been called upon to answer a second time a letter answered a week or more before and to those who haven't. All others are invited to take notice.

There are a great many causes for this: Letters are occasionally lost in the mails, but not relatively often. A great many more are sent out without a date line, address, signature or file reference and the recipient does not know who it is for nor what it concerns. It is not, in fact, a letter but waste paper and that is what becomes of it. There are some very simple rules, which if followed, will prevent a great deal of trouble of this kind with this office and as all offices maintain their correspondence files along the same general lines these rules should be of use to every one not now observing them.

When replying to a letter of inquiry it is always better to return the letter with your reply and the two should be firmly pinned together. Don't use a fish hook as one agent did a few years ago. Pass the pin through the paper about four times and it will remain there. Mucilage may be used, and frequently is, but is not desirable because the papers cannot be separated without mutilation.

Some persons like to retain the letter of inquiry with a copy of their reply. This is not necessary with the routine claim or OS&D correspondence and it is distinctly to the disadvantage of the party making the inquiry. Just stop and think about the number of times in your one or twenty-five years of service that you have needed the letter you received a week or six months before, asking you for a copy of the waybill and loading record on Bill Jones' household goods or if John Smith's old brindle cow was killed on a public crossing or somewhere else and whether you saved the hide or not. You never did need it, did you? And if you tried keeping them very long you had so many you didn't know what to do with them and if you had wanted one you couldn't have found it in a week, it having been used instead of cotton waste, if you are an engineer, or lost in the tool-house if you are a section foreman, or taken with about a thousand others to the attic and nailed to a rafter if you happen to be an agent.

Whether you return the letter of inquiry or not quote the file or claim number appearing thereon and quote it just as it is used on the letter. If the letter says file "SG 989" you say just that "SG 989" no more, no less and no differently. If it says "Claim 989" you should say the same thing. Do not say "Claim" if you mean "File" or vice versa. All claims are files, of course, but all files are not claims by any means. A file reference means something, every bit of it. Therefore quote it all and above all quote it correctly, both letters and numbers.

Do not reply to two separate letters with a single one. Any letter merits a reply of its own. At the time it may seem like a waste of time to reply to each separately but it really is not, as your letter will have to be copied for each letter to which it replies and in the

office routine this means delay. Besides this courtesy demands a separate reply to each letter.

Do not answer your mail by turning it over and writing on the back. If the reply is short it may be written across the face of a letter but unless it really is brief use a separate sheet of paper. It looks and is better.

If it should be necessary for you to write us concerning a report of any sort or a claim and you do not know our number devote a few lines at the beginning of your letter telling us what you are writing about. Give names, dates, locations, amounts and descriptions. For example say:

"Referring to claim of John Smith for \$30.00 damage to household goods," or "to my report of a cow belonging to Henry White killed at Truman, July 31st." With this information we can usually locate our file reference by checking our index cards. Without it we can not match up your letter and will have to return it to you.

It seems impossible that anyone would fail to sign and date a letter but it is a fact that a great many do. In this office we frequently receive such letters. Nothing can be done with them as the subject matter is seldom shown so that anyone can tell what they are about so they have to be thrown away.

There is a great deal of effort used at times to match up or identify these anonymous communications as some of them are really important. Sometimes it is done by the hand writing or some peculiarity of a typewriter, but these

cases are necessarily rare. I recall a case some years ago of a disposition request which failed to show what station had rendered it. The report was apparently important and needed attention but as we did not know where the shipment was being held and as there seemed no way of finding out delay in securing disposition was imminent. Finally it was discovered that in making a water press copy the cloth used had previously been used in copying waybills and had so stained the report that by turning it over and looking closely at the back the name of the station could be deciphered.

Correspondence from any officer or agent for the Receivers to another should not be shown the public nor allowed to leave the proper hands. This is particularly true of claim correspondence. There have been cases where agents have given claimants letters which they had received from officials concerning claims and which were later used against us in court.

There is one more thing that I feel ought to be mentioned and that is the matter of reading and understanding a letter before attempting to reply. Letters frequently ask in one sentence for a half dozen different things. Do not reply to the letter without giving every thing called for, if obtainable or a statement that it cannot be furnished if that be the case. The adage "haste makes waste" is never more true than when applied to the handling of correspondence.

Read it! Understand it! Then write right.

Are you in the habit of studying the Rules? If not, start now. Ten minutes a day spent in reading Rules, Special Instructions or Tariff Regulations will make you a well informed man. The satisfaction of knowing that you know your business will be worth the effort.

Laws for Trespassers.

Sixty percent of all the fatal accidents which occur annually on the railroads of the United States consist of persons killed at grade-crossings and while trespassing. It is estimated that this amounts to about 6000 persons a year, and is double the number of passengers and employes killed. In other countries stringent laws have been enacted and enforced regarding trespassing on railroad tracks. It seems that this terrific drain on our population should command the attention of our lawmakers.

Report by International Correspondence Schools of lessons passed by Frisco Employes for September.

Earl H. Baxter, loco. fireman, Fort Scott, Kans.; W. E. Blakely, fireman, Oklahoma City, Okla.; W. S. Douglass, fireman, Springfield, Mo.; D. D. Brown, fireman, Joplin, Mo.; O. O. Fulk, fireman,

Tulsa, Okla.; Clifford L. Sweet, agent, Moselle, Mo.; Fred F. Parsons, clerk, Cherryvale, Kans.; C. O. Hufford, chemist stu., Springfield, Mo.; B. B. McGowan, fireman, Birmingham, Ala.; Henry M. Waiters, pumper, Chaffee, Mo.; Geo. Rains, steel car rep., Fort Smith, Ark.; O. H. Richardson, painter, Amory, Miss.; V. W. Martin, appr. mach. Memphis, Tenn.; K. D. Dobbs, fireman, Memphis, Tenn.; Lucile Reed, Amory, Miss.; Estel Jones, fireman, Chaffee, Mo.; V. W. Martin, mach. appr., Memphis, Tenn.; K. D. Dobbs, fireman, Memphis, Tenn.; Estel Jones, fireman, Chaffee, Mo.; Lloyd B. Jones, fireman, St. Louis, Mo.; F. O. Mason, agent, Monmouth, Kans.; Samuel J. Yanskey, fireman, St. Clair, Mo.; A. M. Morris, fireman, Chaffee, Mo.; Linus Beisvinger, fireman, Salem, Mo.; Sidney Goddy, stat. engineer, Newburg, Mo.; W. K. Murray, boilermaker, Sherman, Tex.; G. T. Allison, fireman, Newburg, Mo.; J. L. Casey, fireman, Joplin, Mo.; Wm. Carpenter, fireman, Springfield, Mo.; Wm. R. Davis, fireman, Joplin, Mo.; Arthur E. Rinker, loco. engineer, Joplin, Mo.; Gordon Robertson, carpenter, Memphis, Tenn.; Geo. R. Troxell, fireman, Sapulpa, Okla.; F. L. Lewis, coppersmith, Denison, Tex.; C. F. Linthicum, fireman, Monett, Mo.; Frederick D. Stoops, layout boilermaker, Neodesha, Kans.; R. E. Garrett, fireman, Neodesha, Kans.; George Stanley, mason, Greenfield, Mo.; John C. Haas, engineer, Joplin, Mo.; Jas. E. Cooper, fireman, Joplin, Mo.; Wm. Reiman, mach., Denison, Tex.; L. A. Clark, mach. helper, Springfield, Mo.; Edward Graham, porter, Pittsburg, Kans.; Wm. Reiman, mach., Denison, Tex.; Warren W. Lewellen, supplyman, Hugo, Okla.

A GUIDE TO INTERESTING READING.

FORUM—for October—LETTERS FROM THE FIRING LINE.—UNHYPHENATED AMERICANISM.—IN THE WAKE OF THE MARNE.—ALADDIN FORTUNES IN MOTOR CARS.—A FIVE MILLION DOLLAR BUSINESS.

THE LITERARY DIGEST—October 7—THE NEGRO MOVING NORTH.—DO "ZEPPELINS" PAY.—OUR FUTURE HYBRID RACE.—A GOVERNMENT SHOW ON WHEELS.

THE OUTLOOK—October 4—A WORD ABOUT CRIMINALS.—BIG BUSINESS AND FOREIGN TRADE.

CURRENT OPINION—October—EMPEROR WILLIAM IN THE THIRD YEAR OF THE WAR.—ENGLAND'S DEFIANCE OF THE NEUTRAL WORLD.—WARDEN OSBORNE'S PHILOSOPHY OF PRISON REFORM.

THE INDEPENDENT—October 2—PROGRESSIVE CANADA.—MEXICAN AFFAIRS.—FOREIGN GOVERNMENT BONDS IN THE UNITED STATES.

THE NEW BOOKS.

TUSKEEGEE
A STORY OF KENT
HEALTH
FOR DEBATERS
UNCOMMON SENSE
ACROSS THE PACIFIC
SERMONS IN STONES

BERGSONIAN FAITH
PROBLEMS OF SOCIETY
NEW STORIES
FOR THE CAMPAIGN
THE MINISTER'S SHELF
SCHOOL AND COLLEGE
GETTING ON TOGETHER

A NUMBER OF THINGS

LET'S LAUGH

How It Happened.

Mrs. Flatleigh—"John, the janitor discovered this morning why we had no heat last winter."

Mr. Flatleigh—"Indeed?"

Mrs. Flatleigh—"Yes, he wanted to burn some papers this morning and discovered that there is no furnace in the building."—*Puck*.

Labeled.

Proud Mother of Freshman—"My son, why do all the young men wear soft shirts?"

Freshman (hesitating)—"Why, mother I really am not sure, but I think it's to distinguish them from the assistant professors."—*Yale Record*.

Lines Be Bothered.

In her draped and darkened tent the amateur palmist was reading hands for a charity. Her present client was a fair maid, who waited impatient to hear her fate.

"Ah," said the palmist, with slow impressiveness, "I see by your hand that you are going to be married."

"How wonderful!" said the girl with a blush.

"And" went on the wise one, a note of acerbity in her voice, "I see that you are engaged to Mr. Binks."

"It's perfectly amazing!" gasped the girl. "How can you tell?"

"By long study of the art," came the exasive reply.

"But surely the lines in my hand cannot tell you the name of?"

"Who said anything about lines?" retorted the sibyl, with cutting scorn. "You are wearing the engagement ring which I returned to Mr. Binks three weeks ago."—*Philadelphia Public Ledger*.



Engineer C. D. McCoy saying: "Now here, let me tell you something."
Sketch by J. C. Leach, agent, Neodesha, Kans.

A Good Idea.

Mrs. Rankin—When it comes to resourcefulness, you can't beat Mrs. Amley.

Mrs. Phyle—What do you mean?

Mrs. Rankin—When she wants to scrub her front steps she fastens a couple of brushes on the feet of her boy Willie and lets him pretend he is roller skating in the soapsuds.

Far Enough Away.

Mother—I hear that Harry Smith is the worst boy in school, and I want you to keep as far away from him as possible.

Tommy—I do, ma. He is always at the head of our class.—*Boston Transcript*.