

were organized January 28, the former at 11 A. M. and the latter at 5 P. M. At Tulsa the heads of the departments, foremen and check clerks attended. C. W. Miller, agent, was elected president; I. G. Fidler, assistant agent, vice-president, and Miss Katharine Sappenfield, stenographer, secretary. The entire force are members, and attendance is mandatory. The matters brought up for discussion were scope of work, methods, organization.

The Sapulpa meeting was attended by the entire station force, with the exception of the truckers and stowmen. W. E. Richardson, acting agent, was elected president; J. E. Pulliam, chief clerk, vice-president, and Miss Tracy Kunz, stenographer, secretary.

The Oklahoma City Association was organized January 29. R. C. Mills was elected president; B. L. Hatch, vice-president, and Miss Ruth Ray, secretary. The meeting was taken up with the organizing, appointing committees, and outlining the work to be done.

Mr. Johnson, the organizer, made a short talk at each meeting, outlining the purpose of the organization, and called upon each and every member to take an active part in the work, with Freight Claim Prevention and Conservation as the watchword.

Mr. Johnson's talk before the Tulsa Association is given elsewhere in this issue, read it.



Time for Efficient Conservation.

Talk before the Tulsa S. E. A. by H. W. Johnson, Superintendent F. L. & D. Claims.

"I am only a visitor here today. This is Mr. Miller's meeting.

"You have taken an important step in the continued efficiency of the conduct of Tulsa station, in organizing the Tulsa Station Efficiency Association.

"It has come to be a recognized principle that any organization such as this working to accomplish the same general result, to be efficient, must get together periodically and discuss the business that they are doing and the progress that they are making, including their mistakes as well as the good things that happen, and to exchange ideas and become better acquainted each with the other's work.

"Times such as these demand the highest possible efficiency and therefore require co-operation including get-together meetings. There never was a time when greater responsibility has been thrown upon the shoulders of railroad people. Our share of the burden of these war times is greater than that of the average and we should feel proud that such is the case. We must be ready and willing not

only to do our share but to do a little more. We must know the satisfaction of a clear conscience. Each one of us must know that he has done not only his share, but just a little bit more in order to take care of any possible slacking on the part of some of our less serious minded friends.

"All of the principal stations on the Frisco Railroad are organizing Efficiency Associations. The Management, including Mr. Miller and myself have decided that the time is opportune for beginning regular monthly station efficiency meetings. This is your meeting. Your agent is responsible for its success. The only part that I desire to take is merely to assist in any way possible. My purposes in attending your organization meeting are:

"First; to assist in getting it started right, to direct to a certain extent the plan or by-laws upon which you are to operate in order that in a general way you will be uniform with the other large stations.

"Second; to talk to you along the lines

of freight claim prevention for which there is such an urgent need at this time.

"Along the lines of freight claim prevention, there is a great deal to be said. Our loss and damage claim expense has gone very high and is getting to be enormous. It behooves us to do any and everything possible from which there might be any hope of reducing this expense by means of freight claim prevention.

"Freight claim prevention means essentially team work. The manner in which you bill freight at this point determines whether it will be easily checked from local trains or easily and correctly expensed at destination.

"The necessity for economies and the unavoidable transportation failures render our work more or less discouraging when we set out to prevent claims. Claims are so much heavier at this time, however, than formerly, that we have a better chance now to prevent claims than we ever had, even though there may be a great many more claims now than formerly. In fact, I know that there are a great many careful and loyal employes at this time who are saving the company from a much heavier loss and damage claim expense.

"By economic necessities, I refer to such matters as the heavier loading of merchandise cars which makes station order loading as well as stowing to prevent damage, very difficult. We must bring ourselves to realize fully that this is an absolute necessity and must work the harder to prevent as much as possible of such damage.

"One item which is of the greatest possible interest to freight station forces is the question of the great increase in loss of packages. Capacity loading of cars with merchandise is really no reason for the large increase in loss of packages, although it is often offered as an excuse. It is true that this makes errors in loading and billing more numerous which naturally results in more astray freight, which is

again an excuse but not a real reason for increase in loss of packages, therefore, while heavy loading of merchandise cars is bound to increase work and to cause more or less damage, it is not a real reason why unlocated loss of packages should increase if freight is always loaded into the proper car, carefully checked and properly billed, and it is also unloaded at destination and carefully checked, or if necessary to carry it by correct destination, it is promptly and carefully billed to correct destination.

"The majority of these losses are what we term 'Unlocated' because we cannot tell from our records where the losses occur. Our records may show that we received the freight at point of origin whereas we may or may not have received it. Our records may show the freight loaded into the proper car whereas it may or may not have been so loaded. In a great many cases, the freight fails to check out of the car in which our records show it to have been loaded, etc. You can thus see that we cannot look at our records and tell where the package was lost. We know that it did not evaporate. This emphasizes the necessity for more accurate and careful records.

"We also see transportation failures happening which are more or less unavoidable account of shortage of power or something of that kind, but why should this discourage us or offer an excuse for any slacking on our part instances where we can avoid errors and omissions that may cause a claim.

"Effective claim prevention under the present conditions, therefore, simply means doing our work with a little more care than is necessary in order to simply 'Get by' and if each and every one of us will see to it that we do this in our own particular line of work, whether we are an agent, foreman, check clerk, stowman or bill clerk, or any other kind of clerk, we are going to increase our efficiency and at the same time, not only serve our

company in the manner that we should, but we are going to serve our country in the conservation of food stuffs and other materials necessary to keep the country going while we win the war.

"Further than that, we owe such service as a matter of loyalty to our superiors and to our fellow employes who themselves are thus loyal. Such a loyal and pains-taking attitude is 'Catching' and contagious, especially so from a superior in the service, therefore, let us all get the habit.

"A clear conscience is worth more nowadays than ever before. No one can afford to slack on the job.

"Your local situation at this place is difficult. You probably see a great many things on the Railroad that are apparently going wrong. There is a difference between 'Reason' and 'Excuse'; you have every *excuse* to *slack* and every *reason* to practice loyalty, co-operation and efficiency. Which will you do?

"I ask you personally and earnestly to boost freight claim prevention."



The Northview Notice-All.

A recent issue of The Northview Notice-All, a hand printed "publication" by one of our fair lady operators' has just been brought to the attention of The Frisco-Man.

The "line-up" of this publication has H. Y. Fellows as Editor and Publisher; H. Fellows, Proprietor; H. Y. F., Secretary and Treasurer; F. Associated Press Editor; Helen, Society Editor; and Yingling, Printer's Devil.

The "paper" is a one page, three column affair, which seems to be devoted to the interests of the Lady-Operators of the road, and we must confess, contains some very valuable and humorous items.

According to the Proprietor, the circulation is "more than one," which means that it is a first class advertising medium.

Miss Helen Fellows, the Editor, is now operator at Marshfield, Mo.



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Mail, Baggage and Express.

The Handling of Baggage.

A Lecture by H. T. Mason, General Baggage Agent, before the Station School at Springfield, Mo.

The principle of the regulation of railroads by the Government through the Interstate Commerce Commission is an adjudication of disputable points between the people and the railroads. A friendly dispute, if you please, in which the Interstate Commerce Commission is a neutral factor. This principle is of mutual advantage to the railroads and the public in as much as being administered by unbiased minds it permits of neutral analyses and correction of faulty, unfair and unreasonable requirements of the other by either the public or the railroads. This regulation extends to the service given by the railroad in the transportation of passengers and a part of that service is the handling and transportation of baggage which is an adjunct of the passenger—closely related to the passenger and taking on the nature of being almost personal in as much as baggage consists of wearing apparel, toilet articles and similar effects in actual use or necessary or appropriate for the wear, use, comfort and convenience of the passenger, or samples carried by the commercial passenger of the wares he has to sell and which samples we might say talk for him and with him to the prospective purchaser.

This degree of personal relation between passenger and baggage has induced and produced a practice and custom evolving practically into a requirement that the purchase price of the transportation of the passenger includes the transportation of his baggage. When this process of evolution had been consummated we can very readily see the complication confronting the railroad in transporting an immense amount of property in the limited space of a passenger train. Necessity, therefore, required regulation and regulation required baggage to be defined

and through successive stages of refinement we have our present-day baggage tariff which has received the approval of the Government through the Interstate Commerce Commission. The several states have also legislated their own requirements as to intrastate baggage.

The regulation of baggage transportation has been co-ordinate with the regulation and fixing of passenger rates; necessarily so as the passenger rate is presumed to remunerate for the operation of the passenger train and the consist of such train includes space for the accommodation of baggage. The regulations incorporated in baggage tariff provide for a stated free allowance of sample baggage that may be checked and transported for the passenger on valid transportation, and also provides a charge or rate which must be collected for baggage exceeding in weight, size and value the provisions of the free allowance. The rate provided for excess weight, size and valuation must be collected as it is against the law to transport free beyond the requirements. It is also desirable, frequently, that articles other than defined baggage accompany a passenger and though transported under a baggage check such articles must conform to the provisions of the tariff and the tariff rate collected therefor. The article not being of the nature of defined baggage cannot be transported free. The rates to be charged as well as all provisions relating to the handling and transportation of baggage are incorporated in the baggage tariff, a copy of same being placed in the hands of each employee interested who is required to become familiar with the provisions contained therein and be governed thereby.

From the time baggage is checked by the passenger and until that baggage is

claimed at destination and duplicate baggage check surrendered, the railroad company is liable for that baggage. If it is lost, damaged or goes astray through erroneous checking, routing or mishandling of any kind, the railroad company is called upon to pay damages and such damages have amounted to as much as \$6,000.00 per year—a large proportion of it paid out by the railroad company for errors of employes. In addition, delayed, lost and damaged baggage is conducive to a dissatisfied patron of the railroad who may, in addition to selecting that particular line for traveling, control or influence freight shipments. The results, therefore, from lost, astray and damaged baggage may be far reaching, causing loss of patronage and corresponding reduction of revenues. I am giving you this for the purpose of impressing upon you—and I cannot impress too strongly—the necessity and desirability of giving as near one-hundred per cent attention to baggage as may be your capacity. This attention includes clear, legible and permanent writing; on baggage checks proper station records, weighing, baggage and securing revenue for all excess weight, size, value and storage, and to refrain from checking as baggage and thus transporting free articles, merchandise, household goods, etc., that should go via freight or express and be paid for at the rates applicable. A charge is also imposed and must be collected for baggage in storage; that is, baggage remaining on hand uncalled for after the expiration of the free allowed time. As long as the baggage is under check the railroad company is responsible for it, and if it be pilfered, stolen, burned or damaged the company must remunerate the owner to the extent of the legal liability.

Baggage is handled and transported on trains under a system of address tags termed baggage checks, each check being numbered for record purposes as well as for identification, and each check has at

least two parts joined together but easily separated. The two principal parts are termed the string portion and the duplicate. These two parts must at all times correspond in certain essentials when properly filled in. The strong portion is attached to the baggage and serves the same purpose as the address on a letter—that is, it is the guide to destination. The duplicate portion is given to the passenger and serves to the passenger a twofold purpose—a receipt from the railroad company of property delivered for handling to a particular destination and as identification of the property of the passenger when he desires to claim it at destination. Each check is printed in form which calls for certain information to be inserted at the time check is issued. This information is of vital importance and must be inserted as indicated on the check. Records, accounting and tracing, are all made from the check as issued; therefore, proper attention to the checking of baggage is as necessary as the selling of tickets. Destination and routing on baggage checks must correspond with the passage ticket or other transportation on which the baggage is checked.

There are several kinds of baggage checks used and they may be divided primarily into non-revenue checks and revenue checks; that is, checks covering baggage from which the company does not derive revenue and checks covering baggage or other articles transported under check that produce revenue. The non-revenue checks are all of manila colored paper stock with the single exception of our exchange check which is green in color. The revenue checks of colored paper stock, or outlined in colored printer's ink, indicate charges have been paid or are to be collected on the baggage. The only exception to revenue check being colored is our storage check which is of manila colored paper stock. Severally, they are as follows:

The Local Check, Form GBO-60, a