

Mr. Hag...

The Mueller Record

VOL. I

JULY 1, 1911

No. 12

There is a slow but sure improvement in business conditions. It is not so noticeable perhaps in the actual volume being done, but the most dependable guides point to larger business in the future.

The actual volume of business at the present time continues below producing capacity and yet the trend is unquestionably for the better. Confidence is sustained by the underlying conditions which are strong, such as low stocks of merchandise, large supplies of available credit and the outlook for excellent crops. The usual sensational crop reports current at this time of year do not stand close investigation. While there are unpromising conditions in a small part of the wheat belt, there is ample margin for a large deterioration and still leave a large harvest. The fact that the most optimistic trade reports come from those centers close to the main agricultural section is in itself evidence that those in the best position to know are not worrying over crop shortage.

An event of the past week was a most favorable statement from the chairman of the leading steel producer whose percentage of output was recently increased; a turn for the better in the trade at this time, even if small, is most noticeable. The copper market is firm with a somewhat cheerful statement from the leading producer.

Jobbers' orders are increasing. A further improvement appears in iron and steel at a time when quietness prevails, and the bookings of the leading producers are steadily increasing. Betterment in trade has extended to pig iron also. A steel plant at the south has resumed operations and it is estimated that the mills of the United States Steel Corporation have now fully 66 per cent of their ingot capacity active. Considerable animation is noted in fabricated and structural steel with large purchases in prospect, while additional orders for about 20,000 tons of rails have been placed.

Retail trade maintains very satisfactory conditions in nearly all lines, with prospects of material improvement as the harvests come on and the crop yield is an assured fact. Taken as a whole, the business conditions as viewed by the experts of the country, justify the most optimistic hopes for the future.

ADOLPH MUELLER, President.

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QUESTION OF COMMISSIONS

It is Strictly Against Our Policy to Grant Them

Every once in a while we receive a suggestion that we allow some one—a consulting engineer, architect, city official, or purchasing agent—a commission for recommending or advocating the use of our goods.

We are opposed to any such policy. We don't believe it is good business. In fact, we consider it an illegal and

unfair method. It smacks of bribery, a thing that should be distasteful to every honest man.

No self-respecting business man should countenance a proposal which suggests the payment of a fee to secure a sale of his goods through the efforts or influence of one not directly and regularly representing him. It is simply buying friendship. Purchased friendship is not the lasting kind. As a rule a man who accepts a fee for recommending a certain line of goods

is open to the same offers from competitors. The whole thing finally narrows down to the question of the highest bidder. It is not the purpose of a man who seeks this concession to recommend goods because they possess merit. That is not what appeals to him. It is the price that he can get that influences him.

We want friendships. We want business friendships. But we don't want to have to buy them. No man giving a bribe even in the form of a special commission has any respect for the one who takes it. He comes to regard such a person as a mere purchasable quantity, and distrust takes the place of confidence.

Honor and square dealing are just as essential in business as in public and private life. We don't believe there can be any stability or permanency in a business which ignores these principles.

A firm that buys its product into public favor cannot endure. The added commission in these stressful times of competition inevitably results in a cheapening of the product, in order to maintain a footing.

A far better, more honorable and legitimate plan would be to cheapen the product and lower the price and let goods sell for what they are actually worth.

But that is just what we don't propose to do. Mueller goods sold at a low price would cease to be Mueller goods to the consumer. They would be just ordinary brass goods, with nothing to distinguish them from the ordinary kind. There would be no particular reason as there now is, why any one should buy Mueller goods in preference to other goods. We are satisfied that our business strength and the strength of Mueller goods is due to their quality which we have maintained with unvarying fidelity to the quality ideal ever since we began business. It has taken years of persistent talk and advertising to educate the people to the truth of our claim of exceptional merit, and now the fact is becoming generally recognized. We

have created the impression that Mueller goods because of their quality, are worth more money, and this impression is faithfully sustained by producing goods of quality. The wise buyers know these facts. More of them are getting wise every day. The time is coming when all plumbing brass goods will be compelled to measure up to our standard or drop out of the race. The merit and quality of Mueller goods should naturally appeal to all who want honest goods sold by honest methods.

This of itself, aside from all ethical and moral business standards, should be sufficient reason for refusal to pay special commissions to consummate a sale.

We believe by fortifying yourself with a little talk along the line of business ethics and morality, and the fact that we have principles and ideals to maintain as well as to market our product, that you will be able to put the question in such a light to the man suggesting a commission that he will be convinced of our sincerity and regret that he ever broached the subject to us.

A little heart to heart talk of this kind with such a man ought to make him a convert to Mueller goods for the the rest of his days. He ought to be convinced that our honesty of purpose is not a business ruse or subterfuge to foist our goods on the public, but is what we earnestly strive to make it—a sincere adherence to a principle not because it is profitable, but because it is right.

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OUR BUSINESS KEEPS UP

Because We Keep After All Trade in Sight

Our factory is the one of a few, if not the only one in the country, that is running full time. We are convinced that this is due to two reasons.

First, because of the demand for Mueller goods.

Second, because of the extraordinary efforts made to keep business alive.

The Mueller Record

Water Meter Tester Extra

Vol. I

JULY 1, 1911

No. 12

FIRST BLOOD FOR LEARY

Sold the First Tester and Jim Smith
Was Close Second

OTHER SALES IN SIGHT

Where Will You be When the Wire
is Reached?

Tom Leary scored first. He sold a Mueller Water Meter Tester in Springfield. Jim Smith was right on his heels. He landed McKeesport, Pa., for an outfit.

There are other sales in sight. If you want to show in this race you will have to do some fast stepping. We look for many more sales before the third edition of the race track special appears, July 15th.

Heinrichs has two orders in sight and Whitney reports two sales he will likely close.

Go after your water companies good and hard, and use every possible argument to land an order now. Show them how money can be saved by the systematic use of testers. If a meter is under-registering, the company is losing money. That's a sure thing.

Go back to your April Record and load yourself up on points from the paper by E. W. Bemis. He is an au-

thority. What he says will bolster up your own claims. He is disinterested—that is the strong point in quoting from him.

Show the water works people what a simple proposition the tester is. Its like the "Gold Dust Twins." It does the work. All the operator has to do is to take the result as shown from the scale.

But the strong argument is the loss of water to the company through meters that under-register. They can't know they are correct, unless they test them, and the only reliable test is with the Mueller Meter Tester.

You will render a valued service to the water companies in your territory by doing this. Still further you will be helping a department of our business which must have your help in order to run up to its capacity.

Thus far we can make quick shipment of complete testing outfits. If the water company wants the tester a little later in the year, take their order now for fall shipment. We will accept orders for shipment up to November first. But, of course, we need orders for immediate shipment.

Our new booklet "KNOW" has been sent you. It is also being mailed to the water companies today, July 1st. This will be followed up by letters as needed. We are doing our utmost through direct advertising to help you sell Meter Testers. It is right up to you, gentlemen, to co-operate. Let us see what can be done by good earnest work at both ends.

Recently we called on the salesmen to drum their trade with personal letters and post cards. Most of the salesmen gave us information as to what they were doing in response to our request, but some did not. Here is a summary of the replies:

Ten letters per day.

Fifteen letters, fifty post cards one Sunday—said he would send some each day.

Fifteen or twenty this week.

Twenty-five to fifty per day.

Will engage stenographer and send out letters.

Says he is sending letters to cover his territory.

Has sent out 150—twelve per day.

Written some letters. Has not kept track.

Three or four. Will possibly write a few more.

Sending out post cards (eight letters).

Does not promise any amount but send post cards—makes comments on letters.

Two per day.

Sends post cards. Does not specify number.

Three salesmen have failed to give any information. We are noting results from the personal drum letters that have been sent out, and are in receipt of a number of good volunteer orders.

In this connection your attention is called to frequent complaint from salesmen that they are not receiving personal credit for orders received direct, claiming they were instrumental in procuring them. Yet our records fail to show any correspondence with the customer, and therefore the salesman could not be entitled to such credit. We note also that some salesmen that have typewriters do not use them and we receive very few copies of their personal drum letters.

Now then let it be understood that to get business this year we have got to go after, and keep going after it. It's no time to be apathetic. Business is not going to coax you to take it. You have got to coax it. We are deter-

mined to make a good showing even if other brass manufacturers are falling down. We can only do it with everybody pulling together.

The main office has never in its history worked harder to keep things moving. Personal letters on every suggestion foreshadowing business have been sent out, and we have kept up a persistent bombardment of the trade with circulars, post cards, booklets, etc. We have to the very best of our ability made the trade understand we are out for business and want you to do the same thing.



M. F. KIRKWOOD HURT

Knocked Down by Auto and Ankle Broken

At Kansas City, June 12th, Murray F. Kirkwood met with a serious accident which temporarily threatened the necessity of amputation of his left foot. Luckily that has been averted.

In alighting from a street car he was struck by a motor car of the Stafford Motor Car Company. He was removed to the Swedish Hospital, where it was found that the ligaments of his ankle had been torn and he had sustained a compound fracture. Mr. Kirkwood was the first person to ride in a new motor ambulance just put into service by Kansas City. This may have been a slight distinction, but was ever slighter compensation for the injury.

He has now so far recovered as to be removed to his home, and is making good progress toward recovery, and will be glad to hear from his fellow-salesmen.



BULLETIN CANCELLED

Your attention is called to the fact that Bulletin SO-43 of January 2, 1909, Section Q, relating to Screw Drivers, has been taken care of in the new discount sheet which is correct, and the bulletin is therefore cancelled.



When we all pull together we are bound to produce more business.

THE NEW REGULATOR

Is the One That the Salesmen Should Push

At the last annual meeting of the firm and salesmen it was decided that we would push the new style regulator, but some of the salesmen apparently do not understand this, as we are occasionally asked for information on this point.

If a customer wants the old style regulator, sell it to him, but if he has no preference in the matter, sell the new style. You should advise him that the old style regulator is exactly as good as we have claimed it to be, but that experience has shown ways in which it could be improved and that we have done this in the new style.

Push the 13160 for mains up to 4-inch, and above that size you should advocate the 13121 and 13141.



A RECORD TO TALK ABOUT

Unexcelled Excellence of Our Self-Closing Work is Demonstrated

We have received a very strong letter from Stacy C. Lamb, of San Francisco, endorsing our Colonial Self-closing work. It is one of the very best we have ever received. Mr. Lamb is the superintendent of the J. B. Lanckershim Buildings. He says:

"At the request of your Mr. Morrow I am pleased to state the following:

"During the month of September, 1907, there were installed in the San Fernando Building, this city, 720 of your Colonial Self-closing Basin Cocks. These have been used constantly since that time by hundreds of tenants and visitors, having given and are today giving perfect satisfaction and have not cost us one cent for repairs during that time.

"We will add some 200 or more of these Basin Cocks in the two new stories now being erected; and for replacement in all our other buildings we are using your Colonial Basin Cocks.

"Yours very truly,

"(Signed) STACEY C. LAMB."

We seriously doubt if any other make of plumbing goods ever made a

record like that. It's positive and conclusive evidence of the truth of the assertions we have made in reference to the endurance qualities of our self-closing work.

Think of it! Seven hundred and twenty cocks lasting four years in a busy public building without requiring one cent for repairs. Surely no reasonable man would have complained had he been called upon to have had repairs made on a few of these cocks during that period. But he has found every one of them to be perfect.

It is proof positive of the absolute and undeniable excellence of our product.

We firmly believe that as our self-closing work grows in age that it will be demonstrated to users that it is of such superior quality as to be impossible to excel. The future certainly looks bright to us in this particular line.

You ought to be able to quote this letter with telling effect when working for a self-closing order.



CONVENTION EXPENSES

Salesmen are notified that the extra convention allowance will be granted only during the days the convention is ACTUALLY IN SESSION.

Please remember this and don't ask the extra allowance on days just preceding and following the convention. We will not allow it.

Salesmen must not attend any convention unless notified from the office to do so.



ARCHITECTS' CATALOGUES

Salesmen are directed to see that the Architects' Catalogues are delivered.

Some of them are not giving this matter the prompt attention which the cost of this book and its importance demands.



There are a lot of cherries in business hidden behind the leaves of excuse.

TRY TO SELL THESE

Three Buffalo Scales Which We Want to Dispose of

On January 19, 1911, Bulletin SO-53, Section Q, was issued in reference to three pair of Buffalo Pattern Scales, which we offered for sale at a special price of \$45.00 each. We were anxious to dispose of these scales for the reason that we do not handle them any longer, but so far have been unsuccessful. We still have the three scales on hand and wish that all salesmen would make a special effort to dispose of them as quickly as possible. We do not want them on hand.



LETTING A DECATUR CONTRACT

Jimmy Laux Provided Against After Arguments and Had None

Letting a good sized plumbing contract and retaining the friendship of each bidder is rather a difficult undertaking, and yet it is easily possible.

Jimmy Laux did it. Inside of five minutes he handed out a \$3,000 contract, and he did it in the presence of four or five bidders.

He conducted the whole matter in such a simple, open way that it was surprising to anyone who has witnessed the secretive and mysterious methods usually employed.

Sitting in front of the St. Nicholas Hotel Saturday night, the writer was an accidental witness to the letting of this contract and here is how it was done, as near as Jimmy Laux' spoken words can be reproduced:

"Now, boys, there is no argument afterwards, that's understood. Don't forget that when I asked your bid I told you that. Well then, we will open up the bids right now."

"Let's go into the office," suggested one of the bidders.

"Not necessary," said Jimmy, "this is merely a question of who hits the low water mark, and here goes."

Then he cut open each envelope and

called out the amount of the bid. Ed. Adams got the contract. He was \$5.00 lower than the next man. There was not a master plumber in the bunch who was not satisfied with the way the deal was conducted. As Jimmy said afterward:

"Satisfied, why they had to be. After it was all over I made each one of them buy a drink. There was not a word of argument. These plumbers are all friends of mine. I called them together and explained what we wanted in the new addition. Then I said, 'bring in your bids, and the low man gets it. Low means low and there is to be no argument.'"

They all had a chance at it and while there was natural disappointment to the unsuccessful, they had to admit that they had a square deal.

Mueller goods were made the basis of the bids.



THE QUALIFICATIONS

That Go to the Making of a Salesman

"Tips," the house organ of the National Candy Co., published for general circulation, contains the following article, which is well worth reading:

"To sell is the salesman's first obligation.

"To increase his sales is his second.

"To help his house in other ways, is his third.

"This can be done in many ways.

"Collection, credit information and an accurate survey of trade conditions—these are all valuable to the house.

"But there is another way and that is in making suggestions as to new goods, new packages and new selling ideas.

"To do these things a salesman must keep his eyes open.

"Most salesmen are blind.

"The fact that they have eyes is no sign that they see.

"Their brains don't register what they see.

"They see so many things unthoughtfully that they never consciously look upon anything with a view of gaining an idea from it.

"Rushing about on street cars, railway trains, cabs and busses the whole scenery is made a moving picture.

"The day's work is done and all that is left in their visions are blurred impressions.

"The salesman who does not train him-

self to really see things—to quickly and accurately observe what his eyes call to his attention, misses the greatest opportunities in his profession.

"It is the secret of success in salesmanship.

"Salesmen who don't observe, present their propositions in words, spend their energies in talking and never see anything.

"The man who uses his eyes does not waste words.

"Instead he observes a hundred little points in salesmanship and many details in the appearance and actions of his customers which enables him to develop the situation to the best advantage.

"This is what they call the ability to read men.

"It's only, however, conscious and intentional observation.

"If you'll make up your mind to look about you:

"To look for new goods, new packages, new ideas and new methods.

"You'll be surprised how the habit will grow.

"Soon you'll be taking your suggestions and ideas to the house.

"They will try them on.

"Some of them will be business producers.

"Soon you'll have the house looking to you for help and advice.

"Then you'll know your services are growing more valuable.

"Your interest will increase.

"And with it your chances for promotion.

"Observe—

"Remember—

"Suggest—

"And the way of your progress will be straight ahead where you can see it."



SOME RECENT ORDERS

We have an order to equip the Stevens-Galyon Building and the Vreeland Building at Lawton, Oklahoma, with our 11902 and 25018 supplies and also No. 13 lavatory traps.

The Hume-Mausser Building at Indianapolis will be equipped with 240 of our 11902.

Our goods will be installed in the Rialto Building in San Francisco. We are in receipt of an order for 250 Extra Self-closing Basin Cocks 11902, and also 250 Compression Cocks to match.

We are in receipt of an order for 425 pairs D-8303, for the Deere Plow Company works, Moline, Illinois.

Among the recent orders received

for our Self-closing Work was one for 220 Self-closing Basin Cocks for the Lineham Apartments, in Calgary, Alberta, Canada.



SLEEVES AND VALVES

Sleeves and Valves are carried in stock in the following sizes:

2 2-in. valves to open to right

2 2-in. valves to open to left.

3 4-in. valves to open to right.

3 4-in. valves to open to left.

1 6-in. valve to open to right.

3 6-in. valves to open to left.

1 8-in. valve to open to right.

1 8-in. valve to open to left.

1 4x2 sleeve.

4 4x4 sleeves.

6 6x4 sleeves.

6 6x6 sleeves.

3 8x4 sleeves.

2 8x6 sleeves.

1 10x4 sleeve.

1 10x6 sleeve.

1 10x8 sleeve.

1 12x4 sleeve.

2 12x6 sleeves.

1 12x8 sleeve.

1 16x6 sleeve.



RATHER SURPRISING

In view of the fact that there has been such unanimity of opinion, to say nothing of the urgent demand of some, that we add a line of vitreous ware, it was rather surprising to receive from one salesman a letter containing the following:

"I am not in favor of putting in a stock of vitreous ware. I think we have all we can take care of in our own manufacture."



ABOUT VACATIONS

Are we to presume that those salesmen who have failed to notify us regarding vacations do not intend to take any this year?

A few only have responded to the request. If you were not one of them kindly give the subject your immediate attention and let us know what you desire to do.

THE QUESTION BOX

During the past month we have received quite a number of queries and suggestions for publication in the Mueller Record, these coming from the salesmen of the eastern division who apparently believe that through co-operation the Record will become a valuable adjunct to the selling force.

These questions and suggestions are reproduced:

From C. T. Ford:

"I think we should put D-8303 back as a leader. Nearly all manufacturers have a very much cheaper basin cock than we have.

"If a customer voluntarily gives you an order that is some less than 100 pieces, should you try to have him increase it to get the extra 5 per cent?

"What water pressure regulator should we try to sell—the old or the new? This should be settled."

Mr. Ford's first suggestion was taken up and it was decided to make the D-8303 a leader at a price which should make it attractive as a leader only. This fact has been bulletined to you and you have doubtless received word prior to this.

Relative to Mr. Ford's second question, we should think that the question of getting a customer to increase his order would be up to the salesman.

It was decided at the annual meeting that we would push the new regulator, selling the old Mueller regulator only when demanded by a customer. That is, if a customer prefers the old style regulator let him have it without trying to influence him to buy the new, but otherwise the new regulator should be pushed.

From George Caldwell, relative to our decision not to buy scrap metal, we have the following:

"The decision of the firm regarding the non-purchase of scrap metal meets with my hearty approval, in view of the fact that I believe it will give us one of the strongest talking points which we have ever had, and

that is that we are using nothing but absolutely new metal in all of our goods, and that by using new metal we are able to get an absolutely known mixture which would be the same five years from now that it is at the present time. It ought, also, to do away to some extent, with the possibility of sand holes, or foreign substances like small particles of iron which in ground key work is exceptionally objectionable. A ground key cock being made of absolutely new metal must necessarily be of the same composition throughout, with no hard substance in same. This would allow the grinding of the plug in the body of the cock to be absolute in every respect, every part of the plug bearing perfectly against a corresponding part of the body. This result cannot be obtained where the metal is not uniform in mixture or where it contains hard substances like very small particles of iron which might get into the metal providing we were using scrap metal."

From N. E. Sippell:

"Is a relief valve necessary with the new regulator when used on the ordinary house job for water pressure reduction? Believe Mr. Cash has answered this to the effect that it is not needed when a water strainer is used in conjunction with regulator. Now I can't see what a strainer has to do with relief valve. It has always been my understanding the relief valve was for the purpose of relieving the expansion caused by hot range fire in kitchen. The use of a strainer may do away with relief valve, but I again ask, is that correct?

"Will take this opportunity to ask why a ½-inch 6513 finished costs 15 per cent more than a ½-inch 6513 rough; and a ½-inch 8633 finished only costs about 2 per cent more than a ½-inch 8633 rough. Do not understand why there should be this difference."

Mr. Cash says it is no more necessary or indeed so much necessary as with the old type of regulator.

In residences, however, where a range boiler is used, the pressure is liable to become higher on the reduced side of the pressure reducing valve on account of the heating if water is drawn at long intervals only, and in such cases a relief valve will prevent the excessive accumulation of pressure. The strainer has nothing whatever to

do with the relief valve. The function of the strainer is simply to remove from the water, scale and other foreign matter, which if permitted to go through would obstruct and score the seat of the regulator and render it ineffective. The function of the relief valve is purely as a safety device. It answers the same purpose of a safety valve on a boiler. For that reason it is good policy to use it.

An answer to the second question is found in the action of the manufacturers of brass goods who in issuing their last list prices, took for a working base the largest amount of goods of any particular pattern or finish demanded by the trade. For instance, in ground key stop and stop and waste cocks 95 per cent of the goods sold would be in the rough. Consequently the manufacturers based their lowest price on the rough goods. As so few of this class of goods are sold finished practically every sale would go through the factory as a special order which would mean an extra expense. In addition to this there is little demand for finished ground key work. Therefore the manufacturers in order to discourage its use added from 30 up to 40 per cent additional for the finished as against the rough. We have personally had experience in this particular line, and therefore know that the policy is a good one. For instance, we have after extra expense of manufacture been compelled to junk finished ground key work because of small demand or for other reasons. Then, again, all ground key work must be finished after assembling. Here comes another expense. Every defective cock represents the loss of much, if not all of the labor entering into it. Regarding the 1/2-inch D-8633 rough and finished the manufacturers based their price on the finished article because 95 per cent of that kind of goods are used as against 5 per cent rough. Then, again, it costs less to finish cock of this kind than it does ground key work, because compression stop cocks are finished before assembling. It is much easier to detect a defect in a sin-

gle piece and it is much cheaper to remedy than when found in an assembled cock. While there is no great difference between a rough and finished cock you understand of course that the manufacturers have really figured in their profit in the finishing of the article. For instance, the difference between a 1/2-inch rough and finished D-6513 is about 23 cents, while the difference between a 1/2-inch rough and finished stop cock D-8633 is only about 1 1/2c. The slight difference in D-8633 rough and finished is for the purpose of discouraging the use of rough cocks in compression and also in Fuller work. With such a small difference almost any buyer will take the finished in preference to the rough article.

From E. W. Aubinger:

"Will you kindly advise me why we made the brass ferrule in our Fitzsmall supplies a separate piece from the supply. In the Glauber supply I note that this ferrule is cast to the body of the supply. Why is ours separate, and what is the advantage?"

As regards this feature of the connection there is no advantage of the one style over the other. The Glauber pipe had priority of patent, according to court ruling, and therefore we are prevented from making a pipe of the same pattern. Of course, he has the talking point of a one-piece supply, but it is not nearly so strong a point as our metal connections. His connection is rubber-tipped. Eventually it will deteriorate by action of the water. Our connection is formed with metal. Its indestructible and can be drawn so tight with the bath cock nut that a leak is practically impossible.

We are in receipt of the following inquiry from our T. X. Lieb, in relation to regulators:

"Referring to regulators for steam heating, in order to ascertain the proper size of regulator to be used, is there any table published that will answer the following question: For example, when the boiler pressure is given and the size of pipe, number of square feet to be heated and amount of pressure to be delivered through the system. As the majority of engineers depend upon the manufacturer of regulators for

such information, it would be a good idea to have such information at hand."

Mr. Cash says that the matter of radiation, etc., is not necessary in determining the size of a regulator to be installed. As a general proposition 80 feet of radiation under the old style low pressure heating plants is equivalent to one horse power or 30 lbs. of steam. In more modern plants 100 feet of radiation is equal to one horse power or 30 lbs. of steam. This question, however, does not determine nor influence the size of the regulator to be installed. The method of determining the proper sizes of valves is given in the new Regulator Catalog No. 2, on every page where a valve is shown. We are not supposed to advise engineers as to the size and condition of their steam supply. On the contrary we go on the assumption that the low pressure main which they have provided is correct and we merely determine the required size of a valve according to the desired delivery pressure, and the initial pressure. As a general thing the reducing valve should have an area of opening of about the same proportion to low or delivery pressure main as the required delivery pressure is to the initial or high pressure. But in cases where intricate questions are involved it would perhaps be best to get specific information from our regulator department.

screw and use a screw convexed under Mr. Cash says he knows of no tabulation by which these various questions could be decided because each installation when not governed by such rules covering sizes of valves as printed in our new Regulator Catalogue 2, becomes a question in itself to be decided by its own conditions.

From G. A. Caldwell in reference to D-9046:

"There is one thing which I wish to criticize in regard to our D-9046 Basin Cock and that is the fact that you are connecting the indexed handle to the stem of this cock in what I would consider a rather poor, workmanship manner.

"This cock is a high grade cock and the screw holding the handle to the stem should be put in the same as we put the screw into the stem of our tee handle Colonial Bibb,

that is to say, the handle should be countersunk, and the screw used should be convexed on the under side so as to make a flush, or smooth joint when it is screwed up into place.

"It is not going to cost so very much more to do this and it will improve the looks of the cock a great deal.

"I trust that you will take this matter up with the factory and see if we cannot get this change made."

Possibly the samples complained of were the first turned out. We are taking care of the trouble and will in future countersink the opening for the head and also use a screw with a rather flat head. When it is screwed in the proper depth there will be practically no obstruction, but the screw will be flush with the barrel. In other words we will use screws similar to those we now use in the cross handle Colonial Bibbs.

From C. T. Ford in reference to Waste and Overflows:

"I believe our price on our Waste and Overflows is too high. Our patented feature does not increase our cost of manufacture and should not be used to get an increased price, but should be used to increase sales."

Since the last meeting of the salesmen we have felt that we should drop the price on this article if we possibly could. However, as our sales are good on the prices quoted we don't feel like making a reduction at the present time. Neither do we feel that we want to make a new price until we have actual cost on the Waste and Overflow.



SLEEPING CAR SERVICE

Beginning Saturday, July 1st, the Wabash provides better sleeping car service between Chicago and Decatur.

The sleeper is open for occupancy at each end of the line at 9:30 p. m. Coming from Chicago it may be occupied until 8:00 a. m., the following morning, owing to the early hour the train reaches here. Going to Chicago the train arrives about 7:00 o'clock.

This information is for the benefit of the salesmen and may be used to the benefit of patrons or friends who are traveling to Decatur to see us.

ANOTHER REMINDER**Relative to Information Necessary on Every Order**

Salesmen, you have been repeatedly notified to specify on all orders the price, terms, freight allowance and all conditions governing same.

Still some of the salesmen neglect to do it. Our attention was recently called to a number of imperfect orders in this particular. It is especially necessary when the order relates to samples.

When a salesman fails to state whether a sample is to be charged or sent free or whether the express is to be prepaid, there is nothing left for us to do but to guess.

Guessing is not good business. It means too many chances for errors. An error in cases of this kind is very apt to cause dissatisfaction on the part of the customer, and drive him from us, whereas if the matter is perfectly handled the chances are that he will be attracted to us.

Please remember this and specify all conditions in your orders.

**REPAIR JOBS**

Repair jobs are well worth looking after. Frequently they result in nice orders. If you have not given attention to this particular you have failed to realize the possibilities of business in that direction.

In a remodeling of the St. Nicholas Hotel at Springfield, Ill., 79 pairs of Self-closing Basin Cocks were required. We got the order our 12901 being selected. If you know of any similar work in your territory get after it.



You can talk big about Mueller goods without stretching the truth. Don't let him talk you out of an order—talk him into one.

If a salesman lacks interest and confidence in his line the prospective customer will not show any.

START SOMETHING

Let's open up some new business. See if you can't start something. Do it with the Mueller Sewer Rod. It's a great opener. Perhaps it can be made the means whereby new accounts can be opened. You might try it.

All the plumbers who have used it like it. There has been a good demand for it.

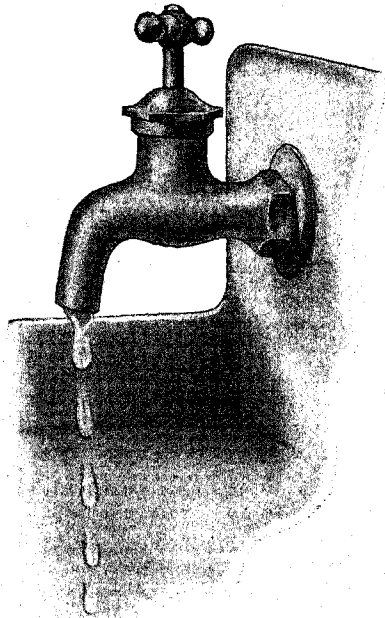


If you can't pull, push—and if you can't push, let go, because you are not helping.

Men don't buy anything nowadays unless they are told about its advantages.

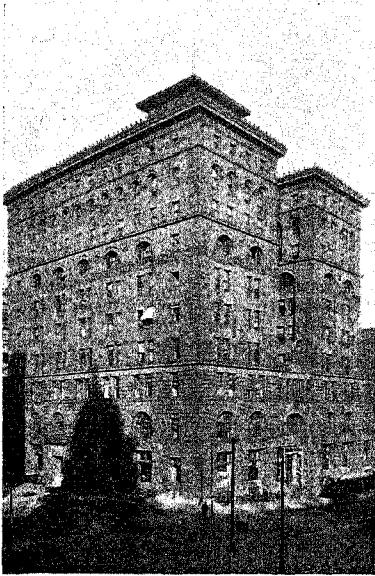
"If you can't say it—look it. If you can't look it—don't say it."—Tips.

A good rounder is apt to be a bad roadster.

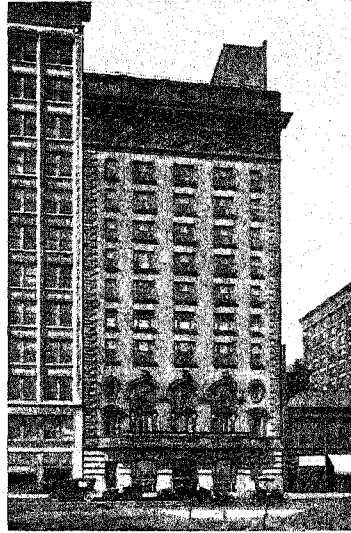
**DROP BY DROP**

A leak like this wastes annually from \$2.00 to \$6.00 worth of water.—Henry S. Thompson, Commissioner New York City.

**BUILDINGS IN WHICH OUR SELF-CLOSING WORK
HAS BEEN INSTALLED**



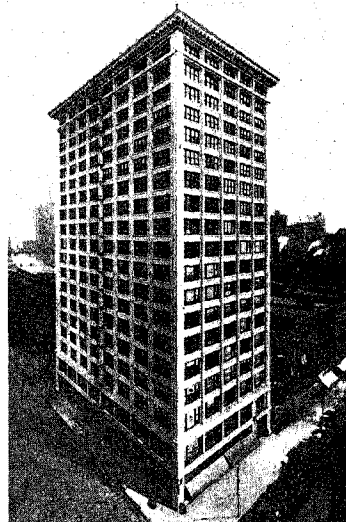
Omaha National Bank



Chicago Athletic Club Building



Peabody Hotel, Memphis



The Republic Building, Chicago