

# The Mueller Record

Vol. II

JULY 11, 1912

No. 25

## A BUSINESS ASSET.

### Politeness Costs Nothing But Helps Hold Customers.

Politeness is one of the greatest business assets. And it costs nothing. It is easy to cultivate. A little thoughtfulness develops it rapidly. It soon becomes a second nature.

Its value in business is generally recognized by the biggest and most powerful corporations. Railroads are awake to its value. The press announces that the Illinois Central has employed several men to instruct its employes in politeness. Of course this will provoke a good many satirical remarks, nevertheless much good will come from the policy.

We don't have to remember back very far to the time when incivility was a common thing among railroad men. A traveler seeking information he was entitled to as a patron was more apt to get a snub. Railroad employes apparently worked on the theory that travelers had no right to ask questions. Competition changed this. Railroads had to seek business and gradually conditions were changed. Now one rarely meets with a railroad employe who will not give a civil answer when asked a question. In fact, a good railway will not have any other kind of an employe.

So potent is this factor in securing business that the Illinois Central will school its employes. Politeness makes friends in business and friends make patrons.

We should all endeavor to keep this fact in mind. Generally speaking we believe that all of our employes coming in contact with the trade practice politeness, but we feel that there are a number of occasions which afford us an opportunity that we do not take advantage of.

We note that one of our salesmen always writes the words, "Thank you" on the original order. We feel that this is an excellent idea and that it will accomplish much good. All the salesmen should adopt this plan. It's

only a little formality but every patron who sees it is made to feel that we are appreciative of his business. None of us should overlook an opportunity to be polite to the trade, in both conversation and letters.



## USELESS EXPENSE.

### Which We can Avert if Salesmen Give Us Facts.

We have been occasioned considerable trouble and expense through alleged fault of our regulators. It has been necessary for Mr. Cash to make several trips to straighten out the tangles. On one occasion recently he was away from his department, where he was urgently needed, for two days, and his investigation showed this expense could have been averted had the salesmen supplied him with proper information.

Salesmen are directed to make every effort to get full information where complaints are made that a regulator is not working. They should insist that the customer place gauges on the initial and delivery side and thereby learn the conditions under which the regulator is actually being used. This will demonstrate to us whether the working conditions are the same as those given us at the time the order was placed.

If a customer specifies certain conditions when he places an order and we sell him a regulator to overcome these conditions, it is up to us to see that the regulator makes good. But should these conditions not exist in actual practice, or if actual practice shows the customer was mistaken in the statement given in his order, then the mistake is on him. Then we should insist that the conditions be changed to agree with those as set forth in the original order or else the customer should stand the expense incident to repairs or changes necessary to give satisfactory service.

In the case when Mr. Cash was away from home two days, the regulator was ordered to reduce from 125 pounds initial pressure to 50 pounds delivery pressure, the same being on a pipe supplying a toilet room. These regulators could have operated properly had the initial pressure fallen as low as 50 pounds. Mr. Cash, on investigation, however, found that the initial pressure was between 35 and 40 pounds for an hour or so, and 30 to 35 pounds for the remainder of the day.

There were numerous other complications which had not been taken into account when the order was given.

Had we known something of the conditions which existed at the time complaint was made, we could have made comparison with the conditions set forth at the time the order was given and could have at once decided who was at fault.

We insist therefore that salesmen go into each case of this character. It's an expensive proposition to take Mr. Cash from his department and send him to distant points and we consider it useless when specific information would have averted it.

The milk in the cocoanut is just this: A customer can't expect to specify certain conditions to us and then hold us responsible for the working of a regulator under radically different conditions.



#### TOTAL ECLIPSE HYDRANTS.

We still have in stock the following Total Eclipse Hydrants which we wish you would try to dispose of:

Size	Number	List
4-foot	74	\$11.00
5-foot	1	11.50
6-foot	3	12.10

Sell at 80-10-10 from list subject to stock on hand.



#### SALESMEN'S ROUTES.

We are frequently called upon to telegraph for routes, although the attention of salesmen has several times been called to the necessity of keeping us advised by mail.

In the future when we are required to wire for a route the cost of the telegram will be charged to the salesman.

#### A RECORD OF SALES.

##### Volunteer Orders Greatly Exceed Those Sent By Salesmen.

We give herewith a tabulation showing the average daily sales, volunteer and by salesmen, during the past ten months. Every salesman is expected to give these figures close scrutiny:

Month	Volun- teer	Sales- men	Total
August .....	57.5	28.2	85.7
September .....	56.3	33.5	89.8
October .....	52.1	34.4	86.5
November .....	49.1	30.9	80.1
December .....	43.7	22.0	65.68
January .....	41.8	22.4	64.3
February .....	42.2	32.3	74.5
March .....	42.0	27.0	69.0
April .....	67.2	37.2	104.5
May .....	71.8	33.1	104.9

During the ten months enumerated we received 21,255 orders, divided as follows:

Volunteer orders .....	13,490
Salesmen orders .....	7,765

Our biggest daily average during these ten months was in May. The volunteer business in every month has been greatly in excess of business derived through salesmen. In most instances it is almost double.

Our advertising has, of course, helped the volunteer business to some extent. With every card we send the trade we attach a return order card. These bring back some nice orders, in several instances for nearly one hundred pieces of goods.

We appreciate any influence which increases our volunteer business, but at the same time it appears to us that the salesmen's personal business should come nearer to an even break with the volunteer business. In order that this result may be obtained we want all to concentrate their efforts in an endeavor to bring their side of the business to a higher level during the remainder of the year. A special effort on the part of each salesman will accomplish this.



There never was a great commercial success that did not have hundreds of imitators, but no imitators ever caught up to the original except when the latter grew over confident and stopped advertising.

**HENNESSY'S APPRECIATION.****Former President of the Forty-nine Club  
Is Given Present.**

As retiring president of the 49 Club, W. F. Hennessy was given a check for \$10.00 to buy such article as he liked as an expression of good will from his fellow-members. He made acknowledgement in the following letter:

"I am in receipt of your favor enclosing check for \$10.00 from the members of the 49 Club for the purpose of giving me some token of remembrance of the many pleasant hours spent with the men that it has been my good fortune to come in contact with, due to my being an employe of the H. Mueller Mfg. Co., and being honored with the office of president of the '49 Club,' and to say my wife and self were pleased is putting it in a very mild tone indeed. We are at a loss to find words that will half express our appreciation.

"I left the matter of selection entirely in her hands and she has purchased a pair of cut glass candelabra and I know of nothing she could have bought that will better remind me of the hours spent with the men that represent the H. Mueller Mfg. Co., and who have the reputation among the trade of being the finest bunch of salesmen in the line.' They are like the goods they sell—'The best on the market'—and Mrs. Hennessy and I wish to extend to them through you our thanks for their kind remembrance and it will give us both great pleasure to show them to our friends and tell them where they came from.

"Again thanking you, I am

"Very truly yours,

(Signed)

"Wm. F. HENNESSY."

**KEEP US INFORMED.****Concerning Brass Manufacturers In Your  
Territory and Prices They Make.**

We are frequently in receipt of information from salesmen that some brass manufacturer is making extremely low prices, which we are unable to meet. It is generally found that these complaints concern small manufacturers, and investigation shows that they are running little shops and employing from 10 to 20 men. As a rule

their output is so small that it does not cut any figure, and also as a rule it is found that they do not make a complete line but only a few sizes of a few lines.

Notwithstanding this some of our salesmen get badly frightened when they run into these low prices and seem to imagine that unless we meet the same we will be unable to do business. We believe that the salesmen should make it a regular practice to get all the information possible concerning our competitors. This will enable them to better combat the low prices that they run into by showing to the plumber that the quotation is made by a house which manufactures a very limited supply of goods, and does not have the equipment to turn out the work such as a factory like ours.

We also want the salesmen in getting this information to keep the house advised of the brass manufacturers who are located in his territory and give us all the information obtainable concerning the lines of goods they produce, the number of men employed, and in fact, all the information it is possible to obtain. We want them to state particularly whether these manufacturers make a complete line or only a few sizes.

For a year past we have been gathering such information as we could concerning our competitors in order that we might work more intelligently in meeting their competition, and we therefore want to impress upon you the importance of giving us all such information that comes within your knowledge. We would thank you to make a special effort to get these pointers about the manufacturers in your territory.

**LARGE TAPPING MACHINE.**

Salesmen are advised to take up all inquiries for large tapping machines or parts, D-2005, with the Decatur or New York office.

We do not want salesmen quoting on this machine or parts, without first taking up the matter as stated above. For some time to come it will be necessary for us to quote from headquarters, New York or Decatur, on this particular machine, owing to the fact that it is not yet ready to be placed on the market.

## TAPPING MACHINE SALES.

## Too Much Business Is Going to the Jobbers.

Regarding the sale of tapping machines we wish to cite the fact to the salesmen that too many machines are being sold through the jobbers. We have a record of 10 machines recently sold through jobbers and believe that in every instance somebody else got the order for the brass goods. We insist that the salesmen ought to get after this tapping machine business, not only with a view of landing the sale of the machine direct, but to supply the purchaser with his initial order of brass goods. As we have pointed out a number of times this initial order means that we will in all probability furnish the brass goods for years to come.

It's natural for the man who starts in with a house to remain its patron so long as there is no valid reason for making a change. We know that a person who once starts to use our goods will find no valid reason if he is looking for goods that will give him years of dependable service and no trouble or expense.

It is for these reasons that we are insisting upon the initial order. It may be only a small one, but if we can furnish sufficient goods to show to the customer that the goods cannot be excelled we are practically certain to hold his business for the future, and we must be awake to the fact that all business to be profitable must take into account future orders.

Salesmen are urged to give this matter their close attention and do their part toward changing conditions, so that they will be more favorable to this company.



## RETURNING SAMPLES.

Salesmen are requested to exercise more care in returning samples. Some of the men place two samples in one bag and when we receive same the samples are so badly scratched and marred as to be useless. These samples cost money, especially the cut open patterns, which require a great deal of work to prepare.

A sample to a bag and the bags tied together will overcome the difficulty complained of.

## COMMODITY REPORT.

## Comparison of May, 1912, With May, 1911.

We formerly furnished each salesman a commodity report, but owing to the labor involved in preparing this we will be forced to discontinue. We are giving herewith, however, a general report for the month of May, 1912, comparing it with the month of May, 1911:

Commodity	1911	1912
D-8303 .....	2685	2923
D-8677 .....	813	2177
Extra S. C. Work .....	2703	3552
Colonial S. C. Work .....	671	868
Mueller Service Boxes ..	984	2201
Repair Lids .....	888	2217
Meter Testers .....	1	2
Check Valves .....	35	141
Sewer Rods .....	25	15
D-23420 .....	89	273
D-23421 .....	4	29
Meter Tester Books .....	0	10

You will notice from the above statement that there is only one article on which we fell behind last year's sales and that was on sewer rods. Salesmen will notice that there has been a big increase in the sale of Compression Stop and Waste Cocks. They will also note that Mueller Service Boxes are coming to the front and that our Repair Lids are also finding a ready market. In the future through the Record we will endeavor to give you this general commodity report. The above applies only to the Decatur territory.



## DEFINITIONS.

A drummer is one who goes on the road and wishes he were home; then goes home and wishes he were on the road.

A traveling man is one who is only a benefit to the railroad companies.

A solicitor is one who travels at a big expense and calls it missionary work, while his competitor gets the business.

A salesman is one who gets the business all the time whether calling on the customer, on the railroad, or at the ball game. His head is full of business and he realizes that to make himself profitable to his house he must get orders.

**ORDERS.**

From the George H. Soffel Co. of Pittsburgh, Pa., through H. J. Harte, 66 pairs of N. P. D-11902 Self-closing Basin Cocks to be installed in the Point Building.

From the Hayden Plumbing Co. of Birmingham, Ala., through W. B. Ford, 11 pairs of D-11902 Self-closing Basin Cocks to be installed in the Hillman Hotel.

From the W. B. Young Supply Co. of Kansas City, Mo., through Mr. Kirkwood, 51 pairs of D-11904 Self-closing Basin Cocks to be installed in the Krekel Apartments.

From Mr. Kirkwood, 24 D-11901 Basin Cocks; 24 D-11703 Bibbs and 12 D-9476 Rapidac Bath Cocks for the Howard Vrooman Apartments at Kansas City, Mo.

From McKee & Drexler of Kansas City, through Mr. Kirkwood, 6 pairs of D-11904 Self-closing Basin Cocks and 12 pairs of D-11703 Self-closing Sink Bibbs for the Robinson Apartments.

From Monument Plumbing Supply Co. of St. Louis through T. F. Leary, for 112 D-11902 Self-closing Basin Cocks for the Lindell Hotel.

Prof L. Wolff Mfg. Co., through W. F. White, 300 D-11902 Self-closing Basin Cocks for the Shubert Theatre, Denver, Colo.

From W. B. Young Supply Co., through Mr. Kirkwood, 24 pairs of D-11904 Self-closing Basin Cocks; 24 pairs D-11903 Self-closing Sink Bibbs and 24 D-9487 Rapidac Bath Cocks to be installed in the Wells Apartments, Kansas City, by Knapp Bros.

From the Des Moines Plumbing & Heating Co., through H. F. Clark, 25 pairs of D-11906 Self-closing Basin Cocks to be installed in the Silverberger Luice Job, a 10-story store and office building at Des Moines.

From William Graham & Co. of Chicago, Ill., 501 D-12901 N. P. Self-closing Basin Cocks and 72 D-12902 finished Self-closing Basin Cocks, to be installed in the Tribune Building.

From M. P. Connor of Kansas City, through Mr. Kirkwood, 56 ½" N. P. D-8183 Compression tSops and 324 ¾" N. P. D. 8185, for the White Hotel at Ninth and Wyandotte Streets. We will also furnish the Self-closing work for the job.

From M. P. Connor & Co., Kansas City, through M. F. Kirkwood, 17 pairs D-12902

Self-closing Basin Cocks and 61 pairs D-11904 Self-closing Basin Cocks to be installed in the Bank of the Republic, Kansas City, Mo.

From the Rome Supply Co., Rome, Ga., through W. B. Ford, 250 D-11902 Self-closing Basin Cocks, 150 to be shipped at once and 100 to be shipped October 1st, for the Cherokee Hotel at Rome, Ga.

From the M. & H. Foundry Supply Co., Chicago, Ill., through F. L. Hays, 800 3-8" Fin. Self-closing Stop Cocks and 100 3-8" Fin. Angle Stops to be shipped to the factory of the M. & H. Foundry Co. at Belleville, Ill.

From S. Albin Nilson, 329 N. Clark St., Chicago, Ill., through F. L. Hays, 76 D-11901 Self-closing Basin Cocks to be installed in the McDonald Apartments, corner Clifton and Montrose Aves., Chicago.

From the Jos. F. Tumaty Plbg. Co., through T. F. Leary, 50 D-11903 Self-closing Basin Cocks to be installed in the Central Nat. Bank Building, St. Louis, Mo.

**REPORT ALL CHANGES.**

The attention of the salesmen is called to the necessity of prompt reports on all changes in the official staff of water and gas works. Just so soon as you learn that a superintendent is to leave the service of a water works company, or that there is to be a change in the management of a gas company, the Sales Department should have the information.

This is of the utmost importance to us in order that we keep our records right up to date, and it is strictly up to the salesmen, because we have no other dependable means of getting this information.

All salesmen are cautioned to keep this matter in mind in the future.

**WEDDING.**

H. M. Flemming and Miss Neta Sussieck were recently married in New York City, and on behalf of the 49 Club Mr. Oscar Mueller presented the couple with a check for \$54.00 from the 49 Club, for the purchase of a suitable present.

## APPRECIATED.

The attention given the delegates to the State Convention of Stationary Engineers, held here in May, called forth the following letter from that organization:

"We, the Officers, Delegates, and Visitors of the Illinois State Association of the N. A. S. E. in convention assembled, in the City of Decatur, May 23 to 25, 1912, desire to express our appreciation for the courtesy and kindness shown us by Mueller Mfg. Co., Mr. Cash and Mr. Freeman.

"And be it resolved, That a letter expressing our thanks be sent to the above-named, by our Secretary, bearing the seal of this Association, and that a copy of the resolutions be spread on our minutes."



## LACKING IN FEATURES.

## Tapping Machine Contest Dragged During Month of June.

The tapping machine contest for the month of June did not make a very favorable showing, although the figures given in this issue lack the record of the last two weeks in the New York territory. The returns show a contest that was almost featureless.

Jett managed to place 3 machines, which was the record for the month, so far as the salesmen were concerned. In the Decatur territory eleven salesmen failed to effect a sale of a machine, and in the New York territory from the figures at hand, only four salesmen are credited with sales. The total sales by salesmen amounted to only 19, while the Sales Departments had 20 to their credit. We have the same criticism to make that has been made several times before and that is that too many of our machines are being sold by or through jobbers, and we fail to get brass goods business that ought to go with them. There are only six months remaining of this contest and we should like to have all salesmen exert themselves to make a better showing in the latter part of the contest. In the beginning we entertained hopes that the sales might reach 1,000 machines this year, but we are far short of this number. The record to date follows:

	MS.	1b.	2b.	3b.	HR.	Po.	E.
Whitney, c. ....	1	1	0	0	0	0	1
Morrow, lf. ....	6	0	1	0	1	0	2
Sippel, rf. ....	2	0	1	0	0	1	0
Brown, cf. ....	4	0	0	0	1	0	0
Tranter, 2b. ...	14	0	1	0	3	0	2
Smith, 1b. ....	6	0	1	0	1	0	0
Rowley, 3b. ....	4	0	0	0	1	1	3
Pilcher, ss. ....	5	1	0	0	1	1	2
Stebbins, p. ....	12	0	0	0	3	1	3
Hastings, p. ...	6	0	1	0	1	2	1
C. T. Ford, p. ...	7	0	0	1	1	0	4
Wasson, p. ....	13	1	0	0	3	0	0
Dill, p. ....	7	0	0	1	1	0	1
White, p. ....	5	1	0	0	1	0	0
O'Rourke, p. ...	1	1	0	0	0	0	0
Total .....	93	5	5	2	18	6	19

	MS.	1b.	2b.	3b.	HR.	Po.	E.
Caldwell, cf. ....	12	0	0	0	3	2	1
Hays, rf. ....	8	0	0	0	2	1	3
Jett, lf. ....	9	1	0	0	2	0	2
McCormick, 3b. 5	1	0	0	1	1	1	1
Aubinger, 1b. ...	4	0	0	0	1	0	0
Cameron, 2b. ...	4	0	0	0	1	0	2
Leary, ss. ....	11	0	0	1	2	0	5
Hennessey, c. ...	18	0	1	0	4	0	1
W. B. Ford, p. ...	16	0	0	0	4	1	5
Kirkwood, p. ...	7	0	0	1	1	0	2
Clark, p. ....	3	0	0	1	0	1	2
McCarthy, p. ...	7	0	0	1	1	1	0
Heinrichs, p. ...	9	1	0	0	2	0	5
Harte, p. ....	0	0	0	0	0	0	0
Total .....	113	3	1	4	24	7	29

Decatur sales—88.

New York sales—29.

Grand total—323.



## METER TESTERS SOLD.

A complete outfit to Rochester, New York, by R. M. Hastings.

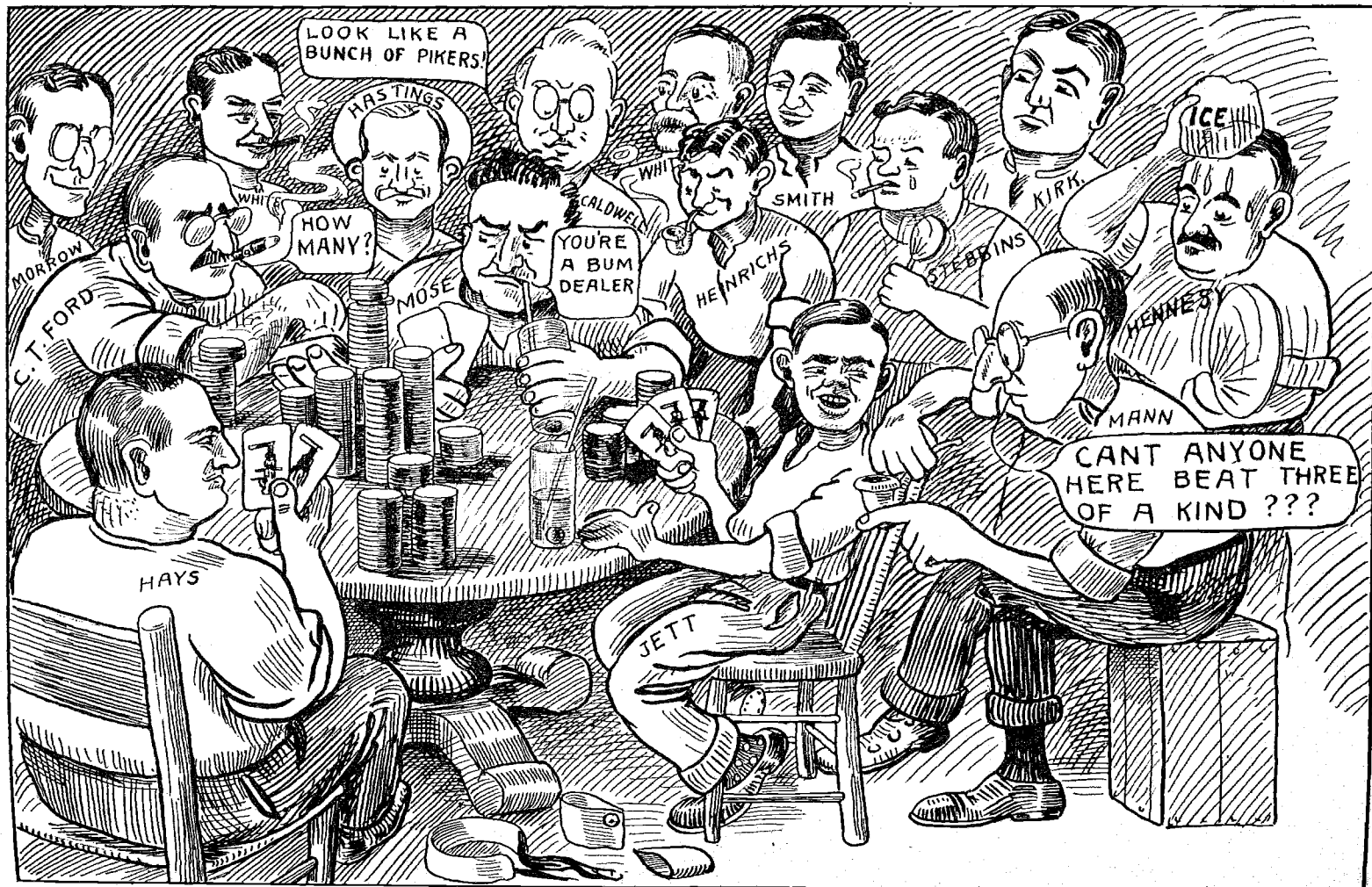
A complete outfit to San Antonio, Texas, by C. H. Brown.



"Would you mind tooting your factory whistle a little?"

"What for?"

"For my father over yonder in the park. He's a trifle deaf and he hasn't heard a robin this summer."—Kansas City Journal.



THREE OF A KIND WAS THE BEST HAND.

## OVER HALF CENTURY.

Mr. and Mrs. Peter Ford Celebrate Their  
55th Anniversary.

On July 4th there occurred in this city an event in which all salesmen have a friendly interest, it being the celebration of the 55th anniversary of Mr. and Mrs. Peter Ford, parents of Charley and Will Ford, at their home on West William Street.

The event in itself is an unusual one and it is particularly interesting to all Mueller folks because of our long association with this family. We are giving herewith a picture of Mr. and Mrs. Ford as they appear today, same having been published in the local papers, which devoted considerable attention to the anniversary.

Mr. and Mrs. Ford were married at Naperville in DuPage County on July 4th, 1857. Mr. Ford at the time was living at Maroa, just north of Decatur, and Mrs. Ford had but recently come to Illinois from her former home in Vermont. Mr. Ford was born in Ireland in February, 1829, coming to this country in 1850. He was first employed by the Illinois Central and was also interested in farming in the vicinity of Maroa.

As an evidence of the wonderful growth of the country during Mr. Ford's residence here the fact is cited that when he came to this section he traveled from Chicago to Decatur via the Illinois Central, which at that time reached only from Chicago to Mattoon. In the years of his earlier engagement with this company, Abraham Lincoln was the attorney for the road. Mr. Ford not only saw a great deal of the noted president, but knew him personally and had business with him. In 1878 Mr. Ford became identified with the Vandalia road, which was then known as the Illinois Midland, and was for many years roadmaster for this company. He retired from railroad work in 1894 and devoted his entire time to his farming interests.

Mrs. Ford, like her husband, is a native of Ireland, having been born there on January 18th, 1838.

The celebration brought together the Ford family with the exception of John Ford, who is the General Agent of the Salt Lake Railway at Pomona, California. The children present were C. T. Ford of Washington, D. C., W. B. Ford of Birmingham,

Ala., F. P. Ford and wife of St. Louis, and Misses Anna, Jeannette, Kate B. and Ella M. Ford.

Few couples have been blessed with more devoted children than Mr. and Mrs. Ford. They have prospered in worldly affairs and are spending their declining years in ease and comfort, and in happiness and contentment which only devoted and loving children can bring to an elderly couple.



## 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.



## BULLETIN CORRECTION.

Bulletin S. O. 248 of June 24th, 1912, states that Bulletin S. O. 216 of April 12th should be cancelled.

It should read, "Cancel Bulletin S. O. 240 June 8th," as Bulletin S. O. 216 of April 12th had already been cancelled.

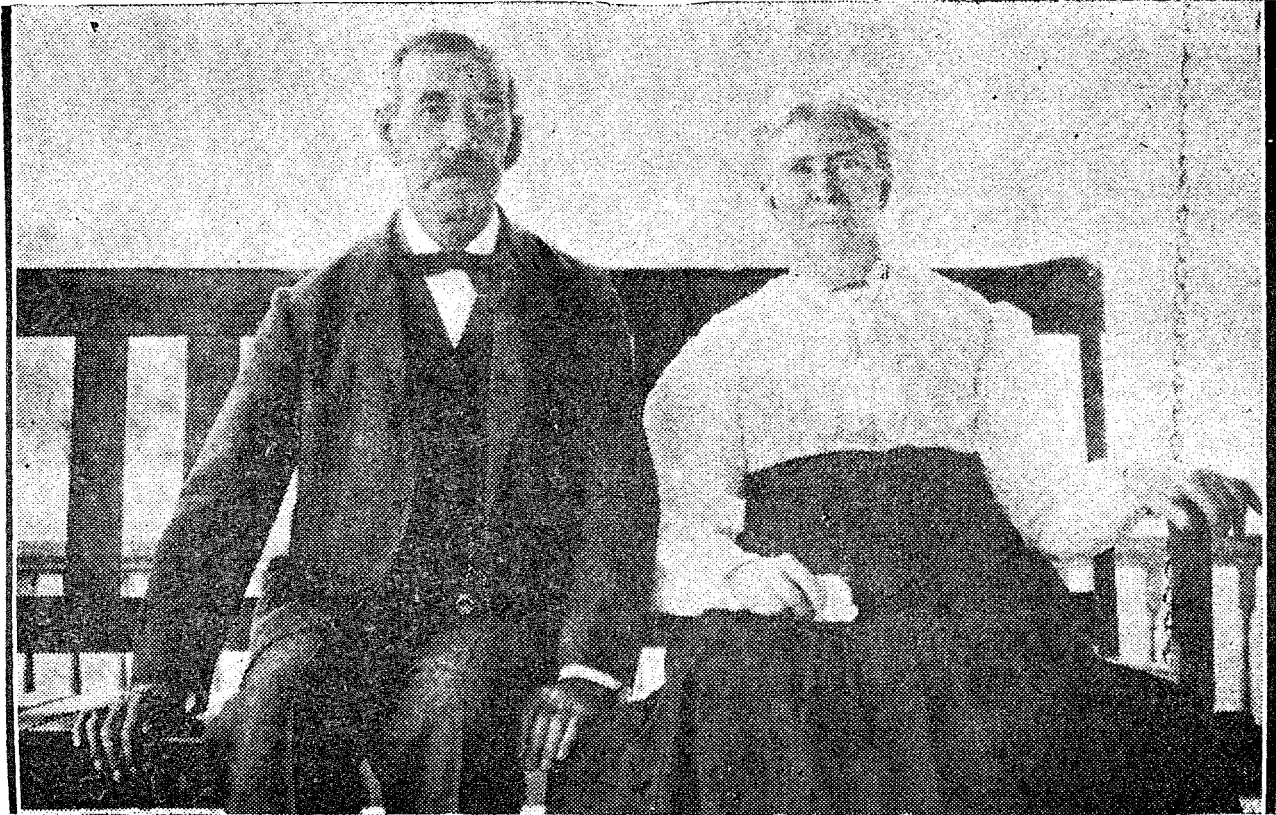


"There's a use for everything in the world."

"What's the use of a jealous wife?"

"A great deal! If there were no jealous wives, how do you suppose a homely stenographer could get a job?"—Judge.





MR. AND MRS. PETER FORD ON THE FIFTY-FIFTH ANNIVERSARY OF THEIR MARRIAGE

### COLLECTIONS.

Collections and claims frequently give us much trouble, annoyance and loss because of lack of co-operation on the part of salesmen. We think this lack of co-operation is due to a failure of some of the salesmen to appreciate the importance of the subject rather than intentional disregard of the matter.

In event a collection or claim becomes urgent we want salesmen to concentrate their best effort in assisting us to straighten it out. You are in a position to do very effective and profitable work in this particular. You are on the ground, can talk to the debtor, get at the facts and put us in possession of the real condition. This result is always more easily attained in an earnest, friendly talk than is possible through correspondence. There are many men in all lines of business who will sidestep the issue when put to them by a letter, but will meet it more squarely if delivered as a personal message.

In many instances of collections we drum on the account, writing a strong letter and insisting on settlement. The salesman is always supplied with a copy of this letter, but frequently fails to co-operate with us in the adjustment of these old accounts.

Every time a salesman gets a copy of a letter informing him that an account is over-due, and that the customer will not honor our draft or reply to our letters, it is a **duty** of the salesman to make it a point to urge an adjustment upon the first visit to the city where such account is located.

Immediately upon receipt of the letter a memorandum should be made so that you will not forget it.

We are impressed with the belief that in many instances a salesman can bring about a speedy and satisfactory settlement. It's not necessary to browbeat or threaten. The justness of our claim can be shown, and the fact pointed out that we have been lenient, that we have sought to avoid inconvenience to the customer by pressing him too hard, but that the account is over-due and that we are entitled to our money, or at least to some arrangement for payment on the part of the customer which will prove satisfactory to us.

In cases where our drafts have not been honored or our letters disregarded we feel that salesmen can, in a friendly way, show the customer that such action is the extreme of business discourtesy, which usually calls for the extreme method of collecting accounts. In an educational way it can be shown a customer that habitual disregard of drafts and letters is a certain path to C. O. D. business, because all manufacturers and jobbers will eventually refuse to do business with them on any other basis.

Along the same lines the adjustment of claims can be greatly simplified if salesmen will make it their business to get at the facts, when they come in contact with the claimant.

We cannot urge too strongly the necessity of salesmen giving close attention in the future to this subject of collections and claims. By so doing you will aid in the reduction of the losses due to what are termed "bad" accounts.



### ADDRESS THE COMPANY.

A few days ago one of the salesmen sent a telegram to Miss Brown, who a few days before had retired from the service of the company. Of course, she called up the office and informed us of the contents. Had she happened to be out of the city we would not have gotten the message at all.

Mention is made of this fact for the purpose of calling attention of salesmen to the fact that it is poor policy to address office employes personally on business of the company. On matters of business address the company. The message will reach the proper person.



### PATENT ATTORNEY DEAD.

We have been advised of the death of Mr. Charles E. Pickard at Chicago, Ill., June 24th.

He was a member of the firm of Bond, Adams, Pickard & Jackson, patent attorneys representing us.

Mr. Pickard was known to a number of the salesmen. His death is deplored by those who knew him, but will make no difference in our relations with the firm of which he was a member.

## PERSONALS.

F. B. Mueller left Saturday, July 6th, for the west. He will stop at a number of cities en route and will reach Salt Lake City about the 13th, and will immediately make preparations for the exhibit at the National Convention of the Master Plumbers, being assisted in the preparation by W. N. Dill and W. F. White. M. F. Kirkwood will accompany the Kansas City delegation to the convention, and C. N. Wagenseller the Chicago delegation. Mr. Fred, at the conclusion of the convention will continue to the coast. The exhibit at the convention will consist of some staple goods and some new work, including our ball cock and new basin and bath supplies. Nearly everything shown will be in operation.

Mr. Adolph will leave about the 15th inst. for Calgary, where he will deliver an address before the convention of the Canadian Master Plumbers. He will be accompanied by his family.

Mr. Oscar was here for a few days immediately following the Fourth, on business connected with the new factory at Sarnia. He has removed from New Rochelle to Sarnia, and taken up his residence in the latter place, in order that he may keep in close touch with the work, which is now actively under way.



## KINDRED FEELING.

The new cook who had come into the household during the holidays, asked her mistress:

Where ban your son? I not seeing him round no more."

"My son," replied the mistress proudly. "Oh, he has gone back to Yale. He could only get away long enough to stay until New Year's Day, you see. I miss him dreadfully though."

"Yas, I knowing yoost how you feel. My broder, he ban in yail sax times since Thanksgiving."



Judge—You have been here twice before, and twice I have sent you to jail. Have you anything to say why I should not send you there again?

Prisoner—"I have scruples against a third term, your honor."—Judge.

## CHANGE IN THREAD

Hereafter all  $\frac{3}{4}$ " Solid Tee Handle Roundway Minn. Water Curb Cocks will have  $1\frac{1}{2}$ " threads instead of 2".

With this arrangement our customers will only have to carry one size tapped service boxes for  $\frac{1}{2}$ ",  $\frac{5}{8}$ " and  $\frac{3}{4}$ " Inverted Key Minn. Curb Cocks and  $\frac{1}{2}$ ",  $\frac{5}{8}$ " and  $\frac{3}{4}$ " Solid Tee Handle Roundway Minn. Curb Cocks.



## BUYING STATIONERY SUPPLIES.

We notice that some salesmen purchase such things as typewriter ribbons, etc., and charge them to expenses.

Wholly unnecessary and extra expense. We buy stationery supplies at wholesale. It is much cheaper for us to furnish these materials.

Stop buying them yourself.



## WHAT DID HE MEAN?

Departing Guest: "You've got a pretty place here, Frank, but it looks a bit bare yet."

Host: "O, it's because the trees are a bit young. I hope they'll have grown to a good size before you come again."—London Opinion.



## MAYBE HE NEEDED AN UP-TO-DATE WATER SUPPLY SYSTEM

Bill—"Has your opponent shown his hand yet?"

Jill—"Yes."

"Well, what do you say now?"

"I say the hand needs washing."—Yonkers Statesman.



Some fellows think the main thing in life is "to get away with it." If they can gloss over a blunder or bluff through a ticklish situation they feel that they have accomplished something. Such a course not only gradually undermines the standing of a man in the community but also his own character.