The Mueller Record

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No. 50

DON'T TALK DULL TIMES

It Is Not the Way to Encourage People to Buy.

Don't talk dull times to the trade. Don't let the trade talk dull times to you. If a customer starts it, switch him on to some other subject.

A salesman need not expect orders if he goes to a customer complaining that his own trade is not good. He can't expect them from a customer who has accepted the belief that times are dull. There is a condition of mind existing that is not normal. Anything tending to increase this abnormality tends to hinder return of confidence in business conditions. It's adding fuel to a flame. It is business incendiarism. We don't want to be a party to it. On the contrary, like good citizens in any other unnatural condition, we want to do our part in suppression of false belief.

It would be useless to deny that business conditions are disconcerting at the present time. But the fault lies with business interests. It's a false condition. It's the result either of fear or a preconcerted plan to let business drift or partially die under the present administration. Big business men who feel that they are antagonized by politicians are not averse to retaliatory measures. Like small boys, they want to "get even." They are selfish enough to do this by the creation of a false situation, the surface indications of which spell poor business. They do it at the expense of business interests which lack the organization and the leadership to counteract the baleful influence. But it can be and is being counteracted by the sane and unselfish business interests which realize the truth of the situation. The tremendous crops of this country this year can produce nothing but money and money will make business. The yield of wheat which has been enormous. except in isolated spots, is now pouring into the elevators, and must be moved, and a big oats crop will speedily follow. After that will come the corn and cotton crops, promising a record yield.

There is nothing the matter with this country or its business except as malevolent interests seek to make the unthinking see a dark picture instead of a bright one.

We don't propose to be a party to this proceeding and we expect our salesmen to aid in correcting the false impression in the minds of the trade. Don't talk poor business yourself. Talk good business and good times. If a customer starts in on the doleful strings throw the switch and get him out on the main track of good times and prosperity.

We have responses from most of the salesmen to the business letter issued by Mr. Adolph in July. It is gratifying to note upon analysis of these letters that a big majority of the salesmen take an optimistic view of the situation. In only one or two isolated instances do salesmen look npon the present condition or future prospects through pessimistic eyes. Good business in the water and gas field is noted by many salesmen, while the plumbing line gives promise of a substantial improvement. In addition to this-from every section of the country the salesmen send reports of enormous grain yields harvested, or soon to be harvested, with most flattering reports of promised yield of fall crops.

This is the very basis of our prosperity. It can mean but one thing—the speedy return of good, wholesome, profitable times.

Taking these reports all together it is going to be largely our fault if we do not do a fine business the rest of the year. We can bring the total for the year up to a good average. It is up to us to do it by hard and persistent work, and we want everybody to put his shoulder to the wheel and help.

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Sign in a Chicago drug store: "Save your coupons and get an art plague free,"

THE FLUSHING HYDRANT

Some Good Talking Points Furnished By F. B. Mueller.

Some recent correspondence which was had with the Sarnia plant in reference to our Sprinkling and Flushing Hydrant which the Canadian plant has up with Toronto has brought out good talking points.

Owing to Mr. Fred Mueller's familiarity with this device, he was assigned the duty of giving the Canadian plant the best talking points on this hydrant. He covered the case very completely and brought out so many good talking points that the gist of his letter is here reproduced for the benefit of the salesmen. He went into the case very thoroughly, explaining the reasons which led up to the designing of this article, taking as his subject the conditions which existed in Decatur. The same conditions undoubtedly exist in other cities throughout the United States and Canada. In his letter to the Canadian plant concerning the Sprinkling and Flushing Hydrant, Mr. Fred said:

"After the water plant was installed here. sprinkling wagous were adopted and these carts and the firemen used the fire hydrants. Frequent changes in the drivers of the sprinkling wagous led to more or less trouble with the fire hydrants. The city then adopted standpipes or cranes, and I guess the price was considered as they used only one stop and waste valve under ground which was operated in filling the tanks of the sprinkling wagons, and with this same valve they would drain the pipe below freezing point during cold weather between sprinkling seasons. A short piece of hose was attached to this standpipe and the sprinkling wagons were driven under same, the driver would put the hose in the opening in the tank and when the water showed at the opening he would shut off the valve. In most cases they used gate valves and these would soon leak. As the streets were then unpaved, there was always a chuck hole at this point.

"I would judge from the attached letter that Toronto uses two valves on their cranes, one on the opening to fill the tanks without the driver leaving the seat, and the other one in the ground below treezing point for shutting off the connection during the cold season.

"As Decatur grew to a larger city, property owners objected to the standpipe as an unsightly thing about any building, and, after street paving extended into the residence districts and similar connections were called for, every property owner objected if an attempt was made to place it anywhere near his property. As a result of this, and, after having had several calls for an up-to-date connection, we made up what we now have which we think is the best thing ever put on the market.

"In the first place it is made of cast and wrought iron and brass, extra heavy, to withstand any strain passing over same. while all iron parts are heavily galvanized. In installing this outfit it is connected up with a regular two-inch connection using one of our No. 3 Water Tapping Machines. It is put in next to the curb, flush with the walk, and has a two-inch hose cock in the box with a two-inch stop and waste at the lower end which should be installed deep enough so that the stop and waste is below the frost line and may be shut off during the cold months when it is not in use. The iron box with a hose cock is tapped for an iron pipe connection so that the waste can be connected up with the sewer which in most cases is not far from where the sprinkling hydrant is installed.

In the States the sprinkling carts carry their hose connected up to the cart and alongside the tank on brackets. They drive up to the connection, connect the hose and turn on the water; when the tank is full they shut off the water, disconnect the hose and the waste water in same is run into the box and carried off in the sewer.

While this new connection has been on the market only a few years, we are getting orders right along and the business is increasing every week as all cities can install a hydrant of this kind in front of the finest residences and there can be no objection as it leaves no bad effect or wet spot after using same. While we have received a great many orders for samples and in lots of four and six, we have just completed an order for the Pennsylvania Railway Company for 40 two-inch connections to be used at small stations in place of cranes.

We are also completing an order for 17 two-inch connections for the St. Louis and San Francisco Railroad. We have also made up several hundred of these outfits in one-inch pipe for a one-inch or 34-inch hose connection to be used in parks and on golf links. Washington, D. C., is installing a great many of these in the oneinch size with 34-inch hose connection in their parks, doing away with the sill cock that was formerly used. These sill cocks interfered with the mowing of the grass and it was also necessary to put up a board back of each sill cock to keep children from falling over same and getting hurt. We furnish with this outfit, extra charge being made for the same, a combined wrench and hose spanner. wrench is used for locking and unlocking the lid. It is also used for opening and closing the hose cock and on the shut-off rod for operating the stop and waste cock under ground. We make this up with a regular two-inch hose thread. We can also make it up with any style of thread, two or two and one-half inch, without extra charge, but we advocate a two-inch thread for the reason that all cities that have adopted a connection of this kind do it to hold the sprinkling department responsible for this connection and the fire department responsible for the fire hydrant. By making the connections two different sizes, they cannot connect from one to the other.

"You may also find that Toronto has been using a two and one-half inch hose and the same style of coupling that the fire department uses; that is, if they are forced to get their water from a fire hydrant. They may claim that it would be too expensive to discard all this hose and buy two-inch for this connection of ours, but you can get around that by stating that we can give them a two-inch hose coupling with an increaser on the tail piece for two and one-half inch hose. This would overcome that trouble without getting any new hose for our connection.

"Now, the only argument they have left in favor of their cranes is that the driver does not leave his wagon seat. Our argument to overcome that would be the way our connection is installed. These can be placed in front of any store or home without any objection and there would be no complaint as to the waste of water as caused by the crane as now used."

TAPPING MACHINE SALES

We want to call the attention of the salesmen to the decrease in the sale of our tapping machines, and to urge them to exert every effort to secure business in this line. The importance of selling a tapping machine to a water works company gives us an entering wedge which almost invariably opens satisfactory business connections with the purchaser, because he naturally turns to our brass goods to use with our machinery. In other words the sale of a tapping machine is a foundation on which we have always been successful in building future business. New water works companies in towns and villages are springing up daily. There is just as much business in this field as there ever was. We therefore caution you to be wide awake to all new prospects reported and to follow up each case energetically. We never want you to lose sight of the fact for a minute that the sale of a tapping machine is of the utmost importance to us.

↓ CORRECTIONS

The attention of salesmen is called to the fact that the wrong section number is given to Bulletin SO-512 which relates to weights of wiped joint goose necks. Please see that it is filed in the proper place.

Mention was made in the June issue of the Record of the sale of a Meter Tester to the Spring Brook Water Company of Wilkes-Barre, Pa. This sale was made by the New York office but we failed to give proper credit.

Mr. Fleming calls attention to an item requesting salesmen to communicate with Mr. Mann concerning state jobs. He requests that New York salesmen communicate with him. It is presumed of course in all items of this character that salesmen will communicate with the head of the Sales Department in their territory.

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The sign on a bargain counter: "Sale of Towels, 3c each. Hurry, they won't last long."

OUR DISPLAY AT ATLANTIC CITY



The above is an illustration of our display at the National Association of Master Plumbers, Atlantic City, June 16, 17, 18, 1914. This illustration was reproduced in the Plumbers Trade Journal, Domestic Engineering, and other trade papers.

PLUMBERS' CONVENTION

The Personnel of the Trade Has Made Marked Change.

The Annual Convention of the National Association of Master Plumbers was held at Atlantic City June 16, 17 and 18. Head-quarters were at the Hotel Rudolph. There was a big line of exhibits, representative of the plumbing and allied trades, and there was a good interest notwithstanding the innumerable attractions of the board walk, and other tempting diversions of this famous city by the sea.

To one who gives thoughtful study to the trade this is one of the most encouraging signs. It shows beyond question that a majority of the trade attends conventions, not for the amusement of a carefree holiday but for the purpose of improving themselves and adding to their store of knowledge. When such good interest prevails, as in the case of Atlantic City, decidedly a place of frivolity, it may be taken for granted that the plumbing trade is on the

upward trend. The sessions of the National Association were well attended and the exhibits were constantly under inspection. The crowds, while not large, were composed of men seeking information, and the attendants at the exhibit had excellent opportunities to get to each visitor.

Our exhibit beyond question was visited by more people than any of our competitors, two of whom were close by, and we had excellent opoprtunities for studying results. At no time during the convention did we hear a word derogatory of Mueller goods. On the contrary we repeatedly heard them spoken of as "the best goods made."

The best lesson to be drawn from this gathering, however, is from the plumbers themselves—the personnel of the trade. Its higher grade today than ever. It is a better average in intelligence, in conduct, in business and in morals. Of this there can be no doubt in the mind of any one who has attended a number of these conventions. The plumber of the rough neck;

rowdy variety, who spends his spare time in carousals and dissipation is passing. He is almost past. In his place there has come and is coming the business plumber, the man who protects his character and his conduct from gossip, the man who has morality in his daily life and business and who shuns the paths of dissipation. He is a business man. He may not yet level up to the highest average, but is growing to it. The difference in the personnel of the rank and file at a National Convention nowadays compared to ten years ago, is as marked as the difference between a ward politician and a statesman. It's this development of the plumber which will develop the plumbing business until it reaches the level of a business that will command the respect of all peopte.

4

MUELLER GOODS IN SCHOOLS

Furnish Good Argument in Talking Them to the Trade.

E. E. Pedlow has secured the adoption of Mueller goods by the Board of Education of Jefferson City, Mo. Our goods will be used in three new buildings to be started this year.

The Boards of Education of St. Louis and Pittsburgh have likewise adopted our goods for repair work and for new work to come.

The New York Board of Education has been using our goods for some time.

Salesmen are urged to secure the adoption of our goods by boards of education whenever possible. It is not only good business but it is a good advertisement and a good talking point. Take New York City as an example. There is no other city in the country whose public schools are attended by so varied a class of people. All nations and all classes of people are represented. There are pupils enrolled there who never knew the use of a faucet until they reached these shores. They are totally ignorant of it's uses. Added to this is the proclivity of all children to destroy or abuse property of all kinds and especially public property. It would be impossible to subject our goods to a more severe test than that which they must undergo in New York public schools. It is not only a test

of service but a test of endurance against thoughtless abuse of childhood as well as ignorance of proper use. Yet Mueller goods have been standing the racket for years and the New York Board of Education finds them the best and cheapest. They did not adopt our goods haphazard; they did not do it because of favoritism. They adopted them after an investigation, after a comparison with other goods as to metal, mechanism and price. The latter, however, was not the main issue. New York wanted goods that would not only yield service but would prove equal to unusually abnormal conditions, and they chose Mueller goods.

Surely there are talking points here which a salesman can use with good effect and sales-yielding results, not only in advocating our goods to other Boards of Education, but in promoting their sales everywhere.

H BUILDING SIGNS

Salesmen in requesting building signs for customers should send us letter head or bill head of customers. This will materially lessen the liability of error and save us considerable work.

Last month we had several requests and the names did not correspond to those appearing in the Red Book. We were therefore, compelled to search through the correspondence files to find names and initials. A letter head or bill head attached to the request for building signs will avert all this trouble.

子 ALL MUELLER GOODS

We are advised by W. L. Jett that 144 D-11902 Self-Closing Basin Cocks recently shipped the W. A. Julian Co., of Tucson, Ariz., are to be used in the Y. M. C. A. and High School buildings of that city. All the brass goods on both of these buildings will be of Mueller manufacture as the Julian Company does not carry any other make of brass goods in stock.

PERSONAL

H. F. Clark, who formerly traveled for our company, has taken a position in the main office.

TROUBLE WITH MACHINE

Difficulty Due to Lack of Chamfering Corporation Cock.

We got into a little difficulty in an Indiana town recently which has been straightened out and is not likely to occur again. It was necessary to send W. T. Mason to the city in question. The trouble was due to two causes—the natural wear in the boring bar of our machine and the manner in which we have been making our corporation cocks. The superintendent of the waterworks, who recently assumed charge, changed from a competitor's goods to our line. The first time he tried one of our corporation cocks he failed to make it connect. It would simply revolve on the main. burnishing the end of the cock. A cock made by a competitor was tried and worked successfully. When the case was brought to our attention Mr. Mason was despatched to investigate the trouble. He found that the boring bar in the machine had a little play due to the natural wear. It was just enough to throw the end of the Mueller corporation cock out of line and prevent the threads entering the tap. This would not have been the case except for the fact that our method of manufacture had been slightly changed. Our cocks have not been chamfered so much-that is beveled from the thread to the extreme end of the cock, as formerly. The end being more nearly square than formerly, it would not enter the tap as readily. Had it been given the bevel which we have used until lately there would have been sufficient taper to overcome the play in the boring bar and the cock would have entered the tap all right. We will immediately return to our old method of chamfering the corporation cocks.

It seems that we ran into a regular nest of trouble in this town. One of a shipment of curb cocks proved slightly defective and the salesman calling on the superintendent had the fact brought to his attention. He sent in a defective curb cock, which was not the one complained of but one which had been rendered defective through freezing, which was of course no fault of ours. This, however, complicated the situation because our correspondence was in reference to the returned frozen cock, while

the complaint was about another cock. Happily for us we got this situation straightened out. The tapping machine, a No. 1, used by the company, has been put in good order and the superintendent will continue to use our goods because he believes in them, and is broad-minded enough to see that this recent trouble was the result of a combination of circumstances.

The incident brings out our oft repeated instructions to salesmen to go into all complaints carefully and give us all the facts. In this case we might have averted at least one complication had we known that the returned curb cock was one that had been frozen and not one complained of as being a part of a recent shipment.

Attention of salesmen is called to the fact that the above trouble was with a No. 1 machine which has not the length of bearing on the boring bar of the No. 2. Salesmen are also requested to be on the lookout for similar cases of this kind.

MUELLER PICNIC

At a meeting of the foremen and assistant foremen held in connection with the members of the firm on Wednesday evening, July 15th, it was unanimously decided to hold a Mneller picuic this year. The affair will be at Fairview Park in Decatur, but the date has not yet been selected. It will probably be on some Saturday during the month of August, when the entire plant will be closed down for the day's outing.

♣ METER TESTER SALES

H. A. Staley has secured an order from the city of Dallas, Texas, for a Meter Tester.

W. L. Jett has sold to the city of Douglas, Arizona, a Mueller Water Meter Tester complete with table, tank, scales, etc.

From the Board of Public Works, Hannibal, Mo., for 1 D-23141 Meter Tester outfit complete.

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"What little boy can tell me the difference between the 'quick' and the 'dead'?" asked the Sunday school teacher.

DECATUR ORDERS

From R. A. Knipschild, of Freeport, 111., for 5 ½" D-11710 Hot, 5 ditto Cold: 5 ditto index City; 4 11904; 2 ¾" 11911: 1 D-9477 with 25036 ½ N. P. Supplies 6 Comp. Washer for No. 11904: 6 ditto for No. 11911: 6 ditto No. 11710. All for Martin Howe flat building.

From E. J. Raemdonck, of St. Louis, Mo. for 1 D-11932, to be used in the Warwick Hotel, St. Louis, Mo.

From the Fargo Plbg. & Htg. Co., of Fargo, N. Dakota, for 25 D-9476 Rapidac Bath Cocks; 1 2" D-13160 No. 3 Water Pressure Regulator. These goods are for the Powers Hotel at Fargo, N. Dakota.

From N. O. Nelson Co., St. Louis, Mo., for 55 %" D-8635 Angle Stops, Cold; 50 %" D-8635 ditto Cold: 20 ½" D-8635 H. & C.; 100 D-12902 Col. Basin Cocks. These are for the State Capitol Building, Salt Lake City, Utah.

From Farwell Htg. & Engineering Co., of Marshall, Texas. for 60 D-11909 and 5 D-9487 with 9-16" D-25053 Supplies. These are for the Capitol Hotel.

From Ahrens & Ott of Louisville, Ky., for 120 D-11902 basin cocks for the new Normal Training School. P. H. Meyer is the plumber.

From McEvilly & Flynn of East St. Louis, for 72 D-8303 N. P. Basin Cocks indexed Hot and Cold. for the L. & N. Freight Station.

From the Independent Plbg. Co., of Great Falls, Montana, for 154 D-11908 with brass lever handles and china index nuts. Hot and Cold. These are for the Kingsbury building.

From O. P. Zimmerman of Milwaukee for 14 D-12902 Basin Cocks and 24 ½" D-12009. These are to be used on two new school houses.

From David Grewar of Nashville, Tenn., for 62 ½" D-11710 nickel plated; 30 D-25111 Waste and Overflows; 60 ¾x7-16" O. D. Tubing Slip Joint Connections with washers and friction rings. These goods are for the Bernstein Flats; 42 D-8303 indexed Hot and Cold less tail pieces; 44 ½" D-11710 nickel plated; 21 D-8346 without tail pieces; 21 D-25111 Waste and Overflows; 42 ¾x7-16" O. D. Tubing Slip Joint Connections with washer and friction rings.

These goods are for the Weinbaim Flats: 30 D-8303 with 9095; 15 D-8341 without tail pieces; 15 pair D-25034 supplies; 15 D-25111 Waste and Overflows; 15 pair 3/8" D-25002. These goods are for the Central Hospital for the Insane.

From N. O. Nelson Co., St. Louis, Mo., for 10 D-9462 N. P. Basin Cocks, right and left. These are for the Meyer & Grosse barber shop.

From E. J. Raemdonck of St. Louis, for 10 2" and 24" D-25303 Ferrules to be used in the New Regent Hotel, St. Louis.

From the West Point Iron Works for 6 dozen 1/2" D-11702 for the Lanett Cotton Mills of Lanett, Ala.

From Carson-Payson & Co., of Danville, for 25 ¾" Standard Lever Handle Stop and Waste Cocks and 10 ½" Standard Lever Handle Stop and Waste Cocks.

From the Bush Plbg. & Htg. Co., of El Paso, Texas, for 52 D-8633 ½" Fin. Comp. Stop Cocks: 52 D-8666 ¾x7-16" O. D. Fin. N. P. Stop Cocks; 26 D-11902 Hot, Self-Closing Basin Cocks less tail pieces; 26 D-11902 Cold ditto: 52 D-11704 ½" Fin. Self-Closing Bibbs to be used in the Romsey Apartments. El Paso, Texas. The owner is W. K. Romsey.

From Ahrens & Ott for 445 pair D-12902 N. P. and 30 pair D-12902 Fin. These are for the new Morrison Hotel, Chicago.

From E. E. Pedlow for 36 11902 Hot and Cold. and 72 D-11901. These are for the Blees Sanitarium, Macon, Mo.

From the Standard Plbg. Co., Marysville, Mo., for 6 pair D-11902 S. C. Basin Cocks. These are for the new Linville Hotel.

From E. J. Raemdonck, St. Louis, for 12 D-9463 Rapidac Basin Cocks with 7-16" O. D. 25095 drilled shanks. These are for the barber shop in the Warwick Hotel.

SAN FRANCISCO ORDERS

From J. W. Hellman, through W. L. Jett, for 260 only D-11901 Self Closing Basin Cocks drilled ½": 25 only D-8350 Bath Cocks: 25 only D-25053 Supplies; 25 only D-25111 W. & O.: 8 only ½" D-9205 Regular; 500 only ¾" D-8194 N. P. Stops tapped ½x½ O. D. S. J. These goods are for the Hill Apartments, Los Angeles,

owned by the Consolidated Realty Co. Walker & Votaw are the architects.

From the Hambach Co., through C. J. G. Haas for 50 only D-11909 lever handle Self-Closing Basin Cocks with brass N. P. lever handles and plain cap drilled ½" O. D. These goods are for the Interlake Ptolid School of Seattle. Architect McKay, plumbers, Nevarre Plbg. & Htg. Co.

From the Hambach Co., through C. J. G. Haas for 96 only D-11902 drilled ½" O. D. for the Earlington Apartments, Architect McKay.

From A. Davis of San Francisco, Calif.. through T. F. Leary, for use on Flat Building owned by Frediani Bros., 12th and Folsom Sts., Architects Falch & Knoll. 3 only D-9904 Bath Combinations: 6 only 1/2" D-9205 N. P. Rapidac Bibbs.

From Rhode Bros., San Diego, Cal., through W. L. Jett, for use on County Hospital, San Diego, and goods taken from their stock: 20 D-8350 Bath Cocks complete with D-25053 N. P. Supplies.

From Jos. J. Garbarino, through T. F. Leary, for 96 D-11902-96069 S. C. Basin Cocks, drilled ½" O. D.; 32 ½" D-11703-77013 N. P. S. C. Bibbs with Taper Shank, less hex. These goods are to be used on the Zincand Apartments, 1770 Pacific Ave., being a remodeling job.

From N. O. Nelson Co., through T. F. Leary for 105 D-9497 N. P. Rapidac Bath Cocks with Integral Stops: 349 D-11902 N. P. Self-Closing Basin Cocks drilled 1/2" O. D. These goods are for the Gartland job on which Frank Klimm has the plumbing contract.

From Herman Lawson, of San Francisco, through T. F. Leary, for 200 D-11902 with Tee Handles and drilled 1/2": 200 D-8194 1/2 x/2" 3/8" body, N. P.; 200 D-8193 ditto. These goods are for the Hotel Trowbridge of which Frederick Meyers is the architect.

NEW YORK ORDERS

From Everts & Overdeer, of Lancaster, Pa., for 60 D-12906 Colonial Self-Closing Basin Cocks to be installed in the Woolworth Building at Lancaster. This building is the home office of the Woolworth Company.

MOTHER ILL

We have been advised by Manager T. F. Leary of the San Francisco branch, that he is at Memphis, Tenn., having been called there by the serious illness of his mother.

Mr. Leary gave us this notification while he was enroute and at that time was not fully advised as to the exact condition of his mother, but evidently her illness is of a serious character. W. B. Ford, who has been in Decatur for two weeks on his vacation, left for the South on Sunday, July 19th, and by direction of the firm went via Memphis, where he expected to stop and render any assistance to Mr. Leary in behalf of the firm that might be possible or needed. Before returning west Mr. Leary will visit the home office.

Mr. Leary's friends in the office as well as among the salesmen will join in the wish that his mother may have a speedy recovery.

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BACKBONE

Backbone is the courage of your convictions: confidence born of positive knowledge of conditions.

A determination and resolution to be fair to yourself, your contemporaries and your customers.

The stiffening of the fibers of your business sense; the clarification of your gray matter; the realization for all time that honesty is the best policy.

Backbone is the one thing that you must have if you expect to surmount the difficulties that abound in your business.

"Know thyself" and "Know thy costs" are twin adages these days.—U. T. A. Bulletin.

CHANGE OF ADDRESS

Mr. H. A. Staley's address is now P. O. Box 984. Dallas, exas, where all first class mail should be sent, and his residence is 3507 Cedar Springs Road, Dallas, Texas, where all express, parcel post and freight should be sent.

4

Notice on door of residence: "Please knock the bell out of order,"