

# The Mueller Record

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No. 24

## MAKING QUOTATIONS

### We Must Have Confirmations From the Salesmen.

We have undergone considerable annoyance as well as a direct loss through an error in quoting a discount to a customer by one of the salesmen.

Our first impression was that the quotation was a verbal one and that the error had been the result of a misunderstanding, but upon getting at the facts in the case we learned that the quotation was a written one. Just why he should have erred the salesman can't say, but we stood by it and the loss resulted.

We are mentioning these facts for the purpose of impressing on the salesmen the necessity of furnishing us a copy of every quotation. We want this quotation not only as a matter of record but for the purpose of checking it as well.

This confirmation must be given us in the future. Otherwise salesmen will be charged up with the loss due to the error. All salesmen are here notified to get this fact fixed firmly in their minds. On future errors of this kind we will not take the loss, if we have not had the opportunity to pass on the quotation before hand.

On all quotations either regular or irregular, if we have the confirmation we can catch the error in time to get it up with the customer and salesman before the order is filled, and straighten it out. It can be done then with less liability of ill feeling on the part of the customer. After the goods are in the customer's possession there is small chance of rectifying a price error without friction. Even if the error is a palpable one the customer is very likely to hold that we should stand by our figures, and as a matter of fact there is little else to do unless we are willing to lose the future business of the customer.

In view of the fact that we urge all plumbers to never make a verbal quotation but

always to submit their figures in writing, it will be very inconsistent in us not to be as careful in the matter of making a price as we urge plumbers to be.



## SCORED GOOD POINTS

### Rapidac Is Presented In State Convention By Mr. Harte.

We have a very interesting report of the convention of Master Plumbers of West Virginia, from H. J. Harte, who attended.

A suggestion was made and agreed to that an evening session be held at which manufacturers' representatives be permitted to attend and participate in the discussions of questions drawn from the question box.

Mr. Harte had submitted the following question:

"Do you think Quick-acting Compression work is a coming thing in the plumbing business? Do you not think it is better than the old style of Compression work?"

The first plumber to speak said very emphatically that he "did not think Quick Compression work was work a damn." He said he put some in a house about a year ago and had to take it out six months later. This afforded Mr. Harte the opportunity to ask what make it was.

The reply was "Quick-pression work of a Cleveland house."

And then the benefit to us began to show. Another plumber, Mr. Mumford, said: "I don't know anything about this house's Quick-pression work, as I do not and would not buy from them at any time. But I do know this, that about two years ago I got the Walters job on which there was specified Quick Pression work. Mr. Smith of the Mueller Co. came along a few days later and I asked him if they made it. He said that he did not know but that he would find out and let me know. He later advised me that they could furnish it and I sent him

the order. I installed this work which they call Rapidac and I want to tell you that I have never heard from this job since. I do not say this because the Mueller man is here, but I do say that the Mueller Rapidac line is in my way of thinking, the best line of brass goods on the market. I have used their goods and I find that clear through they make good material and you can depend on it, and I wish to further state that when our friend here, Mr. Rapidac, comes around to see me tomorrow I will have an order for him."

Mr. Farley said he had used very little quick-acting compression work but he believed it was going to be one of the staple lines of brass goods, but added that there was some of it on the market that would open with pressure.

Then Mr. Vickers arose and moved that "Mr. Rapidac tell what he knew of quick-acting compression work." This afforded Mr. Harte a good opportunity to boost our Rapidac and he did it effectively, comparing it to the other makes and showing our advantages. He explained why other quick-acting compression work opened under pressure and showed why our Rapidac would not, touching also on the anti-splasher, the handle adjustment and the lock washer. Harte ended up like an orator, saying: "Notice the lines of this Fuller pattern work. To my way of thinking it is one of the prettiest pieces of brass work I have ever seen. One more thing I want to impress on you. Rapidac carries with it the same as all Mueller goods, the Unconditional Guarantee, and if it is not right both my company and myself will make it right."

Such a discussion, either in conventions, with groups of plumbers, or with individual plumbers, must result to our credit. It may bring out a complaint or a criticism, but we are in a position to meet either. If a complaint, we can ask why it was not made at the proper time and in the proper way, thereby affording us an opportunity to make such correction as the facts justified. If a criticism of the goods, and a just one, it gives us the opportunity to consider it and perhaps make an improvement in the goods. A fair and honest discussion of goods will not hurt us. It will bring out some booster, just as it did in the West Virginia convention.

## NEW ADVERTISING

### Handsome Line of Wall Hangers, Building Signs and Window Stickers

We will have some new and attractive advertising within the next few weeks and we hope salesmen will co-operate in getting it to the trade in a way that will prove beneficial to us. It is the best lot of advertising matter we have ever secured and at the same time the most expensive, but we feel that it will do us the most good. The lot includes:

- 5000 Building Signs in two colors.
- 20,000 Wall Hangers in eight colors.
- 40,000 Window Signs in two colors.

The building signs are what is known as Duckline, 22x36 inches with folded edge. They afford ample opportunity for displaying our name and the customer's name in large type. The sign is weather-proof, and will last for months. It is the same kind of sign used by the Old Dutch Cleanser folks, Firestone tires, Saturday Evening Post and hundreds of others of the biggest advertisers. The initial cost of this sign is much greater than the sign we have been using, but the imprinting is much cheaper. However, it is necessary to furnish a dozen names at a time, and salesmen should begin getting lists together.

The wall hanger is being lithographed by the same company that made our former hanger. It will show our Rapidac bath and basin cock. It is a very attractive design and we believe all plumbers will be glad to hang it on their walls.

The window signs are also for Rapidac. They are small and have a sticky substance at the corners for adhering to the glass.

Salesmen will be furnished samples of this advertising matter as soon as we get it from the printers.



## USE OUR GOODS

We are in receipt of a picture of the Grand Valley National Bank, Grand Junction, Colorado, from W. F. White, with information that same is equipped with 25 pairs D-11906 Basin Cocks, furnished by the Hunter Plumbing Company of Denver.

The bank is a handsome five-story structure.

UNCOVERED SERVICE BOXES

Legal Opinion on City's Liability for Damages

"Will you please advise us to what extent a city would be liable should a person suffer an injury by the lid being missing from a water service box?"

We submitted the above question to a competent attorney of wide experience in corporation and municipal law, and his answer was as follows:

"The city would be liable to the full extent of the damage caused the person, provided (1) the absence of the lid had been brought directly to the attention of the city authorities, or it had been missing for a period of time long enough to create the presumption that its absence was known to the authorities, and (2) that the absence of the lid was the proximate cause of the injury and that the person injured was, at the time of the injury, in the exercise of due care."

The above points may help your arguments for Mueller Extension Service boxes or Mueller Repair Lids.



CONTEST HALF OVER

We are Far Short of the Expected Number of Tapping Machines Sold

The belated returns on the tapping machine contest have been received from the New York office. They put another face on the affair: Good work all along the line by Caldwell's men has sent them well to the front with a lead of nineteen machines on May 1st.

Hennessy is the man who did the fine work with Tranter a close second. Hennessy had not previously figured in the contest. In fact he had begun to look like a down and outer, but when he opened up he moved like a political steam roller and cut a wide swath. Hennessy sold twelve machines to one contract, the order being booked for Japan. In addition he sold four machines for domestic use and brought himself even with Billy Ford, who had been the high man up to that time.

The contest is now just half over. It was inaugurated with a view of lasting 14 months and there are seven months remain-

ing. We started out to sell 1000 machines. In half the time we have not sold one-third the number, the total sales to date amounting to only 282 machines. Of this number 97 are credited to the sales department of New York and Decatur, leaving 185 sold by the salesmen. The contest is not coming up to expectations, either in the number of machines sold or in the landing of brass goods with the sales of the machines. The best part of the year is past for the sale of machines, but there is a good chance to make a showing in the 7 months remaining and we should like to see all the salesmen dig in and do their level best.

The score to date follows:

	MS.	1b.	2b.	3b.	H.R.	Po.	E.
Whitney, c. ....	0	0	0	0	0	0	0
Morrow, lf. ....	5	1	0	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. ....	5	1	0	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	0	3
Hastings, p. ...	4	0	0	0	1	2	1
W. B. Ford, p. .	5	11	0	0	1	0	4
Wasson, p. ....	11	0	0	1	2	0	0
Dill, p. ....	7	0	0	1	1	0	1
White, p. ....	4	0	0	0	1	0	1
O'Rourke, p. ...	1	1	0	0	0	0	0
Total .....	83	5	2	2	17	5	19

	MS.	1b.	2b.	3b.	H.R.	Po.	E.
Caldwell, cf. ...	10	0	1	0	2	2	1
Hays, rf. ....	6	0	1	0	1	1	3
Jett, lf. ....	6	0	1	0	1	0	2
McCormick, 3b. .	5	1	0	0	1	1	1
Anbinger, 1b. ..	4	0	0	0	1	0	1
Cameron, 2b. ..	4	0	0	0	1	0	1
Leary, ss. ....	11	0	0	1	2	0	6
Hennessy, c. ...	16	0	0	0	4	0	1
Ford, p. ....	16	0	0	0	4	1	5
Kirkwood, p. ...	6	0	1	0	1	0	2
Clark, p. ....	3	0	0	1	0	1	2
McCarthy, p. ..	7	0	0	1	1	1	0
Heinrichs, p. ..	8	0	0	0	2	0	4
Harte, p. ....	0	0	0	0	0	0	0
Total .....	102	1	4	3	21	7	29

Decatur sales—72.

New York sales—25.

Grand total—282.

## CUTTING PRICES ON GOODS

## Instances Indicating a Design on Part of a Competitor

Within the past few days one of the salesmen received a letter from a superintendent of a water works in which he made a comparison of the prices given by a competitor with those quoted by our salesman.

The quotations were on the same class of goods but there was a considerable difference in favor of our competitor.

The superintendent expressed a desire to do business with us but was at a loss to understand the discrepancy in price. We are also at a loss to understand except on the theory that the competitor purposely quoted low to put us in the light of overcharging our customer.

It would be absolutely impossible for us to meet the prices of this competitor unless we wanted to do business at a loss.

We have been in business since 1857 and have built up a large trade in water, plumbing and gas brass goods. We do not believe this would have been possible were it not for the fact that the goods produced by us were equal or superior to any on the market.

Without exception it has always been our policy to make goods of a quality and strength not only equal to the ordinary requirements, but better than would be required ordinarily, so that there could not be ensuing danger of damage to property on account of defective goods.

Experience has taught us many things, chief among which is this: In order to make high grade goods it is absolutely necessary to use new metals and have the mixture in certain proportions in order to secure the required strength. It is equally necessary and important to employ skilled mechanics in order to produce high grade goods.

When you use the right quality of metal and employ none but skilled mechanics it costs a certain amount of money to produce a certain kind of goods. This particular cost is arbitrary. It is not elastic. There is no escaping it. Therefore there can be no doubt that when any competitor offers goods for less money than our prices or so much less than the price we have been making, his goods are not up to our standard.

They either must not have the quality or he may have a motive back of making the low prices. This motive, to our mind, can be none other than to put us in a bad light with a customer (and a good friend of ours) who has been using our goods for years.

We believe the latter to be the purpose of our competitor, for the reason that in a number of instances lately cities that have used our goods for years have been quoted similarly low prices.

When such low quotations are made to our customers say 10 per cent to 20 per cent less than our prices, the tendency is to create the impression that we have been overcharging, and if this impression is created we are placed in a bad light. We do not charge that this is the purpose of our competitor, but it certainly has that appearance because we are convinced that this competitor cannot sell goods at these prices he is quoting, and make a profit. We know that he wants a profit, just as we do. He is not in business for his health. If he is losing money on the goods he is selling now at these prices he will make it up somewhere else, providing he succeeds in winning away these customers of ours. We are giving you these facts and our opinions on them in order that you may know the situation and be prepared to combat a similar one if it arises in your territory. We are firmly convinced that if we were not manufacturing water works brass goods all water works would be paying from 15 per cent to 20 per cent more for their goods than they are paying today.



## CORRECTION OF BULLETIN

In issuing bulletin S. O. 229, dated 4-27-12, we inadvertently failed to specify quantity discounts on Combined Waste and Overflow vs.

Our quantity discounts are as follows:

Page R-15-16, Combined Wastes and Overflows.

Lots of 12, 5 per cent.

Lots of 24, 10 per cent.

Please see that this correction is made in your bulletin.



Many are called, but most of them roll over and take another nap.—Life.

**RECENT ORDERS**

From W. S. Snook & Son, 596 Clay St., San Francisco, Cal., for 60 D-9463 Rapidac Basin Cocks with index Hot and Cold handles, ball top.

1 Only -9255 ½ inch S. O. T. plain Rapidac bibb, and 22 only D-12902 Colonial Self-closing Basin Cocks. These goods are for the Farmers' and Mechanics' Bank, Sacramento, Cal., about which we have been corresponding for two years. Mr. Morrow has just succeeded in landing the order.

For the Hume-Mansure Building at Indianapolis, Ind.:

25 pairs Colonial Basin Cocks, being a continuation of the order which we have been filling for some time.

From Hunt Bros., Greensboro, N. C., through C. T. Ford, from the New York office:

72 pieces of D-11902 Basin Cocks, to be shipped to the customer. Same to be installed at the Female College, Greensboro, N. C.

Sixty of the same kind of goods to be installed in the Guilford College, Greensboro N. C. Also 30 D-11905 Self-closing Basin Cocks for the Trinity College at Durham, N. C.

From the second Hospital for the Insane, Spencer, W. Va., 62 D-12907 and 36 D-12009.

From T. A. Bailey & Co., plumbers, Memphis, Tenn., 9 D-12929 and 3 D-12930 to be installed in the Peabody Hotel, Memphis.

From M. Kirkwood for Simmons & Collopy, Kansas City, Mo., 16 D-9477 Rapidac Bath Cocks; 16 pairs D-11904; 32 D-11703 Bibbs. The goods are to be installed in the Lake apartment building.

**GOING TO CALGARY**

President Adolph Mueller has accepted the invitation to address the Canadian Plumbers in their convention at Calgary during the month of July.

This will afford a splendid opportunity to bring the company, its product and its policies to the attention of a field which we will soon occupy.

Mr. Mueller will be accompanied by his family on this trip.

**SPECIAL PACKING**

After exhaustive tests on packings for our Slip Joint and Fitseall Connections the firm has decided to use Mueller Special Composition Packing. Hereafter everything in this line will be made with this special packing and customers can be assured that there will be no further trouble in regard to leaks in these kinds of connections, on account of defective rubber and lead washers and cones.

Hereafter, should a customer insist on using the rubber or lead packing we will be in a position to furnish them although we do not recommend them.

The above was issued to you in the form of a bulletin, and is reprinted here for the purpose of calling your attention to the fact that we want you to always speak of this as Mueller Special Composition packing.

**KICE SENDS GREETINGS**

May 15th Al F. Kice went on the road, taking A. C. Pilcher's territory.

Mr. Kice sends greetings to his old friends of the '49 club, and they assure him that he is not forgotten, and that they welcome him back to their ranks. As an evidence of their brotherly feeling they are glad to inform him that Officer Cross has been thoroughly tamed and it will be perfectly safe for him to go out after night.

**ONLY ONE TESTER**

We sold only one meter tester last month although we still have a big list of prospects left over from last year's campaign.

The sale effected in May was by James Smith and the customer was the Sparta (Wisconsin) Water Works.

**SOME OBJECTOR.**

"Does you wife object when you stay out late at night?"

"She couldn't file more objections, my dear sir, if she were a corporation lawyer."  
—Exchange.

## CANADIAN FACTORY

## Active Work on Building Is Soon to Begin

The plans are now rapidly coming to a head for the Canadian factory at Sarnia. We hope to break ground there during the present month. It has taken a good while to shape up the details but there was a great deal to do. Each step had to be taken advisedly and there were many persons to deal with. However, the preliminary work may now be said to be closed, and the active work is just about to begin. Within a few months we hope to be doing business on Canadian soil.

The officers of the company are as follows:

- O. B. Mueller—President and Manager.
- C. G. Heiby—Vice President and Supt.
- Adolph Mueller—Treasurer.
- F. L. Riggitt—Secretary and Ass't. Treas.
- Robert, Philip and Fred Mueller, Directors.

The following have been selected from the Decatur and New York force to go to Sarnia, and the departments with which they will be identified:

- F. L. Riggitt, Asst. Manager and Asst. Treasurer.
- W. H. McIntyre—Polishing and Buffing.
- Peter Blair—Finishing.
- Loren Burleigh—Upkeep Stock and System.
- Palmer Harry—Sales Department.
- C. G. Padgitt—Shipping.
- Alex. Alexander—Billing.
- Richard Law—Foundry.
- John Burkam—Drafting.



## SALESMEN'S QUOTA

The three salesmen in the Decatur territory who exceeded their quota by the largest per cent. were:

1. Rowley.
2. O'Rourke.
3. Ford.



## QUIT THE REGULATORS

We are informed by Mr. Harte that the Standard Sanitary Mfg. Company has discontinued making the No Leak Regulators.

## A MAN'S VALUE

## A Foreman Just as Valuable as a National President.

C. A. Prosser of New York, Secretary of the National Society for the Promotion of Industrial Education, in a recent address before the principals of the Chicago public schools, said:

"There are other ways of salvation beside being President of the United States. The young man who goes into a vocational school and learns a trade and goes out into the world and advances step by step to the foremanship of a shop is just as valuable a man to a community as a Theodore Roosevelt or a William Howard Taft."

We feel an interest in what Mr. Prosser said. Accompanied by a Chicago educator he recently visited our factory. They had learned that it was run on model lines, and wanted pointers which they could apply to their manual training work among the children.



## CHANGE IN SALESMEN

Mr. G. E. Andrews, formerly with the Atlas Brass Co., has taken a position with the company and will succeed C. H. Brown in the Texas territory.

Mr. Brown retires from the service of the company July 1st and will devote his time to a chicken ranch. Mr. Brown remains with the company for an extra month beyond the time he designed to retire at our request.



## CHANGE OF ADDRESS

Mr. W. F. White has changed his headquarters to Denver, Colorado, Hotel Ellsworth. In case any of you desire to reach him that is the place to address him.



## SUCH A DIFFERENCE

"You say Garston made a complete confession? What did he get—five years?"

"No, fifty dollars. He confessed to the magazines."—Puck.

**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.



**CREASED PAPER BOXES**

Instead of folding we will in the future crease all paper boxes. In doing this we will use a regular box board known to the trade as "Thompson's Jute." It is recognized as the best. and comes in the natural color.

These changes will result in giving us a stronger and better box in every way, and we believe the improvement will be appreciated by the trade.



**ADVICE FROM "TIPS"**

The National Candy Company's house organ gives this advice to salesmen:

"After the work is all done, there is one thing only which measures its value, and that is profit."

"There's a difference between horse sense and ass sense. One works and the other brays."



Spencer—Show me a man who likes to be interrupted in the middle of a sentence.

Ferguson—All right. Come along with me to Sing Sing.—Truth.

**BOILER COUPLINGS, ETC.**

Our line of Boiler Couplings and Water Back Couplings is high grade and very complete, but our sales are very unsatisfactory. The amount of business we do in this line is very small.

This may be due in part to the fact that the quality of the goods compels us to get a little better price and it may be on account of the small call for these goods in some localities.

We feel, however, that we ought to be able to sell these goods. We want to be advised of the cause of our small sales of these goods, and to that end each salesman is requested to write us why he is unable to secure business in these lines.

Please give the matter your attention. If we can figure out a way to increase the business we certainly want to do it.



**GRAPHITE AND GRAVITY**

A well known professor of one of our great universities delights in telling of his experience with an inventor of the unlettered genius type who came to the professor with a model of a perpetual motion machine.

"H'm, looks plausible," observed the professor, "but it won't work. What are you going to do about gravity?"

"Gravity!" said the visitor scornfully, "Tell wit' gravity; we'll use plenty o' Dixon's Graphite."



**VACATIONS**

Salesmen are notified that the last two weeks of August for vacation period have been spoken for. No more applications for vacations during that time will be considered.

If salesmen desire to split their vacation up into week periods they are requested to notify us.



**MR. OSCAR HERE**

Mr. Oscar arrived on Monday, June 10th on business connected with the Canadian factory, and matters of general interest to the company.