The Mueller Record

VOL. IV

NOVEMBER 17, 1913

No. 42

QUALITY AND SERVICE.

Backed by These the Good Salesman Will Do the Rest.

A little house organ known as "Push," contains the following:

The salesman who is made of the right material mentally and physically demands from his house only two things:

Quality and Service.

All the rest he will work out through the force of his own ability.

The writer of this article says: "Given these two things, the right kind of a salesman will work out sales problems himself."

We are reproducing the above part of this little article for the benefit of our salesmen because we thoroughly believe that we are furnishing to them the two things which a salesman most needs—Quality and Service.

In all of our long experience in business we have never heard of anyone denying the fact, which we have so firmly established in the minds of the trade, that our goods are of high quality. You know as well if not better than we that throughout this country, where water, plumbing and gas goods are used, opposition salesmen are alwavs making a plea that their goods are "as good as Mueller's." They do not claim that their goods are better because they know as well as the customer knows that our goods are the standard by which buyers measure other goods in the same line.

With this fact so well established, it seems to us that our salesmen to be-

gin with have a powerful advantage in presenting our goods for the favorable consideration of the trade. With the fact admitted that they are the highest quality goods made—a salesman should have the battle half won. In every line of manufacturing or merchandising, whether it be through the spoken word or an advertisement, manufacturers and merchants who make and handle quality goods make "quality and service" their most potential plea for the sale of those goods.

The other point which the writer in "Push" brings out, that of service, is to be made a forceful element in the sale of our goods. Our service to the trade during the past year and a half has been materially improved over what it was in the years preceding. We expect to keep on improving in this direction and hope that within another six months there can be no reasonable complaint about the service we render. With these two points firmly established, we want to see our salesmen apply to themselves this statement from the article in "Push":

Salesmen who are made of the right stuff want from the house two things only:

Quality and Service.

During this past year we have frequently called your attention to the fact that we never have been in such strong position to supply goods promptly as during the current year. We are still in that position and are growing stronger in that position every day to make prompt shipments

of all regular lines of goods, goods for which we have patterns, and in the staple lines we are able to ship from stock. Despite this fact and the frequency with which you have been told it, we have not this year realized the business that we should under existing circumstances. Even though we concede the fact that a certain distrust has permeated all lines of business. there has still been sufficient work in our line, and a sufficient demand for goods to carry on that work, to justify our belief that we should have sold more goods. This distrust which has been prevalent is gradually disappearing and the outlook is now a much better one, due to a return of confidence. With the opening of the coming year we are thoroughly convinced that the conditions which we will face will be much more favorable, and we certainly expect to exact of each salesman the maximum of business from hs territory. For the remainder of the year we want every salesman to put forth his very best efforts in bringing the business up to a good average. We cannot afford to fall behind any record we have previously established—that would simply be going backward.

And for the new year to come we want every salesman to begin now to plan for a campaign that will make it the biggest year in the history of this company. We feel confident that there will be ample business in this country to make this easily possible and we intend to accomplish this result.

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AN ACKNOWLEDGMENT.

We are in receipt of a letter from F. L. Hays, Jr., acknowledging receipt of his prize for having sold the largest number of goosenecks during the month of October. It will also be noticed elsewhere in the Record that Mr. Hays heads the Quota List, and altogether October seems to have been quite a month for the Oklahoma salesman.

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Have faith in yourself and be able to give logical reason for that faith.

NO CHARGE GOODS.

Important Instructions to Salesmen from the President.

We occasionally receive orders from our salesmen in which they specify certain articles, "No charge," to replace goods which have been, or will be returned. It is our general rule to make a charge for all goods shipped, as well as to issue credit memorandum for goods returned, and it is only by handling in this manner that we can keep an intelligent check on our returned goods. Of course in the case of small repair parts we occasionally ship "No charge."

Please discontinue placing the above notation on your orders. Where an explanation of some kind is necessary, such explanation can be placed at the bottom of the order, leaving us free to proceed without conflicting with your promise to the customer that goods will be shipped "No charge." The result to the customer is the same, and our work will be less complicated.

In writing us relative to returned goods please be sure to write separate letter covering each customer, also be sure to show the name of the customer as the shipper, instead of yourself.

Quite frequently we receive a letter from a customer indicating that our salesman has given permission to return certain goods, and in some cases the goods reach us before we hear from the customer. It is very important that our Salesmen write us before instructing customers to return goods, and we must insist that this be done. Of course this would not necessarily apply to a defective article, but in such a case we should have prompt advice from the salesman that an article is being returned.

ADOLPH MUELLER, President.

CANCEL BULLETIN.

Please cancel San Francisco Bulletin 105, Section "S," dated Nov. 5, which gives C. J. G. Haas' address as 402 Clay St., Portland, Oregon. Mr. Haas has changed his residence from his former address but is not yet permanently located.

THE ANNUAL MEETING.

Sessions Will Be Held December 29th to January 3d.

The Annual Meeting of the salesmen of this company will begin on Monday, Dec. 29th, at 8:00 o'clock a. m., and will close on Saturday, Jan. 3rd, 1914.

We propose to make this meeting similar to that which was held one year ago and want all salesmen to understand that these sessions are to be strictly business from beginning to end. The expense of holding a gathering of this kind is large, and we want all salesmen to understand that it is their duty to themselves and to this company to come to these meetings prepared to work, and get out of them all that they possibly can. The failure of any salesman to do this means that his proportionate share of the expense, has simply been thrown away. We want at this early date to impress, especially upon the younger salesmen, the necessity of coming to the meeting with the determination to acquire all the information about our goods and policies that it is possible for them to ab-

The plans for this meeting are not yet complete. But you will be kept advised either through the next issue of the Record or by personal letter just exactly what we propose to do. It may be that all the salesmen will not be called in. There are some instances where this does not seem to be absolutely necessary, and we are advising you of this fact thus early so that you will not be making plans to come to the meeting unless you are specially notified that your attendance is desired.

This plan seems advisable to us because we have some salesmen who are fully informed of our methods of doing business, our policies and our sales plans, and in these instances it seems useless to bring in men from short or greater distances who already know the things we are trying to teach to younger men in the ranks. We feel that the meeting of last year was one of the best in results that we ever held since we adopted the policy of annual meetings of the salesmen, and we propose this year to make the results even more beneficial to ourselves and the salesmen if possible by a strict adherence to business, and

sessions crowded full of subjects that will be of the greatest educational advantage to the salesmen.

THE METAL REPORT.

October Copper Higher Than Any Month Save January.

Following is the metal report for October, 1913, showing the daily prices of metal f. o. b. Decatur: also the lowest and highest prices for the month, and the average price for the month. You will note that copper is higher now than it has been any time this year, with the exception of from Ian. 1st. until Ian. 14th., that is, at the present time it is \$16.95 and no other time with the exception of the few days specified above, during this year has copper been higher than the average price for January, which was \$16.907, while this month, you will note, is \$16.805, the January average being a little higher than this month, but this month is higher than any other month during the year except January.

Oct. 1 2	Tin. 41.55 41.675 41.40	Copper. 16.75 16.80 16.80	Lead. 4.57 4.52 4.52	Spelter. 5.50 5.50 5.47
1 2 3 4 5 6 7 8 9	41.05	16.80	4.52	
7 8 9 10	41.05 41.25 41.15 40.80	16.80 16.80 16.75 16.625	4.52 4.50 4.35 4.42	5.45 5.40 5.40 5.32 5.32
11 12 13	40.80	10.025	4.42	5.32
14 15 16	40.85 40.95 41.40	16.50 16.625 16.70	4.42 4.37 4.32	5.27 5.25 5.25 5.25
17 18	41.15	16.70	4.32	5.25
19 20 21 22 23 24 25	40.90 40.675 41.05 41.05 41.05	16.75 16.80 16.875 16.95 16.95	4.30 4.30 4.30 4.30 4.30	5.27 5.30 5.30 5.37 5.37
25 26 27 28 29 30 31	40.85 40.85 40.60 40.50 40.70	16.95 16.95 16.95 16.95 16.95	4.30 4.30 4.30 4.30 4.30	5.32 5.32 5.32 5.30 5.30
Lowest Highest Average	40.50 41.675 41.01	16.50 16.95 16.805	4.30 4.57 4.38	5.25 5.50 5.34
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SALESMEN'S QUOTA.

The salesmen having the highest amount over their quota for October, 1913, are:

lst.—F. L. Hays, Jr.

2nd.—C. H. DuBois. 3rd.—James Smith.

EASTERN DIVISION MOVES.

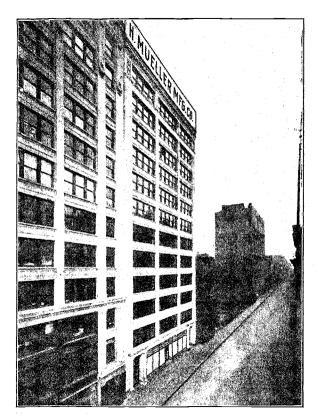
After December 1st Will Be Located in Mueller Building, West 30th Street.

We have completed arrangements for removal to new quarters in New York City, having leased rooms in the new Mercantile building at 145-149 West 30th street. The change will be made about December 1st. The name of the building will be changed to the "Mueller Building" and it will here-

casionally inform our trade of the coming change in location. Doubtless our friends will be interested because this change marks another step in advance for us in New York.

REQUEST FOR NAMES.

The following letter has been received by the Sales Manager from F. L. Hays, Jr., and salesmen in the states of Kansas, Mis-



MUELLER BUILDING-145-149 W. 30TH STREET, NEW YORK CITY

after be known as such, which in itself will be a big advertisement for us.

The new building on 30th street is twelve stories. It is a new twelve story structure, a splendid looking building and strictly first-class in every particular. It is nicely equipped with show windows, and we will have greater facilities in every way.

"Mueller Building" will appear on the top and side and we anticipate that this change will be very advantageous to us.

Eastern salesmen in particular might oc-

souri, Arkansas, Louisiana, Texas and New Mexico, are requested to read it carefully. The letter follows:

Subject—Southwestern Water Works Association.

The next convention of the above association will be held in Tulsa, Okla., some time next May, and they are making efforts to increase their membership.

L. L. Ballard, Water Supt. of Tulsa, is

vice president and he is anxious for a large attendance there next year.

Will you kindly write our salesmen in the states of Kansas, Missouri, Arkansas, Louisiana, Texas and New Mexico to send you list of water works superintendents in these various territories and mail these lists to me. I will in turn forward them to Mr. Ballard who will invite these water works officials to attend the Tulsa convention. Wish to state that I have already furnished him the list of officials in my territory.

Please ask our men to give the Official Title of the various officials such as Supt., Mgr., Pres. of Board, etc.

Thanking you and the boys in advance for this information, I am

Yours respectfully, (Signed) F. L. Hays, Jr."

Salesmen in the states above referred to are advised to assist Mr. Hays in the particular which he requests. The water works associations generally are very favorable to us in advocating the use of Quality Goods, and it is therefore to our interest to assist in securing a large attendance at these meetings. Just as soon as yon can complete your lists, send them to Mr. Hays, at 720 N. Robinson St., Oklahoma City.

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SALESMEN'S SUPPLIES.

All salesmen have been furnished with a blank by the Stationery Department with a request to check supplies needed the first of the year. A few of the salesmen have already returned these blanks, but the majority have not and we wish to call your attention to the fact that it is very necessary to get these back to us as soon as possible in order that we may have your supplies ready for you the first of the year.

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PERSONAL

W. H. Dill, who has spent the last summer in the Northwest and on the Pacific coast, is back in Decatur.

F. B. Mueller is at present in the East. Mrs. F. L. Hays, Jr. of Oklahoma City is here on a visit to her parents.

THE OCTOBER CONTEST.

Names of the Winners—Remember the Grand Prize.

Rapidac, Fuller Compression and Self Closing Work—W. L. Jett, 5023.

Goosenecks Complete—F. L. Hays, Jr., 344.

Dry Tappers—R. H. Powers, 4. Regulators—W. N. Fairfield, 41. Ground Key Work—C. T. Ford, 8885.

We give herewith the table of sales. showing in detail just what each salesman did. It will be noted that quite a number of the salesmen made a good showing even though they failed in getting a prize. It will likewise be noted that others made a poor showing. The rules of the October contest were liberal as they are for the November contest and every salesman should make a determined effort to land one of the prizes. It begins to look as if quite a number of the salesmen were going through the entire year without getting anywhere near a prize. We should like to see some of these men bestir themselves and get after the prizes.

The fact should be kept in mind that there is a first and second grand prize to be awarded at the end of the year. These will go to the men who have won the greatest number of individual prizes during the year. There are two more months in which to make an effort. Hurry up and get in the game. Make these two last months the best of the year. Win a prize yourself or make somebody else work to get it.

These monthly contests were inaugurated in February, and in looking up the record it is found that C. T. Ford is leading for the grand prize, he having won seven monthly prizes. Caldwell is second with five. Jett four, and Hastings three. While Ford has a good lead he is not safe. Either Caldwell or Jett may tie him or it is possible one of them might beat him. Sippell, Fairfield and Hays have won two prizes each, and either one of these stands a show

for the second grand prize. Let everybody hustle.

SALESMAN. Mueller Cameron Clark Scribner Ford Ince Miller Pedlow McCormick DuBois Rowley Beck Harte Stebbins Hays Whitney O'Rourke Cash Thornton Smith Bland	C. C. Comp. & S. C.	157 67 1 Complete.	occoccoccoccoccoc Dry Tap. Mach. No. 11:30.	22.00 0 1 9 0 1 1 2 2 2 1 1 0 Regulators.	750 April 10
Staley	192	10 60	0	20	232
Total	14241	1366	1	126	15801
SAN FRANCIS Leary Jett Haas Peters Total	CO— 473 5023 62 207 5765	0 0 0	2 0 1 0	4 3 8 0 —————————————————————————————————	205 2680 92 576 3553
SARNIA-		_			
Meriam Heinrichs	502 462	0 0	0	0	110 180
Total	964	0	0	0	290
NEW YORK—Caldwell Fairfield Ford Haggerty Hastings Hennessy McCarthy Powers Sippell Tranter	1034 452 2242 382 756 219 1468 531 2095 456	89 133 0 0 115 0 32 265 1 315	0 3 1 0 0 0 0 0 4 0 1	12 41 10 7 2 28 5 2 21 0	961 1294 8885 111 1205 337 2569 770 1868 875
Total					
Grand total	30605	2316	13	269	38519
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PRIZE RECEIVED.

We are in receipt of a letter from Mr. W. N. Fairfield expressing his appreciation of the prize awarded him in the October contest, and expressing the hope that he will be able to land at least one more prize before the close of the year.

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The man who permits himself to be merely a round in the ladder must expect to get stepped on.

BEGINS FOURTH YEAR.

Mueller Record Has Become an Established Part of Business.

With this issue the Mueller Record enters upon its fourth year.

It has grown into a permanent part of the business, and we believe is growing in value. The purpose of the Record has always been a serious one. The articles which appear therein, as a rule, are designed for one of two purposes—to give you information concerning the business or to give you specific information concerning the company's policy.

We feel that every salesman should receive it in this spirit, and we feel sure that the influence of the Record will continue to grow.

There is one way in which salesmen can help to this end. They might contribute suggestions or give brief expressions of opinion on the business and ways in which it might be improved. Surely in a force as large as ours some of you must know methods and measures which would benefit the other men.

In the four years which the Record has been published very few of the salesmen have ever offered a thought or contributed a line to make it more beneficial to the company or more helpful to the employes.

Its power for good can be materially increased by the right kind of cooperation, especially cooperation from the selling force.

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DECATUR ORDERS.

Through Reeves Supply Co., Kansas City, Mo., for the plumbing material for sixteen apartments, W. L. Burgrabe, contractor.

Through Maas & McAndres, Rochester, Minn. for 6-D-8232 5%" Rough N. P. Standard Compression Sill Cocks for the Kahler Hotel.

From Field & Shorb, Decatur, III., for-36 11902 N. P. Ind. H. & C.

- 24 1/2" 11703 N. P.
- 24 1/2" 9108 N. P.
- 18 8798 N. P. with 9-16" 25053 M. S. Supplies.
- 24 1/2" 8635 Fin.
- 36 8644 7-16x3/8" I. P. N. P.

18 8644 3/8" I. P.x3/8" I. P. N. P. 36 8643 9-16" S. J. x 3/2" N. P.

(These are to be placed in the Henton Flats.)

Through W. L. Jett, for the Stowell Hotel, Los Angeles, Cal., 560 D-11903; 260 D-12914 (extra); 252 Combinations; 8305-25053-25111 and 8193. 1104-8193 and 8189 Compression Stops. Guercio Bros. are the plumbers and Frederick Noonan, architect.

From Thos. J. Cody for St. Mary's Hospital at Galesburg, Ill.: 32 ½" D-12004 Handles N. P. and 20 D-11902 H. & C. Index 4 arm Handles N. P.

From J. G. Webber, Chicago, Ill., for the Moody Institute: 68 D-11909 S. C. Basin Cocks, plain N. P. Handles and plain nuts.

From MacMahone Co., Kansas City, Mo., for the O. L. James Apartments: 40 9487 Rapidac Bath Cocks with 11-16 D-25076 99004 Mueller Stewart Supplies with Com. Stops; 58 D-11904 N. P. S. C. Cocks; 24 D-11983 N. P. Handles; 80 ½" D-11704 N. P. S. C. Bibbs with Indexed Nuts; 6 ½" D-12004 N. P. S. C. Bibbs with Indexed Nuts; 16 ½" D-10851 N. P. Fuller Wash Tray Bibbs with Indexed Handles.

From McCarten Pibg. Co., Marshall-town, Ia., 48 Straight Basin Supplies with Compression Shut-off Wheel Handle, these to be ¾" I. P. with ½" nut at bottom. To be installed in the New Montreal Hotel. Grinnell, Ia.

From Moline Htg. & Constr. Co., Moline, Ill., to be installed in the City Hall: 14 pair D-12901 S. C. Basin Cocks, with D-12981 Handles Ind. H. & C., with shanks $2\frac{1}{2}$ " long; 10 pair same, except with shanks $3\frac{1}{2}$ " long.

From M. F. Buckley, Trenton, Mo., for 24 D-11902 N. P. Basin Cocks with Index H. & C., to be placed in the Depot Hotel of that city.

From the Carson-Payson Co., Danville, Ill., for Wabash shops, Decatur, Ill., 9 D-12982 Colonial S. C. Urinal Cocks; 3 D-11901 N. P. Extra S. C. Basin Cocks and 4 D-11702 Fin. Extra S. C. Bibbs.

We have received a mail order from Davenport, Iowa, for a meter tester complete, the credit for the sale of which goes to Mr. H. F. Clark.

From E. A. Lomas, Chicago, Ill., to be installed in the LaSalle St. Station, 1 D-12901 N. P. Plain. This is to be installed

for a tryout, as Mr. Lomas is chief engineer of the station and is friendly to Mueller goods.

From W. C. Heinrichs for 2 D-9469 Basin Cocks, 1 D-9902 Comb., 1½ N. P. Pl., D-8405 1½" N. P. Hose, D-8406, 2½" N. P. Flanges D-9108, 15%" N. P. Sill Cock, D-9021. These are to be installed in his sister's residence in Denver, Colo.

From Ben J. Seckinger, Waycross, Ga., for 18 Bath Cocks and Supplies, 21 1/2 Comp. Stops, 55 pair S. C. Basin Cocks with stops, and 4 Basin Cocks marked "Cold." These are to be placed in the Phoenix hotel.

From Jacob G. Weber Co., Chicago, Ill., for 4½" D-12010 S. C. Bibbs, to be placed in the Moody Institute.

From the Chickasaw Plbg. Co., Atlanta, Ga., 36 D-12909 Basin Cocks for the Hurt Bldg. in Atlanta.

From Hack Bros., Charlotte, N. C., for the Clayton Hotel, that city, 150 D-11902 Basin Cocks.

From York & Kraft. Pekin, Ill., for 12 D-11901 Cross Handles Plain Top N. P. and 2 5%" D-11704, to be placed in the Tazewell County Home.

On Mr. Leary's order, San Francisco, for the "Mary Phelan" building, that city, 98 D-9487 Rapidac Bath Cocks with integral stops in shanks, and set screw flanges; also 338 only D-11902-77634 S. C. Basin Cocks. Wm. Curlett & Son, architects; Frederick W. Snook & Co., plumbers.

From Follansbee Water & Light Co., Follansbee, W. Va., for 1 Meter Testing Outfit complete.

From Bailey-Farrell Mfg. Co., Pitts-burg. Pa., for 25 pair D-11902 N. P. Basin Cocks for Western Pa., Humane Society building.

From E. F. Gardner, St. Louis, Mo., for-2 D-11980 Fin. N. P. Handles.

2 Sets Roller Bearings for 11901.

14 D-11990 Fin. N. P. Nuts.

12 Friction Washers for D-11990.

These are to be placed in the Nugent Bros.' Bldg. St. Louis, Mo.

From E. J. Raendonck, St. Louis, Mo.-50 4" D-25303 Ferrules.

50 2" D-25345-67452 Hub, 2" L. B.

25 2" D-25303 Ferrules.

12 3" D-25303 Ferrules.

These are to be placed in the Warwick Hotel, St. Louis, Mo.

From Cyrus Metcalf, Cedar Rapids, Ia.—18 D-11704 N. P.

- 20 D-11902 Basin Cocks H. & C.
- 9 D-8438 Basin Cocks.
- 9 D-25112.
- 3 5/8" D-9021.

These are to be placed in the Meade Flats, Cedar Rapids, Ia.

7

NEW YORK ORDERS.

Through Mr. G. A. Caldwell, for the Publishing house for the Christian Science Monitor, at Boston, Mass.—

72 1/2- N. P. D-8634 with D-9089 Handles.

30 1/2" N. P. D-8633 with D-9089 Handles.

46 D-12902 S. C. Basin Cocks Indexed H. & C.

4 5/8" N. P. D-8917 Plain Bibbs.

Also through Mr. G. A. Caldwell, for the Payne Furniture Co. Bldg. in Boston, Mass.—

- 36 D-12902 Basin Cocks.
- 36 1/2" Fin. D-12002.
- 88 3/8" Fin. Ditto.
- 72 1/2" N. P. D-8975 with D-2121 Handle.
- 20 1/2" Fin. Ditto.
- 16 5%" N. P. Ditto.
- 10 3/8" Fin. D-8993 with Tee Handle.
- 10 5/8" N. P. D-9022.

Through W. N. Fairfield, for Hotel Worthy, Springfield, Mass.—

36 3/8" N. P. D-8662 Comp. Stop Cocks.

48 D-12902 Indexed "Cold" S. C. Basin Cocks.

Through Mr. W. F. Hennessey to be installed in the Aberdeen building, New York City—

12 1/2" Fin. D-11709 S. C. Bibbs with D-11980 Handle, "Cold."

36 D-11902 Indexed "Cold."

Mueller goods were not specified in this work, however Mr. Hennessey was successful in securing the order for them.

Through G. A. Caldwell, from E. C. Kelly of Boston, Mass., to be installed in the Telephone Building of that city—

120 D-12902 S. C. Basin Cocks, Fin. Bras.; 24 5%" Fin. D-8975 Comp. Stop Cocks with D-5121 Handles.

72 ½" D-9876 same.

48 ½" D-8975 same.

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Determination dispels doubt.

E. S. STEBBINS RESIGNS.

We are advised by Mr. E. S. Stebbins that he will retire from our service on December 15th. Mr. Stebbins has been with the company for three or four years, and has done good work, and we believe was generally liked by all the salesmen and all those with whom he came in contact. We are not advised of Mr. Stebbins' future plans, but understand that he is simply going to retire from the road and take a rest.

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SOME CHANGES.

D. J. Mueller, who has represented the company in Texas during the past year, has retired from our service.

C. H. DuBois, who has been traveling in Illinois, will succeed to the Texas territory. R. L. Moore, formerly shipping clerk at Decatur, will become the Illinois salesman. He made his initial trip during the present week.

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OUT OF DANGER.

Pat, the hod-carrier (to the carpenter who is vigorously sucking his thumb, cursing at the same time)—Don't you know how to drive a nail yit, without smashin' yer finger?

Carpenter—No; you blamed fool, and neither do you.

Pat—Shure, I do. Hold the hammer in both hands.

PROPOSALS.

"I had a dozen proposals before yours," scornfully said the wife during the quarrel," and all from smarter men than you, too."

"I don't doubt they were," said the husband, sarcastically; "they all managed to get out of it."

FUTURIST FRITTERS.

"I had breakfast at Tooker's this morning. The girl brought in square pancakes."
"Square pancakes!"

"Yes, they've cut out all the curves since Johnnie joined the cubists."—Cleveland Plain Dealer.