

THE POSTAL BULLETIN

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NO. 12706

HANDLING THE CHRISTMAS MAIL.

NOVEMBER 5, 1921.

As the holiday season approaches it becomes necessary for us to organize our forces and perfect our plans for the prompt and economical handling of the Christmas mail. Equipment should be inspected and necessary repairs immediately made. If a sufficient number of regular substitute clerks and carriers are not available, arrangements should be made for a reserve temporary force, to be drawn upon as required.

Preparation.—To insure perfect cooperation and team work, confer with your supervisory officers and outline to them the object to be attained and the methods to be followed. They should be impressed with the necessity for efficient supervision and sincere cooperation. Each officer should make an exhaustive survey of his particular station, division, section, or crew for the purpose of strengthening all weak points and perfecting his organization, and the working force should be fully instructed in order that there may be no failure of purpose through lack of preparation or foresight. All employees should be stimulated to put forth their best efforts that the mails may be kept continuously moving without delay or damage, and requested to forego leave of absence during the rush period. Estimate the amount of additional help required and know where to get it before the rush begins. High school and college students make ideal temporary help. Preference should be given to men who have helped before and proved useful and efficient, also as a humanitarian move, to men with families.

Publicity—Care in wrapping and addressing parcels.—Wide publicity should be given to the importance of properly preparing parcels for the mails, supplying correct, complete, and legible addresses, affixing the requisite amount of postage, and mailing a number of days in advance according to the distance to be covered. Encourage proper wrapping by providing in the lobby a table and other facilities which may be properly furnished.

In this connection the cooperation of local papers, business and civil organizations, and individuals in business concerns should be solicited. Prepare in advance suitable matter for publication from day to day.

If possible, without expense, arrange with motion picture theaters to run slides calling attention to the necessity for packing and tying securely, addressing plainly, etc., as indicated in the preceding paragraph.

Two or three weeks before Christmas the cooperation of school authorities should be solicited and on some certain day the children should be given a message by the teachers to take to their homes, urging the immediate mailing of parcels in order to avoid the last few days' rush.

Station service.—Particular attention should be given, in large offices, to service at stations. Very often attention is confined largely to the main office with the result that patrons are not accorded the prompt and courteous attention they have a right to expect at outlying offices.

Delivery service.—All available space should be utilized, including corridors when necessary, provided the mails are at no time left unprotected. At offices where acute congestion occurs on account of lack of space, it is possible that arrangements may be made with the school authorities to utilize school buildings as distributing centers without cost.

Under this plan the residential section should be laid out in districts of such size that footmen may be employed advantageously, with the school in each district as a center. A primary distribution to these school districts should be made and delivery to the school made by horse-drawn or motor vehicle. When received at the schools the mail should be separated by blocks or squares in the corridors and basement nearest the street entrance, auxiliary clerks to be detailed for this purpose, and delivery then made by footmen. The delivery men should work out of the different school houses on short trips, returning frequently for new loads.

In sections of the city where it is known that the volume of mail for delivery will be great, arrangements should be made for the primary separation of this mail by blocks or other convenient subdivision, in sacks, and the mail for the section carried out in vehicles and delivered from the rear of the vehicle, a carrier serving each side of the street. The sacks should be marked in the order of delivery in the block and as each sack is dumped the carriers select the parcels for delivery on each side of the street and effect delivery. In this manner, if the volume of mail is such that stops are frequent, delivery may be effected expeditiously.

C. O. D. mail.—C. O. D. parcels should be delivered by regular parcel-delivery carriers familiar with this work and not given to inexperienced men whose errors might seriously embarrass the department.

Collection service.—Where Government trucks are in operation these should be used for collection as frequently as is warranted to avoid congestion from the outlying stations and districts, and if necessary to hire additional trucks or teams, these should be used in the delivery service. Teams are oftentimes cheaper than trucks.

Carrier aid.—Regular carriers should be assisted during these abnormal days by having bundles relayed to convenient points on their routes. This service can be performed in the forenoon by the collection trucks.

Office hours.—For about one week preceding Christmas the office should be kept open as long as may be warranted. This applies also to classified stations.

Window service.—Arrangements should be made for the prompt removal from parcel-post windows of parcels received so as to avoid confusion and congestion. Such arrangements

PRAISE.

OFFICE OF THE POSTMASTER GENERAL,

Washington, November 7, 1921.

I am glad to have this editorial from the St. Augustine Evening Record reprinted for the encouragement of the Service.

WILL H. HAYS,
Postmaster General.

POST OFFICE SERVICE.

When things run along as they should, we seldom hear a word of commendation; but when there are errors and dissatisfaction and poor management, there invariably is protest, loud and widespread. One institution in St. Augustine is conducted properly—that is the United States post office. From the postmaster and his assistant to the window clerks and mail carriers courtesy, efficiency, and business-like methods prevail. Few of us ever hear from the hundreds of things we do right, principally because the public feels that doing our duty is no more than we are paid to do—no more than we should do. However, the Record has always contended that a little encouragement is as essential to success as an occasional "jacking-up." Men can't do good work by reproof alone, hence this little bouquet for the postmaster who, we believe everyone will admit, is doing the very best he can to render satisfactory service.

ARMISTICE DAY.

OFFICE OF FIRST ASSISTANT POSTMASTER GENERAL,

Washington, D. C., November 5, 1921.

The President having proclaimed Friday, November 11, 1921, a holiday, to be known as Armistice Day, as a mark of respect to the memory of those who gave their lives in the late World War, as typified by the unknown and unidentified soldier who is to be buried in Arlington National Cemetery on that day, postmasters may observe that day as a holiday in accordance with the provisions of section 284, Postal Laws and Regulations, as amended.

Post offices shall be kept open on November 11 such length of time as may be necessary to meet all reasonable postal requirements of the public, and mail shall be made up and dispatched as on other week days.

The extent of carrier delivery service accorded the public is left to the judgment of postmasters, but in no case should Friday's or Saturday's mail be permitted to remain undelivered until Monday.

HUBERT WORK,
First Assistant.

should provide for elimination of lost motion and lost time in handling parcels from the time of receipt to the last handling incident to distribution for dispatch.

Suitable signs should be placed in the lobby to indicate to the public where various features of business are transacted so that they will not lose time due to lack of such information.

Precanceled stamps.—Many postmasters have found the use of precanceled stamps advantageous in that it enables them to handle the crowd in the lobby much more expeditiously and consequently with more satisfaction to the public. This is a matter which is well worth considering.

The usual method of using precanceled stamps, and the one that appears to be the most practicable, is as follows:

One clerk receives the parcels from the patron, weighs them and with a colored pencil marks on the wrapper of each the amount of postage required. If the postage on any parcel amounts to 25 cents or more he makes a dash after the figures indicating the postage, after which he indicates the amount of documentary internal-revenue stamps required and if it is to be insured he draws a horizontal line underneath and under that he indicates the insurance fee. For instance: "20¢" postage; "25¢-1¢" 25 cents postage internal revenue 1 cent; "25¢-1¢" 25 cents postage, 1 cent internal revenue, and 5 cents insurance fee.

After making these notations he passes the parcels to a clerk working alongside of him, preferably at his right, who collects the postage and in turn passes the parcels back to a third clerk, who affixes the stamps and makes a primary separation of the parcels into baskets or bins properly labeled. Insured parcels are thrown into a basket by themselves, from which they are taken to the clerks who write up the insurance slips. (The insurance receipt is given to the patron by the clerk who weighs and rates the packages.) The three clerks whose duties are outlined above constitute a unit. These units can be multiplied as many times as the amount of business will warrant or the counter space permit.

The use of precanceled stamps is permissible on parcel-post matter but care must be taken to see that such stamps do not get into the hands of the public. If used at all they must be affixed to the parcels by employees or firms who have permits for the use of precanceled stamps.

Perishable parcels should be placed in a cold room immediately upon receipt, unless delivered at once. When loading for delivery such parcels should not be brought from cold room until the work of routing is actually commenced. Special attention should be given to the disposal of undeliverable perishables in accordance with the recent order on that subject.

Hospital for damaged parcels.—Men who have had experience in packing and wrapping parcels should be assigned to the duty of repacking and addressing all parcels received in bad order.

This should be done at the time primary distribution is made and will save, to addressees, many parcels which otherwise would have contents scattered or reach the Inquiry Section without address.

Supervision.—Effective supervision is evidenced not only by the prompt handling of the mails in such an emergency, but by carefully working out plans which will permit the utilization of your present force and equipment to the fullest possible advantage and precluding any unnecessary expense. While it is expected that sufficient auxiliary assistance shall be utilized to insure efficient and expeditious service, extravagance and waste will not be excused. This may be avoided by carefully planned organization and supervision. While an adequate number of auxiliary employees should be provided, efficiency is not in numbers of men, but in definite prearranged plans in which each supervisor knows his responsibility and facilities available. Substitutes should be employed a few at a time as the rush begins, and only in sufficient numbers to handle each day's receipts without any lost time, the number gradually to be added to as the volume of mail increases until the peak is reached. With carefully worked out plans for the handling of the mails, and the cooperation of the public in early mailing, it should be possible to make practically a complete clean-up on Christmas eve, thus permitting the release at that time of all temporary assistance.

The mail, both incoming and outgoing, must be handled upon receipt, thus precluding any possibility of congestion, and a complete clean-up must be made daily.

Confident in the assurance of your earnest cooperation, I feel that the success of the coming holiday season will be without parallel.

I wish you and each and every one of your faithful employees a Merry Christmas and Happy New Year.

Directs to Firms or Individuals.

FIRST ASST. POSTMASTER GENERAL,
Washington, November 5, 1921.

It has been brought to the department's attention that some postmasters in making up for dispatch direct sacks of parcel-post mail for firms or individuals, in accordance with the notice published in the Postal Bulletin of October 4, are placing C. O. D. parcels therein. As it is contemplated that such direct sacks shall be delivered at the office of address without verification, postmasters must exercise great care to see that no C. O. D. matter is so dispatched. All C. O. D. matter should be included in regular sacks so that the necessary collection and records may be made at the office of delivery.

The instructions in the Bulletin notice of October 4, are, of course, applicable only to ordinary and insured parcel-post matter.

HUBERT WORK,
First Assistant Postmaster General.

Resumption of Parcel-Post Service to Rumania.

SECOND ASST. POSTMASTER GENERAL,
Washington, November 4, 1921.
Effective at once unregistered parcel-post packages will be accepted for dispatch via New York to Rumania up to a weight limit of 22 pounds.

Rumania advises that a delivery fee of 75 centimes (gold) is charged on parcels up to a weight limit of 11 pounds and 1 franc and 15 centimes (gold) for parcels up to a weight limit of 22 pounds, which charges must be borne by the addressees.

Mail, Ordinary and Registered, for Russia.

Letters, post cards, printed matter, commercial papers, and samples of merchandise, ordinary and registered, will be accepted for Russia in Europe (including Ukraine, Georgia, and Azerbaijan) and Russia in Asia, subject to the Postal Union postage rates, conditions, and classification.

The articles prohibited in the regular (letter mails) are as follows: Arms, documents injurious to the Soviet Republic, cocaine, morphium, opium, hashish, and other narcotics. The importation of field glasses, patent and made-up medicines, and instruments and material for special professions is subject to special restrictions.

The regulations of the soviet government provide that except by special permit no individual may receive letter packets containing goods of any kind which are not for personal use, nor may more than two postal packets, whether letters or parcels, containing goods be received by one individual in one month without a special permit.

E. H. SHAUGHNESSY,
Second Assistant Postmaster General.

Stolen Money Orders.

Blank domestic money-order forms printed for the use of the office named below have been reported stolen.

Sweethome, Tex., Nos. 32267 to 34000, inclusive. November 3, 1921.

On receipt of this notice the postmaster at every money-order office will carefully examine his records to ascertain whether any of the orders mentioned have already been paid at his office, and if the coupon of any such order is found in the paid files immediately report the fact by letter to the Third Assistant Postmaster General, Division of Money Orders.

POSTMASTERS COMMISSIONED.

Presidential.

November 1, 1921.

- oc Bisbee, Ariz., Charles W. Hicks.
- oc Oatman, Ariz., Harry B. Magill.
- 2oc Warren, Ark., Selvin T. Butler.
- c Brea, Calif., William M. Smith.
- c Ceres, Calif., Stanton K. Helsley.
- c Elk, Calif., George H. Burk.
- c Indio, Calif., Fred Swartz.
- oc Kennett, Calif., John H. Tucker.
- c Lakeside, Calif., William R. Darling.
- h Lemongrove, Calif., Anthony F. Sonka.
- oc Maxwell, Calif., Charles E. Wells.
- c Ojai, Calif., Clara C. King.
- oc Perris, Calif., Edna B. Hudson.
- oc Puente, Calif., Wat Tyler.
- c Veterans Home, Calif., Emelia R. Ross.
- oc Wasco, Calif., Archie R. Beckes.
- c La Veta, Colo., John H. Kincaid.
- 2oc Walsenburg, Colo., Agapito P. Atencio.
- c Chester, Conn., Edgar W. Lewis.
- c Hazardville, Conn., Ethel B. Sexton.
- c South Coventry, Conn., Louis M. Phillips.
- c Apopka, Fla., Walter R. McLeod.
- h Caryville, Fla., Grace M. Mashburn.
- c Ellenton, Fla., Elwyn B. C. Nichols.
- h Jupiter, Fla., Ethel Sims.
- oh Manatee, Fla., Daniel L. Thorpe.
- h Mount Dora, Fla., David S. Simpson.
- h Pablo Beach, Fla., Ellen O'Donald.
- c Bowdon, Ga., Robert L. Lovvorn.
- h Saint Simons Island, Ga., Mary E. Everett.
- oc American Falls, Idaho, Paul Bulfinch.
- 2oc Caldwell, Idaho, Justin B. Gowen.
- 2oc Salmon, Idaho, William H. Shoup.
- c Area, Ill., Ruth J. Hodge.
- h La Fayette, Ill., Olive G. Hayes.
- 2oc Macomb, Ill., James M. Pace.
- c Orient, Ill., Lewis S. Shrum.
- c Ullin, Ill., Frank Gandy.
- c Hebron, Ind., Herbert A. Marsden.
- 2c Notre Dame, Ind., Fred J. Merline.
- c Sidney, Iowa, Walter W. Aitken.
- 2oc Cherryvale, Kans., Walter A. Briggs.
- c Midian, Kans., Lillie N. Johnson.
- h Jefferson, S. C., Susie J. Miller.
- h McBees, S. C., Harrison H. Watkins.
- h Papeiland, S. C., John W. Quick.
- c Mount Juliet, Tenn., Lex C. Bashaw.
- c Oneida, Tenn., William S. Stanley.
- h Danby, Vt., Glennie C. McIntyre.
- c Monterey, Va., Daisy D. Slaven.
- h Jackson, Wis., William H. Froelich.
- h Mishicot, Wis., Louise Halberg.
- h Costburg, Wis., John Theune.
- h Solon Springs, Wis., Nicholas Lucius, jr.

Fourth Class.

November 4, 1921.

- bc Sedgwick, Ark., Nettie C. Whitener.
- c Andrade, Calif., Harry G. Sherwood.
- *c Vade, Calif., Mehetable Jane Sicksels.
- c Wimauma, Fla., Archie A. Wadsworth.
- c Robin, Idaho, Albert H. Evans.
- c Ellery, Ill., May Inskeep.

