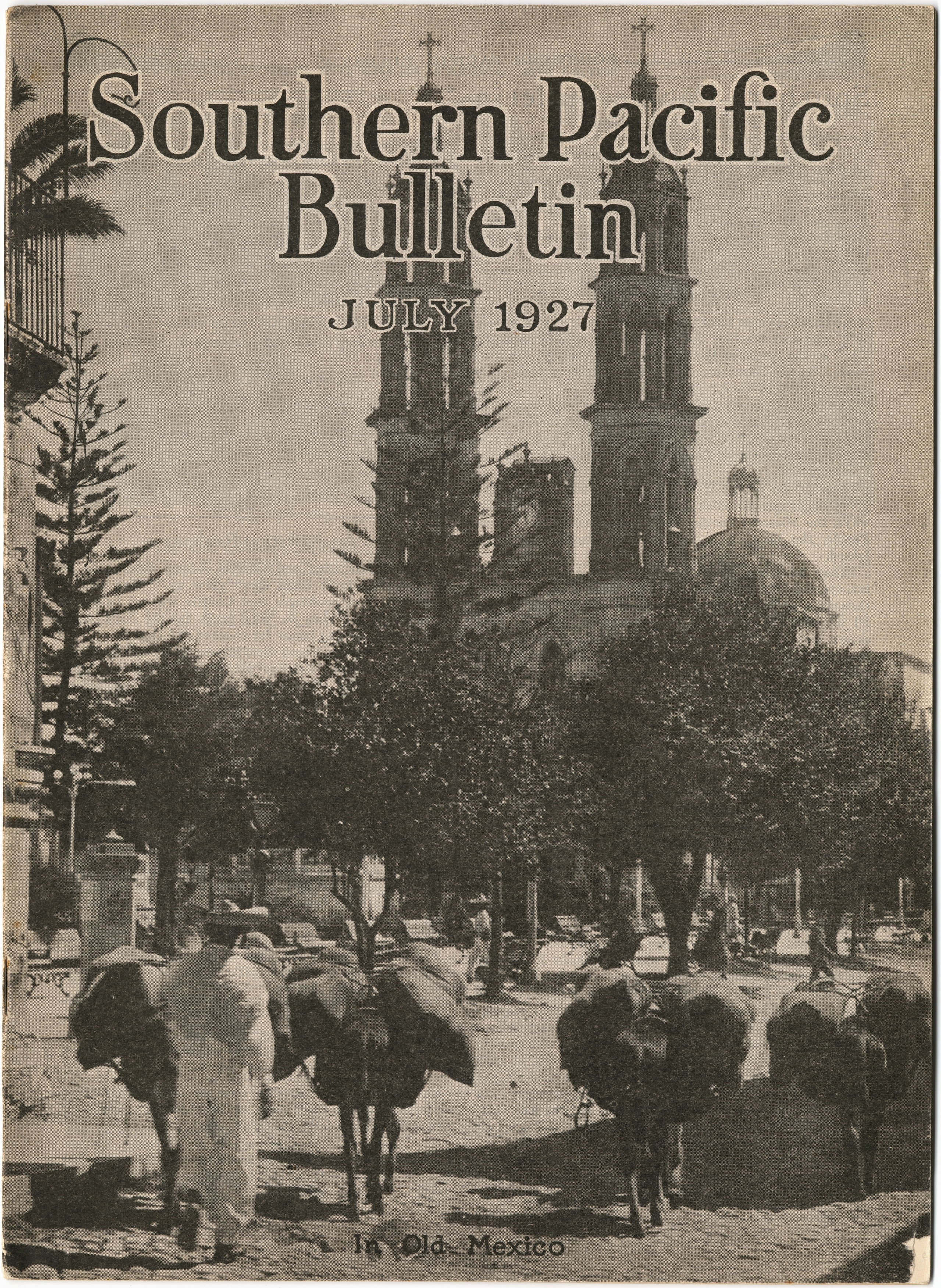
# Southern Pacific Bulletin

JULY 1927



In Old Mexico

# How to Prevent Claims in Handling Perishables

By R. G. Fagan
*Superintendent of Freight Protection*

As a means of acquainting employes with the difficulties to be met in the handling of fruits, melons and vegetables, a series of meetings was held on various divisions just prior to the season's general movement of perishables.

Experience has taught that liability for transportation damage to fruits, melons and vegetables, is very great. The ways in which damage can and does occur are so numerous that those charged with the responsibility of preparing, loading, transporting, unloading and delivering the consignments must constantly be on their guard if the traps are to be avoided.

About every function and phase of transportation is involved in the business of picking out, identifying and classifying, in the order of their importance, those failures that cause shipments to come to grief, so that each man may know what to do and when to do it in a manner insuring that a shipment will pass from his hands in good condition into the hands of the man forming the next link in the chain of transportation.

The car into which the shipment is to be loaded must be properly ordered with due consideration to the icing and salting instructions which it is intended the shipment will receive.

### Half of Claims

Loading of the car is the next step and perhaps the most important. (One half of all our claims on fruits, melons and vegetables are due to broken packages.) Loading rules are provided in Pacific Freight Tariff Bureau Circular No. 16 for various kinds of perishable freight, and a thorough knowledge thereof by loaders, agents and station forces is absolutely essential to the safe transportation of the shipment. Certain violations of loading rules which may seem at origin to be of little consequence prove at destination to be the cause for poor condition of the freight on its arrival.

The bill of lading, which is our contract with the shipper, is a document the importance of which is not always appreciated. It should be checked in every detail that we may thoroughly understand what its provisions are and that such instructions as are entered therein comply with the governing tariff. Of special moment are such things as the date, car initials and number, routing, destination (considering embargoes), consignee, description of lading and the protective service (ice, salt, ventilation or heat) to be afforded the shipment in transit.

Then comes the waybill, which in effect is a copy of the bill of lading and a notice to hundreds of employes to do certain things to complete our contract with the shipper. Considering the waybill in that light, and knowing that the bill of lading will not be available to employes handling the shipment after the bill clerk does his part, is there any wonder why we hear so many times the warning to "bill the shipment right?" No one can know, and nothing short of knowing is one's full duty, that the waybill is "right" without checking it back against the bill of lading. How can any bill clerk, no matter how expert he may be, expect to go on for ever making thousands of waybills without some percentage of error? It never has been done. And how can we discover the error and correct it before any harm has been done unless we check the work?

The bill of lading and the waybill are so closely associated that we may almost consider them as one in trying to find out what goes wrong when one or both are faulty. Some of the failures and their consequences which appear most frequently in our claim analysis are:

Transposition of figures in the car number, causing the shipment to be delayed while the busy telegraph wires are further burdened with two or more messages.

Incomplete routing, such as showing railroads without naming the junctions via which the shipment is to be routed, resulting in delay in holding car for advice or sending it via some junction causing excess time in transit or over charge in rate, or both. This is one of our very best "loss of market" claim makers. If the shipper is not acquainted with the full routing, it may be that the agent is likewise uninformed. But somebody knows. Apply at once by wire or phone to the nearest traffic representative for instructions.

### Embargo System

Then we have the embargoes to consider. A more complete and comprehensive system of issuing and filing embargoes than the method used by the Southern Pacific is as yet unknown, but it will not work unless instructions issued by the Traffic Department are understood and complied with. Embargoes can not be known and observed unless we file them promptly and refer to the file before signing bill of lading. Due consideration must be given to showing on waybill permit number and variety of grapes when shipments may be billed to embargoed points under those conditions.

"Shippers Instructions" on bill of lading and corresponding "Waybill Notations" as to protective service (ice, salt, ventilation or heat) to be afforded shipment in transit, so it seems from past experience, is a feature that is more involved and difficult of solution than any other one thing with which we have to deal. Publication of "Authorized Shipper's Instructions" in the tariff and advising agents to comply with them might seem to be a simple answer and a correct one. But it is not.

Such instructions are published in Perishable Freight Protective Tariff No. 3 with the warning that they must be observed, and right there the difficulties commence, probably because so many different options are required to care for various commodities moving under numerous conditions. The number and length of the instructions cause confusion and are



Sacramento Division made the best record in safety work of any steam division on Pacific Lines in 1926 and was awarded one of the Safety Banners. Committeemen and other employes in the picture, are, left to right—F. R. Hamilton, genl. yardmaster; A. S. Teal, genl. car foreman; J. H. Vaughn, elect. foreman; C. A. Nichols, brakeman; J. Oates, electrician; W. Rose, F. & W. S. supvr.; A. D. Dal Porto, fireman; G. A. Gibson, W. S. foreman; C. C. Fisher, trainmaster, J. B. Monahan, supvr. safety; C. H. Angle, genl. foreman; R. Alter, engineer; E. F. Nassoiy, trainmaster; W. L. Hack, superintendent, A. H. Aho, fireman; A. J. Gilson, M. car repr.; C. G. Singleton, yardman; L. S. Pratt, master mech.; J. J. McEnerney, dept car foreman; G. F. McCormack, asst. divn. engr.; C. Gelmstedt, car inspector; J. O'Donnell, roadmaster; B. O. Darrow, signal supr.; R. E. Marks, sec'y to supt.; W. J. Berriesford, signal mntr.; J. Lothrop, secretary, M. H. Flock, conductor; V. R. Naylor, divn. storekeeper; F. A Hansen, fireman

fully understood, if at all, by a chosen few. Added to that the tariff is not always readily available to outside men having to do with the compliance of such instructions, and, when it is, the rules are difficult of interpretation to other than those trained in tariff application.

The result has been a bad situation which only forethought, attention, education and care can correct. To aid in that correction, the particular rules covering protective service have been separated from the numerous other rules, ratings, etc. appearing in the tariff and reproduced in circular form, Freight Protection Department No. 9-E.

That circular, which also contains suitable notes of explanation, is distributed to all concerned, and by letter and verbal instructions agents are referred to the particular items applicable to the commodities originating at their stations. They in turn have those few rules which must govern shipments from their stations made clear to other employes so that it may be known: (a) that the shipper places the proper authorized instruction on bill of lading and that such instructions are not made impossible of compliance by reason of car orders which do not correspond; (b) that the corresponding authorized waybill notation appears on waybill in space provided for that purpose; (c) that a full appreciation of the necessity for such action may be had to the end that the service required from origin to destination may be apparent and given by all concerned.

## QUICK WORK OF TRAIN CREW SAVES TOWN FROM FIRE

Conductor Arthur Chloupek and Engineer Fred Weule of the Sacramento Division, together with other members of the crew on Train No. 310, have been highly commended by the people of Verdi, Nev., through the Verdi Lumber Company, for their fine cooperation and services when the town was threatened by fire May 26. "There is no doubt but that the whole town would have been destroyed if it had not been for the assistance of this train crew," states A. Renert, president of the Verdi Lumber Company.

## CONDUCTOR RECEIVES BOOK AS SOUVENIR FROM AUTHOR

As an expression of his appreciation for the kindness and courtesy shown him while en route East from San Francisco a few weeks ago, Robert W. Chambers, the famous author, has sent one of his favorite books to Conductor B. M. Moore, of Western Division. In his letter, Mr. Chambers wrote:

"Just a line of appreciation for your patience, courtesy and kindness to me when I mislaid my ticket and insisted I had given it to you, or rather to the conductor who had charge before you had. If there were more officials like you in the world it would be more agreeable for everybody and I congratulate your railroad on numbering you among its employes."

## ASS'T SUPERINTENDENT ADDED TO WESTERN DIVISION

Evidence of Oakland's growing industrial importance is shown in the appointment of J. D. Brennan as assistant superintendent of Western Division, a newly-created position, to have charge of Oakland terminal. B. A. Campbell, also assistant superintendent, will continue in general charge of the entire division excepting the terminal.



J. D. Brennan

Brennan has had many years of experience in the Operating Department. He came to Southern Pacific as a brakeman in 1902 after considerable service on the Northern Pacific. He was subsequently conductor and traveling conductor, and, in December, 1917, was appointed trainmaster, being located at San Luis Obispo and later at San Francisco. In July, 1925, he was appointed assistant superintendent of the Shasta Division.



T. J. Foley

T. J. Foley, trainmaster on the Coast Division at San Francisco, has been promoted to assistant superintendent of Shasta Division. He also started with the Company as brakeman on the Coast Division in 1902. He was then conductor, and, in 1916, was appointed assistant trainmaster. Following that, he was general yardmaster and, in October, 1920, was appointed trainmaster at San Luis Obispo. In July, 1925, he was transferred to the same position at San Francisco.

A. A. Lowe, who has been trainmaster of Western Division since September, 1926, has been transferred to terminal trainmaster of Coast Division at San Francisco. He came to the Company in 1912 as chief clerk to division engineer at Portland after nine years with the O. W. R. & N., three years in locomotive service and six in accounting and operating departments. Later he was superintendent's chief clerk at Portland and chief clerk to assistant general manager at San Francisco before being promoted to trainmaster of Salt Lake Division in May, 1922.

### "So Big!"

"Young man, can I get into the park through this gate?"

"Guess so, lady, I just saw a load of hay go through."—Ex.

When the donkey saw the zebra,
He began to switch his tail;
"Well, I never!" was his comment,
"There's a mule that's been in jail."
—L. & N. Magazine.

## S. P. AGREES TO JOINT USE OF CERTAIN OREGON LINES

Following statement was issued June 11 by Wm. Sproule, president Southern Pacific Company, and Ralph Budd, president Great Northern Railway Company:

"Terms have been agreed upon, subject to approval of the Interstate Commerce Commission, for joint use of the Southern Pacific's Cascade Line, between Paunina, Oregon, and Klamath Falls, Ore., by the Great Northern Railway and for purchase by the Great Northern of a half interest in the Oregon California and Eastern Railway Company.

"This will avoid duplication of railroad facilities in the Klamath Basin and will afford the public the maximum of railway service with the least possible expense, that ultimately will be borne by the public, through minimizing railway capital investment and operating costs. We believe that it complies in every way with the Interstate Commerce Commission's order of May 11, 1927."

Southern Pacific has begun work on standardizing the 150-mile narrow-gauge Nevada-California-Oregon line between Wendel, Calif., and Lake View, Ore. Work will be carried on actively until the job is completed. The narrow-gauge line connects with the Southern Pacific's Fernley branch line at Wendel and extends northerly through Alturas to Lake View.

On April 30, 1925, Southern Pacific applied to the Interstate Commerce Commission for authority to acquire control of the Nevada-California-Oregon by stock ownership. This authority was granted and control of the line was taken over in November, 1926.

As originally built many years ago, this narrow-gauge railroad extended from Reno, Nevada, to Lake View.

## GENERAL AUDITOR HONORED BY NATIONAL ASSOCIATION

General Auditor T. O. Edwards has been elected second vice-president of the National Association of Railway Accounting Officers on June 10 at the annual convention held at Denver. The association is composed of railway accounting officers throughout this country and Canada, and Mr. Edwards' election comes as a recognition of his many years of active connection with the organization. During the past year he was a member of the executive committee, the general accounts committee and several other committees.

Other officers of the association are: President, E. H. Kemper, comptroller, Southern Railway System; 1st vice-president, H. W. Johnson, comptroller, Chicago, Burlington & Quincy; and secretary, E. R. Woodson of Washington, D. C.

### Bang Went Sixpence

A Scotsman, invited to a golden wedding, was told that each guest would be expected to take a golden present.

He took a goldfish.—Tid Bits.