

1300-26-11-12

INSTRUCTIONS

TO

RAILWAY MAIL CLERKS

ISSUED BY THE

CONTROLLER, RAILWAY MAIL SERVICE

OTTAWA  
1913

B. M. ARMSTRONG,  
*Controller Railway Mail Service.*

Approved,  
R. M. COULTER,  
*Deputy Postmaster General.*

## APPOINTMENTS AND SALARIES.

1. *Appointments.*—All appointments to the Railway Mail Service are made as provided for by the Civil Service and Post Office Acts, and the Amendments thereto.

2. *New Appointments.*—New Appointments must be probationary for a period of at least twelve months, and a Railway Mail Clerk must obtain at least fifty per cent at his Case Examination before he can be recommended for permanency.

3. *Permanent and Probationary Appointments.*—Permanent and probationary appointments are made by the Governor in Council on the recommendation of the Postmaster General.

(a.) No person can be appointed a Railway Mail Clerk, who is over thirty years of age, or who has not passed either the Preliminary or the Qualifying Civil Service Examination; or a Train Porter, who is less than eighteen or more than twenty-four years of age, or who has not passed the Preliminary Civil Service Examination.

(b) Railway Mail Clerks appointed to the Service since 1898 are subject to the provisions of the Civil Service Retirement Act of that year.

4. *Salary.*—Salary of a Railway Mail Clerk on Probationary appointment, Five Hundred Dollars per annum, with mileage allowance as follows:—One half a cent per mile for every mile travelled in the Postal car, on duty, between eight a.m. and eight p.m., and one cent per mile for every mile travelled in the Postal car, on duty, between eight p.m. and eight a.m.

(a.) On the confirmation of his appointment he will be paid at the rate of Six Hundred Dollars per annum, and mileage, with annual increases of One Hundred Dollars per annum (if the result of his Case Examinations and his services are satisfactory) until a salary of Eight Hundred Dollars per annum is reached, and thereafter an increase of Fifty Dollars per annum until the maximum of Fourteen Hundred Dollars per annum is reached, except that a Railway Mail Clerk, who has passed the Preliminary Civil Service Examination only, cannot receive a salary higher than One Thousand Dollars per annum, until he passes the Qualifying Civil Service Examination.

(b.) The salary of a Train Porter is at the rate of Four Hundred Dollars per annum, which may be increased annually by Thirty Dollars until the maximum salary of Seven Hundred Dollars per annum is reached.

(c.) Transfer Agents on first appointment are classed in Grade "A" and paid at the rate of ~~\$1.75~~ per day on duty. *one year*

After ~~three months~~ satisfactory service they may be promoted to 'Grade B' at ~~\$2.00~~ per day. *200*

After ~~two years~~ service in 'Grade B' they may be promoted to 'Grade C' at ~~\$2.25~~ per day. *25 one*

After ~~two years~~ service in 'Grade C' they may be promoted to Grade 'D' at ~~\$2.50~~ per day. *70*

And for the performance of work of a specially arduous and responsible nature, they may, after ~~at least two years~~ service in 'Grade D' be promoted to 'Grade E' at ~~\$2.75~~ per day. *one*

(d.) A person who has not passed the required Civil Service Examination, may be employed temporarily as a Railway Mail Clerk for a period of not more than one year at a salary of Five Hundred Dollars per annum and mileage allowance. *3*

5. Increases in salaries of Superintendents, Railway Mail Clerks, Train Porters, Transfer Agents, and other employees of the Railway Mail Service Branch depend on length of service, conduct, and general efficiency records, and also, in the case of Railway Mail Clerks, on result of Case Examinations.

(a.) The salary of a Superintendent, Railway Mail Clerk, or other employee of the Railway Mail Service Branch may be reduced if conduct, efficiency, or Case Examination prove unsatisfactory.

(b.) At least ninety per cent must be obtained at Case Examinations before an increase in salary can be granted.

(c.) Clerks over sixty years of age are not subject to a Case Examination.

*Exempt from*

6. *Entering on Duty.*—Before entering on duty all employees will be required to take the oath or declaration of Office in the prescribed form before a 'Justice of the Peace or other proper authority,' furnish a sworn statement as to age, two certificates as to character and a medical certificate on forms which will be supplied, also a statement from his former Employer giving reasons for leaving his Service.

(a.) These forms, after being properly executed, to be given to the Superintendent of the District and by him sent to the Controller of the Railway Mail Service at Ottawa.

7. *Guarantee and Bonds.*—A deduction of 25 cents per \$100 of guarantee may be made from salary each year, for the due and faithful performance of duties, such guarantee being for the following amounts:

For Transfer Agents and Train Porters, deduction will be on	\$200
For Railway Mail Clerks paid \$600 per annum, or under deduction will be on.....	\$300
For Railway Mail Clerks paid over \$600 per annum, deduction will be on.....	\$400

GENERAL INSTRUCTIONS.

8. *Address of Clerks.*—All employees on appointment shall furnish their full name and residence to the Superintendent of the District, and all changes of residence must be immediately reported to the same officer.

*Residence.* (a.) A clerk must reside at the place from which his run starts.

(b.) *Absence from Headquarters.*—A clerk must not absent himself from his headquarters, nor exchange duties with another clerk, without the permission of his Superintendent.

Any violation of this provision may be followed by suspension.

9. *Clerks to Carry Instructions, etc.*—A Railway Mail Clerk, when on duty, must have with him a copy of the Instructions to Railway Mail Clerks, Distribution Lists, the Official Postal Guide for the current year (with supplements) and Schedules of Mail trains.

(a.) All the above mentioned articles to be ready for inspection by the Controller of the Railway Mail Service or Superintendents at any time they may enter a Postal Car.

*Out*  
10. *Distribution Lists.* — Distribution Lists must be kept corrected as changes occur, of which the Clerks will be *out* duly advised by *his* the Superintendents through the 'Order Book' and 'Monthly changes in Distribution.'

(a.) Ignorance of instructions, distribution, or postal subjects pertaining to their duties will not be accepted as an excuse for violation or neglect of them.

(b.) In case of doubt as to the meaning of any Regulations or Instructions, the Superintendent should be consulted, or the Controller through the Superintendent.

11. *Railway Mail Clerks' Order Books.*—All instructions entered in Railway Mail Clerks' Order Book must be read by each Railway Mail Clerk and plainly initialled and dated as an acknowledgment that he has read and thoroughly understands them. 'Order' and 'Route' Books to be examined, when possible before departure and on arrival from each trip, and communications addressed to him obtained.

(a.) When a Railway Mail Clerk's duties take him out of the District to which he is

attached, he must carry out the instructions of the Superintendent of the District in which he find himself.

12. *Changes in Distribution List, how made.*—In making changes use a medium lead pencil. 'Erase' by drawing a pencil line through the items ordered to be erased. 'Restore' by rubbing out pencil erasures.

13. *Clerks to report errors discovered in Postal Guide, &c.*—Every Clerk must report at once to his Superintendent any errors he may detect in Postal Guide, Distribution List or Schedule of Mail trains, in order that they may be corrected.

14. *Clerks to notify Superintendent of Changes required in Postal Car.*—A Clerk should notify his Superintendent of any shortage in equipment, or changes required in his car, but must not make requests or suggestions to the Railway Companies as to what changes he thinks should be made.

15. *Non interference of Clerks in Post Office.*—A Clerk must not hinder or interfere with the employee of any Post Office from which he receives, or to which he delivers mails, nor visit the Post Office at the point at which he is stationed, except on business.

16. *Use of Intoxicating Liquors.*—The use of intoxicating liquors by Clerks, when going to or whilst on duty, is absolutely prohibited, and the excessive use of same, when off duty, will be considered sufficient cause for suspension.

(a.) All employees must report immediately to their Superintendent whenever they observe another employee under the influence of liquor while on duty.

Any employee failing to comply with this regulation will be considered equally at fault.

17. *Clerks on Duty not to Traffic.*—The carrying parcels for private individuals, not included in mails, in Postal Cars, or traffic in merchandise by Clerks on duty is strictly prohibited, and a Clerk must not engage in any business apart from his official duties.

18. *Must not impart information to unauthorized persons.*—No information is to be imparted concerning letters or other mail matter passing through the hands of Clerks in the process of distribution except to officers of the Department authorized to demand it.

19. *Care of Postal Cars.*—Clerks must not deface or injure the Postal Cars, or other property of the Railway companies furnished for the use of the service.

20. *Care of Keys.*—Railway Mail Service Employees on duty must always have the mail keys attached to their clothing by a safety chain. When off duty they must be secured in such a manner as to be inaccessible to unauthorized persons. (Such chain can be procured from the Superintendent.)

(a.) Any Railway Mail Service employee granted leave of absence, for any cause, covering a period over thirty days, must return his mail keys to his Superintendent.

(b.) On the resignation, suspension or dismissal of a Railway Mail Service employee, he must return to his Superintendent the mail keys and all other property of the Post Office Department in his possession.

(c.) Broken or unworkable keys are to be returned to the Superintendent. In case a key is lost, the fact must be immediately reported to the Superintendent. Loss of mail keys may be followed by suspension.

21. *Post Office Property not to be used for private purposes.*—The use of any property of this Department for personal purposes is strictly prohibited.

22. *Mutilation of Postal Property.*—Any Railway Mail Service Employee guilty of mutilating the property of the Post Office Department will be called upon to make good any loss sustained thereby.

23. *Courtesy.*—Employees in their official intercourse with the public and with one another, must observe the strictest courtesy, and must endeavour, by active and intelligent efforts, to promote the efficiency of the service. Discussions and loud talk when at work must be avoided.

24. *Indebtedness of Clerks.*—Employees are expected to pay their just and lawful debts. A persistent and wilful failure to do so may militate against their chances of increase in salary.

25. *Mail Matter not to be Delivered in Transit.* Mail matter addressed to a Post Office must not be delivered in transit to any person, even if it is for the person making the application, except the Postmaster General, Deputy Postmaster General, Assistant Deputy Postmaster General, the Controller of the Railway Mail Service, the Superintendents of the Railway Mail Service, and to a Post Office Inspector or his Assistant Inspector, in relation to official correspondence.

26. *Who may have access to Postal Cars.*—Only the following persons shall be admitted to Railway Postal Cars:—

The Railway Mail Clerks on actual duty; the Controller of the Railway Mail Service, Superintendents, Post Office In-

spectors, or Assistants, Chief Post Office Superintendent and those having a special written permit from the Postmaster General, the Deputy Postmaster General, Assistant Deputy Postmaster General, or the Controller of the Railway Mail Service, also Transfer Agents and Train Porters in the performance of their official duties and Conductors and other railway employees in the performance of their train duties only.

(a.) Any violation of this Regulation will be considered an offence serious enough to justify suspension.

(b.) When a person, having special permission, is admitted, the name of such person with the authority of his admittance must be entered by the Railway Mail Clerks on duty, under the proper date, in their weekly report, giving points between which such person travelled.

(c.) A permit, when only good for the trip then being performed, must be taken up by the Railway Mail Clerks, date stamped, and sent in with his Trip Return to the Superintendent. Permits do not cover transportation.

27. *Clerks must assist Post Office Inspectors.*—Railway Mail Clerks must give all assistance in their power to Post Office Inspectors or their Assistants, when called upon to do so, and on no account whatever

make known (except to their Superintendent) the presence of these officer on the train either during or after any trip; nor make any mention of their presence on the weekly report. A violation of this section will be considered sufficient grounds for a fine or suspension.

28. *Rules of Railway Companies Observed.*—The Rules and Regulations of Railway Companies not in conflict with these regulations must be respected and obeyed.

29. *Clerks to perform other duties when required.*—Railway Mail Clerks may be called upon to perform other duties in the service of the Post Office Department at any time the exigencies of the service may require it. All such cases must be reported to the Controller by the Superintendent.

30. *No information to be given concerning Vacancies.*—Information regarding vacancies, or probable vacancies, in the service, must not be imparted by employees.

31. *Free Newspapers.*—Railway Mail Service Employees must not request proprietors of newspapers to send copies of their publication to them free.

32. *Reading Mail Matter in Transit Forbidden.*—Clerks must not remove newspapers or other printed matter from their

wrappers, packages, or bundles for the purpose of reading the same. Newspaper matter received in bad condition should be so endorsed, and when necessary, contents of packet secured against loss by securely tying wrappers thereto.

33. *Employees unable to Perform Duties.*—Whenever it is found that a Railway Mail Service employee is unable to satisfactorily perform the duties to which he has been assigned the Superintendent will immediately report all the facts to the Controller.

34. *Clerks paid for Daily Service.*—The Department pays each Railway Mail Service ~~employee~~ *employee* for a daily service whether he is on duty or not, and has the right to demand his services at any time. Lay-off periods are granted for rest and study, and those who, for compensation, engage in other business, during these periods, will not be considered as performing their duties properly, which may lead to their removal from the service.

35. *Resignations.*—A Railway Mail Service employee, intending to leave the service, is requested to send in his resignation through his Superintendent as long previous to the date on which it is intended to take effect as possible.



36. *Legitimate use of Mail Bags.*—The legitimate use of mail bags and sacks is restricted to the transmission of mailable matter, while under the care, custody or control of agents of the Post Office Department, or such persons who have permission from the Department to use them.

37. *Improper use of Bags, Sacks, etc.*—A Railway-Mail Service employee will report to his Superintendent any person or persons, not in the service of the P.O. Dept., having unlawfully in their possession mail bags, sacks, locks, or other property of the Post Office Department, or the improper use of the above mentioned articles by any employee of the Department.

38. *Opening of Bags with Defective Locks.*—Bags received upon which is a Lock that cannot be opened with the proper key may be opened by cutting the seam at side or bottom to remove contents; care to be taken that the bag is mutilated in the least possible manner. A report of the fact should be sent to the Superintendent; and also the bag.

39. *Unmailable Matter.*—Mail matter which does not comply with the Regulations in the Official Postal Guide, such as unpaid and prohibited matter, should be sent to the nearest Dead Letter Office.

(a.) Articles found loose in mail and without address should be sent under cover to the nearest Dead Letter Office.

(b.) Letters with undecipherable addresses to be sent under cover to the nearest Dead Letter Office.

40. *Not to write to Postmasters.*—A Railway Mail Clerk, Train Porter, or Transfer Agent, must on no account correspond with postmasters respecting matters pertaining to the mail service; they must address their Superintendent.

41. *Removal Expenses.*—When a Railway Mail Service Employee is removed from one point to another, for the benefit of the Service, and under instructions from the Department, his removal expenses will be paid by the Department.

(a.) Where a Railway Mail Service Employee is removed, at his own request, or where it is found necessary to remove him to another place on account of misconduct, etc., his removal expenses have to be borne by himself.

#### CASE EXAMINATIONS.

42. *Case Examination of Clerks.*—Case Examination of Clerks will be held from time to time, upon the distribution lists furnished them, Official Postal Guide, con-

nection of trains as shown in the Schedule of Mail Trains, Instructions to Railway Mail Clerks and other matters pertaining to the Service.

(a.) Each Clerk must be examined at least once a year, at a place of which he will receive due notification.

(b.) The Case must be surrendered to the Examiner immediately the last card is distributed, after which the Clerk will not be allowed to make any change with a view to rectify errors, but will remain at the case while the distribution is being revised by the Examiner. The Examiner, will, for the information of the Clerk, show him the errors found therein.

(c.) On the completion of each examination the Clerk will receive from his Superintendent a statement of the result of his examination. Following the words, 'Action taken,' will be written, 'Complimented,' 'Reprimanded,' or other words as the case requires.

(d.) A Clerk may volunteer for examination at any time and the Superintendent will afford him every facility for this purpose. Such examination, however, shall have no bearing as regards filling any vacancy, promotion or increase in salary.

(e.) Probationary Clerks shall be examined within one year of their entering the Service in a manner similar to permanent employees. On the result of such examin-

ation will, in a large measure, depend their permanent appointment to the service.

#### DUTIES.

43. *Attendance at Post Office to commence Trip.*—A Railway Mail Clerk must be at the Post Office (or Railway Station), from which he commences his trip at least fifteen minutes (or longer if required), before the time appointed for the departure of his mail, and is on duty from the time he receives his mail until he delivers it at the end of his route.

44. *Clerks must not leave their car.*—Clerks must not leave their car unprotected during a run. In a case where there are two or more clerks in the car, there must always be one clerk left in charge.

Where there is only one clerk on a route, he will have to take his meals with him.

The collection of Station Letter Boxes will of course have to be attended to.

45. *Clerks to accompany mails to and from Post Office.*—It is the duty of the Railway Mail Clerk who takes charge of registered matter to accompany the mails to and from the initial and terminal post offices of his run except in cases where special instructions have been issued.

After checking mails into conveyance at Post Office he should sit on the conveyance in such a position as to be able to instantly discover the loss of any mail matter, and must oversee the transfer of the mails from conveyance to truck, truck to Postal Car, and *vice versa* at terminal point.

(a.) Where a through train service obtains, the points at which the staff changes are considered as terminal offices, and a personal transfer must be made.

46. *Guarding Mails.*—All Railway Mail Clerks, Train Porters and Transfer Agents must use vigilance in guarding the mails and mail matter in their charge. Such matter must not be left unprotected in any way, especially in making transfers.

Transfer-bills must be used in all cases.

Should they discover that mails have been improperly treated or exposed before or after receipt, they must report the facts to their Superintendent, at once; and, when the case is a serious one, their Superintendent should be informed thereof by wire.

47. *Clerk in Charge and his Duties.*—When there is more than one Clerk on duty in a car, the Senior Clerk, or Clerk in Charge, on duty will in all cases have full charge, (except when otherwise instructed), and shall be accountable for the proper

performance of the duties on the trip. He will see that the instructions, regulations and orders relating to the service, are properly carried out, report all irregularities in writing and see that all mails are properly made up and despatched. He must, at the same time, perform his full share of the duties. (See Section 73 *re* reporting of mis-sent matter.)

(a.) When two Clerks are running regularly together, by direction of their Superintendent, their work in the Postal Car may alternate from letter to newspaper sortation.

(b.) Railway Mail Clerks are not appointed to any particular route, nor are their runs confined to Provincial boundaries, and the Department will, when the exigencies of the Service demand it, make changes in the runs, or transfer clerks from one route to another. Continuous service upon a particular route does not qualify a Railway Mail Clerk for work on other routes, and impairs his general usefulness, and such fact will be taken into consideration when dealing with the subject of increase in salary, and in manning routes, or other advancement.

(c.) The Clerk in charge must be careful that all entries are properly made on his mail account sheet; that the number of train and Postal Car, and the time of arrival and departure are correctly given.

Incorrect entries lead to serious consequences.

48. *Clerks to obey Clerk in Charge.*—Clerks must obey the orders of the Clerk in charge, and must not consider their duties ended until so informed by him.

49. *Clerks on Night Runs.*—When there is any mail to be distributed, or work to be performed on night runs, every Clerk must be awake and do his full share. When all the work has been done, there is no objection to a part of the crew going to sleep; but one Clerk must be awake and on duty.

(a.) This precaution is necessary for the proper protection of the registered and other mail matter against accident, fire or robbery, and for the personal safety of the Clerks. These provisions apply also to long runs where it is necessary for some of the Clerks to sleep during the day. As far as practicable, the doors of a Railway Postal Car should be kept locked, especially during the night. On long runs, where only one Clerk is employed he must use discretion as to the time for taking rest.

50. *Dutiable Books or Packages received from Foreign Countries.*—Books, packages and other mail matter received in mail from Great Britain, United States and other foreign countries, supposed to be

liable for duty, are to be sent to the Post Office nearest to the destination of the articles received, at which there is a Customs Officer, stamped as follows: with stamp provided for that purpose,—

FOR CUSTOMS.

At port or outpost nearest place  
to which package is directed. Not  
to be delivered unless marked DUTY  
PAID or FREE DUTY.

51. *Replies to Official Communications.*—A Railway Mail Service employee is required to date, sign, (giving name of his run, in the case of Railway Mail Clerks,) and promptly despatch replies to all official inquiries and other communications sent to him, with the return of any communications sent him. Failure to comply with these instructions may lead to suspension.

(a.) To save unnecessary correspondence, all communications from Railway Mail Service employees intended for the Controller, should be sent through the Superintendent, who will forward same together with any remarks or recommendations he considers necessary, in connection with the case at point.

52. *Daily Newspapers.*—Newspapers sent to regular subscribers should be handled

and assorted with the same care as letter mail, the receipt of mis-sent, or mis-directed or non-receipt of daily publications to be promptly reported to the Superintendent.

53. *Specially addressed Matter for Foreign Countries.*—Mail matter specially addressed to foreign countries must in all cases be forwarded as superscribed, except when the Clerk to his certain knowledge, is aware that an error has been made.

54. *Head Clerks.*—Clerks who may be placed in charge at points distant from headquarters, will be known as Head Clerks, and orders from a Head Clerk to clerks on lines under his charge, must be obeyed the same as though emanating from a Superintendent.

55. *Absence through Illness.*—When a Railway Mail Service employee is ill and unable to perform duty, he should at once so report to his Superintendent. In the case of a Railway Mail Clerk, he must notify his Superintendent sufficiently in advance of the time he should take duty so as to allow the Superintendent to obtain another Railway Mail Clerk to replace him.

(a.) A certificate on Form '5G,' (obtainable from the Superintendent), by a duly qualified Physician must be sent at

once to the Superintendent, who will forward such certificate to the Controller, accompanied by Form '6G,' properly filled out (such medical certificate must be renewed every thirty days during absence of clerk.)

(b.) Whenever a Railway Mail Clerk becomes so ill on his run as to be unable to perform his duties, he should call upon the first available clerk for assistance, who will promptly respond and complete the trip. A report of the facts must be made both by the clerk taken ill and the clerk called upon for assistance.

(c.) Any employee who fails to comply with this regulation will have his pay deducted during his absence from duty.

56. *Weekly Reports.*—Weekly reports to be carefully filled up and delivered or sent to the Superintendent immediately after the expiry of the week to which they refer; both train schedule and actual time of arrival at stations to be given in all cases.

(a.) Any Clerk charging on his Weekly Report mileage which he has not performed, must be suspended and such suspension may be followed by dismissal from the service.

(b.) Failure to make out and forward Weekly Reports promptly may be followed by a fine covering a week's mileage.

(c) When delays occur to trains, such delays must be explained on back of Weekly Report.

(d) Night mileage starts at the nearest station to which train is at 8 p.m.; day mileage at the nearest station to which train is at 8 a.m.; and not at the points where train is due at these hours, when running on schedule time. Mileage can only be charged for miles travelled in the Postal Car.

57. *Accidents to be reported.*—When an accident occurs to a mail train, the Clerk in charge will at once make a full report of the same to his Superintendent. This report must include the following particulars: the date and hour of the occurrence; number of train and direction moving, the place, the cause of the accident, and its effects as to injuries to the Clerks, mails, or car; also the extent of the delay. In the case of fire, the report should state the origin of the fire. In case of injury to a Clerk, loss or damage to mails, telegrams should be sent to the Controller and the Superintendent, as well as a full report in writing to the latter.

(a) In the event of any injury to a Railway Mail Clerk, or his property, through an accident on the Railway, while he is on duty, he should at once make application to the Railway Company re-

sponsible for such accident for whatever compensation he considers himself justly entitled to.

58. *Non-receipt of Mails.*—The non-receipt of mails, registered matter or letter bills should be reported at once to the Superintendent, the bag label to accompany reports in regard to shortage of registered matter or letter bills. Shortage of important registered matter should be telegraphed to the Superintendent; the following being classed as 'important,'—Registered bags, registered package envelope, registered letters addressed to banks, and such registered articles as the Clerk in charge considers important, judging from the address given on the letter bill.

(a) In the case of non-receipt of registered matter, registered letter list or letter bill in Foreign Mails, the bag, seal, label and covers of letter bill or registers, (if any) must accompany the written report to the Superintendent.

(b) The receipt of delayed mails should be reported promptly, bag labels enclosed with report, and the cause of delay given when known.

(c) Connections missed must be promptly reported by the despatching Clerk, who will state how he disposed of such mail, (giving cause of delay); and the non-receipt

must be reported by the Clerk or Clerks who should have received such mail.

59. *Treatment of empty and surplus Bags, Locks, etc.*—All surplus bags and sacks of any kind are to be sent with the least possible delay to the nearest Depository Office. Such Depository Offices are:—

MONTREAL, QUE.,  
OTTAWA, ONT.,  
TORONTO, ONT.,  
WINNIPEG, MAN.

(a) Defective mail bags of all kinds should be promptly forwarded to the Superintendent, and by him transmitted to the Controller of Postal Stores, Ottawa (having been previously turned inside out).

(b) The 'steel clamp' mail locks in all cases to be kept *permanently* attached to a chain provided for the purpose to all cotton, duck and leather bags. When occasion arises for sending in either the bags or locks to the Department at Ottawa, for repair, the locks to remain attached to the bags and both to be forwarded together.

60. *Care of Stationery.*—Stationery and all forms used in the discharge of Postal duties must not be left loose in a postal car at the end of a run, nor used in an

extravagant or wasteful manner. In case where forms are left in a car, they must be placed in a locked receptacle.

61. *Clerks to examine Postal Car at initial and terminal points.*—Clerks must thoroughly examine their Postal Car upon entering and before leaving it, to see that no mail matter has been, or, is left therein. When matter is found, a report, giving all particulars, must be made to the Superintendent.

62. *Waste paper and twine.*—Waste paper and twine must be preserved, and after careful examination turned in at terminal offices in a sack labelled 'waste paper.'

(a) The label must bear the postmark and initials of the Clerk closing the bag.

63. *The Transfer of Lock Bags.*—When lock bags containing mail have to be transferred, the Railway Mail Clerks despatching must make out a transfer bill in triplicate. These transfer bills to be dealt with in accordance with instructions issued in January, 1912.

64. *Assist to transfer Bags when necessary.*—Whenever necessary, the Railway Mail Clerks will assist in the transfer of bags from one train to another, or between conveyances and postal cars, and, *vice*

*versa*, and generally, by every means in their power, expedite the handling of mails. A receipt should be obtained from, and given to Railway Agent, for return mails put off at a Railway Station.

(a) When Baggage Cars are used for the conveyance of mails (through insufficient storage accommodation being provided in Postal Car), and it is found necessary to transfer mails between Baggage and Postal Cars while en route, the actual transfer should be performed by the Railway employees, under the supervision of the Railway Mail Clerks, such clerks should attend to the proper piling of the mail in the cars and hand out mail at car doors. Failure on the part of Railway employees to perform their portion of the work should be promptly reported to the Superintendent.

(b) Railway Mail Clerks must assure themselves that all sacks which could not be taken into the Postal Car are put in the Baggage of Express cars.

(c) Railway Mail Clerks are specially cautioned against placing letter bags (particularly registered) too near the heating apparatus in the Postal Cars.

65. *Errors made by Transfer Agents or Train Porters.*—All errors made by Transfer Agents or Train Porters and discovered by Railway Mail Clerks must be reported to their Superintendent, and *vive versa*.

66. *Mail matter posted in Station Boxes.*—Mail matter posted in station boxes and in Postal Car, (except second class matter, must be carefully date-stamped and the postage stamps thereon effectually cancelled, and for this purpose, the dating stamp must be kept CLEAN and the pad PROPERLY INKED. Care must also be taken to see that the date stamp shows correct date, and that the index letters showing direction moving are correct.

(a) Care must be taken that station boxes are carefully emptied, and Railway employees or other persons not allowed to open these boxes, (except where special arrangements have been made.)

67. *Bags to be examined.*—When emptying, and before using bags or sacks, care must be taken that no mail matter is or has been left therein, either by turning bags or searching them with the hand.

68. *Opening and Distributing one Bag at a time.*—Clerks must complete the distribution of the contents of one bag or sack before opening another, so that errors in distribution, or missent mail matter, may be correctly noted and reported, and where a LETTER BILL should be received, it must be found or thoroughly searched for before the contents are assorted.



69. *Separate Mail for Delivery, and Mail for Distribution.*—Mail for delivery at and Mail for distribution sent to cities and large towns, must always be made up in separate bags or sacks.

70. *Direct Packages.*—Making a direct package by Railway Mail Clerks is placing letters for one office in a package by themselves, all faced one way with a plainly addressed letter on the outside, with a 'blank' facing slip properly date-stamped and initialed covering the back letter.

(a) When necessary to include circulars in a direct package, a letter must be put on the outside of the package.

A direct package must be made up when six or more letters are received for one office.

71 *Letter Pigeon Holes when filled to be tied out.*—Letter pigeon holes should never be over-filled or packed, as thereby letters are liable to be damaged and torn and have the appearance of having been tampered with. Sacks should also be tied out when full.

72. *Letters must not be placed loose in bags.*—Letters and circulars must always be properly made up in packages and never placed loose in bags, and all packages must be neatly and securely tied and care

taken that the envelopes are not cut or damaged by the twine.

73. *Checking Errors.*—Failure to properly report errors is deemed a serious offence. (Railway Mail Service employees who endeavour to shield and cover the errors committed by other employees will be held equally responsible for such errors.) All errors found in the distribution of a package of letters, or in a sack of paper matter, must be noted on the reverse side of the slip, together with the full name or full initials of the Clerk noting the error and post-marked with the dating stamp.

(a) Mis-sent packages should be noted on the slip that is on the package as follows:

'Mis-sent pkg.'  
of.....letters  
all for.....

and the slip should be forwarded to the Superintendent with the slip label of the bag in which it was received. If there is no slip on the package, note on a blank slip, and forward as above.

(b) Mis-directed packages to be checked in the same manner as mis-sent packages, except to substitute the word 'Mis-directed' for 'Mis-sent,' and do not forward the label of the bag.

(c) Mis-sent or mis-directed sacks should be reported as above. The labels are to be forwarded in all these cases. In re-labelling any mis-directed or mis-sent sack, the new label should contain correct destination as well as name of the Post Office or Railway Post Office by which the sack was originally made up, and the slip should bear the post mark of the Railway Post Office to which mis-sent.

(d) All facing slips and bag labels upon which errors have been noted are to be sent in to the Superintendent.

(e) Mis-sent mail matter to be plainly date-stamped on the back, and stamped on the front with special stamp, 'Please return cover to the P. M. . . . . for inquiry,' and postmasters neglecting to do the same to be reported.

(f) When a Clerk receives a bag or sack labelled for some Post Office or R.P.O. not served by his route, he should open and examine the contents of such bag or sack, before disposing of same, and assure himself by such examination that the bag or sack is not really intended for his route and that it is not a case of *mis-labelling*.

74. *Removing Labels from Bags or Sacks.*—When bags or sacks are emptied the labels are to be available until the contents of the bag are distributed, when, if no errors are to be noted thereon they must be thrown with the waste paper.

75. *Bags Despatched at 'Catch' Stations.*—Bags despatched at 'catch' stations must not be kicked off, but must be thrown off by hand and to a sufficient distance from the track so as to prevent their being drawn under the train.

(a.) Packages of a fragile nature should be tied with other matter so that throwing off the bag will not injure such packages.

(b) Only bags issued for this purpose should be used as 'Catch Post' exchanges.

(c) Care must be exercised at *all* stations in despatching to avoid injury to person or property, and that the proper person in on hand to receive the mails delivered from trains.

76. *Facing Slips, How Used.*—Facing slips are of two kinds, 'printed' and 'blank.'

(a) Printed face slips to be used on all packages or pouches of letters and circulars sent to other Railways or Post Offices for distribution or despatch therefrom, and on all bags and sacks sent in a similar manner.

(b) Blank slips to be used on all packages of letters and circulars, the contents of which are for one Post Office, when such package has to pass through an intermediate Post Office or Railway Post Office before reaching its destination.

(c) Railway Mail Clerks and Postmaster receiving these packages will note on the

reverse side of the slip errors found in the distribution, stating the number of letters mis-sent, and the names of the places to which the same are addressed, adding thereto their names, or full initials, and date stamp.

(d) Facing slips must not be used a second time, and Clerks will report any violation of this rule, inclosing the slip as evidence.

(e) Facing slips made out for a run should show date of despatch of mails.

(f) Facing Slips, Letter Bills and Trip Sheets are to be prepared and properly date-stamped before run commences.

(g) The printing on facing slip must not be altered.

(h) When short of printed facing slips use 'blank' slips and write destination plainly thereon.

(i) 'Special Delivery' facing slips (S.D. 4.) should be used to cover packets of letters in which a letter pre-paid for special delivery is inclosed.

*77. Registered Matter, How Handled.—*

(a) The Railway Mail Clerk who calls at initial Post Office to receive mails and Registered matter will compare the entries on the letter bill which he receives from that office, with the addresses on the registered articles, intended for his run, and give a receipt therefor. He will then

place the registered matter in a bag (when size permits) which he will seal or lock and keep in his personal charge until his arrival in Postal Car. The above will apply to the delivery at terminal points, only reversing the process—unless otherwise instructed.

(b) A personal transfer to be made at all Junction stations or at crossing stations, when practicable. In a case where a personal transfer cannot be made a receipt must be taken from the Transfer Agent, Railway Agent, or Mail Courier, who will in like manner take a receipt from receiving Clerk.

(c) When two or more clerks are engaged on the same run, the opening and closing of registered bags, should be witnessed by two Clerks.

(d) When registered exchange obtains with Post Offices in the Yukon, or Foreign Post Offices, two Clerks will verify the receipt or despatch of registered matter, and both initial letter bills.

(e) The origin of all registered bags or packages, the number on registered letters from Offices received direct, to be entered in all cases on letter bills to which registered matter is sent; parcels to be indicated by the letter 'P,' and money packages by the letters 'M.P.' In the case of registered bags with rotary locks, both the number of lock and rotary to be entered on letter

bills. When there are three or more registered articles for one place a registered package or bag should be made up.

(f) Parcels should be so marked on Letter Bill and not thrown loose in bag unless it is impossible to tie such registered parcels up with the rest of the registered matter. Particular care must be taken with very small registered parcels.

(g) Before closing a mail bag the Clerk doing so must see that the proper Letter Bill is inclosed. The clerk closing the bag will be held responsible for its proper despatch.

(h) All registered packages, parcels and registered letters to be date-stamped on the back at time of receipt, in a plain and legible manner. Particular care to be taken in the case of packages and parcels that they sustain no injury in doing so.

(i) As nearly as possible all registered matter to be kept and dispatched in the same order as entered on letter bill.

(j) Receipt for registered matter must always be signed with a pen or indelible pencil. Stamped signatures or initials are forbidden.

(k) Letter Bills and acknowledgments affixed thereto, to be properly date-stamped at time of receipt, and the acknowledgment filled up and promptly returned. Great care must be taken to see that the date-stamp shows the correct date of the

run being made, and that the index letters, showing the direction moving, are also correct.

(l) When a wrong entry has been made on a letter bill it must be erased by drawing a pencil line through the incorrect entry and the erasure initialled by the Clerk. In no case must a blank line be left between entries on a letter bill.

(m) Registered articles received in a damaged state must have endorsed on them the condition in which they were received with initials of receiving Clerk (and when possible of two Clerks). In case where the contents are liable to drop out, the registered article should be placed in another cover (the original cover not to be removed), the new cover to bear the address, registry number and name of Post Office or R.P.O. of origin, and the date stamp of Railway Mail Clerk receiving. All facts regarding the case must be reported to Superintendent, and also noted on the acknowledgment returned to office or R.P.O. from which the damaged article was received.

(n) Registered articles '*received and not entered*' must be entered on the letter bill from receiving office, a note made on acknowledgment returned to office of despatch and case reported to the Superintendent.

(o) In cases where no letter bill has been received with registered article or articles a bill must be made out by receiving Clerk, an acknowledgment sent to office from which the registered article or articles was received, and a special report (accompanied by the bag label properly date-stamped), giving all the facts made to the Superintendent.

(p) When registered articles are 'entered on letter bill and not received', a note should be made on acknowledgment sent to office of despatch, and a special report made to Superintendent at once. In case where registered articles have not been received and the Railway Mail Clerk has reasonable ground to believe that the mail has been tampered with before its receipt by him, he should immediately telegraph the facts to his Superintendent and also to the Post Office Inspector of the Division affected.

(q) A clerk receiving a registered package bearing an illegible postmark, should write on the package the name of the Post Office from which he received it, but not so as to lead to this being taken for re-direction.

(r) A Clerk in charge of registered matter between Post Office and Postal Car, or transferring to another Postal Car, and *vice versa*, must inclose it in a bag of sufficient size so that its loss would be immedia-

tely noticed, and not in a letter pocket or small receptacle which might easily be purloined or lost.

(s) Where two or more registered letter bills are sent to an office the totals of each bill are to be entered on the first bill.

(t) Clerks cannot exercise too much care in the handling and guarding of registered matter, nor should it be dealt with in a hurried or indifferent manner. Losses which occur through carelessness or indifference on the part of any clerk will have to be made good by him.

(u) The disposition made of each Registered article must be clearly shown in the 'where sent' column of all Registered Bills received. If the article is sent direct to the office to which addressed, a check mark or tick will suffice in this column; but if the article is sent to another P. O. or R. P. O., it must be so indicated in the 'where sent' column.

(v) The envelopes of all registered packages opened en route must be sent to the Superintendent's office for file there.

## TEMPORARY RAILWAY MAIL CLERKS.

### Transfer Agents and Train Porters.

#### TEMPORARY RAILWAY MAIL CLERKS.

78. *Transfer Agents and Train Porters.*— In addition to the special instructions which Transfer Agents and Train Porters will receive from their Superintendent, they are also to be governed by the general instructions to Railway Mail Clerks, when applicable.

(a) Oral or written examination will be made of Transfer Agents and Train Porters, from time to time, concerning their knowledge of titles of routes and numbers of trains arriving at, and departing from their stations; the mails to be transferred; the starting and finishing points of all Railway Routes for which bags pass through their hands; knowledge of instructions which have been issued to them, and of Railway Mail Service Schedule.

(b) A Time Book must be kept at stations or office of Superintendent, in which Transfer Agents and Train Porters will enter the exact time of going on and of leaving duty, each day. The time book

will be regularly inspected by the Superintendent, or some one acting for him.

(c) Transfer Agents and Train Porters must take care of, keep clean and in good order any Government or Railway property in their charge. (Mail room at stations must be kept clean and tidy.)

(d) Transfer Agents and Train Porters to report in writing any failure of Railway to make the regular mail connections, and of all irregularities in the transmission of the mails, and of failures or neglect by Mail Couriers.

*It will be the duty of Superintendents of the Railway Mail Service to see that these regulations are strictly adhered to.*

B. M. ARMSTRONG,  
*Controller Railway Mail Service.*

Post Office Department, Canada,  
Railway Mail Service Branch,  
Ottawa, January, 1913.