

PIEDMONT AIRLINES
Winston-Salem, North Carolina

WEEKLY TRAFFIC MEMORANDUM #7

August 21, 1948

- I. I am sure that all of you know that AIR PARCEL POST is going into effect September 1. This is going to mean additional work for all of us. So far I have been unable to secure Air Parcel Post literature in a large enough quantity for distribution; however, your local Post Office will have full instructions for the handling of same. It is suggested, therefore, that you contact your Postmaster in an effort to get a copy of these instructions. Please read carefully so that you will know what is going on.
- II. Please remember to advise all people when they are employed that it will be necessary for them to take the GROUP INSURANCE. If you do not have on file a copy of the pamphlet explaining the Piedmont Group Insurance, please request same from this office. This is something else you definitely need to have on file.
- III. This question came up the other day in reference to TRIP INSURANCE: "Can a passenger change routing after his trip has been started and his insurance policy purchased?" The answer is "yes".

Example: Passenger boarded Eastern at CLT for CVG via Charleston, West Virginia. Upon arrival at INT passenger decided to go with us directly to CVG.

His insurance policy was valid on the new routing.

- IV. Our AIR MAIL MIS-HANDLINGS were on a decrease for awhile, as you were previously informed. It is now necessary to inform you that these mis-handlings are again on the increase.

In analyzing the cause for these mis-handlings, it has been determined that a large percentage is caused by errors in the stations load message. Please make it a must to check your 2713's after departure of flight against your accumulated load of mail on at your station. In this way, you will be able to catch these errors and make the necessary corrections before the flight gets to the next station. Your constant efforts will be to keep these irregularities to a minimum. As you know, each mail irregularity costs the company considerable loss in fines by the Post Office Department. These fines increase with increasing irregularities.

Make your station motto, "No Mail Irregularities".

- V. Mr. Turbiville has just returned from STATION INSPECTION of the southern part of our route and he received many favorable comments on the way our station agents handle themselves at trip time in getting flights in and out in 2 to 3 minutes time, and the way every man seemed to know what he was doing at all times. These comments were from our passengers and spectators around the airports. From Mr. Turbiville's observations, he has found this true throughout the entire system and it is gratifying to know that we have personnel in our organization of this caliber. Keep up this good work.