

PIEDMONT AIRLINES
Winston-Salem, North Carolina

WEEKLY TRAFFIC MEMORANDUM #10

September 14, 1948

1. COMAT - Considerable difficulty is being experienced with company mail and company material. An effort is being made here to work up schedules and procedures for handling this material. This information will be passed on to you as soon as completed; however, the best corrective action lies with you fellows in the field. It is the responsibility of everyone of us to see that company material be handled properly. Let's all do everything possible to see that our own material gets to its proper destination.

You pursers can play a great part in whipping this problem.

2. MISHANDLED BAGGAGE - Recently there seems to have been quite an epidemic of bags either being left off a flight or carried beyond its destination. Flight 16 is having more than its share of mishandlings. Because of this, the pursers have been asked to stand by the ship at CVG while it is being loaded, paying particular attention to the loading and location of not only the bags but all cargo, so that upon arrival at the down-line stations, they will know what is due off and where it is located. Now, you pursers on all flights have a wonderful opportunity and, as you know, it is your responsibility, to see that all traffic is deplaned at the proper stations.
3. CLOSING OF AIRCRAFT DOORS - There have been several instances recently where both the conventional and step-in doors have come open in flight. Here is a tip that will help you with this problem on 282 and 390--keep your hands free of the door handle when closing. An additional catch is being installed on the step-in doors. With this additional catch and by using more care, I am sure that we can eliminate this problem.
4. RESERVATIONS - We will appreciate it if station managers will place special emphasis with their agents on their knowledge and handling of reservations. At the present time, a good many discrepancies occur daily in which booking and cancellation messages have not been received at INT. So far, although it is very important that our books be kept straight, it has not caused any serious damage--but a lot of confusion. With the heavier loads, it is of great importance that the records of Space Control agree with those in the stations. When a trip is sold out, please be sure to contact all of your passengers in order to be sure that the space you hold is going to be used.

Another reason for placing more emphasis on the technical handling of your reservations and being sure that the charts in Control agree with yours is that, in the very near future, we will enter into an interline agreement of Sell and Record with AAL whereby we can automatically book over their routes going and returning and they can do the same over ours. Naturally, you can understand that it is of utmost importance that the books balance.

Detailed instructions will be sent out in the near future; however, from the above, I am sure you all understand that we've got to be "on the ball".