

# PULLMAN FACTS NO 1

TWO TELEGRAPH COMPANIES



THE RAILROADS



THE PULLMAN COMPANY

THE TELEPHONE COMPANY

SERVICE YOU GET WITH YOUR PULLMAN TICKET

## Mr. Brown's Pullman Ticket Was—

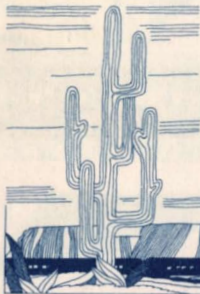
Bought in a few minutes—

Covered a journey exceeding 3,000 miles—

Commanded services on eight railroads—

Enlisted two telegraph systems in his behalf—

Provided facilities equal to first class hotel throughout his trip—and  
lubricated the biggest transportation mechanism in the world so perfectly  
that there wasn't a jar between Yuma, Ariz., and Portland, Me.



# SERVICE YOU GET WITH YOUR PULLMAN TICKET



FEW, even of seasoned travelers, realize all the services which are enlisted for the holder of a Pullman ticket; nor the huge mechanism that is set at work for him when he purchases it. For example:

At Yuma, Ariz., George D. Brown, June 8, orders railroad and Pullman tickets through to Portland, Me.; leaving June 10; stop-overs of one day each in Washing-



ton and New York. The transaction requires only a few minutes. The ticket agent wires New Orleans for reservations beyond that point, specifying accommodations, route, dates. New Orleans wires Washington and New York for reservations on their



parts of the route; the answers are transmitted back to Yuma, and completed tickets prepared. Before his train leaves, Mr. Brown pays for and gets them.



His name and Pullman ticket numbers are now on diagrams in the offices at Yuma, New Orleans, Washington and New York. He boards the train with a small white envelope whose contents represent arrangements for a trip of over 3,000 miles.

The next two days he lives in an apartment hotel on wheels; good meals, bed, morning bath; clothes pressed at night; shaved by the train barber; enjoys the scenery from the observation car by day, spends the evening reading in the club car; gets

morning and evening papers en route, sends and receives telegrams; receives the porter's assiduous attention to every want.

His one day's lay-over in Washington proving insufficient, he phones the Washington terminal agent to release the reservations and substitute new ones a day later; and at the station he merely turns in the unused tickets and receives new ones.

At New York he again requires an extra day, and the handy telephone and accommodating agent make the arrangements. Reaching Portland, he calculates ten telegrams have been required to arrange and re-arrange his trip. Only he didn't have to



pay for them, as he would in Europe; here, they represented just one detail of a perfected passenger service.

At Portland Mr. Brown discovers he has lost en route a bit of valuable personal property. He writes Pullman headquarters at Chicago describing it, and this sets another mechanism in motion. Lost property clerks



*"Hands Across the Continent" Arrange Details of a 3,000 Mile Trip*



*Over 80,000 tickets must be sorted, classified, checked,  
audited daily*

along the route are notified, and a few days later his piece of jewelry, picked up by a

porter, is handed to him by a Pullman agent at Portland.

On this trip, Mr. Brown has had the services of eight railroads, the Pullman company, two telegraph systems and the telephone company; of conductors, porters, dining crews, red caps, ticket agents, and all the rest. For him, the incident is closed; but it has only started another complex operation: distribution, among eight railroads and the Pullman Company, of the money paid for his ticket. At Pullman general offices the Yuma agent's report of ticket sales must be checked against his remittances and against tickets turned in by Pullman con-

ductors en route. Since some 4,200 offices sell Pullman tickets, accounting and distribution of receipts is a big affair. Despite perfected methods, about 200 people are employed at Pullman headquarters in sorting tickets to check them against the reports of issuing offices. The Pullman ticket's color immediately classifies it: pink for lower berth, yellow for upper, lilac for drawing room, blue for section, buff for compartment, green for a seat, and eight other colors



for various more or less exceptional forms.

At the lower left hand corner of Mr. Brown's



*About 8,000,000 car diagrams are made out annually by ticket agents and conductors. Auditors check them against used tickets and cash reported. One day's diagrams*

ticket was printed "Office 43-28." The 43



*It requires some 200 young women to sort Pullman tickets lifted daily, so that receipts may be distributed among railroads and Pullman Company. Here they are at work*



means Arizona—all the states are numbered from 1 for Maine to 48 for Louisiana, with 49 for Canada and 50 for Mexico—and the 28 stands for Yuma. All this enormously simplifies the sorting of tickets.

In a single year 4,950,000 ticket office diagrams and 2,800,000 conductors' diagrams were made up. Everyday brings over 20,000 of these to the auditor, accompanied by tickets and cash fares. The Interstate Commerce Commission requires them to be kept three years, and seventeen rooms in the Pullman storage building are filled by them.

Another mystic number, 3464, appeared

on Mr. Brown's ticket; its serial number. It was of a series from 0 to 9999. This protects against fraud or theft; two tickets of the same number, from the same office, would be discovered immediately. Distributing tickets in blank to thousands of offices is like issuing bank notes in blank, to be put into circulation through the teller's window. It is necessary to guard against every possible irregularity.

One more detail. If Mr. Brown had stopped at New York, he would have had part of his ticket left. By calling at the Pullman office in New York he could have cancelled his reservation and had his



*Diagram Tabulating Bureau. Here is made up a complete financial record of each day's Pullman trips; ticket agents' monthly reports are checked and verified*

money returned; or, he could have cancelled by phone, and mailed the unused ticket to the Pullman passenger traffic manager, Chicago; it would have brought, in a few days, a refund check.

Pullman revenue comes in a vast number of small amounts, from all over this country, Canada and Mexico. The cost of Mr. Brown's tickets had to be distributed in proportion to the services of all the companies that transported him. Imagine that sort of distribution every day, for all the Pullman trips! Simple enough in some cases, but complex enough



in others to make a whole battery of comptometers balk. The reduction of this "paper work" in accounting for such a myriad of transactions, to what seems pretty nearly an irreducible minimum, has gone hand in hand with that perfection of operating methods which enables a trip across the continent without jar or inconvenience, on the tick of schedule time. Continent-wide coordination of services rendered by the railroads in their various territories, and by the Pullman company everywhere, has made it possible to unify the world's greatest transportation system.

PULLMAN TICKETS *are on sale at 4,200 railroad ticket offices in the United States.*

*It is advisable to secure your Pullman accommodations at the earliest moment.*

*All ticket agents and Pullman employes will help you in arranging this detail of your journey.*

THIS IS ONE OF A SERIES OF TWELVE BOOKLETS,  
THE TITLES BEING AS FOLLOWS:

1. Service You Get With Your Pullman Ticket
2. The Evolution of the Pullman Car
3. The World's Greatest Housekeeper
4. Building a Pullman Car
5. Safety First, Last and All the Time
6. Scientific Ventilation in a Pullman
7. How a Pullman Car Is Lighted
8. Hidden Mechanisms of a Pullman Car
9. The Pullman Bureau of Tests
10. The Peripatetics of a Pullman Car
11. Exploding the Myth of Cheaper European Rates
12. Travel the Educator

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