THE NEW YORK CENTRAL RAILROAD CO.

TREASURY DEPARTMENT

INSTRUCTIONS TO ALL AGENTS
IN THE UNITED STATES

CIRCULAR NO. 29
EFFECTIVE OCTOBER 1, 1961

SUPERSEDING AND CANCELING ALL PREVIOUS INSTRUCTIONS

STRICTLY CONFIDENTIAL

466 LEXINGTON AVENUE
NEW YORK 17, N. Y.

E. G. JEROME
TREASURER

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OFFICE OF THE TREASURER

New York, N.Y., October 1, 1961.

File: 400

TO ALL AGENTS IN THE UNITED STATES:

Enclosed herewith is revised Treasury Department Circular #29 which supersedes and cancels all previous issues thereof, including supplements thereto.

Agents are cautioned to read this Circular carefully, also be particular to see that all concerned at their Agency become thoroughly familiar with the instructions. NO exceptions will be permitted without written authority of the Treasurer.

All copies of previous issues of this Circular are to be immediately destroyed.

E. G. JEROME,
TREASURER.

P.S. PLEASE CORRECT "CHARGES" TO READ "<u>CHANGES</u>" ON THE FIRST LINE OF PARAGRAPH 56 (d) PAGE 18.

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GENERAL INSTRUCTIONS

1. The instructions and regulations herein issued are for the protection of the Company's revenues, and strict compliance therewith is essential so that employes shall not become liable for any losses which might be incurred through their neglect to follow them.

2. All agency employes performing duties affected by these instructions must be governed thereby and Agents shall see that employes responsible to them understand and observe the regulations applicable to their duties.

3. All information pertaining to the handling and protection of agency collections, remittances and credit arrangements or any other financial transactions of the Company is confidential and must not be divulged to any unauthorized person. Inquiries in regard to the rules in this Circular or financial matters shall be referred to the Treasurer.

4. This Circular is to be accessible at all times to such employes whose duties require compliance with the regulations herein contained. Additional copies will be furnished by the Treasurer on request.

PROTECTION OF FUNDS

5. Agents are held responsible for all Company funds received by them and shall take every precaution to prevent losses through burglary, theft or otherwise. Money shall be handled in a manner that will not attract attention and the amount in the change drawer, or like receptacle, is to be kept as low as business will permit. As collections accumulate excess cash should be transferred to the office safe (See Note) which should be kept locked. When office is to be unoccupied, money, postage stamps, revenue stamps and negotiable paper must be locked in the safe (See Note) otherwise protection must be afforded in the best possible manner by concealment in an inconspicuous place in the Station (other than the Cash Drawer which should be left open when empty as an indication no funds are contained therein). If the Station is not supplied with a Cash Drawer which can be locked Agent should so report the facts to his Superintendent by letter, with copy to the Treasurer. Likewise if the lock on the Cash Drawer, or office door is faulty, a full report should be made as outlined, BEARING IN MIND THAT THE TREASURY DEPARTMENT WILL RENDER EVERY ASSISTANCE NECESSARY IN THE PROPER PROTECTION OF COMPANY FUNDS.

   Note: If Station is not supplied with a safe use its substitute.

6. Agents must restrict knowledge of combinations of safes or possession of safe keys to employes whose duties require them. Combination of the safe must be changed or access to the safe key withdrawn when, for any reason, the necessity for such employes to gain entrance to the safe ceases. Agents will report to the Treasurer if directions or facilities are not available

for changing combinations of safes.

(a) Agents will keep, in the safe, a book record of individuals having knowledge of safe or cash drawer combinations, or who have access to safe or cash drawer (if key locked) showing date such individual ceased to require same, and date thereafter that such combination was changed or access to the key of safe withdrawn. Omit combination figures from the record.

7. When hours of duty overlap, agency records must evidence the transfer of Company funds and remittance packages between employes in the regular course of business. Agents will follow such procedure as will eliminate any question of divided responsibility in this respect.

ACCEPTANCE OF MONEY AND NEGOTIABLE PAPER

8. Care should be taken not to accept counterfeit currency, and suggestions in Treasurer's Circulars on the subject should periodically be brought to the attention of employes whose duties include the handling of money.

(a) Mutilated money or badly worn coins should not be accepted. Bills in \$50.00 and \$100.00 denominations should not be accepted without positive identification of the passer and then only with the approval of the Agent or supervisor.

9. Foreign money, drafts or money orders may be accepted only under specific authority of the Treasurer.

10. Agents are authorized to accept checks DRAWN TO THE ORDER OF THE RAILROAD in United States funds (BUT NOT FOR ENCASHMENT) of persons, firms and companies, in payment for all railroad transportation (including sleeping car and parlor car transportation, all-expense tours and for the payment of excess baggage and other baggage charges) upon reliable identification or by identification of the purchaser as evidenced in customary credentials used for such purpose, including but not limited to membership card of current issue in a recognized business, professional, social or fraternal organization, service club or association, vehicle driver's license, military service discharge, etc. Signature on such personal check or checks must be compared by Agent with the signature of the maker as such signature appears on the credentials offered. If such credentials do not bear signature, additional identification should be required. IT MUST BE DISTINCTLY UNDERSTOOD THAT SOCIAL SECURITY CARDS MUST NOT BE HONORED FOR THE ACCEPTANCE OF CHECKS. OTHER MORE RELIABLE CREDENTIALS SHOULD BE REQUESTED.

(a) In the exercise of care in the acceptance of checks, Agents will be particular to observe that such checks are currently dated, the figures and written amounts agree, and are properly signed. Checks which do not bear the printed name of the maker should be scrutinized for legibility and when signature cannot easily be read, Agents will print the name of the maker on the reverse side. Under no circumstances are post-dated checks to be accepted.

(b) Agents must make a record in ink or indelible pencil of the identification preferably on extreme upper left end of the reverse side of checks accepted from patrons particularly the address of the maker if not locally known, leaving ample room for bank or other endorsement. Such record should be sufficiently in detail to be of value should circumstances warrant, e.g., name of organization issuing the identification, its number, if any, date, year or period of issue, address of holder, etc.

(c) Ticket Agents are authorized to accept checks in payment of commutation, ten and twenty-six ride tickets (when drawn for an amount not in excess of the value of such tickets) from patrons presenting as identification a commutation ticket of an earlier month or other suitable identification as set forth above.

(d) Checks in excess of the value of tickets purchased, except as provided in (c) above, may be accepted when presented by individuals and companies regularly doing business at the ticket agency, and such patron's financial responsibility is personally known to Agent. The amount of such check accepted may exceed by a reasonable amount only, the cost of the tickets. As a record of such transaction the personal signature of individual receiving the excess should be affixed on the reverse side of the check; also amount indicated. Agents should continue the acceptance of Travelers Checks, Bank, Express or Post Office Money Orders also Bank Cashier's checks in payment of freight and passenger transportation charges.

(e) Agents are cautioned against the acceptance of so-called "counter checks", i.e., checks upon which the name of the drawer's bank is not printed. In all such instances the maker of the check must be personally known to the Agent or Ticket Seller and there is no question or doubt as to its validity.

(f) The impression of the ticket seller's dater stamp should appear at left end on the back of all checks, avoiding obliteration of other information.

(g) All tickets and related coupons issued in exchange for checks must be indelibly marked or stamped on face "P/C" (meaning paid by check). THIS IS IMPERATIVE. Where volume of traffic warrants Agents will provide themselves with rubber stamp for this purpose.

(h) Whenever a check is returned by the Bank unpaid for any reason, Agent will promptly undertake to secure remittance from the patron in addition to being governed by the provisions of Paragraph 27.

(i) Redemptions of the value of wholly unused or partially used rail or sleeping car tickets bearing endorsement "P/C" (paid by check) shall not be made. Agents will be governed by instructions issued by the Passenger Sales & Service Department and the Auditor of Passenger Revenue. See Paragraph 33.

(j) Agents should not obtain bank's certification of checks unless so instructed by the Treasurer but when requiring certified checks in cases of reasonable doubt as to patron's financial responsibility or as instructed by the Treasury Department, the certification is to be obtained by the patron.

11. Agents may accept unperforated United States Postage Stamps in payment for small accounts, but the practice should not be encouraged.

12. Agents are not authorized to cash personal checks as an accommodation except in extenuating circumstances and then only for Company representatives on official business.

(a) Agents must not personally use Company funds or substitute therefor personal checks or other paper, except as authorized in Paragraph 13.

13. Agents are authorized to accept and include in remittances, properly signed negotiable paper, including employes pay drafts, settlement drafts, personal expense drafts and wage payment orders issued by the Company, if correctly endorsed and presented by payee who is personally known or properly identified at the place of acceptance. Funds are not to be accumulated for the purpose of cashing checks or drafts unless authorized by the Treasurer. Such negotiable paper cashed or accepted is to be initialed or stamped to identify the person who handled the transaction.

RECEIPTING BILLS

14. Agents and Supervisors will issue such instructions as will insure that the identity of the employe making cash collections is legibly indicated on all receipts given, by showing his name, initials or symbol.

(a) Receipt for prepaid charges collected at time of shipment is to be acknowledged in space provided on bill of lading; receipt for credit patron is to be given on "prepaid" freight bill at the time of collection.

(b) If duplicate receipt is requested, a copy of the bill may be issued and receipted (except as restricted in Paragraph 14 (c)), the word "Copy" to be plainly printed, stamped or written in ink across the bill.

(c) Freight bills covering prepaid inbound shipments on which no collections are to be made at destination should NOT be stamped "Paid" or otherwise receipted by delivering Agent.

WORKING FUNDS

15. Agents are hereby authorized to retain, when necessary, a working fund not to exceed $25.00. Agents should apply to the Treasurer for authority to retain in excess of $25.00 when circumstances warrant and provided such authority is not already on file at the Station. Such authorities should be retained in permanent Station file for the information and guidance of all concerned, particularly Station Auditors.

REMITTANCES - BANK DEPOSITS

16. Agents should make daily cash balance in conformity with Accounting Department instructions and maintain a permanent agency record thereof.

17. Agents must not open bank or other accounts with Company funds nor endorse or exchange for cash negotiable paper received in the course of business, nor convert Company funds into checks, drafts or certificates of deposit, unless authorized to do so by the Treasurer, except as provided for in Paragraph 18 (c-2).

(a) Agents authorized by the Treasurer to remit to local banks must deposit checks on day received, if possible, but not later than the following business day.

(b) Agents should at once advise the Treasurer by wire if a failure occurs in any bank in their territory and by letter of any facts that may come to their attention from time to time, that may relate unfavorably to the financial status of any bank in their vicinity.

18. Agents, unless otherwise authorized by Treasurer, will remit by REA Express where deadhead service is avilable, as late each day as practicable, all checks regardless of amount, and any currency in excess of authorized working fund. When no checks are on hand, Agents will not prepare a remittance of currency only (bills and coin) unless they have $100.00 or more to remit, except that on the last working day of every month a remittance of all currency in excess of authorized working fund must be made.

The following instructions are to be observed on Fridays and the business day preceding a holiday by all Agents whose offices are closed on Saturdays and holidays.

(a) Agents who have available the service of the REA Express and use it for forwarding remittances in either direction before the close of business each day will continue that practice, and on Fridays and business days preceding holidays will make certain that their remittances on such days include all funds on hand, in excess of authorized working fund, so far as it is practicable to do so.

(b) Agents who, for any valid reason, now remit previous days' receipts by REA Express in the morning shall continue that practice.

(c) All collections on Fridays and the business day preceding each holiday shall be included in a remittance to be prepared and forwarded as late as possible before the established closing time for the ticket or freight office on such days, if REA Express service in either direction is available or, in the case of freight agents, to be delivered, where practicable, to the depot ticket or the Express Agency office for forwarding, taking appropriate receipt therefor.

1. If compliance with section (c) hereof, is not practicable or possible, the checks, drafts and other negotiable paper received shall be remitted to the bank by United States mail as late as possible before the established closing time of the ticket or freight office. ("Bank" as used herein means the bank or trust company to which the agency remittances are now being made.)

2. Whenever currency receipts on hand are $100.00 or more in excess of authorized working fund, such excess is to be converted into American Express Money Order, or Post Office Money Order or check of a local banking institution, and included in remittance to the bank by United States mail that day, with other negotiable paper received.
(Note) See Accounting Department instructions as to taking credit for fees paid.

(d) Sufficient station record of negotiable paper mailed to banks must be kept to facilitate obtaining duplicates in case of loss. Be certain that good carbon paper is used so as to make legible copies.

(e) Certain Agents who have been previously authorized by the Treasurer to forward remittances by United States mail will continue to be governed by their individual instructions.
(Note) Whenever remittances are mailed to the bank, the Post Office box number or Department in the bank handling the remittances should be a part of the address if such information is known to the Agent.

(f) Agents who forward remittances by armored car service each business day will continue that practice but may make mutually satisfactory arrangement with the local manager of the armored car company to pick up remittances as late as possible on Fridays and the business day preceding each holiday.

1. Agents who have armored car service which does not provide for pick up on Fridays or on the business day preceding a holiday may make arrangements with the local manager of the armored car company to change the day of pick up to a day which will best protect the Railroad Company's interests. Any change made in armored car service is to be reported promptly to the Treasurer.

19. Each check, draft, voucher, etc. remitted must plainly show on the back the name of the remitting Station and its remittance symbol number. Endorsement for the Railroad Company will be made by the bank on checks or drafts remitted by Agents who have not been furnished with an endorsement stamp for that purpose.

20. Agents will arrange paper money remitted, by denominations, face up in proper position with the largest denomination on top, the next smaller underneath, etc.

    (a) Loose coins must be placed in small envelope folded for protection while in transit.

21. Agents will prepare four legible copies of deposit slip Form NYCS TR-9 complete in every detail; sending original and one copy with remittance; one copy to Auditor of Freight Revenue or Auditor of Passenger Revenue and retain one copy for station file.

    (a) Additional such forms are to be used when space on the deposit slip is insufficient for listing all items; each sheet to be totaled spearately for a recapitulation of the amounts made on the top slip, on which is also to be shown the amount of bills and coin; the total of the remittance, and distribution of such total to "AGENCY ACCOUNT", "GENERAL OFFICE COLLECTIONS" or "SLEEPING CAR" as the case may be.

22. Agents instructed by the Treasurer to receive collections from Conductors, and Dining Car employes, will prepare separate deposit slips Form NYCS TR-9; use separate remittance envelopes and clearly mark "Conductors" or "Dining Cars", as the case may be, on each such deposit slip and envelope.

23. Agents shall include in regular remittance the amounts received in payment for salvage, personal telephone calls, also fees for writs served and other items termed "General Office Collections". Such items are not applicable to "Agency Account" and must be described on Form NYCS TR-9A. This form is to be prepared in duplicate; the original must accompany Form NYCS TR-9 of the same date on which the total of Form NYCS TR-9A is to be entered opposite the caption "General Office Collections". The duplicate is to be retained in agency file.

24. Agents when forwarding remittances by REA Express will use security envelopes Form TR-7-Rev.; plainly address them to the bank designated by the Treasurer; show thereon the name of station and symbol number, the date and the total value as reported on Form TR-9 enclosed therein; see that the flap is securely gummed down, and place clear impression of station seal on hot wax as required.

(a) Seals for such wax impressions will be furnished by the Treasurer upon request. Seals must be safeguarded so that only employes responsible for remittances have access thereto.

(b) Agents who remit by United States mail shall use a regular Railroad envelope, the flap to be securely gummed down but not sealed with wax, show station name and symbol number in upper left corner on face of envelope. No amount to be shown.

25. Agents when delivering remittance packages to the REA Express, bank, armored car company or to any others authorized, must always obtain a legible receipt therefor.

26. Agents must promptly notify the Treasurer of any change in conditions affecting the prompt forwarding of their remittances.

27. Agents shall make entries in their records to agree with remittance change notice Form NYCS TR-12 received from the bank, and refer to the Treasurer any exceptions taken thereto.

(a) The banks will return to Agents any checks or drafts previously remitted and which were not collectible. Agents must promptly proceed to collect the amount involved in such items, plus fees assessed, if any, preferably in cash or by certified check, and when received include the amount in next remittance to the bank. Agents will make a memorandum of the transaction opposite the entry in Agency records, including date finally adjusted. The Treasurer should be advised of any delay in obtaining such adjustment.

(b) If a check or draft is dishonored account of insufficient or uncollected funds, agents and others concerned may redeposit such check on the assumption that sufficient funds are available. If dishonored for reasons of Account Closed, No Account, Account Attached, etc., all further transactions shall be on a cash or certified check basis until the maker's responsibility shall have been established. (See (a) above).

28. If dishonored bankable paper includes prepaid charges on freight forwarded, Agents will telegraph destination Agent to change waybill from "prepaid" to "Collect" and request reply by wire whether collection can be made from consignee. This procedure is also applicable to the prepaid accounts of patrons who become involved in financial difficulties, in reference to which see Paragraph 61.

DISBURSEMENTS - DRAFTS DRAWN ON TREASURER

29. Station drafts are drawn on the Treasurer and must:

(a) be used in consecutive number order, clearly written, preferably by typewriter, otherwise with ink, showing name of station with brief clear description of the purpose for which issued, and reported as instructed by the Accounting Department. Replacement drafts shall not be issued unless authorized by Treasurer.

(b) be personally signed and completed by those authorized. Agent should apply to Treasurer for instructions if a change, though temporary, prevents use of signatures previously filed with and authorized by him.

(c) not be signed in blank or in advance, nor issued to an individual for an amount in excess of the limitation printed thereon. If transactions requiring payment by draft occur at stations not supplied with drafts, Agents will apply by wire to Auditor of Freight Revenue for instructions.

(d) be forwarded to Auditor of Freight Revenue marked across the face in ink "Cancelled" if returned after having been reported as issued, or "Spoiled" if draft in preparation has been altered in any way.

(e) when issued in payment of COD collection have invoice attached or in lieu thereof show reference to shipper's invoice or order number.

UNITED STATES MAIL - RAILROAD MAIL - EXPRESS SERVICE

30. Agents should forward to Auditor of Freight Revenue envelopes received on Company business on which postage due has been paid, and take credit for the amount involved on appropriate form opposite written caption "Postage Due".

31. Agents must use care to affix proper amount of postage on outgoing mail. Treasurer will furnish necessary United States postage for Company use upon receipt of properly signed and approved requisition.

(a) Railroad mail service is to be used wherever practicable or Railroad Registered mail, if circumstances warrant, but valuable consignments to the Treasurer should be forwarded by REA Express where we have deadhead privileges.

PASSENGER TRAFFIC

32. Railroad tickets, sleeping car and parlor car accommodations and excess baggage charges shall be paid for in cash, except as provided in Paragraph 10 and the following:

(a) Agents are authorized to honor in lieu of immediate cash payment under the conditions prescribed by the Passenger Sales & Service Department and account therefor as directed by the Accounting Department:

1. Written requests or orders for passenger transportation issued by the United States Government, the District of Columbia, State Governments, Municipalities or other political subdivisions or agencies thereof;

2. Prepaid Orders, Exchange Orders, Passenger Agents' Orders and Refund Checks or Drafts.

33. Agents are authorized to make refunds for passenger transportation in accordance with instructions of the Auditor of Passenger Revenue, except that redemptions shall not be made in cash for the value of wholly or partially unused rail or sleeping car tickets bearing endorsement "P/C" (paid by check). Agents will be governed, in this connection, by instructions of the Auditor of Passenger Revenue (See Paragraph 10 (i)).

34. Baggage charges shall be collected in advance of service (except as otherwise authorized by Treasurer). C.O.D. baggage and storage charges shall be collected before delivering the property.

FREIGHT TRAFFIC

35. The Consolidated Freight Classification, also the Diversion and Reconsigning Tariffs and other Freight Sales & Service Department instructions provide, in effect, that shipments:

(a) when consigned to "Order" or "Order Notify" must be delivered only upon surrender to the Company of the original order bill of lading properly endorsed, or

(b) when consigned on "Straight, Not Negotiable" bill of lading to one party "Notify" or "Advise" another party (the word "Order" being omitted) may be delivered to the first party or upon his written order.

PROVIDED HOWEVER, if such bill of lading or written order be lost or delayed the shipment may be delivered:

(c) upon deposit with the Company of cash, money order, certified check or Bank Cashier's check for an amount equal to 125% of the invoice or value of the shipment, or

(d) upon filing with the Company of an indemnity bond in an amount for twice the invoice or value of the shipment, with surety acceptable to Treasurer.

NOTE: Payment of accrued tariff charges shall be required from non-credit patrons prior to delivery of shipments handled under (a), (b), (c) and (d).

36. Agents shall be governed by instructions of the Treasurer, Credit Officer or Officer of the Freight Sales & Service Department having jurisdiction, as to the execution, acceptance and disposition of indemnity bonds. (Read Paragraph 35 (d)).

37. Agents shall include in first remittance to the bank any cash, certified checks, money orders or other bankable paper accepted under the provisions of Paragraph 35 (c), and explain fully on current day's cash report showing pro number reference. Treasurer to be promptly advised when such security is accepted and also when returned or refunded upon surrender of the properly endorsed original "order notify" bill of lading or written delivery order.

38. If the properly endorsed original order bill of lading or authentic written order is:

(a) surrendered before the cash or certified check (required as in Paragraph 35 (c)) has been remitted, the Agent shall return the deposit to the patron from whom it was received; obtain and retain patron's receipt therefor in agency file. Certified check so returned must not bear endorsement.

(b) surrendered subsequent to the remitting of cash or certified check, the Agent may refund the amount thereof by draft on the Treasurer and report the item in current day's disbursements with full particulars (if in excess of $350.00 and due an individual or if the agency is not supplied with drafts instructions in Paragraph 29 (c) shall govern).

39. Agents unable to make refunds in accordance with Paragraph 38, shall immediately report the particulars to the Auditor of Freight Revenue and request instructions. (Read Paragraph 29 (c).

40. If an indemnity bond, filed for the purpose of securing refund of the deposit required in Paragraph 35 (c) has been submitted to the Treasurer or Freight Sales & Service official for approval, Agent will be governed by instructions issued by the Treasury Department relative to adjustment.

41. Agents shall make diligent efforts to secure prompt surrender of any document required as outlined in Paragraph 35 (a) and (b) and immediately upon receipt shall cancel such document and notify the Departments interested. Agents shall be governed by instructions from the Freight Sales & Service and Accounting Departments as to cancellation, recording and filing of such documents.

42. Agents receiving requests from a foreign road representative to deliver or reconsign a shipment without surrender of the original "Order" bill of lading or written order, shall refer such request to the Freight Sales & Service Officer having jurisdiction for instructions.

CREDIT

CASH COLLECTIONS - FREIGHT TRAFFIC

43. The Railroad Company has a lien on property in its possession for tariff charges due thereon. The right to demand payment of accrued charges prior to delivery of such property should never be waived if there is a possibility that the Railroad will thereby be unable to collect its tariff charges. (Read paragraphs following relating to extension of credit).

44. Except as hereinafter provided, all charges due from non-credit patrons shall be collected:

(a) before the release or delivery of an inbound shipment billed "collect".

(b) before forwarding of an outbound shipment billed "prepaid".

CREDIT EXTENSIONS

45. Agents or their representatives should call upon patrons when necessary to explain the credit regulations as applicable to the different categories of freight transportation charges.

(a) Tariff charges include those for freight transportation, demurrage, icing, weighing, reconsignment, diversion, storage, switching, dairy products and other shipments transported in milk or passenger train service, and other services as provided in legally established tariffs.

(b) Agents may extend temporary credit of 48 hours to patrons provided they are satisfied as to the financial responsibility and general business standing of such patrons, the Treasurer to be advised by wire when carload traffic is involved.

(c) Patrons desiring permanent credit should make written application, preferably on Form TR-269, which should be promptly forwarded to the Treasurer, with Agent's recommendation on Form TR-279. Agents will trace Treasurer if instructions are not received within ten days.

1. If application is approved, Treasurer will authorize credit of 48 hours, advising patron by letter, copy to Agent, with credit authority attached.

(d) Agents receiving applications for 96 hours or 120 hours credit shall promptly transmit them to the Treasurer with recommendation on Form TR-279 or Form TR-279-A and advise whether retention of possession of freight by the carrier until the tariff rates and charges thereon have been paid will retard prompt delivery or forwarding of freight, or will retard prompt release of equipment or Station facilities.

1. If application is approved, Treasurer will notify patron by letter, copy to Agent, with credit authority attached.

NOTE: READ INSTRUCTIONS UNDER CAPTIONS "PRESENTATION OF BILLS FOR PAYMENT" "METHOD OF COMPUTING CREDIT PERIOD" ALSO "TRACING AND REPORTING OF UNPAID ITEMS WHEN DUE".

DRAFT PLAN

46. The Draft Plan of settlement provides for Agents drawing drafts on patrons payable at their home offices or designated Banks and is advantageous where the following or other conditions prevail:

(a) the principal headquarters of patron is elsewhere than at the Station where the charges are payable.

(b) patrons operating a number of outlying branches, who may desire to centralize bills for payment and whose policy does not include providing their local representatives with funds for such purposes.

(c) shippers diverting freight in transit may wish to pay the transportation charges up to a certain point.

(d) where the original charges are prepaid by shippers and additional charges accrue while shipments are in transit.

47. Requests received for the Draft Plan should be in writing and forwarded promptly to the Treasurer with Agent's recommendation on Form TR-279. When such application is approved, Treasurer will notify the patron and instruct Agent as to manner in which Drafts are to be drawn and accounted for and freight bills handled for payment.

(a) The Draft Plan provides for special handling of bills and if desired, local representatives of patrons may be permitted to check freight bills, which, if returned within the authorized credit period, can be receipted by Agent and enclosed in Envelope Draft Form TR-165, drawn as directed.

(b) If no special local handling of bills is necessary, same should be receipted immediately and enclosed in the envelope draft drawn as directed.

(c) Agents authorized to draw drafts may obtain the Forms (TR-165) from Treasurer upon request.

(d) Agents should deposit drafts in accordance with Treasurer's instructions, being governed by Paragraphs 27 and 28, if a draft is returned unpaid.

(e) Patrons are expected to honor all such drafts promptly upon presentation and in amounts as drawn, with the understanding that any and all differences are to be subsequently adjusted.

(f) Spoiled Envelope Drafts, Form TR-165, should be destroyed.

CAR DEMURRAGE

STRAIGHT PLAN:

48. Demurrage charges due from non-credit patrons, accruing:

(a) before delivery of shipments, must be collected, together with freight charges, prior to delivery of such shipments.

(b) after delivery of shipments, should be collected as promptly as possible after cars are released by patron.

(c) on outbound traffic, shall be collected (or advanced on billing where shipping instructions so provide) before cars are allowed to go forward.

49. When deemed necessary, to protect the Railroad Company's interests, Agents should endeavor to collect earned demurrage from non-credit patrons each day as charges accrue.

50. Bills for demurrage charges accruing while cars are held for or by credit patrons must be presented immediately upon the amount of such charges being computed, and shall be collected within the authorized credit period.

AVERAGE PLAN:

51. Nothing herein will cancel or modify the assessment of car demurrage charges

on the average basis. Existing Average Agreements and credits authorized in that connection are continuous in effect until terminated in accordance with provisions thereof.

(a) Requests for Demurrage Average Agreements must be promptly transmitted to the Freight Transportation Department Officer having jurisdiction, but Agents will not extend credit under Average Agreements until authorized by the Treasury Department.

(b) Bills covering charges accrued under Average Agreements shall be presented promptly but not later than fifteen (15) days following expiration of the designated demurrage period and shall be collected with reasonable promptness, but not later than fifteen (15) days after bills are presented. (Read Paragraph 55 (a)).

(c) When patron is known to be in financial difficulty the Treasurer must be notified at once who will then issue instructions as to continuance or discontinuance of the Average Agreement. When a car has accrued four debits and demurrage at the arbitrary rate is applicable, Agent shall, if deemed advisable, to protect the Railroad Company's interests, collect such arbitrary charges in advance of releasing or forwarding of car. Any additional amount due on the average basis is to be promptly collected at the end of the designated demurrage period.

(d) Credit Authority (Form TR-275) when cancelled, shall be so endorsed by the Agent, showing date and authority therefor. (Read Paragraph 62 (a)).

GENERAL:

52. Agents may accept payment of demurrage bills on a corrected basis, as provided in Paragraph 56 (d). No reduction by the patron in the original amount of a demurrage bill may be permitted however when in conflict with National Car Demurrage Rules as now published, or hereafter modified by published tariffs and amendments thereto.

(a) If a patron has a claim for cancellation of demurrage charges, under any clause named in Demurrage Tariff, which cannot be readily adjusted by Agent, payment of charges may be accepted on patron's basis pending necessary investigation of the alleged claim by the Transportation Department Officer to whom the claim shall be referred with full particulars.

BALANCE DUE BILLS

53. Undercharges on shipments previously delivered or forwarded, are payable within thirty (30) days after presentation of the Balance Due Bills. (Read Paragraph 55 (a)).

ICING CHARGES

54. Where Icing charges are not published in tariffs at fixed amounts determinable at the time the shipments move from point of origin, and where freight charges are prepaid and icing charges are to be paid by the consignor, Agents will be governed by instructions issued by the Merchants Despatch Transportation Corporation. (Icing Agent for this Company).

(a) The provisions of Paragraph 56 (a) shall apply to the presentation of bills and collection of all other icing charges. (Read Paragraph 53 relating to Balance Due Bills).

METHOD OF COMPUTING CREDIT PERIOD

55. The credit period of 48, 96 or 120 hours (the latter being the maximum which may be extended, except as provided in Paragraphs 51 to 54 inclusive) for the payment of tariff charges, shall begin at the first twelve o'clock, midnight, following either the date upon which a correct bill is presented--OR--the date upon which an inbound "collect" shipment is delivered or an outbound "prepaid" shipment is forwarded, whichever is the later.

(a) Saturdays, Sundays and legal holidays are to be excluded in computing the periods of credit.

PRESENTATION AND PAYMENT OF BILLS

56. All bills and statements must be legibly and accurately prepared.

(a) Bills covering tariff charges (except Average Demurrage Bills, Balance Due Bills, and certain Icing Bills, referred to in Paragraphs 51 to 54 inclusive) shall be presented to credit patrons not later than the first twelve o'clock, midnight, following delivery "collect" or forwarding "prepaid" of the freight, provided sufficient information is available to enable Agent to compute the tariff charges; otherwise the bills shall be presented not later than the first twelve o'clock, midnight, following the day upon which sufficient information becomes available to the Agent.

(b) Shippers may elect to have their freight bills presented by means of the United States mails, and when the mail service is so used the time of mailing by the carrier shall be deemed to be the time of presentation of the bills. In case of dispute as to the time of mailing, the post mark shall be accepted as showing such time.

(c) The mailing by the shipper of valid checks, drafts, or money orders, which are satisfactory to the carrier, in payment of freight charges within the credit periods allowed such shipper may be deemed to be the collection of the tariff charges within the credit period for the purposes of the rules in this part. In case of dispute as to the time of mailing, the post mark shall be accepted as showing such time.

(d) Patrons may correct bills and pay them accordingly, the changes to be made on the face of the bills, with tariff authority indicated where classification or rate is involved. Agents may accept payment of bills so corrected by Patrons if the charges and tariff authority (where classification or rate is involved) are correctly indicated on the bills, but if the corrections are improper Agents will request payment of the amount deducted. Alleged errors in bills are not to be considered as sufficient reason for delaying payments beyond the credit periods. Patron may make claim for any overcharges believed to exist and Agents shall assist patrons in determining proper rates and charges.

(e) See Paragraphs 9 and 10 relating to acceptance of checks.

(f) See Paragraph 14 relating to the receipting of bills.

57. Agents, in dealing with credit patrons must use care in releasing shipments, particularly those of a seasonal or perishable nature, and be governed by instructions in Paragraphs 43, 58 and 61, if for any reason they believe that such patrons might not pay accrued charges when due; also keep informed of the restrictions placed upon credit accounts by Treasurer, and carefully supervise the collection of charges, especially when patrons with limited financial responsibility, have an increasing volume of consignments.

58. The Railroad Company reserves the right to discontinue credit at any time, but Agents must not suspend credit of financially responsible patrons unless satisfied the credit period has expired and charges correctly assessed have not been paid. If, however, a patron has been frequently delinquent Agent shall make full report to the Treasurer with his recommendation.

(a) Agents or their representatives should call upon delinquent patrons when necessary, and explain the credit regulations.

(b) Agents shall report to the Treasurer, furnishing copy to the Freight Sales & Service Officer, concerning patrons whose credit is to be suspended, such report to be made by Company telephone or by wire when an important account is involved and confirmed by letter. Both must be advised when accounts, previously reported, are paid or adjusted; also when a credit that had been suspended is reinstated.

(c) When patrons are known to be financially responsible, Agents may restore temporarily suspended credit upon payment of overdue charges and on receiving assurance that settlements thereafter will be made when due.

DELINQUENT ACCOUNTS - METHOD OF TRACING AND REPORTING

59. When and as bills for tariff charges remain unpaid beyond the authorized credit period, patron is to be traced by telephone, but if that is not practical then Form TR-271 is to be prepared in four (4) parts (when involving carload items or demurrage average agreement bills five (5) copies must be prepared - read (a) (2) below): original to the patron when account is delinquent; if payment is not received on the third day thereafter, the next copy, marked or stamped "Second Request", showing date mailed, is to be sent the patron. Agents will thereafter continue efforts to collect by telephone, personal interview, or otherwise, and if the item or items still remain unpaid the following is to be observed:

(a) Bills covering carload shipments also demurrage average agreement are to be reported ten (10) calendar days following expiration of the authorized credit period using the third copy of the TR-271 for that purpose upon which must be written or stamped the date forwarded to the Treasurer. Such copy must also contain all pertinent information as to the efforts made to collect and the reasons, if any, given by the patron for the delay in settlement. When occasion requires that agents report an overdue item this third or "delinquency report" copy must include any additional items remaining unpaid beyond the credit period.

1. When a patron has both carload and less than carload bills, also switching, demurrage, storage, etc., the delinquency reports are to be submitted on the 10-day basis.

2. Copies of the TR-271 covering charges in (a) above are to be mailed to the Freight Sales & Service Department having jurisdiction.

(b) Bills covering L.C.L. freight, also storage, reconsigning, switching, straight demurrage and other miscellaneous accessorial charges are to be reported to the Treasury Department fifteen (15) calendar days following expiration of the authorized credit period, using the third copy of the TR-271 for that purpose. Such copy must indicate the same additional information as applied to carload items. (See (a) above).

(c) Copies of the TR-271, containing all pertinent information must be retained in the Cashier's file for future reference. This is vitally important as it will indicate that Treasury Department instructions were complied with and there was no laxity upon the part of the Agency forces in promptly and properly following up for payment. IT MUST BE UNDERSTOOD that the Treasury Department is to be promptly advised by telephone, telegraph or by letter when an item previously reported has been paid or adjusted and in the absence of such advice it will be assumed that the item or items still remains unpaid and in which event necessary action to collect will be taken by the Treasury Department. IT MUST BE FURTHER UNDERSTOOD that the reporting to the Treasury Department does not in any manner relieve the Agency of the responsibility for following up with the delinquent patron.

60. Credit must not be continued to patrons whose checks or drafts have been dishonored. (Read Paragraphs 10, 27 and 28).

STATUS OF PATRONS

61. Any information reflecting unfavorably on the business status or financial standing of a credit patron should be promptly reported to Treasurer.

(a) If Agents receive reliable information that any patron is involved in financial difficulties, all credit arrangements must be suspended immediately and a complete report made to the Treasurer.

(b) In Bankruptcy, Receivership and Assignment proceedings, the Treasurer should be furnished, if possible, with the full name and address of the Trustee, Receiver or Assignee, and date of appointment, together with any legal notices taken from newspapers or otherwise coming to the Agent's attention.

(c) If there are unpaid accounts thus involved, which cannot at once be collected, Agents will forward to Treasurer letter in duplicate giving all available information, sending copy of letter to the Auditor of Freight Revenue, and await Treasurer's instructions as to disposition.

1. If outstanding accounts involve prepaid charges for shipments forwarded, Agents will follow instructions in Paragraph 28.

62. When any patron who has been accorded credit moves from the territory served by the Station, retires from business, or dissolves partnership; when there is a change in the membership or name of a firm, change in title of a corporation, or a change from a co-partnership to corporation or vice versa, Agent must promptly inform the Treasurer. When successors to patrons who had been accorded credit desire the privilege, and application is made therefor, credit may be extended temporarily, pending advice from the Treasurer.

(a) Similar changes in the status of any patron who is operating under Car Demurrage Average Agreement shall be promptly brought to the attention of the Treasurer and Transportation Department Officer having jurisdiction when arrangements will be made to terminate the Demurrage Average Agreement and cancel the credit authority previously issued therefor.

JOINT ARRANGEMENTS RELATING TO THE HANDLING OF CREDIT ACCOUNTS

63. Agents at common points where joint arrangements relating to the handling of credit accounts are established will, in addition to the foregoing, be governed by special instructions issued by the Treasurer.

EXCEPTIONS

64. The foregoing rules governing both extension of credit and the collection of transportation charges do not apply to services rendered the Government of the United States of America, any department, bureau or agency thereof, any State or Territory or political subdivision thereof, and the District of Columbia, and Agents are authorized to immediately extend credit as required.

(a) Charges payable by any Department of the United States Government must not be collected by Agents, but accounted for as prescribed by the Accounting Department.

(b) Charges due and payable by any State, Municipality, or political subdivision, including any department, bureau or agency thereof, are to be traced for within a reasonable time following rendition, and if unpaid after expiration of a month, are to be reported to the Treasurer with full particulars as to the name, title and address of the representative to whom the bills were originally presented.

THE NEW YORK CENTRAL RAILROAD COMPANY
OFFICE OF THE TREASURER

466 Lexington Avenue
New York 17, N.Y.
December 1, 1959

Ticket Agt, N.Y.C.RR.Co.
(Western Div.)
AGENT: Kankakee, Ill.

In connection with a study we are making of our freight and passenger agencies and to bring our records up to date, will you please fill out this questionnaire promptly and return it to this office, retaining a copy for your file.

E. G. JEROME,
TREASURER.

Mr. E. G. Jerome, Treasurer
466 Lexington Avenue
New York 17, N.Y.

Copy 660

1. Name and street address of your station:
500 East Cypress St.

2. Authorized amount of working fund:
$40.00 NYC - and $40.00 Ill. Cent. acct Joint Office

3. Approximate number of payroll drafts cashed each month:
None

4. Name and location of bank to which remittance is sent:
CONTINENTAL ILLS. NATIONAL BANK & TRUST CO.
CHICAGO, ILLS.

5. How does your remittance go to the bank:

Railway Express Agency by train ______ by truck ______
× United States Mail Yes
Armored Car ______
Delivered by Employe Ticket Clerk purchases Bank Drafts & mails

6. Average amount of CASH remitted: Daily $ None Weekly $ None

7. Name of the nearest local bank and distance from your Station:
City National Bank — 8 Blocks

8. Distance of Post Office from your office 5 Blocks

9. Have you a Safe — Combination Yes; Key Lock ______

10. How do you receive your postage stamps — Railway Express Agency ______; United States Mail ______ furnished by Frt Agent

11. Does New York Central Transport Company call at your Station ~~use~~ very few

Yours truly,

M. J. Cuatto
AGENT.