

When a Busy Man* Took Time to Write This

He Meant More than Just Baloney!

"SEVERAL YEARS ago a large part of our time was taken up tracing cars and criticising the railroads.

"There have been decided improvements, however, in the services of all lines, and although in the past we received many complaints from our customers and salesmen, we now quite often receive letters commending the railroads on their services.

"In Chicago, in the past, we had considerable difficulty in getting material to the customers promptly. We have several large accounts in that city which must receive material on schedule time. We have found from experience that your road is one of the most dependable. We can go home in the evening feeling satisfied that the cars will reach Chicago on the fourth day.

"Mr. Wilkinson, our divisional sales manager at Chicago, advises me that the personal attention you have given to our business has helped him considerably with his customers. He mentions that one of his pool cars arrived in Chicago in three days.

"We also had a shipment of eight cars leaving Chester, which the originating road delivered to you five hours late. Somehow or other, in spite of that delay, all these cars reached Chicago on schedule time.

"I want to assure you that we appreciate the service rendered by the Erie Railroad and the personal attention which you have given to our business."

★ Mr. J. J. Inch
Traffic Manager
The Scott Paper Co.
Chester, Pa.

