

THE PENNSYLVANIA RAILROAD  
30TH STREET TICKET OFFICE

Philadelphia, Pa.,

July 30, 1954

Ticketeer Circular No. 1  
(Note "A")

**Ticket Office Personnel:**

On July 16th booklet was given to you outlining procedures in connection with Ticketeer operation to be effective August 1, 1954. This was supplemented by classes of instruction covering Ticketeers and allied ticket selling practices. On July 26th there were issued and distributed to you books listing the matrices initially ordered for each of the five types of matrix cabinets. Certain revised pages of the matrix book were issued on July 29th. These latter pages should be substituted for those they replace in the book.

Since the issuance of the booklet on July 16th and our instruction classes there have been certain changes made in our proposed plan of operation effective August 1st. In addition, there were certain details covered in the classes that we again wish to mention. Therefore, your attention is directed to the following:

1. Contrary to our previous advice, it will not be permissible to sell tickets on Government Order or other tax exempt orders or certificates when the matrix prints the tax on the ticket. We are arranging to secure additional printed matrices on which tax will not be printed. The latter will cover the more popular points for this class of travel. In selling tax exempt tickets to other points it will be necessary to use partially

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printed matrices or blank tickets. This item changes and supersedes certain instructions now contained on Pages 15, 20 and 22 of the Ticketeer booklet of July 16th.

2. On Page 22 of the Ticketeer booklet it states that you will remove both copies of the journal tape from the Ticketeer upon completion of your tour. This has been changed to provide that you will remove only one copy of the journal tape, the other copy remaining in the machine for removal by the account clerks each morning. This change has been made in the interest of better protecting the integrity of your account.
3. On Page 20 of the Ticketeer instructions of July 16th, there should be added symbol "S" under Item 4 to indicate tax exempt tickets. This symbol will appear on the journal tape when fully printed "TNP" (tax not paid) matrices are used.
4. At the present time, in view of Item 1 above, there seems to be no need for using the "EX" lever described on Page 14 of July 16th instructions. The type of payment for the ticket will govern the use of the proper lever in this group; that is, CA, CK, OR or GO. The tax exempt lever described on Page 15 of the July 16th instructions is always to be used in connection with a printed or blank matrix covering tickets on which there is no tax.
5. You will continue to fill in the back of employe half rate orders as to tariff fare, employe fare, etc.
6. Fully printed matrices with fares including tax are not to be used for furlough tickets; also, it is not permissible to use partially printed

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matrices on which the printed round trip limit is greater than that covered by furlough fares. For example, partially printed interline matrices bearing six months return limit cannot be used for furlough tickets.

7. In selling furlough tickets to members of armed forces other than the U. S. and on which tax applies, it is not permissible to use printed furlough matrices on which no tax appears. Blank forms must be used for this class of travel. In such cases "Tax-X" lever will not be used.
8. If the only available printed matrix to a point in New England is routed via Grand Central Terminal, ticket cannot be stamped and fare increased to show routing via Hell Gate Bridge. Matrix covering Hell Gate Bridge supplement ticket is to be used in connection therewith.
9. Fully printed matrices which include fare and tax cannot be reduced in value to cover Half Fare, Clergy, DVS, Charity, etc. Where printed matrices of the particular type desired are not available proper blank forms must be used. Certain blank matrices have been provided to specifically cover half fare local tickets and in some cases fully printed half fare tickets. Attention is directed to half fare matrices carrying symbol "1/2" on the right hand side of the coupon.
10. In the handling of exchange tickets you will continue to be governed by our instructions of July 22, 1953, which are repeated below:  

"Form PD 820 must be prepared for the exchange of all tickets, except when letter of authority for exchange is received from General Passenger Agent.

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Tickets must be marked "Exchange".

Notation on back of ticket lifted must show the form and number of ticket for which it was exchanged. The agent's stub of ticket issued must show the form and number of ticket lifted.

Ticket must be reported at its original value - that is - what the passenger paid the originating Agent for ticket - less tax. The only time tax is reported is when additional collection is made and tax is collected on same.

If original ticket was issued on a Government Order, ticket exchange should show - if possible - number of Government Order presented for original ticket".

11. On Page 23 of the Ticketeer Booklet of July 16th, mention was made of a carbonized form of book ticket to be adopted for interline sales. We are now advised that this form of book ticket will not be available for our use on August 1st. We will use the present skeleton forms of tickets for interline sales when there is not fully printed or partially printed matrix for the route and destination you are required to cover. Moreover, the present forms of Family Tickets, local and interline; Group Economy Tickets, local and interline; and Special Party Tickets, Interline, will be temporarily continued in use. Matrices have been provided for Local Special Party Tickets. You will continue to sign for skeleton interline, Family Tickets, Group Economy Tickets and Special Party Tickets in the same manner as you do now for tickets taken from the General Stock. You will be advised later as to the date we will start using the carbonized form of book ticket.

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12. In the preparing of fractional tickets to cover completely the necessary rail transportation incident to certain types of Pullman accommodations, such as Drawing Rooms, Compartments, etc., you should use (with proper notations) one of the following types of tickets, whichever is available and more readily applicable:

1. Matrices for partially printed interline tickets (so called "9 Form"),
2. Skeleton Interline Tickets,
3. Blank Local Tickets.

You should not use for this purpose a fully printed ticket, which includes the fare, and reduce the value thereof.

13. When using any of the blank tickets not covered by Matrices (referred to in items 11 and 12 above) we will require a separate adding machine tape from you giving fare and tax for such tickets with the stubs thereof attached.

14. We have been assured that the new form of Commutation Ticket referred to on Page 26 of the Ticketeer Booklet of July 16th will be available for our use beginning August 1st.

15. On the lower half of the front (left side) of the Ticketeer Summary Sheet referred to on Pages 15 and 16 of the July 16th booklet, there appear two columns under the heading "Service Charge". These two columns - one with the heading "RR" and one with the heading "PULL" - have been provided for you to list each service charge transaction. These two columns have no relation whatever to the headings shown in the lines directly to the left of these two columns, as these latter headings only refer to the columns on the lower half of the summary sheet titled "interline", "Local" and "PSL".

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16. The moving of Ticketeer Machines within the Ticket Office is to be kept to a minimum. While the Ticketeer is equipped with casters, the machine has a high center of gravity and, with the the uneven floor surface in 30th Street Ticket Office, extreme precautions are needed to move the Ticketeer without accident. Ticketeer is only to be moved with the express permission of a Supervisor. Before machine is moved, the electrical cord is to be disconnected at both the machine end and the floor socket end, and the cord neatly rolled and placed on top of the Ticketeer.

17. When a ticket clerk moves from one window to another during his tour and it is not permissible to move his original Ticketeer with him, a closing reading of the Summary Card should be taken before leaving the first Ticketeer, and a new opening and closing reading on another Summary Card taken on the second machine. As previously advised, each Summary Card reading is to be taken in duplicate.

18. If at any time the Ticketeer should become unoperative and you have determined that the keys are properly set in their prescribed locations, you should consult a Supervisor. Do not attempt to correct the condition yourself.

Note "A" - We suggest that this circular and subsequent ones be placed in the back of the Ticketeer Instructions booklet of July 16th,  
- for ready reference in the future.

R. H. Hance

Passenger Agent